

SIXTH CONTRACT MODIFICATION

This Sixth Contract Modification (the "Sixth Modification") is made as of the 21 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 HEAD EXCHANGE:	LTH	BENEFIT	MAXIMUS HEALTH SERVICE INC.
BY: Michele & Signature Michele Eberle Excursive Och	wel with		BY: Dryn H Plantes Signature Dyan H. Blomberg Name (Type or Print) Senior Contracts Directot
Executive Director			Title (Type or Print)
11/21/2019 Date			November 18, 2019 Date
*******	*****	*****	
Approved as to form and this day of how work and the second secon	legal suf	ficiency	+ Attanay 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
Software Licenses for VOI for up to 3 - months			(Ort 7819 - Dec 2020)
Tech support Leads (2) Nov 1, 2019 – December 2020			
VDI/AWS Desktop Subscriptions			
Training 2 replacement CSRs	٠		
Total			\$ 50,811.20

FR. Pur
Authorized Individual Name
TRESIDENT AMINS 14
Title
- Citer.
Signature

Maximus

Company Name

54 - 1000 588

Company Tax ID #

Maryland Health	Benefit Exchange			
Change Request 3 Modification #6 t	Fitle: BATPhone Connectivity and Te o Contract for Consolidated Service	chnical Support Center		Change Control # : 4-X
	quest Owner: Raelene Glasgow			Change Control Status:
Date Requested:	10/22/19			Presented at PMO Meeting
Requested Priorit	y: Low Medium Hi gh Emergen	cy Change Order	r Required	Change Control Board Approval Incomplete
Reason for Chang				
	Missed Requirement New Requirement Estimate Adjustment Change Assumption			usiness Requested Change Other : If "Other" is selected, explain
Requested By:				
Name: Phone: Description of Ch	Lee Ann Sapp	Title: Email:		ger, Consolidated Service Center eeann.sapp@maryland.gov
The MHBE issues service for Open E system for the pe Brokers will occur representatives to The estimated cos	is modification is to: this Change Order to purchase addition in Change Order to purchase additional in Change Order to purchase additional in Change Order 1 through Decriporational in October 2019. The participating assist eligible consumers in selections of the Change Order of the Ch	ires Broker conrember 31, 2019. Brokers will recong insurance place. Proposal attach	nectivity to System a eive calls t ns during (the call center telephony ccess, set up and training for transferred from call center DE7.

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MHBE CIO	DHR		CCIIO
MHBE Plan Management	MXIMUS		CMS
MHBE Finance	Call Center		IRS
MHBE Legal & Policy	DOL		DMV
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Title/Description of Change: MHBE Request for CSC to Host BATPhone Program during OE 7

Requestor: Barbie Wolfolk Requestor email: barbiewolfolk@maxlmus.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 Deli 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	Otall 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			¢50,811,30
Support to Host			\$50,811.20
BATPhone OE 7			

^{*}The total unit cost equals one license for one month

Total Hours by Month (November and December)

	November
	December
	532
CSC Project Director ar	nd Special Protects Town Court
Support Manager to er	nd Special Projects Team Supervisor will work closely with the MHBE Producer access to BATPhone systems are in place prior to commencement of OE 7.
	7. The state of the 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 Communic	ation: No. [] If the state of t
- Tommer Committee	ation: No If "Yes", describe below:
Client POC(s):	
Barbie Wolfolk	
- The state of the	
Notes:	
Accepted:	
MHBE:	Date: 190119 Maximus: DAMA Date: 11/7/3/19
	O I VIII
Print:	Date: 19219 Maximus: DMJ/M Date: 11/23/19
	Samo Contraction of the Contract



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

# 46 5	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
Tials

Date

Maryland Healt	h Benefit Exchange		
	t Title: Producer Support Change Ord		Change Control # :
	to Contract for Consolidated Service	Center	
MHBE Change R	Request Owner: Raelene Glasgow		Change Control Status:
Date Requested	l: October 22, 2019		Presented at PMO Meeting
Date Requested	a. October 22, 2019		In Review
			Change Control Board Approval
			Incomplete
Reason for Cha	nge:	1	
	Missed Requirement		Business Requested Change
	New Requirement		Other
	Estimate Adjustment		Note: If "Other" is selected, explain
Requested By:	Change Assumption	and the same of the same of	
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Name:	LeeAnn Sapp	Title:	Manager, Consolidated Service Cente
Phone:	410-547-8150	Email:	leeann.sapp@maryland.gov
	es this Change Order to purchase ext ed for Open Enrollment 7.	ended hours of I	Producer Support Line
			This is a total
nours per CS	SR at per hour, summing to		
The estimated	cost for this is detailed in the Financia	al Proposal attac	ched to this change order as Attachment B
			of \$17,340,000.00 remains unchanged.
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Maryland Health Benefit Exchange

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mpact on Project: (bold all that apply)
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Quality Schedule Budget/Cost Description of Impact on Project (Scope, Schedule, Quality, Critical Path):
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Maryland Health Benefit Exchange

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MHBE Operations	DHMH		
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MHBE Plan Management	XEROX		MIA
MHBE Finance	Call Center		CCHO
MHBE Legal & Policy	DOL		IRS
Time to Complete Analysis: Hours		Date Completed:	INS
Resolution & Approvals			
MHBE:	SI: MAXIMUS	Health Services, Inc.	
Approved:	Approved:	, , , , , , , , , , , , , , , , , , , ,	×
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Signature	Signature	11 1	
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Date	Date _f	1	1
18/29/19	16/7	8119	
/ / /			

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

Requestor: Barble 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.

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			10141
# of SP Agents			
Total of Hours (per			
month)			
OT Hourly Rate			62 450 50
		_	\$3,159.6

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

Data

Maximus

Date

10162019

Version 1.0

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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.

Maryland Health	Benefit Exchange			
	Title: BATPhone Connectivity and T o Contract for Consolidated Servic		t	Change Control # : 4-X
MHBE Change Request Owner: Raelene Glasgow				Change Control Status:
Date Requested:	Presented at PMO Meeting			
Requested Priorit	Change Control Board Approval Incomplete			
Reason for Chang	e:			
	Missed Requirement New Requirement Estimate Adjustment Change Assumption			usiness Requested Change Other : If "Other" is selected, explain
Requested By:				
Name: Phone: Description of Ch	Lee Ann Sapp	Title: Email:		er, Consolidated Service Center
The MHBE issues service for Open E system for the pe Brokers will occur representatives to The estimated cos	this Change Order to purchase add Enrollment 7 (OE7). The MHBE req riod from November 1 through De in October 2019. The participatin o assist eligible consumers in select st for this is detailed in the Financia herein. The Board approved NTE for	uires Broker con cember 31, 2019 g Brokers will red ting insurance pla al Proposal attaci	nectivity to System active calls to ans during (the call center telephony ccess, set up and training for ransferred from call center DE7.

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Maryland Health Benefit Exchange

Benefit				
Stakeholder Impacted (bold all that app	ly):			
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MHBE CIO	DHR	1		
MHBE Plan Management	MXIMUS	F		
MHBE Finance	Call Center		CMS IRS	
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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			(Old mass and old old old old old old old old old ol
Tech support Leads (2) Nov 1, 2019 – December 2020			
VDI/AWS Desktop Subscriptions			
Training 2 replacement CSRs			
Total			\$ 50,811.20

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Authorized Individual N	ame	
TRESIDENT	Hein	5 14
Title 🔾	\geq	
Signature	ter	`

Maximus
Company Name

54 - 1000 548

Company Tax ID #

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

Requestor: Barbie Wolfolk

Requestor email: barbiewolfolk@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