

SIXTH CONTRACT MODIFICATION

This Sixth Contract Modification (the "Sixth Modification") is made as of the 21st day of November, 2019 (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 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, on July 27, 2019 MHBE and the Contractor entered into a Fifth Modification in which 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 MHBE intends to purchase additional services and support for the Medicaid (MA) eligible customers' enrollment processing errors due to incorrect IRN data the MHBE requires CSRs to receive the outreach tasks daily as escalated by MDH, and make outreach for each case;

WHEREAS, the MHBE requests Contractor to purchase extended hours of Producer Support Line services for Open Enrollment 7 (OE7). MHBE requests two CSRs to staff the Producer Support Line during the hours of 6:00 pm – 7:00 pm every Tuesday and Thursday during OE7, November 1, 2019 to December 15, 2019;

WHEREAS, the MHBE requests Contractor to purchase additional services and support associated with the BATPhone service for Open Enrollment 7. The MHBE requires Broker connectivity to call center telephony system for the period from November 1, 2019 through December 31, 2019;

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 Fourth Modification as of the Effective Date set forth above.

MARYLAND HEALTH BENEFIT MAXIMUS HEALTH SERVICE INC.
EXCHANGE:

BY: Michele Eberle
 Signature
Michele Eberle
 Michele Eberle
Executive Director
 Executive Director
11/20/2019
 Date

BY: Dyan H. Blomberg
 Signature
Dyan H. Blomberg
 Name (Type or Print)
 Senior Contracts Director
 Title (Type or Print)
November 18, 2019
 Date

Approved as to form and legal sufficiency
 this 20th day of November

BY: Trevor Coe
 Signature
Trevor Coe, Assistant Attorney General

ATTACHMENTS

[Change Order and Change Request Number CSC_11032018_01]



ATTACHMENT A TO CHANGE ORDER
Statement of Work
[Additional Printing Services]

Background

The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone (Broker Assisted Transfer) service for Open Enrollment 7 (OE7). The MHBE requires Broker connectivity to the call center telephony system for the period November 1, 2019 – December 31, 2020. System access, set up and training for Brokers will occur in October 2019. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting QHP insurance plans during OE7.

Statement of Work

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

- Software licences and desktop subscriptions for Brokers AWS connection to cover up to 3 months
- Technical support to Brokers provided by two Lead CSRs
- Replacement of two CSRs that are assigned as Technical Support

The Board approved NTE for this contract, of \$17,340,000.00 remains unchanged.

Contractor shall continue operations as described in the FIRST modification as executed on December 15, 2017.



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[Additional Printing Services]

Quote Form:

Cost Type	Unit Price	Amount	Total Cost (Oct 2019 - Dec 2020)
Software Licenses for VDI for up to 3 - months			
Tech support Leads (2) Nov 1, 2019 - December 2020			
VDI/AWS Desktop Subscriptions			
Training 2 replacement CSRs			
Total			\$ 50,811.20

FR. RUIZ
Authorized Individual Name

President Maximus
Title

[Signature]
Signature

Maximus

Company Name

54-1000588

Company Tax ID #

10/21/2021
Date

Change Request Form

Maryland Health Benefit Exchange			
Change Request Title: BATPhone Connectivity and Technical Support Modification #6 to Contract for Consolidated Service Center		Change Control # : 4-X	
MHBE Change Request Owner: Raelene Glasgow		Change Control Status:	
Date Requested: 10/22/19		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 New Requirement Estimate Adjustment Change Assumption		Business Requested Change Other Note: If "Other" is selected, explain	
Requested By:			
Name:	Lee Ann Sapp	Title:	Manager, Consolidated Service Center
Phone:		Email:	leeann.sapp@maryland.gov
Description of Change:			
The purpose of this modification is to:			
<p>The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone service for Open Enrollment 7 (OE7). The MHBE requires Broker connectivity to the call center telephony system for the period from November 1 through December 31, 2019. System access, set up and training for Brokers will occur in October 2019. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting insurance plans during OE7.</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 \$17,340,000.00 remains unchanged.</p>			

Change Request Form

Benefit			
Stakeholder Impacted (bold all that apply):			
MHBE Operations	DHMH	MIA	
MHBE CIO	DHR	CCIIO	
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	CCIIO	
MHBE Finance	Call Center	CMS	
MHBE Legal & Policy	DOL	IRS	
Time to Complete Analysis:	Hours	Date Completed:	
Resolution & Approvals:			
MHBE:	SI: <i>Maximus Health Services</i>		
Approved: <i>α</i>	Approved: <i>X</i>		
Denied	Denied		
Deffered	Deffered		
Signature: <i>Rachene Garsow</i>	Signature: <i>Antonia Hawkins</i>		
Name/Title: <i>Rachene Garsow, Procurement Mgr</i>	Name/Title: <i>Antonia Hawkins, VP Health Services</i>		
Date: <i>10/29/2019</i>	Date:		

