

## **FIFTH CONTRACT MODIFICATION**

This Fifth Contract Modification (the "Fifth Modification") is made as of the 22<sup>nd</sup> day of July, 2019 (the "Effective Date"), by and between the Maryland Health Benefit Exchange ("MHBE") and Maximus Health Services, 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 27<sup>th</sup> 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 during Open Enrollment 5, and

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

WHEREAS, on May 26, 2018, MHBE and the Contractor entered into a Third Modification to provide a price adjustment proposed by the Contractor under RFP 3.2.1.17 for the MDH Enrollment Broker Line; and

WHEREAS, on November 29, 2018, MHBE and the Contractor entered into a Fourth Modification to provide a price adjustment for the continuance of the "IRN MA Outreach", for the continuance of the BATphone project during Open Enrollment 6, and for the purchase of extended hours of Producer Line Support services; and

WHEREAS, the MHBE requested that Contractor assign staff to manually process Managed Care Organization (MCO) enrollments and wishes to compensate Contractor for this work; 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. Pursuant to Sections 2.2, 2.3 and 27, of the Contract, Maximus shall provide the services set forth in the Change Order and Change Request Number CSC\_11032018\_01 attached hereto ("Attachments") and incorporated herein by reference. If there is any conflict between the terms in this Modification and the Attachments, the terms in this Modification shall govern. The services set forth in the Attachments shall be provided at the rates set forth therein.
3. In the event that manual MCO Tracker tasks are no longer necessary Maximus shall cease providing the services set forth in the Attachments.
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 Fifth Modification as of the Effective Date set forth above.

MARYLAND HEALTH BENEFIT EXCHANGE: MAXIMUS HEALTH SERVICES, INC.

BY: Michele Eberle  
Signature

Michele Eberle

Executive Director

7/22/19  
Date

BY: Dyan H. Blomberg  
Signature

Dyan H. Blomberg

Name (Type or Print)

Senior Contracts Director

Title (Type or Print)

July 17, 2019

Date

\*\*\*\*\*

Approved as to form and legal sufficiency  
this 17<sup>th</sup> day of July

BY: Trevor Col  
Signature

Assistant Attorney General  
Trevor Col

ATTACHMENTS

[Change Order and Change Request Number CSC\_11032018\_01]



**ATTACHMENT B TO CHANGE ORDER**  
**Pricing Proposal**  
**[MCO Manual Tracker Tasks]**

**Quote Form:**

**Below is a monthly breakdown of costs by worker hour for each type of work engaged in the MCO Tracker Work**

**January-March 2019**

<b>Cost Type</b>	<b>January 2019</b>	<b>February 2019</b>	<b>March 2019</b>
Average Working Hours/Month			
Total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/including fringe, OH and indirect			
<b>Estimated Monthly Cost to MHBE</b>	\$8,316.54	\$7,469.00	\$8,316.54

**April-June 2019**

<b>Cost Type</b>	<b>April 2019</b>	<b>May 2019</b>	<b>June 2019</b>
Average Working Hours/Month			
Total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/including fringe, OH and indirect			
<b>Estimated Monthly Cost to MHBE</b>	\$8,687.34	\$8,634.37	\$7,680.88

**July-September 2019**

Cost Type	July 2019	August 2019	September 2019
Average Working Hours/Month			
Total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/including fringe, OH and indirect			
<b>Estimated Monthly Cost to MHBE</b>	\$8,369.51	\$8,316.54	\$7,839.80

**The expected Annual Charge for the personnel/hours needed:**

MCO Manual Tracker Cases	\$98,315.00
Total Cost Needed to Handle MCO Tracker Tasks	

