

Annual Report

2023





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Our Mission

We improve the health and well-being of Marylanders by connecting them with high quality, affordable health coverage through innovative programs, technology, and consumer assistance.

Our Vision

High quality, affordable health coverage for all Marylanders

Our Values

Ethical / Diverse and Inclusive /
Innovative / Collaborative





Maryland Health Benefit Exchange

Maryland Health Benefit Exchange (MHBE), a public corporation and independent unit of state government, was established in 2011 in accordance with the 2010 Patient Protection and Affordable Care Act (ACA). Working with the Maryland Department of Health, Maryland Department of Human Resources, and the Maryland Insurance Administration, MHBE launched Maryland Health Connection, an insurance marketplace, in 2013. This marketplace offers Maryland residents a one-stop shop to explore health insurance plans, compare rates, and determine eligibility for tax credits, cost-sharing reductions and public assistance programs, such as Medicaid and the Maryland Children’s Health Insurance Program.

It is the only place where Marylanders can access financial help to make coverage more affordable. Once an individual or family selects one of the many private health plans or programs that best meets their needs, they may enroll directly through Maryland Health Connection. Small businesses may use Maryland Health Connection for Small Business to connect with a broker to help them select plans that meet the needs of their employees and check eligibility for tax credits to reduce the cost of employer-sponsored coverage for qualifying businesses.

MHBE Board of Trustees

A nine-member Board of Trustees oversees MHBE. It includes the secretary of the Maryland Department of Health, the Maryland Insurance Commissioner and the executive director of the Maryland Health Care Commission. The governor, with the advice and consent of the Senate, appoints three members representing employer and individual consumer interests, and three additional board members with health insurance or public health experience.

Gov. Wes Moore

Lt. Gov. Aruna Miller

Michele Eberle

Executive Director, Maryland Health Benefit Exchange

IN § 31-119(d)

HB 228/Ch. 159, 2013

MSAR # 9717

Dr. Laura Herrera Scott

Secretary, Maryland Department of Health, Board Chair

Dr. Rondall Allen

Aika Aluc

Kathleen A. Birrane

Commissioner, Maryland Insurance Administration

Laura Crandon

Maria Pilar Rodriguez

Ben Steffen

Executive Director, Maryland Health Care Commission

K. Singh Taneja

Dana Weckesser



Executive Director's Message

As you read through this year's annual report, you will find that in addition to enrolling a record number of Marylanders—182,166—for 2023, MHBE continues to innovate to improve the health and well-being of our residents.

Gov. Wes Moore has made it clear that health care policies must be bold in order to increase access equitably, and we look forward to meeting that challenge.

This year has brought new challenges and opportunities. Until May 2023, no one had been dropped from Medicaid coverage since the start of the pandemic. As we work alongside the Maryland Department of Health, we want to ensure the state's nearly 1.8 million Medicaid participants maintain their coverage or enroll in a private health plan if they need one. This unwinding has brought together all the departments of MHBE, as we cull data and use technology to promote continuity of coverage among our enrollees.

The next year will be crucial for the marketplace in Maryland. We will continue to affect change through policy to keep coverage affordable. Our efforts will focus on reaching Marylanders who face the most barriers, and we will innovate to ensure that consumers have access to professional help navigating the enrollment process.

In his inaugural address, Gov. Moore said, "We know it is unacceptable that in the home of some of the best medical institutions on the planet, more than 250,000 Marylanders lack health care coverage...We've been asked to accept that some of us must be left behind. That in order for some to win, others must lose. And not only that: We have come to expect that the people who have always lost...will keep losing. Well, we must refuse to accept that."

Maryland Health Benefit Exchange, with our partners and sister state agencies, are working hard to get affordable health coverage to everyone who needs it. They absolutely should not be left behind.



A handwritten signature in black ink that reads "Michele Eberle".

