

Print, Mail, and Digitization Services (Xerox)

**TxDIR
Shared Technology Services
Data Center Services**

**Lorie Ramirez
HHS IT Infrastructure
Data Center Operations**



TEXAS
Health and Human
Services

TxDIR Shared Technology Services: Print, Mail, and Digitization Services (Xerox)

TOPICS

- New TxDIR Shared Technology Services - Print, Mail, and Digitization Services Contract (Xerox): New Contract Highlights
- Improving services to our clients
- Performance Management



TEXAS
Health and Human
Services

New Contract Highlights

OVERVIEW:

- The Texas Department of Information Resources (TxDIR) has awarded a Master Services Agreement/Contract to Xerox Corporation for Print, Mail and Digitization Services (PMD), provided under the TxDIR Shared Technology Services (STS) - Data Center Services program.



TEXAS
Health and Human
Services

New Contract Highlights (cont.)

OVERVIEW:

- The TxDIR Shared Technology Services Print, Mail, and Digitization Service offering includes large, recurring, and one-time print jobs of various sizes and complexities that are sorted, inserted, and mailed, leveraging volume postal discounts.
- The contract will also allow for digitization of records for more efficient delivery and storage.
- Services are delivered from the state's Austin Data Center.
- HHS leverages this service offering through an Inter-Agency Agreement between HHSC and the TxDIR.



TEXAS
Health and Human
Services

New Contract Highlights cont.

TERM:

- September 1, 2020 - August 31, 2024.
- Renewal Term of four (4) one-year Options through August 31, 2028.

BENEFIT:

- Evolve service model to enable as-a-service pricing and performance delivery.
- Increased capacity and improved productivity and quality.
- New digital services enabling the integration with Texas.gov's Texas by Texas (TxT) mobile application.



TEXAS
Health and Human
Services

New Contract Highlights (cont.)

SERVICE LEVELS - Three (3) print/mail service levels options:

- Print/Mail Standard Timeliness: Same Day – Next Day (\$\$\$)
- Print/Mail Standard Timeliness: Other Time Period (\$\$)
- Print/Mail Basic Timeliness (\$)



TEXAS
Health and Human
Services

Improving Services to our Clients

Issue:

- Timely mail delivery related to benefit approval/denial notice.
- Examples of letters reflecting 8-15 calendar days from print date to citizen receipt date.

Findings:

- Under the previous contract, letters had a Service Level Agreement (SLA) of 7 business days (excluding weekends and holidays) to print and deliver mail to US Postal Service.
- Time-sensitive letters were intermingled with larger print/mail jobs.



TEXAS
Health and Human
Services

Improving Services to our Clients (cont.)

Corrective Action:

- **9/1/2020:** Detailed review with Access and Eligibility Services (AES) of date-sensitive print/mail jobs related to benefit approval/denial notice letters.
- **12/1/2020:** Xerox implemented NEW “Same Day – Next Day” SLA for time-sensitive letters (Form Number: TF0001).



TEXAS
Health and Human
Services

Current Performance

	March	February	January	December	November
660-PMD Print Mail Timeliness (Same Day - Next Day)	99.82%	82.99%	99.76%	99.47%	100.00%
Items Mailed (Expected 99.5% SLA)	897,285	854,341	1,016,564	978,335	127,956
661-PMD Print Mail Timeliness (Other Time Period)	100%	97.46%	100.00%	100.00%	100.00%
Items Mailed (Expected 99.5% SLA)	1,268,169	2,880,463	719,394	634,201	1,303,180

NOTE:

December Volume increase in "Same Day - Next Day" reflects new SLA changes associated with TF0001 form letter.

February: Delay in mail-out due to February Statewide Winter Storm Event



TEXAS
Health and Human
Services

Performance Monitoring

Weekly Operations/Status Meeting:

- HHS IT Team meets with Xerox and HHS Access and Eligibility Services IT Liaison to discuss operations and continuous improvement opportunities.

Monthly TxDIR Shared Technology Services (STS) Status Meeting:

- HHS IT Team meets with STS Customer Relationship Manager to review Service level Performance of all service providers, including Xerox.



TEXAS
Health and Human
Services

Performance Monitoring (cont.)

New Contract Feature: Customer Service Level Improvement Plan (CSLIP):

- The TxDIR Shared Technology Services' contract with all service providers invokes a proactive Customer Service Level Improvement Plan for repeat Service Level Agreement breaches.
- This process investigates root cause and corrective actions to address.

Monthly Customer Scorecard:

- TxDIR solicits monthly customer feedback from HHS DCS Team regarding all service providers.



TEXAS
Health and Human
Services

Performance Monitoring (cont.)

TxDIR Shared Technology Services (STS) Governance Groups:

- Quarterly TxDIR Print/Mail Digitization Governance Group.

TxDIR Shared Technology Services (STS) Vendor Management:

- TxDIR's Contract and Vendor Managers provide contract oversight Service Level Performance Management responsibilities; and are available for escalation assistance



TEXAS
Health and Human
Services



TEXAS
Health and Human
Services

Thank you

Lorie Ramirez

Data Center Operations Director

HHSC IT Infrastructure Services



TEXAS
Health and Human
Services

Review of Denial and Reduction Notices

Bill D'Aiuto

Associate Commissioner of Eligibility Operations

Review of Denial and Reduction Notices

Overview

- HHSC completed a review of complaints and inquiries related to the untimely receipt of denial and reduction notices submitted to the customer call center and to the Office of the Ombudsman for applications, redeterminations and changes.

Date Range

- September 1, 2020 through April 6, 2021.



TEXAS
Health and Human
Services

Review of Denial and Reduction Notices (cont.)

Findings

- The review determined HHSC did not receive complaints regarding untimely receipt of denial and reduction notices during this time period.

Ongoing Efforts

- HHSC is reviewing service level agreements for other forms and notices to determine if changes are needed.



TEXAS
Health and Human
Services



TEXAS
Health and Human
Services

Thank you

Bill D'Auito

Associate Commissioner of Eligibility Operations