Dyan H. Blomberg  
Authorized Individual Name

Senior Contracts Director and Legal Counsel  
Title

Dyan H. Blomberg  
Signature

MAXIMUS Health Services, Inc.  
Company Name

26-0307682  
Company Tax ID #

July 16, 2019  
Date



## Change Request Form

Maryland Health Benefit Exchange			
Change Request Title: MCO Manual Tracker Tasks (CSC) Modification #3 Maximus Contract		Change Control # : 1-X	
MHBE Change Request Owner: Raelene Glasgow		Change Control Status:	
Date Requested: 6/5/2019		Initial Submission <input type="checkbox"/>	
		Presented at PMO Meeting <input type="checkbox"/>	
		In Review <input type="checkbox"/>	
Requested Priority: Low Medium High Emergency Change Order Required		Change Control Board Approval <input type="checkbox"/>	
		Incomplete <input type="checkbox"/>	
Reason for Change:			
Missed Requirement <b>New Requirement</b> Estimate Adjustment Change Assumption		Business Requested Change Other Note: If "Other" is selected, explain	
Requested By:			
Name:	Lee Ann Sapp	Title:	Manager, CSC
Phone:		Email:	<a href="mailto:leeann.sapp@maryland.gov">leeann.sapp@maryland.gov</a>
Description of Change:			
<p>The purpose of this modification is to:</p> <p>The MHBE issues this Change Order to document the agreement between Maximus and the MHBE to pay for labor costs expended by Maximus to support manual MCO Tracker Tasks that were not anticipated at the start of the contract established in 2017. MHBE agrees to reimburse Maximus for these efforts until a system enhancement is developed and implemented to significantly reduce or eliminate the conditions which require this manual effort. Our intent is to compensate Maximus for efforts expended in FY19 and FY20.</p> <p>The estimated cost for this is detailed in the Financial Proposal attached to this change order as Attachment B and incorporated herein. The Board approved NTE for this contract, of \$3,250,000.00 remains unchanged.</p>			

## Change Request Form

Dependencies on Other Changes, Releases, and/or System Functionality:

N/A

Reason for Change

Impact Analysis

Estimated Hours to  
Conduct Analysis

Estimated Cost to  
Conduct Analysis

Known Workarounds (Systemic or Process):

Status	Approved	X	
	Denied	Reason for Denial	
	Deferred	Reason for Defferal	

Signature

Date

SI Change Request Analysis;

Conducted by:

Impact on Project: (bold all that apply)

Scope	Critical Path	Resources	Benefit
Quality	Schedule	<b>Budget/Cost</b>	

Description of Impact on Project (Scope, Schedule, Quality, Critical Path):

Schedule (days):

Scope:

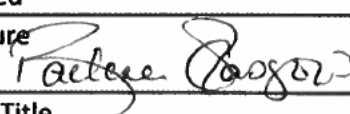
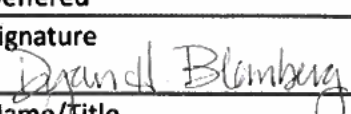
Quality

Critical Path

Maryland Health Benefit Exchange



# Change Request Form

Budget/Cost (\$):			
Benefit			
Stakeholder Impacted (bold all that apply):			
MHBE Operations	DHMH	MIA	
MHBE CIO	DHR	CCIO	
MHBE Plan Management	MXIMUS	CMS	
MHBE Finance	Call Center	IRS	
MHBE Legal & Policy	DOL	DMV	
Applications Impacted: (bold all that apply):			
MHBE	Informatica	CRM	
MMIS/CARES	ISIM/ISAM		
Time to Complete Analysis:	Hours	Date Completed	
Maryland Health Benefit Exchange Project Management Change Request Analysis:			
Conducted by: LeeAnn Sapp			
Impact on Project: (bold all that apply)			
Scope	Critical Path	Budget/Cost	Benefits
Quality	Schedule	Resources	
Description of Impact on Project (Scope, Schedule, Quality, Critical Path):			
Stakeholder Impacted (bold all that apply):			
MHBE Operations	DHMH	DMV	
MHBE CIO	DHR	MIA	
MHBE Plan Management	XEROX	CCIO	
MHBE Finance	Call Center	CMS	
MHBE Legal & Policy	DOL	IRS	
Time to Complete Analysis:	Hours	Date Completed:	
Resolution & Approvals:			
MHBE:	SI: Maximus		
Approved: ✓	Approved: ✓		
Denied	Denied		
Deferred	Deferred		
Signature 	Signature 		
Name/Title AELENE GLASCO, PROCUREMENT MGR	Name/Title Dyan H. Blomberg, Senior Contracts Director		
Date 6/26/19	Date July 16, 2019		

## Project Request/Change

**Change Request Number:** CSC\_11032018\_01

**Title/Description of Change:** CSC Seeking MHBE Approval obtain compensation for the staff time devoted to MCO Manual Tracker Tasks

**Requestor:** Trina Middleton

**Requestor email:** trina.middleton@maximus.com

**Requestor Phone:** 410.645.9744

**Date of Request:** 11/3/18; 11/29/18 update and 4/25/19 update to reflect actual volumes of cases processed manually and explain sum of hours spent on MCO related tasks

**Requested Effective Date:** October 1, 2017 **Change Type:** New

**Reason for Change:** Other

If "Other", please describe: Manual work effort due to HBX Portal systemic issues

**Priority:** Urgent ☒ High ☐ Medium ☐ Low ☐

**Scope:** To ensure the appropriate number of staff hours are in place to handle MCO Manual Enrollment resulting from Systemic HBX Issues and Identified on the daily MCO Manual Tracker.