Project Request/Change

Title/Description of Change: MHBE Request for CSC to Host BATPhone Program during OE 7

Requestor: Barbie Wolfolk

Requestor email: barblewolfolk@maximus.com

Requestor Phone: 410.645.9771

Date of Request: 8/1/2019

Requested Effective Date: 11/1/2019

Change Type: New

Reason for Change: Directive

If "Other", please describe: [Click here to enter text.](#)

Priority: Urgent ☒ High ☐ Medium ☐ Low ☐

Scope: BATPhone OE 7 System and Support Readiness Request

Description:

The BATPhone Program was implemented in 2017 for use during open enrollment periods. It allows Customer Service representatives to transfer consumer calls directly to brokers when assistance is needed with the selection of a qualified health plan. MAXIMUS ensures brokers are granted access to telephony systems, provides applicable training and technical support.

MHBE has requested the BATPhone Program be implemented for OE 7 (11/1/19-12/15/19). Thirty four (34) Brokers have been selected to participate. MHBE understands that thirty-four VDI desktop, and Dell Defender Soft Token licenses will be required to grant Brokers capability to work the BATPhone program. MHBE has also confirmed that two (2) Technical Support resources are needed to support BATPhone Brokers. This support will be provided by Special Project Team agents. A breakdown of BATPhone costs are provided below:

Cost Type	Qtr/1/19 Hours	Unit Cost/Hourly Rate	Total Cost
Software Licensing (3-month)*			
Training Cost to Replace CSR Selected for BATPhone Technical Support Rep			
Technical Support Reps (November 1, 2019-December 15, 2019)			
AWS Desktop subscriptions			
Total Cost of CSC Support to Host BATPhone OE 7			\$50,811.20

*The total unit cost equals one license for one month

Project Request/Change

Total Hours by Month (November and December)

November	
December	
	532

CSC Project Director and Special Projects Team Supervisor will work closely with the MHBE Producer Support Manager to ensure access to BATPhone systems are in place prior to commencement of OE 7.

Key Dates:

Date	Activity
9/24/19	MHBE Selected BATPhone Broker roster received by MAXIMUS
10/22/19	Change Request updated to re-add training cost per MHBE request

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

Client POC(s):

Barbie Wolfolk

Notes:

Accepted:

MHBE:

 Date: 10/22/19

Maximus:



Date: 10/23/19

Print:

Print:

Barbie Wolfolk



ATTACHMENT A TO CHANGE ORDER
Statement of Work
[After Hours Producer Support OE7]

Background

The MHBE issues this Change Order to purchase additional services and support associated with supporting the Producer Support Line after normal business hours during Open Enrollment 7 (OE7). The MHBE expects these services to run from during OE7, November 1, 2019 – December 15, 2019.

Statement of Work

Two Special Projects team members will support the line on Tuesdays and Thursdays after hours, 6:00 pm – 7:00, pm November 1, 2019 – December 11, 2019 and 6:00 pm – 10:00 pm, December 11, 2019 – December 15, 2019.

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 \$17,340,000.00 remains unchanged.

MHBE shall not be charged for any hours in which a designated SP agent is not working during above stated hours.



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[After Hours Producer Support OE7]

Quote Form:

Cost associated with Extended Hour Coverage for Producer/CAW Support during OE7 is listed in chart below:

	November 2019	December 2019	Total
# of Days			
# of SP Agents			
Total of Hours (per month)			
OT Hourly Rate			\$3,159.60

Artencia Hawkins-Bell
Authorized Individual Name

VP - Health South
Title

Artencia Hawkins-Bell
Signature

Maximus
Company Name

54-1000588
Company Tax ID #

10/24/19
Date

Change Request Form

Maryland Health Benefit Exchange			
Change Request Title: Producer Support Change Order Modification #6 to Contract for Consolidated Service Center		Change Control # :	
MHBE Change Request Owner: Raelene Glasgow		Change Control Status:	
Date Requested: October 22, 2019		Initial Submission <input type="checkbox"/>	
		Presented at PMO Meeting <input type="checkbox"/>	
		In Review <input type="checkbox"/>	
		Change Control Board Approval <input type="checkbox"/>	
		Incomplete <input type="checkbox"/>	
Reason for Change:			
Missed Requirement New Requirement Estimate Adjustment Change Assumption		Business Requested Change Other Note: If "Other" is selected, explain	
Requested By:			
Name:	LeeAnn Sapp	Title:	Manager, Consolidated Service Center
Phone:	410-547-8150	Email:	leeann.sapp@maryland.gov
The purpose of this modification is to:			
<p>The MHBE issues this Change Order to purchase extended hours of Producer Support Line services required for Open Enrollment 7.</p> <p>_____ This is a total of _____ hours per CSR at _____ per hour, summing to _____</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 \$17,340,000.00 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	Budget/Cost	