MICHELE EBERLE

Executive Director

Leadership



ANDREW RATNER
Chief of Staff



TONY ARMIGER
Chief Financial Officer



SCOTT BRENNAN
Director, Compliance & Privacy



JOHANNA FABIAN-MARKS
Director, Policy, Plan
Management & Eligibility



TAMARA GUNTER
Director, Consumer Assistance



VENKAT KOSHANAM
Chief Information Officer



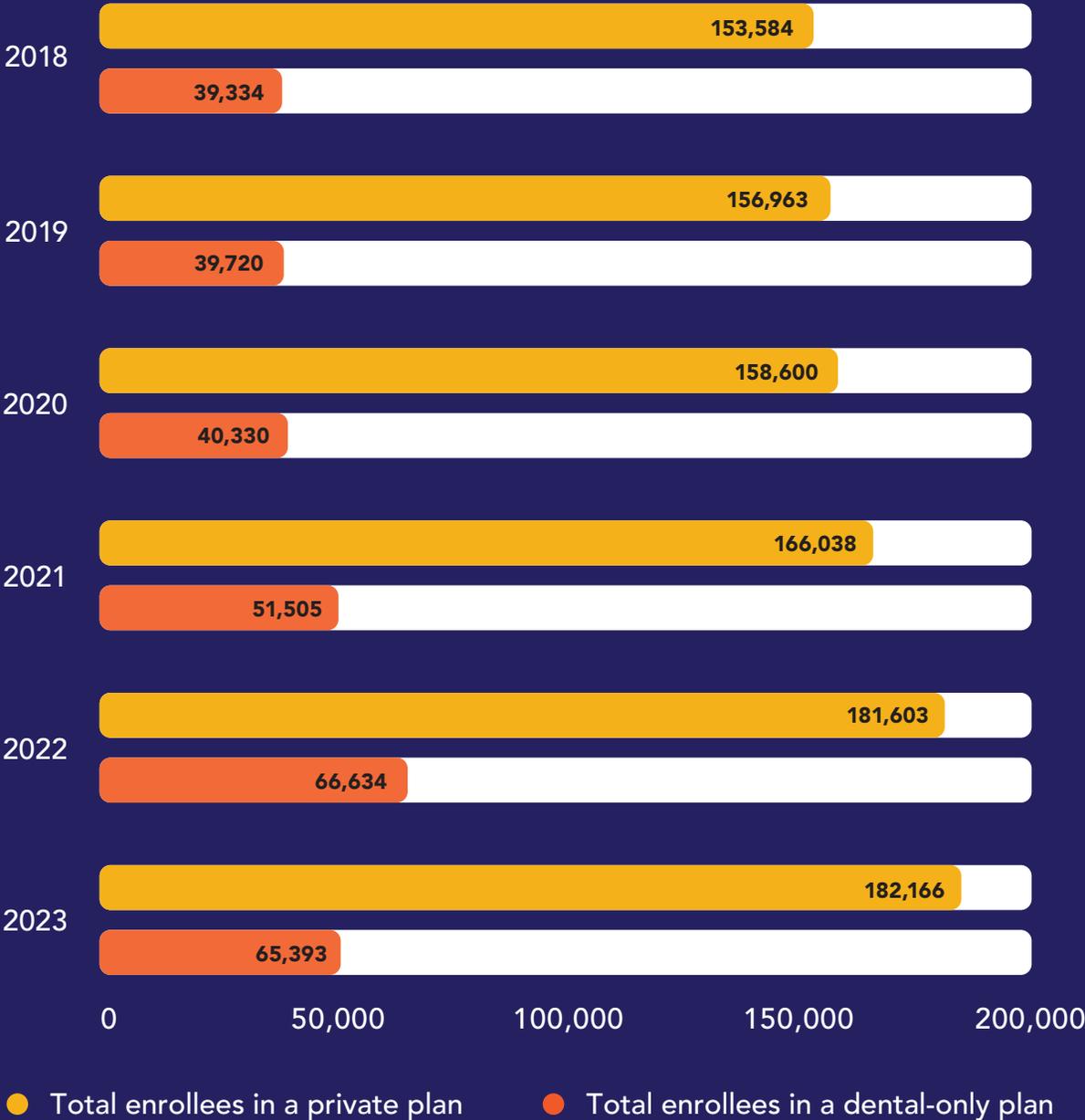
BETSY PLUNKETT
Director, Marketing
& Web Strategies



JASCIEL STAMP
Director, Organizational
Effectiveness & Human Resources

2023 Highlights

Private Plan and Dental Enrollment



Source: MHBE Managing for Results Report

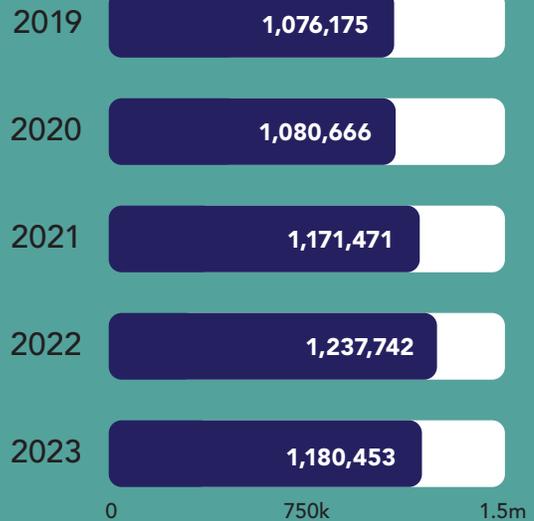
182,166

A record number of Marylanders enrolled

Enrollment by Black residents grew by nearly **3%**

Enrollment by Hispanic residents grew by **9%**

Medicaid Enrollment



Source: MHBE Managing for Results Report



Improving Affordability

Maryland has created unique programs to reduce the cost of health insurance for its residents.

The Reinsurance Program

The Reinsurance Program reduced premiums by more than 30% over its first four years. In 2022 through 2024, average annual rate increases were consistently below claim trends, and average premiums are still more than 20% below 2018 levels. Maryland's premiums remain 25-30% lower than that of similar plans across the U.S. In fact, Maryland has the lowest-cost Bronze and Gold plans and among the top five most affordable Silver plans in the country, according to figures from the U.S. Department of Health and Human Services. Estimates indicate that enrollment was about 6% higher due to the Reinsurance Program than it would have been otherwise.

