



# SENATE CALIFORNIA LEGISLATURE

STATE CAPITOL  
SACRAMENTO, CALIFORNIA  
95814

January 14, 2013

Mr. Peter V. Lee  
Executive Director  
California Health Benefit Exchange  
560 J Street, Suite 290  
Sacramento, CA 95814

RE: Support for Stanislaus County Application for Health Benefit Exchange Call Center

Dear Mr. Lee:

As the members of the Stanislaus County delegation, we are writing to urge your selection of the call center proposal submitted by the Stanislaus County Community Services Agency to host the California Health Benefit Exchange (CHBE) call center, a Covered California Initiative.

Stanislaus County has the experience and expertise to make implementation of the CHBE call center a great success for the State and for its customers.

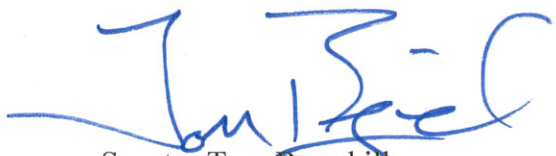
Stanislaus County recently implemented a Statewide Automated Welfare System Consortium-IV (C-IV) call center on May 11, 2012. This project was done in conjunction with Accenture and was implemented on time and under budget. This call center has received over 226,608 calls to date and serves customers and inquiries from the general public. The Community Services Agency is dedicated to providing all customers and residents with quality customer service on a consistent basis and the call center has proven to be an outstanding success.

Also, Stanislaus County continues to be greatly challenged by high unemployment rates which are historically well above State and National averages. In an area that has been ravaged by home foreclosures, high unemployment and that struggles with providing economic opportunity, the call center would help provide economic hope to our community, adding approximately 200 jobs to our local economy.

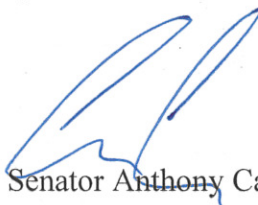
For these reasons, we urge your selection of the Stanislaus County proposal for the CHBE call center.

We thank you for your thoughtful consideration in this matter.

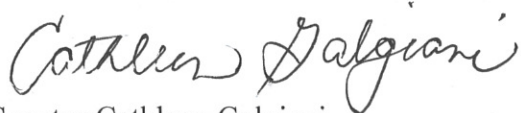
Sincerely,




Senator Tom Berryhill



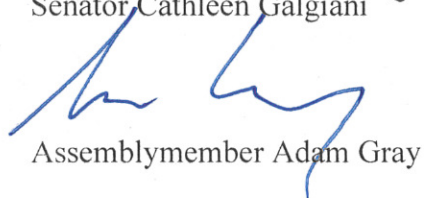
Senator Anthony Cannella



Senator Cathleen Galgiani



Assemblymember Kristin Olsen



Assemblymember Adam Gray

cc: Ms. Kimberly Belshe  
Ms. Diana Dooley  
Mr. Paul Fearer  
Ms. Susan Kennedy  
Robert Ross, M.D.