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

Schedule (days):

Scope:

Quality

Critical Path

Budget/Cost (\$):

Change Request Form

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	CCIIO	
MHBE Finance	Call Center	CMS	
MHBE Legal & Policy	DOL	IRS	
Time to Complete Analysis:		Hours	Date Completed:
Resolution & Approvals:			
MHBE:		SI: MAXIMUS Health Services, Inc.	
Approved: <input checked="" type="checkbox"/>		Approved: <input checked="" type="checkbox"/>	
Denied		Denied	
Deferred		Deferred	
Signature: <i>Patricia Garsow</i>		Signature: <i>Antonia Hawkins</i>	
Name/Title: <i>Patricia Garsow, Procurement MGR</i>		Name/Title: <i>Antonia Hawkins - Bgt VP Health Services</i>	
Date: <i>10/29/19</i>		Date: <i>10/28/19</i>	

Project Request/Change

Title/Description of Change: MHBE Request to offer extended hours support for Producers and CAW staff during OE7

Requestor: Barbie Wolfolk

Requestor email: barblewolfolk@maximus.com

Requestor Phone: 410.645.9832

Date of Request: 10/10/2019

Requested Effective Date: 11/1/2019

Change Type: New

Reason for Change: Directive

If "Other", please describe: [Click here to enter text.](#)

Priority: Urgent ☐ High ☒ Medium ☐ Low ☐

Scope: MAXIMUS to offer support for Producer and CAW staff during OE7

Description:

MHBE has requested to extend the hours of support provided by Producer and CAW staff during OE7. This support would be in place from November 1 – December 15, 2019), as indicated below:

Hours Extended Producer and CAW Coverage will be offered:

11/1/19 – 12/10/19 from 6:00 - 7:00 pm EST

12/11/19 – 12/15/19 from 6:00 – 10:00 pm EST

Days Extended Producer and CAW Support will be offered:

November 2019

- Tuesday, November 5th
- Thursday, November 7th
- Tuesday, November 12th
- Thursday, November 14th
- Tuesday, November 19th
- Tuesday, November 21st
- Tuesday, November 26th

December 2019

- Tuesday, December 3rd
- Thursday, December 5th
- Tuesday, December 10th
- Wednesday, December 11th
- Thursday, December 12th
- Friday, December 13th
- Saturday, December 14th
- Sunday, December 15th

Two Special Project team agents have been identified to provide extended hour Producer/CAW support during the hours designated above.

Project Request/Change

NOTE: MHC will be closed to observe Thanksgiving Day: Thursday, November 28, 2019.

Cost associated with Extended Hour Coverage for Producer/CAW Support during OE7 is listed in chart below:

	November 2019	December 2019	Total
# of Days			
# of SP Agents			
Total of Hours (per month)			
OT Hourly Rate			\$3,159.60

MHBE understands that Work from Home Special Projects Agents will be assigned to offer Extended Hours Support for Producers/CAW Support during OE7. MHBE understands that OT rate will be applicable, as it is required to provide this extended hour coverage during the six (6) week OE period.

Key Dates:

Date	Activity
10/22/19	Updated the number of days that extended hours will be offered for Producer/CAW in the month of December from 5 days to 8 days. Updated total of hours in December from 40 to 46 hours
Click here to enter a date.	

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

Client POC(s):

1. Barbie Wolfolk
2. LeeAnn Sapp

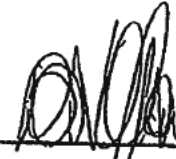
Notes:

Accepted:

MHBE:

 Date: 10/19/19

Maximus:

 Date: 11/23/19



ATTACHMENT A TO CHANGE ORDER
Statement of Work
{Additional Printing Services}

Background

The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone (Broker Assisted Transfer) service for Open Enrollment 7 (OE7). The MHBE requires Broker connectivity to the call center telephony system for the period November 1, 2019 – December 31, 2020. System access, set up and training for Brokers will occur in October 2019. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting QHP insurance plans during OE7.

Statement of Work

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

- Software licences and desktop subscriptions for Brokers AWS connection to cover up to 3 months
- Technical support to Brokers provided by two Lead CSRs
- Replacement of two CSRs that are assigned as Technical Support

The Board approved NTE for this contract, of \$17,340,000.00 remains unchanged.