MHBE's application to extend the Reinsurance Program beyond 2023 was approved in June by the U.S. Department of Health and Human Services and the Department of the Treasury and will continue through Dec. 31, 2028.

For 2024, rates increased an average of 4.7%.

| Plan Year | Average Individual Market Premium Change |
|-----------|--|
|-----------|--|

| | |
|------|------|
| 2014 | n/a |
| 2015 | 10% |
| 2016 | 18% |
| 2017 | 21% |
| 2018 | 28% |
| 2019 | -13% |
| 2020 | -10% |
| 2021 | -12% |
| 2022 | 2.1% |
| 2023 | 6.6% |
| 2024 | 4.7% |

2022

had the largest increase in young adult enrollment growth in four years.

Young Adult Subsidy

MHBE launched a two-year pilot program in 2022 to provide premium subsidies to help young adults reduce the amount they pay for health plans. Young adults ages 18-34 account for approximately 43% of non-Medicaid-eligible, lawfully present uninsured adults in Maryland, and surveys of young adults have consistently reported cost as the primary barrier to enrolling in coverage.

This pilot program was set to expire at the end of plan year 2023. MHBE supported legislation this year that extended the program an additional two years, through plan year 2025. The subsidy paired with federal subsidies to reduce costs on a sliding scale, with the youngest and lowest income young adults paying the least.

In the first year of the program, about 45,000 young adults received an average of \$35 per household in financial help. Young Adult Subsidy recipients, compared to young adult enrollees ineligible for the subsidy, are more likely to be Hispanic (14% vs. 9%), Black/African American (22% vs. 16%), and female (57% vs. 54%).

Young adult enrollments in private plans through July 2023 topped 51,000, 4,000 more than one year earlier and 5,000 more than two years earlier before the state launched the subsidy program for qualified applicants.

Beginning with plan year 2024, MHBE expanded eligibility to adults up to 37, with the goal of increasing the number of young adults receiving financial help.



Medicaid Unwinding has Propelled Private Plan Enrollments

States were prohibited from terminating enrollees' Medicaid coverage under a federal Public Health Emergency declaration. This policy ended in April 2023, meaning that some Marylanders would be disenrolled from Medicaid and would want a private plan. Maryland Department of Health (MDH) and Maryland Health Connection have worked together to launch the Medicaid Check-In campaign to remind recipients to renew their Medicaid or to enroll in a private health plan if they would otherwise be without coverage.

In order to maximize a streamlined renewal process, MDH and Maryland Health Connection have:

- Staggered enrollment so that agencies, health insurance companies, and other assisters have the capacity to provide expert enrollment support.
- Used existing systems, like enrollment in the Supplemental Nutrition Assistance Program food assistance program, to automatically renew Medicaid for those eligible.
- Implemented the Medicaid to Private Plan Enrollment Program, which simplifies the enrollment process. MHC preselects plans for eligible individuals so that they can confirm this plan by paying their first month's bill. Consumers also can easily change plans. If they take no action, enrollment will not be finalized.

As of October 11, 2023 nearly 6,300 people enrolled through the Medicaid to private plan program.

Easy Enrollment Programs Continue to be a National Model

MHBE's partnerships with the Comptroller's Office and the Department of Labor continue to contribute to private plan enrollment. The Tax Time and Unemployment Insurance Easy Enrollment programs allow tax filers and unemployment insurance claimants to check a box on their respective forms to indicate that they need health insurance and would like help getting coverage.

More than 13,500 people have gained coverage through the Tax Time Easy Enrollment Program in the four years since it began. The Unemployment Insurance Easy Enrollment Program (signed into law in 2021) has also been successful, with nearly 13,800 people newly enrolling since its inception.

In total, more than 117,000 Marylanders during the past four years have checked the box to get help finding free or low-cost coverage.

| | 2020 | 2021 | 2022 | 2023* |
|---|-------|-------|-------|--------|
| Tax Time Easy Enrollment (open during state tax filing season and beyond for filers with an extension)* | 5,382 | 4,234 | 2,020 | 1,955 |
| Unemployment Insurance Easy Enrollment (open year-round for eligible UI filers) | N/A | N/A | 3,250 | 10,595 |

Source: MHBE Managing for Results

*2023 data through July 31, 2023



Equity and Inclusion

Improving Quality of Care with Race and Ethnicity Data Tracking

In April 2022, MHBE revised the race and ethnicity questions on the MHC application pursuant to the recommendations of the 2021 MHBE Health Equity Workgroup. MHBE collects race and ethnicity data to track enrollment trends, set enrollment targets, and inform outreach to uninsured groups; the data is also transmitted to insurers at enrollment. Prior to the revisions, fewer than two-thirds of consumers provided their race on the application. This low response rate limited MHBE's ability to meaningfully analyze the data and perform outreach.

