



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



**Contract with HTMS for Health Plan Project Management
and Benefit Implementation Support
Request for Approval**

Board of Trustees Meeting

May 22, 2015

A Division of the Department of State Treasurer

Contract Approval Required by Statute

North Carolina General Statutes §135-48.22 and §135-48.33(a) require that the BOT approve all Plan contracts with a value over \$500,000.

The cost of this contract is estimated to be \$1,000,000 annually.

This contract is exempt from Department of Administration Purchase & Contract rules pursuant to §135-48.34 as a contract for implementation of benefits.

Background

- In 2012 the Plan issued an RFP for project management services in anticipation of awarding new contracts for third party administrative services, eligibility and enrollment services, COBRA and individual billing services, and Medicare Advantage plans in the fall of that year.
- The goal was to secure a Contractor with extensive health plan and related project management experience to lead the implementation of those contracts.
- Healthcare Technology Management Services, LLC (HTMS) was the only qualified bidder that responded to the RFP and the contract was awarded to HTMS effective May 1, 2012.
- Due to issues with implementation of the eligibility and enrollment services contract with Benefitfocus and the transition to Aon Hewitt with services effective June 1st, the Plan has continued to need these services.
- In addition, HTMS will provide project management support for implementation of the communications plan for 2016 benefits.

New Contract

- The new Contract term will be June 1, 2015 through May 31, 2017 with a one year optional renewal.
- Project management services include providing oversight of the day to day activities of the project, coordinating meetings, identifying, clarifying and managing project issues, escalating issues as appropriate, and monitoring project performance including deliverables and resource effectiveness.
- Under the Contract, HTMS is required to provide a lead project manager (PM), other PMs, and business analysts (BA) as requested by the Plan.
- Costs are by hourly rate based on skill level.

Resources

- **Lead PM:** Provides oversight and leadership for all HTMS project management resources and currently leads the Aon Hewitt Implementation and the Benefitfocus transition of services.
- **PM:** Responsible for the BCBSNC, UHC, Humana and Active Health work streams of the Aon Hewitt Implementation
- **PM:** Responsible for Aon Hewitt project schedule and timeline review, coordinates the NCFlex work stream and manages the 2016 benefits implementation
- **PM:** Responsible for communications work streams for Aon Hewitt implementation and Annual Enrollment
- **BA:** Supports data integration for the Aon Hewitt implementation and AE
- **BA:** Supports ongoing issue resolution for COBRAGuard and Retiree billing, including the transition to Aon Hewitt

Recommendation

Plan staff recommends approval of a contract with HTMS for Health Plan Project Management and Benefit Implementation Support.