The State confirmed that at the time of the RFP, the HBX system requirements had not been defined yet so the types of issues being seen and the increase workload were not part of the RFP. MAXIMUS waited until the last change release in late July to see if the issues would be addressed with the July HBX system release, however we did not see any reduction of the volumes of escalations which require manual efforts.

In addition, CSC leadership staff explained that an additional 3,000 items per month have been, and continue to be, added to Medicaid Manual Tracker; all of which, require manual input by CSR/Special Project Agents. Again, there was a discussion of the impact of the Medicaid related escalations and manual case work were not known at the time the RFP was released in 2017, as the system requirements to integrate the Enrollment Broker functions into the HBX Portal were not defined, designed or developed yet for the HBX Portal.

Both the Missing MCO Link and Pending Enrollments can be attributed HBX systemic issues related to MPI Mapping, 120 day open window for plan shopping, 90 Day Right Change-2 Year Look Back, Auto-Assignment, VCL Retrigger and VCL Prior Application closure.

MDH leadership noted that the Missing MCO Link and Pending Enrollment type triggers would not be resolved with a systems fix to the HBX Portal until February 2019 at the earliest, as the current systems schedule did not allow for an earlier fix to those issues. For this reason, the manual work would continue which will require additional staff to handle these escalations until the system fix can be implemented and we can verify that the affected types of escalations will begin to reduce.

The MCO Manual Tracking Process, was a process designed by MDH to capture cases that resulted from failed MCO enrollments attempts in HBX. At the onsite of the integration it was determined that HBX

## Project Request/Change

requirements did not mirror Medicaid policy. This misalignment resulted in consumers, CSC staff and other MDH business owners from completing Medicaid and MCO enrollment. On-going root cause analysis was conducted by MHBE and it was determined that several components vital to the 8001 and 834 process required Medicaid policy review, JIRA ticket development and UAT testing. As recently as the April 11, 2019 bi-weekly client meeting between MHBE, MDH and MAXIMUS a discussion regarding the current status of manual enrollments occurred. MHBE confirmed a JIRA ticket slated for January 2019 deployment was pulled from the MHBE Release schedule because MHBE could not find any substantive data to support the deployment. After continued discussion, MDH and MHBE both confirmed that there are conditions, systemic in nature, when present will prohibit MCO Plan Shopping in HBX. These conditions are related to open VCLs on prior applications, no AUT transaction generation, 120 day rule as it relates to Annual Right to Change and Pending Enrollments. MAXIMUS completed an analysis of the amount of staff time in minutes and hours each month which was needed to conduct the MCO Tracker work by CSRs, Supervisors and MCO SME during the time period of October 2017 to March 22, 2019 when the Manual Tracker process was not using Salesforce taxonomy and cases were being tracked solely on an Excel spreadsheet and referred to the MDH State Monitors.

MCO Related Task	Time (Hours)	Assumptions
1) ~ Time spent per CSC CSR/month to record case details on Excel sheet and send cases to Supervisor for review		Average time/CSR to document and submit Link List issue to Supervisor (hours/month)
2) ~ Time for Supervisor to validate the data, enter on the CSC MCO tracker and send to MCO SME for additional vetting per month		Average time/Supervisors are required to review and submit Link List issue to site MCO SME (hours/month)
3) MCO CSC SME ~ amount of time spent vetting the list, handing off to State Monitors and any other time spent fixing items sent in error (average hours per audited incident/month)		Average time/MCO SME spends to review, edit and submit Link List issue to State Monitors (hours/month). The MCO SME vets ~30%-40 cases received for accuracy of the information before hand-off to the State Monitors for processing
<b>Total Hours/Month</b>	<b>253.6</b>	

The actual volume of cases by month which required manual work are listed below by month:

Month	Total number of Cases
October 2017	588
November 2017	2028
December 2017	1718
January 2018	4079

## Project Request/Change

February 2018	1353
March 2018	3059
April 2018	2806
May 2018	1985
June 2018	1669
July 2018	1915
August 2018	2419
September 2018	2450
October 2018	2154
November 2018	1936
December 2018	1653
January 2019	2632
February 2019	2287
March 2019	2145

Even with the new process of using the Salesforce taxonomy drop down menus to track the cases, there is still manual vetting work that is occurring on the part of the Supervisors and MCO SMEs. We currently have two team leads who split this responsibility for vetting cases (morning and afternoon) in order to ensure adequate coverage and timely review of cases prior to handing off to the MDH State Monitors. This is all time spent on work that is uncompensated as these resources are not engaged in actively handling billable calls.

A monthly breakdown of costs by worker hour for each type of work engaged in the MCO Tracker work is listed below:

### *October-December 2018*

	October 2018	November 2018	December 2018
Average Working Hours/Month			
total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/ including fringe, OH and Indirect			
Estimated Monthly Cost to MHBE	\$ 9,164.09	\$ 7,839.80	\$ 7,680.88

## Project Request/Change

### January-March 2019

	January 2019	February 2019	March 2019
Average Working Hours/Month			
total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/ including fringe, OH and indirect			
Estimated Monthly Cost to MHBE	\$ 8,316.54	\$ 7,469.00	\$ 8,316.54

### April-June 2019

	April 2019	May 2019	June 2019
Average Working Hours/Month			
total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			
Combined Staff Hourly Rate/ including fringe, OH and indirect			
Estimated Monthly Cost to MHBE	\$ 8,687.34	\$ 8,634.37	\$ 7,680.88

### July-September 2019

	July 2019	August 2019	September 2019
Average Working Hours/Month			
total Estimated # of hours needed for MCO Tracker by all staff (CSR, Supervisor and MCO SMEs)			



## Project Request/Change

Combined Staff Hourly Rate/ including fringe, OH and indirect			
Estimated Monthly Cost to MHBE	\$ 8,369.51	\$ 8,316.54	\$ 7,839.80

The expected Annual Charge for the personnel hours needed:

MCO Manual Tracker Cases	\$98,315.00
Total Cost Needed to handle MCO Tracker tasks	

Should the HBX system be upgraded and modified at any time during 2019 such that the manual vetting process is no longer necessary to be performed, nor the outreach to consumers for their cases, the pricing will be modified accordingly. HBX functionality is scheduled in September 2019 (Release 29) which will include an upgrade to present the MCO link on all MCO cases. This should reduce the number of manual tracker cases; however, there will continue to be cases that require special handling when MDH policy cannot be supported by HBX. We will revisit the staffing and volumes on a quarterly basis and can update the charges based upon HBX Portal system releases which occur where we determine an adjustment to the level of effort needed for the manual escalations can be made.

### Key Dates:

Date	Activity
8/28/2018	MAXIMUS sent MHBE an email with update on Escalations inventory to offer MHBE and MDH numbers on items requiring manual workarounds performed by CSC staff.
8/30/2018	After raising concern about EB impact to Escalations inventory and need to allocate resources for MCO Tracking task in previous client meeting, MAXIMUS requested a meeting be held to discuss the impact of Enrollment Broker on Escalations workload. Meeting was held on 8/30/2018.
11/29/18	Revised CR submitted to MHBE
5/14/19	Third revision to CR submitted to MHBE

Customer Communication: No ☐ If "Yes", describe below:

## Project Request/Change

### Client POC(s):

1. LeeAnn Sapp

### MAXIMUS, Inc. POC(s):

1. Barbie Wolfolk
2. Trina Middleton

MHBE: Michelle Eberle Date: 6/10/19

Maximus: [Signature] Date: 7/9/19

Print: Michelle Eberle

Print: Barbie Wolfolk

### Appendix A – MA Case Related Triggers Causing Need for MCO Tracker process

Please see the Appendix A for the listing of triggers for the types MA cases which are requiring the need for a manual tracker and the level of staff review:

#### Medicaid (MA) Related Triggers

##### Enrollment

- Incorrect MCHP Prem. Files
- Caretaker Relative Relationships
- MCHP Age-Outs

##### System Error/Technical Support

- Inactive Accounts
- Account Linking