The revisions brought MHBE into alignment with best practices for collecting race and ethnicity data, including making the question mandatory (while still allowing consumers to answer "prefer not to say" or "other"). MHBE also added many response options including a new Middle Eastern/North African category, an option for those who only identify as Hispanic or Latino and not with any specific race, and more specific response options under each major race category that were informed by Maryland census data. Text in the application was added, prompting consumers to "read more" to explain why race and ethnicity information is requested. Consumer assistance workers and call center staff were trained on how to ask the new questions to encourage consumers to respond.

Informative responses to the race question have improved by about 25% since the launch of the revised question. In April 2022, before the revised questions had yielded new data, about 36% of

consumers responded "other" or did not respond at all to the race question. As of March 31, 2023, the share of consumers responding "other," "do not know," or "prefer not to say" had reduced to about 27%. Responses by type of consumer assistance have also improved: the share of uninformative race data from producer-assisted applications dropped from 78% to 35% after the question revision.

The new response options are revealing new information about MHBE's consumer population. Nearly 6% of consumers reported that they "identify only as Hispanic or Latino," and not with any particular race (one of the new race response options). About 0.25% of consumers with a private plan and 0.12% of Medicaid consumers identified with the new Middle Eastern/North African category.

Informative responses to the ethnicity question ("Is [consumer] of Hispanic, Latino, or Spanish origin?") have also improved since the launch of the revised question. In April 2022, about 20% of consumers did not respond or responded "other" to the ethnicity question, compared to about 14% responding "other" or "prefer not to say" at the end of March 2023. There was a larger increase in responses to the ethnicity question response rate among those who responded "yes," they are of Hispanic, Latino, or Spanish origin (~10%), than among those who responded "no" (less than 4%).

We will continue to track enrollment progress over time by race and ethnicity and expand how we use this data to drive outreach and enrollment efforts. We also plan to evaluate opportunities for additional consumer assistance worker training, and to continue exploring an agreement with CRISP, Maryland's Health Information Exchange, to further improve race and ethnicity data completeness.

Progressive Policies Can Improve Health Outcomes: Healthy Babies Equity Act

In accordance with a law passed by the Maryland General Assembly in 2022, beginning July 1, 2023, noncitizen pregnant individuals in Maryland of any immigration status now have access to Medicaid coverage.

In the past, eligibility for Medicaid required pregnant individuals to be residing in Maryland lawfully and have certain immigration statuses.

The Healthy Babies Equity Act is estimated to expand coverage to more than 5,700 newly qualifying pregnant individuals in the state. The benefit will provide coverage during pregnancy and for four months after the baby is born.

For more information visit the Maryland Department of Health's [website](#).



Maryland Health Connection for Small Business

Maryland Health Connection for Small Business aims to broaden outreach efforts and engage stakeholders to elevate our small business programs, making it easy for small businesses and nonprofits to offer health insurance to their employees.

Small Business Programs Advisory Committee

The Small Business Programs Advisory Committee was created in 2022 to engage with industry partners on how best to implement key small business plan management. Topics of discussion included examining Maryland's uninsured population, the work toward implementation of small business outreach and education, and establishing a proactive approach and commitment to fostering positive change as we serve small businesses in Maryland.



Small Business and Nonprofit Health Insurance Subsidies Program Work Group

In July 2022, in accordance with SB 632 (2022), Maryland Health Benefit Exchange (MHBE) established a work group to examine and propose recommendations for the creation of a Small Business and Nonprofit Health Insurance Subsidies Program. This initiative aimed to offer health insurance subsidies to small businesses and nonprofit employers for their employees and included representatives from small businesses, nonprofits, health insurance companies, licensed insurance brokers, and various advocacy organizations. MHBE presented the work group's findings and recommendations in a report to the governor, Senate Finance Committee, and House Health and Government Operations Committee. Read the final report and supplemental letter to the Maryland Legislature at [MarylandHBE.com](https://www.marylandhbe.com).

Building Partnerships and Outreach

Outreach initiatives to target small businesses and nonprofit organizations were at the forefront of MHBE's strategic marketing and communication efforts. To achieve this goal, MHBE developed partnerships with various state agencies and external stakeholders who distributed brochures and resources to small business networks statewide. These partners also shared important MHC for Small Business messaging on social media, webinars, emails, and newsletters. Statewide outreach efforts were coupled with a strong presence at conferences, community events, and networking opportunities to build relationships and increase awareness among small businesses and nonprofits.

The 2023 Annual Broker Achievement Awards

MHBE held its first broker achievement award ceremony on May 8, hosted by Executive Director Michele Eberle. Gov. Wes Moore recognized the top three brokers with proclamations and a video message. The top three brokers recognized were Eugene Poole of Aligned Benefits Group, Inc. in Upper Marlboro, for highest enrollment in the MHC for Small Business category; Wonde Desalegn, of Spring Financial Services, in Silver Spring, for highest enrollment in the Individual Market; and Jon Levine of Viking Benefit Solutions in Ellicott City, for top broker in the Broker Assistance Transfer, a program developed by MHBE to help Marylanders who call the call center and need help choosing a plan get transferred to an authorized broker. See the full list of top brokers on MarylandHBE.com.



