

THIRD CONTRACT MODIFICATION

This THIRD Contract Modification (the "Third Modification") is made as of the 26th day of May, 2018 (the "Effective Date"), by and between the Maryland Health Benefit Exchange ("MHBE") and Maximus Health Service, Inc. (the "Contractor"), to modify the Contract for the MHBE Consolidated Service Center between the MHBE and the Contractor which was entered into on the 27th day of June 2017 (together with all exhibits, modifications and extensions thereto, the "Contract"). MHBE and the Contractor are each a "Party" and together are the "Parties".

RECITALS

WHEREAS, the MHBE, pursuant to the Contract, engaged the Contractor to assist the MHBE in specific duties set forth in the Contract, including the Request for Proposal dated February 20, 2017 and

WHEREAS, the Contract originally permitted payment to the Contractor in accordance with the prices in RFP Attachment F – Price Proposal which was incorporated into the Contract as Exhibit F; and

WHEREAS, on December 15, 2017, MHBE and the Contractor entered into the First Modification to provide a price adjustment to the Contractor for the continuance of the BATphone project; and

WHEREAS, on December 15, 2017, MHBE and the Contractor entered into the Second Modification to provide a price adjustment for the continuance of the IRN MA project; and

WHEREAS, the MHBE wishes to provide a price adjustment proposed by the Contractor under RFP 3.2.1.17 Technology for the MDH Enrollment Broker Line; and

WHEREAS, the Contract is valid and existing by and between Maximus Health Services, Inc. and the Maryland Health Benefit Exchange;

NOW THEREFORE, in consideration of the premises and mutual covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties covenant and agree as follows:

AGREEMENT

- 1. The Recitals are true and correct in all respects, form a substantive part of this Agreement and are incorporated herein by reference.
- 2. The total amount MHBE may pay the Contractor under the Contract for Enrollment Broker IVR Transfers is described in Attachment B-Pricing Proposal which is incorporated herein by reference.



- 3. Pursuant to Sections 2.2, 2.3 and 27, of the Contract, Maximus shall provide the services set forth in the Change Order and the scope of work and pricing proposal attached to it as Attachment A and Attachment B, respectively. Together, the Change Order and its Attachment A and Attachment B are "Exhibit A". Exhibit A is attached hereto and incorporated herein by reference. If there is any conflict between the terms in this Modification and Exhibit A, the terms in this Modification shall govern. If there is any conflict among the Change Order, Attachment A and Attachment B, the following order of precedence shall determine the prevailing provision:
 - i. The Change Order
 - ii. Attachment A The Statement of Work
 - iii. Attachment B The Pricing Proposal
- 4. Except as modified herein, the Contract remains in full force and effect, and all of the terms and conditions of the Contract, as herein modified, are ratified and confirmed.

[Signatures next page(s)]



IN WITNESS THEREOF, the Parties have respectively signed this THIRD Modification as of the Effective Date set forth above.

	BENEFIT	MAXIMUS HEALTH SERVICE INC.
EXCHANGE:		1.0
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BY: Midele Ebell		BY:
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		Hour for struck
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Executive Director	, , , , , , , , , , , , , , , , , , ,	Title (Type or Print)
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6/26/18		6/14/18
Date of Signing		Date of Signing
*************	*****	
Approved as to form and legal suffici	ency	
this 2 day of June		
BY: M		
Signature		
Trevor Loe	D	
Name (Type or Print)		
Assistant Attorney General - MHBE		



EXHIBIT A [Change Request Form and Attachments]



ATTACHMENT A TO CHANGE ORDER Statement of Work [Enrollment Broker IVR Transfers]

Background

The MHBE issues this Change Order to purchase additional services and support associated with supporting the Medicaid (MA) eligible consumers' MCO enrollments calls directed to the original Enrollment Broker phone line by auto-transferring callers to the Maryland Health Connection phone line after transition of contract during the months of November 2017 through April 2018. The Maryland Department of Health MA phone line received and transferred several thousand callers during this period.

Period Covered	Number of Transfers Attempted	Number of Transfers Completed	Number of Incomplete Transfers	Number of Blocked Transfers	% of Successful Transfers
11/1/17 -	13,028	12,945	83	0	99.36%
11/30/17					
12/1/17 – 12/31/17	9,280	9,213	65	2	99.28%
1/1/18 - 1/31/18	8,118	8,061	52	5	99.30%
2/1/18 - 2/28/18	6,851	6,817	32	2	99.50%
3/1/18 ~ 3/30/18	4,870	4,849	21	0	99.57%

Maximus submitted invoices for this service to MDH for the months of November 2017 through March 2018 until the Enrollment Broker contract was closed and before MDH determined the need to keep their phone line open for one more month. The MDH formally notified Maximus to discontinue the IVR transfers effective April 30, 2018.

Statement of Work

The Contractor shall provide the following support associated with this Change Order:

- Continuation and maintenance of the MDH Enrollment Broker line, 800-977-7388 until April 30, 2018.
- The MDH Enrollment Broker Line Integrated Voice Response (IVR) system shall forward all received calls to the MHC call center line, 855-642-8572.
- 3) The Contractor shall report on volume/%successful transfers to the MHBE

The Contractor shall pass through the monthly cost for calls forwarded for the period of April 1-April 30, 2018.

These services shall terminate on April 30, 2018.



ATTACHMENT B Pricing Proposal [Enrollment Broker IVR Transfers]

Quote Form:

Number of Transfers	Unit Price per Transfer	Total Cost
(Toll-free Forwarding)		
NTE 18,000 call transfers	\$	
VOIP Allocation	\$	
Telecom Labor	\$	
Maximus G&A and Fee	\$	
	Total(Shall Not Exceed \$2,700)	\$ 2 70010

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Authorized	Individual Name	
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Company Name

26-0307682 Company Tax ID #

6/14/18

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	equest Owner; Michelle Compton			Change Control Status:
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Requeste (UPV)				
Name:	LeeAnn Sapp	Title:	Manag	ger, Consolidated Service Center
Phone:	410-547-8150	Email:	le	eann.sapp@maryland.gov
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Maryland Health Benefit Exchange

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MHBE Finance			Call Center			IRS
MHBE Legal & Policy			DOL			DMV
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ATTACHMENT B TO CHANGE ORDER



ATTACHMENT B **Pricing Proposal** [Enrollment Broker IVR Transfers]

Quote Form:

Number of Transfers (Toll-free Forwarding)	Unit Price per Transfer	Total Cost
NTE 18,000 call transfers	\$	
VOIP Allocation	\$	
Telecom Labor	\$	
Maximus G&A and Fee	\$	
	Total(Shall Not Exceed \$2,700	\$ 2,700.00

Harn	KOCATNICK
Authorized Inc	ividual Name
VICE 7	RESIDENT
Title	M

45-055 3376 Company Tax ID#

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Phone:	410-547-8150	Email:	leeann.sapp@maryland.gov
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Maryland Health Benefit Exchange

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MHBE Finance	Call Center		IRS
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