Contractor shall continue operations as described in the FIRST modification as executed on December 15, 2017.

Change Request Form

Maryland Health Benefit Exchange			
Change Request Title: BATPhone Connectivity and Technical Support Modification #6 to Contract for Consolidated Service Center		Change Control # : 4-X	
MHBE Change Request Owner: Raelene Glasgow		Change Control Status:	
Date Requested: 10/22/19		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 New Requirement Estimate Adjustment Change Assumption		Business Requested Change Other Note: If "Other" is selected, explain	
Requested By:			
Name:	Lee Ann Sapp	Title:	Manager, Consolidated Service Center
Phone:		Email:	leeann.sapp@maryland.gov
Description of Change:			
The purpose of this modification is to:			
<p>The MHBE issues this Change Order to purchase additional services and support associated with the BATPhone service for Open Enrollment 7 (OE7). The MHBE requires Broker connectivity to the call center telephony system for the period from November 1 through December 31, 2019. System access, set up and training for Brokers will occur in October 2019. The participating Brokers will receive calls transferred from call center representatives to assist eligible consumers in selecting insurance plans during OE7.</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 \$17,340,000.00 remains unchanged.</p>			

Change Request Form

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

N/A

Reason for Change

MHBE is requesting these services in order to facilitate the continuation of the BATphone initiative.

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	Budget/Cost	

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

Schedule (days):

Scope:

Quality

Critical Path

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
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Maryland Health Benefit Exchange

Change Request Form

Benefit			
Stakeholder Impacted (bold all that apply):			
MHBE Operations	DHMH	MIA	
MHBE CIO	DHR	CCIIO	
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	CCIIO	
MHBE Finance	Call Center	CMS	
MHBE Legal & Policy	DOL	IRS	
Time to Complete Analysis:	Hours	Date Completed:	
Resolution & Approval:			
MHBE:	SI:	Maximus Health Services	
Approved:	Approved:	X	
Denied	Denied		
Deferred	Deferred		
Signature: <i>Paolene Glasgow</i>	Signature: <i>Michael Hawkins</i>		
Name/Title: <i>Paolene Glasgow, Procurement Mgr</i>	Name/Title: <i>Michael Hawkins, VP Health Services</i>		
Date: <i>10/29/2019</i>	Date:		



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[Additional Printing Services]

Quote Form:

Cost Type	Unit Price	Amount	Total Cost
Software Licenses for VDI for up to 3 - months			
Tech support Leads (2) Nov 1, 2019 – December 2020			
VDI/AWS Desktop Subscriptions			
Training 2 replacement CSRs			
Total			\$ 50,811.20

FR - RUI
Authorized Individual Name

President - Health S. 16
Title

E. J. [Signature]
Signature

Maximus

Company Name

54-1000588

Company Tax ID #

10/21/2019
Date

Project Request/Change

Title/Description of Change: MHBE Request for CSC to Host BATPhone Program during OE 7

Requestor: Barbie Wolfolk

Requestor email: barblewolfolk@maximus.com

Requestor Phone: 410.645.9771

Date of Request: 8/1/2019

Requested Effective Date: 11/1/2019

Change Type: New

Reason for Change: Directive

If "Other", please describe: Click here to enter text.

Priority: Urgent ☒ High ☐ Medium ☐ Low ☐

Scope: BATPhone OE 7 System and Support Readiness Request

Description:

The BATPhone Program was implemented in 2017 for use during open enrollment periods. It allows Customer Service representatives to transfer consumer calls directly to brokers when assistance is needed with the selection of a qualified health plan. MAXIMUS ensures brokers are granted access to telephony systems, provides applicable training and technical support.

MHBE has requested the BATPhone Program be implemented for OE 7 (11/1/19-12/15/19). Thirty four (34) Brokers have been selected to participate. MHBE understands that thirty- four VDI desktop, and Dell Defender Soft Token licenses will be required to grant Brokers capability to work the BATPhone program. MHBE has also confirmed that two (2) Technical Support resources are needed to support BATPhone Brokers. This support will be provided by Special Project Team agents. A breakdown of BATPhone costs are provided below:

Cost Type	Qty/OF Hours	Unit Cost/Hourly Rate	Total Cost
Software Licensing (3-month)*			
Training Cost to Replace CSR Selected for BATPhone Technical Support Rep			
Technical Support Reps (November 1, 2019-December 15, 2019)			
AWS Desktop subscriptions			
Total Cost of CSC Support to Host BATPhone OE 7			\$50,811.20

*The total unit cost equals one license for one month