Wonde Desalegn (left) and Eugene Poole accept a top broker award from Michele Eberle at MHBE in May.



Michele Eberle with top broker, Jon Levine.



Mimi Hailegeberel, small business program manager, presents at the Maryland State Child Care Association Conference in Ocean City in May.



Business Units

Policy and Plan Management

In 2023, MHBE established a new Broker Advisory Committee. The committee actively contributes to the improvement of MHBE's programs and services by providing valuable feedback and recommendations, offering input on policy and programs, collaborating with industry leaders, staying informed about industry developments, and acting as advocates for the interests of consumers.

The membership of the committee consists of brokers located in Maryland, along with other industry stakeholders, allowing for diverse perspectives and input.

Technology

In a year of remarkable transition and dedication to strengthening our systems, MHBE has innovated several key platforms.

- Broker Connect, created in 2022, allows consumers to get a call back from a broker in near real-time, and provides brokers with prospective leads. This year, the tool was enhanced to allow brokers to set their availability. Since implementation, 40,000 leads have been generated and 10,000 consumers have received responses within 30 mins. Integrating a QR code for Broker Connect into consumer notices has streamlined communication with a broker.
- MHBE launched iOS and Android mobile applications for brokers, aiming to enhance their service efficiency and responsiveness to clients. This app encompasses various features for brokers, such as client management, control

over account settings, the ability to change passwords, options for escalating issues related to enrollment and commission, a centralized message center, streamlined request processing, and seamless document uploads.

- In May 2023, MHBE implemented secure messaging, enabling consumers to report and resolve issues within their enrollment application. This channel enhances privacy, ensures data security, fosters efficient communication, and offers consumers the ability to track their messages. About 2,000 consumers have successfully contacted MHBE through this platform to resolve their problems.
- A new “Pay Now” feature for Delta Dental streamlines the payment process by providing consumers and providers quicker enrollment, lower abandonment rates, and better transaction security and tracking. To date, 10,000 consumers have benefited.
- Top-tier cybersecurity remains a priority for the agency. MHBE embraced the zero-trust framework and modernized its infrastructure. The zero-trust model means that users and devices should not be trusted by default. MHBE added a two-phased strategy. The first phase saw rigorous data management and multi-factor authentication deployment among other steps. The second phase will elevate security, refine infrastructure, and boost visitor management protocols. MHBE also has undertaken a series of security enhancements, including reducing server reliance through cloud services.
- MHBE has expanded its live chat capabilities, enabling logged-in consumers to receive immediate, personalized assistance efficiently and securely. This feature also reduces phone

call wait times. Agents can address users by name, reference prior interactions, and tailor solutions to individual preferences. About 30,000 consumers have leveraged live chat to receive swift responses to their inquiries.

- In association with the Maryland Department of Health, MHBE has implemented automated document verification powered by a combination of Robotic Process Automation, Optical Character Recognition, and Artificial Intelligence/Machine Learning models. This innovation has saved Medicaid workers from manually reviewing 30% of the income verification and provides faster eligibility decisions, faster enrollment, reduced manual errors, and improved data integrity and increased operational efficiency. This solution has slashed the processing time for consumer enrollment requests by five days.
- MHBE has introduced a business intelligence dashboard on MarylandHBE.com, enabling the public to access enrollment data in summary and detailed formats. This transparent tool is both up-to-date and customizable, and includes various categories such as gender, age, race, insurance companies, and plans.

**Nearly 1,500
new consumers
enrolled in coverage
with Broker Connect.**

Customer Service

- Our consumer assistance organizations, grantees of the navigator program, focus on pockets of the state with persistent rates of uninsured. Navigators made more than 2,400 outbound calls in 2023 to contact consumers who have started an application and may need help with completion.
- The call center that offers consumer support has taken a lead role in the Medicaid Unwinding initiative by increasing staffing with a focus on hiring bilingual representatives.
- In fiscal year 2023, the appeals and grievances team handled 2,115 escalated cases. Of these cases, 309 appeals were upheld by the Administrative Law Judge and none were reversed. The median time for handling these cases was within 7 days.
- The application counselor program added 4 new organizations and 42 new application counselors in 2023.



