ATTACHMENT A TO CHANGE ORDER

Statement of Work

[OE9 Extended Hours Support] Jan 18 – Feb 28, 2022

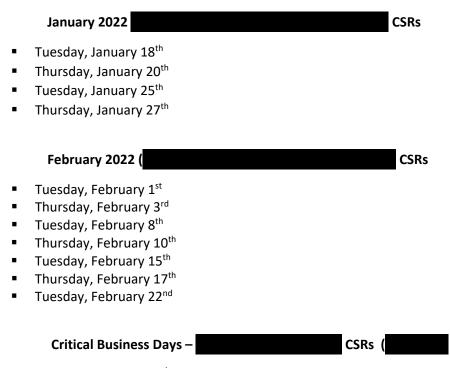
Background

The MHBE issues this Change Order to purchase additional services and support associated with the extended hours of support for the producer and CAC phone lines during Open Enrollment 9 (OE9).

Statement of Work

MHBE has requested the CSC to extend business hours to assist Brokers and CAC process applications and enrollment for Maryland consumers during OE 9. The additional support would be provided by CSRs on Tuesdays and Thursdays during the extended open enrollment period from January 16, 2022 – February 28, 2022.

Extended Producer and CAC coverage will be offered as follows:



- Thursday, February 24th
- Friday, February 25th
- Monday, February 28th

The Board approved NTE for this contract, of \$8,576,256.00 remains unchanged.

ATTACHMENT B TO CHANGE ORDER

Pricing Proposal

[Extended hour support to Brokers and CAC during OE 9] Jan 18 – Feb 28, 2022

Quote:

	January 2022	February 2022	Critical Business Days	Total
# of Days				
# of Special				
Project CSRs	_	_	_	
# of hours/month				
Total				
Hours/Month	_	_	_	
OT Hourly Rate				
Recapitulation				\$2,501.48

MHBE understands that Work from Home Special Projects Agents will be assigned to offer extended hour support for Brokers and CAC during OE 9. Additionally, MHBE understands that the overtime (OT) rate will be applicable since the hours worked are beyond the normal work hours for the designated Special Projects CSRs.

John Palumbo	Maximus
Authorized Individual Name	Company Name
Project Director	26-030-7682
Title	Company Tax ID #
John Palumbo	2/14/2022
Signature	Date