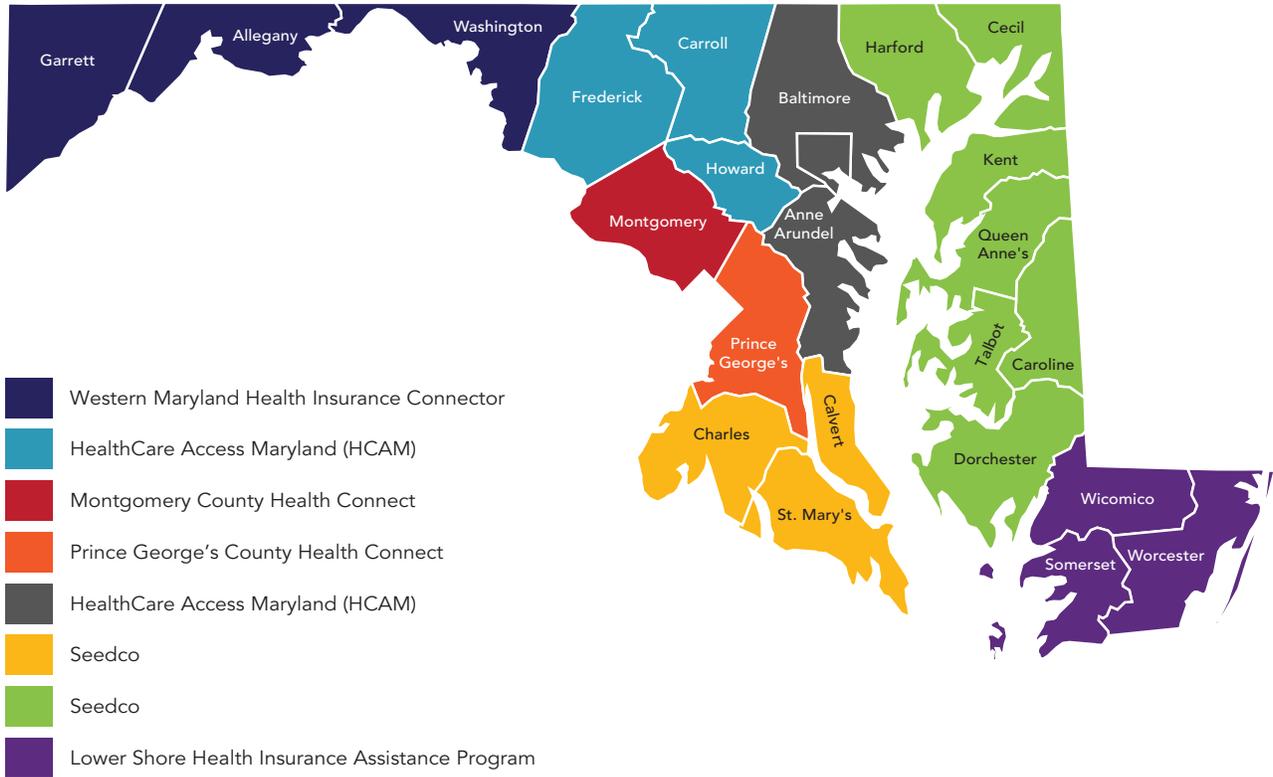
The call center now
handles an average of
14,000
live chats per month.



| Navigator Assistance | State fiscal year | | | |
|--|-------------------|--------|--------|---------|
| | 2020 | 2021 | 2022 | 2023 |
| Number of consumer encounters with Consumer Assistance staff | 90,555 | 87,022 | 62,481 | 162,124 |
| Call Center Assistance | | | | |
| Percent of first call resolution | 93% | 94% | 95% | 93% |
| Average call handle time (minutes) | 11.25 | 11.27 | 11.37 | 12.03 |

Source: MHBE Managing for Results

Fiscal Year 2024 High Focus Areas



Meta areas where the highest uninsured populations receive targeted outreach.

- | | | |
|---------------------|----------------------------|---------------|
| Sandtown-Winchester | Elkton | Salisbury |
| Dundalk | Great Mills/Lexington Park | Crisfield |
| Hyattsville | Waldorf | Pocomoke City |
| Gaithersburg | Cumberland | |
| Frederick | Hagerstown | |

Marketing

The plan year 2023 marketing campaign evolved from research that our target audience sought health coverage out of concern for an unexpected illness or injury. The Unexpected advertising concept focused on the humorous and relatable left hooks that life can throw as a way to remind Marylanders of the value of getting and maintaining health insurance. We applied this concept across paid advertising as well as collateral. The World Cup advertising package on Telemundo featuring English and Spanish creative was a success. We also reached our priority audiences with printed informational pieces, social media influencers, videos in American Sign Language, and events across the state.

Enrollment of Hispanic young adults ages 18-34 grew by nearly 13% in 2023.

Maryland Health Benefit Exchange won recognition for the campaign, including:

- Grand MX Campaign of the Year at the 2023 MX Awards, American Marketing Association, Maryland Chapter
- Gold and Silver for Best Video Marketing Campaign at the 2023 Telly Awards
- Platinum award for Strategic Campaign/ Marketing Electronic Media at the 2023 Hermes Creative Awards





Get protected from the unexpected.



2023 print ad sample

MHBE marketing staff and its marketing firm, GMMB, at AMA Baltimore's MX Awards event. Photo by Coyle Studios.

Compliance and Privacy

The compliance department performed internal control reviews of the agency's departments and an external audit of the consumer assistance organizations compliance with contract and regulatory requirements. The privacy department, in collaboration with the IT department, performed a Privacy Impact Assessment and Minimum Acceptable Risk Safeguards for Exchange self assessment, which were submitted to the Centers for Medicare and Medicaid Services for review, as required.

Additionally, MHBE tightened procurement parameters governing its federally and state funded vendors and ensured that debarment and sanctions checks were performed timely for all vendors and employees.

The civil rights coordinator did not receive any complaints.

The compliance hotline received six complaints: three were unsubstantiated and closed, another was unsubstantiated and forwarded to the Medicaid Fraud Control Unit, and two were substantiated and were referred to the Medicaid Fraud Control Unit for further investigation.

Fraud, Waste and Abuse Hotline Calls

| | 2021 | 2022 | 2023 |
|--------------------------|------|------|------|
| Compliance Hotline | 2 | 10 | 6 |
| Civil Rights Coordinator | 2 | 1 | 0 |



Minority Business Enterprise

We are dedicated to supporting small businesses led by women and minority owners.

In FY2023, MBE prime and subcontractors were paid \$23,054,075. Prime and subcontractor contracts to MBE firms during FY2023 totaled \$23,376,466. This represented 33.89% of all contracts. The MBE classifications of current MHBE prime and subcontractor awardees are:

- African American
- African American Women
- Asian
- Asian Women
- Subcontinent Asian American
- Subcontinent Asian American Woman
- Hispanic
- Hispanic Women
- Women

| Fiscal Year | Prime Contract | Prime Contract Payments |
|-------------|----------------|-------------------------|
| 2020 | \$14,021,374 | \$13,638,782 |
| 2021 | \$12,745,409 | \$12,396,844 |
| 2022 | \$19,015,171 | \$16,088,665 |
| 2023 | \$21,382,014 | \$18,537,668 |

MBE data for 2020-2022 was updated to include task orders approved by the MHBE Board of Trustees.



FY23 Procurements

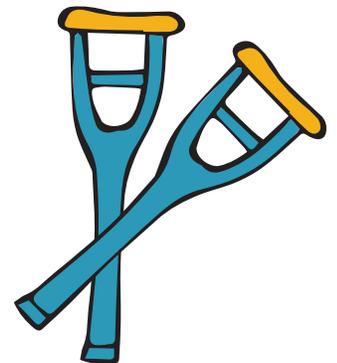
| Solicitation Number | Contract Name | Vendor Name | Contract Amount | Period of Performance Start Date | Period of Performance End Date |
|---------------------|--|--------------------------------|-----------------|----------------------------------|--------------------------------|
| BPM029206 | Zoom Phone Subscription | AlxTel, Inc. | \$57,993 | 6/29/2022 | 6/28/2023 |
| BPM023495 | Akamai Software - Year 2 of Two-Year Contract | Carahsoft Technology Corp. | \$457,516 | 7/01/2022 | 6/30/2023 |
| BPM025176 | Corticon Maintenance Renewal - Year 2 of Two-Year Contract | vCloud Tech, Inc. | \$360,210 | 7/01/2022 | 6/30/2023 |
| BPM028625 | Fulfillment Services Contract Year 1 of Two-Year Base | Art & Negative Graphics, Inc. | \$5,800,000 | 7/01/2022 | 6/30/2023 |
| 050B8400001 | Interpretation Services for CSC and CES | Language Line | \$450,000 | 7/01/2022 | 6/30/2023 |
| BPM022780 | Marketing Services FY23 | GMMB, Inc. | \$4,060,000 | 7/01/2022 | 6/30/2023 |
| RFQ1579794S | Amazon Web Services | A & T Systems, Inc. | \$100,000 | 7/01/2022 | 10/30/2022 |
| BPM022855 | Printing Services Contract Year 2 | Art & Negative Graphics, Inc. | \$120,000 | 7/01/2022 | 6/30/2023 |
| 050B8400001 | Translation Services | Ad Astra | \$20,000 | 7/01/2022 | 6/30/2023 |
| BPM021914 | FY23 Auditing Services | Hamilton Enterprises, LLC | \$28,448 | 7/1/2022 | 6/30/2023 |
| BPM029924 | ServiceNow Subscription Renewal | Thundercat Technology | \$85,921 | 7/17/2022 | 7/18/2023 |
| BPM029949 | Adobe Captivate Prime Renewal Subscription Renewal | Envolvemedia, LLC | \$79,750 | 7/18/2022 | 7/17/2023 |
| BPM029602 | Kong Konnect Enterprise | vCloud Tech, Inc. | \$65,000 | 7/20/2022 | 7/19/2023 |
| BPM029602 | Kong Konnect Enterprise Subscription Renewal | vCloud Tech, Inc. | \$76,255 | 7/21/2022 | 7/20/2023 |
| BPM024982 | Granicus Communications - Year 2 of Two-Year Contract | Victory Global Solutions, Inc. | \$98,997 | 8/30/2022 | 8/29/2023 |

| Solicitation Number | Contract Name | Vendor Name | Contract Amount | Period of Performance Start Date | Period of Performance End Date |
|---------------------|--|-----------------------------------|-----------------|----------------------------------|--------------------------------|
| GS-35F-0119Y | Tableau License | Carahsoft Technology Corp. | \$191,808 | 9/01/2022 | 8/31/2023 |
| BPM024902 | Tenable Subscription Renewal - Year 2 of Two-Year Contract | AlxTel, Inc. | \$17,163 | 9/15/2022 | 9/16/2023 |
| BPM030971 | Synopsys Seeker Subscription | ASR Tech Group, Inc. | \$104,240 | 9/27/2022 | 9/26/2023 |
| 060B2490024 | Microsoft Volume License Subscription | SHI International Corp. | \$85,288 | 9/29/2022 | 9/28/2023 |
| BPM025455 | BlazeMeter SaaS Contract Year 2 of Two-Year Contract | AlxTel, Inc. | \$38,379 | 10/05/2022 | 10/04/2023 |
| BPM031715 | Additional Corticon Licenses for DR Environment | AlxTel, Inc. | \$94,183 | 11/16/2022 | 11/15/2023 |
| 060B6400007 | Salesforce Subscription Service Renewal | Carahsoft Technology Corp. | \$1,111,010 | 3/01/2023 | 2/28/2024 |
| BPM035209 | Cisco SmartNet & ISE Renewal | AlxTel, Inc. | \$149,519 | 3/01/2023 | 2/28/2024 |
| BPM035419 | Zscaler License Subscription | CAS Severn, Inc. | \$145,250 | 3/10/2023 | 3/09/2024 |
| BPM027831 | Qlik Sense Subscription Renewal | Copley Consulting Group | \$53,720 | 3/15/2023 | 3/14/2024 |
| BPM036339 | Informatica IDQ Subscription Renewal | AlxTel, Inc. | \$64,600 | 4/28/2023 | 4/27/2024 |
| BPM035418 | SPLUNK Cloud Subscription Renewal | CAS Severn, Inc. | \$13,140,000 | 4/29/2023 | 4/28/2024 |
| BPM037395 | Apple Computers | Applied Technology Services, Inc. | \$56,790 | 6/08/2023 | 6/07/2024 |
| BPM029325 | Sailpoint IdentifyIQ Annual Support Renewal - Year 2 | Salem Info Tech, Inc. | \$25,368 | 6/14/2023 | 6/13/2024 |
| BPM036752 | Dell Precision 5570 Computers & Accessories | Applied Technology Services, Inc. | \$163,690 | 6/16/2023 | 6/15/2024 |
| BPM036289 | Informatica PowerCenter Renewal Subscription | NJ3Q Technology, LLC | \$147,290 | 6/26/2023 | 6/25/2024 |
| BPM028490 | CSC Services FY23 | Maximus US Services, Inc. | \$17,371,101 | 7/01/2023 | 6/30/2023 |

Standing Advisory Committee

The Standing Advisory Committee (SAC) serves a consultative role and functions as an advisory group to MHBE's Board of Trustees. SAC members are appointed by the Board in consultation with MHBE staff for a term of no more than three years in a manner that provides continuity and rotation.

| | |
|----------------------------|--|
| Jon Frank (Co-Chair) | Licensed Insurance Advisor |
| Mark Meiselbach (Co-Chair) | Johns Hopkins University Bloomberg School of Public Health |
| Mukta Bain | Consumer Advocate |
| Marcquetta Carey | Maryland NAACP |
| Matthew Celentano | League of Life & Health Insurers of Maryland |
| Benjamin Fulgencio-Turner | ecoAmerica |
| Bryan Gere | University of Maryland Eastern Shore |
| Deborah Rivkin | CareFirst BlueCross BlueShield |
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| Diana-Lynne Hsu | Maryland Hospital Association |
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| Stephanie Klapper | MD Health Care For All |
| Carmen Larsen | Hispanic Chamber of Commerce Montgomery County |
| Michelle LaRue | CASA of Maryland |
| Scott London | London Eligibility, Inc. |
| Allison Mangiaracino | Kaiser Permanente |
| Jonathan McKinney | JAM Unlimited |
| Marie-Therese Oyalowo | University of Maryland Eastern Shore |
| Ligia Peralta | Casa Ruben, Inc. |
| Aryn Phillips | University of Maryland School of Public Health |
| Dylan Roby | University of Maryland School of Public Health |
| Alyssa Sinagra | Avery Hall Benefit Solutions, Inc. |
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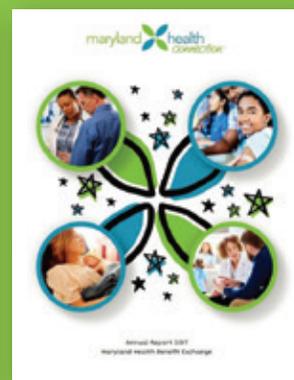
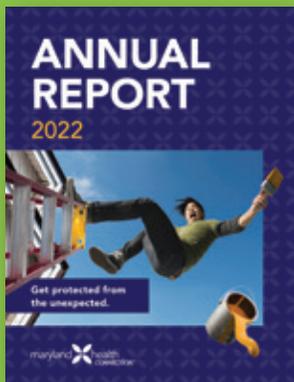




MHBE Staff at off-site retreat in 2023.

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