Project Request/Change

Change Request Number: CSC_07222020_01 Title/Description of Change: MHBE Request for CSC to Host BATPhone Program for Open **Enrollment 8 (OE 8) Requestor:** Tracy Brown Requestor email: TracyBrown@Maximus.com **Requestor Phone:** 410-645-9758 **Date of Request:** 08/06/2020 **Requested Effective Date:** November 1, 2020 **Change Type:** New **Reason for Change:** Other If "Other", please describe: MHBE issues this change request to purchase additional services and support associated with BATPhone (Broker Assisted Transfer) program for Open Enrollment 8 (OE 8). **Priority:** Urgent □ High ⊠ Medium Low \square

Scope: BATPhone Open Enrollment 8 System and Support Readiness Request

The BATPhone Program was implemented in 2017 for use during the Open Enrollment period. The transfer process allows Customer Service Representatives (CSRs) to transfer consumers seeking assistant with Qualified Health Plan (QHP) plan shopping during Open Enrollment.

MAXIMUS will ensure Brokers are granted access to telephony systems (CISCO/Finesse), provide applicable training and technical support. CSC Operations Manager and Special Projects Team Supervisor will work closely with the MHBE Producer Support Program Manager to ensure access to BATPhone systems are in place prior to the commencement of OE 8.

MHBE has requested the BATPhone Program be implemented for OE 8 (November 1-December 15, 2020). MHBE has identified thirty-one (31) primary Brokers and seven (7) alternate Brokers to participate OE 8 program. MHBE understands that thirty VDI Desktop and Amazon Workstations (AWS) licenses will be required to grant Brokers the capability to work the BATPhone Program.

MHBE has also requested two (2) Technical Support resources to support the BATPhone Brokers. This support will be provided by Special Project Team agents.

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A breakdown of the BATPhone cost are provided below:

| Cost Type | Unit Price | Amount | Total Cost |
|--|------------|--------|-------------|
| Software Licenses for CISCO for up to 3 months (31 | | | |
| Brokers) | | | |
| Software Licenses for AWS for up to 3 months (7 | | | |
| Alternates) | | | |
| AWS Desktop Subscriptions per month (31 | | | |
| Brokers)* | | | |
| AWS Desktop Subscriptions per month (7 Alt. | | | |
| Brokers)* | | | |
| Tech Support Leads (2) Nov 2020 | | | |
| Tech Support Leads (2) Dec 2020 | | | |
| Training two (2) replacement CSRs | | | |
| Total Cos t of CSC Support to Host BATPhone OE8 | | | \$57,834.08 |

^{*}Subscription is for 3 months



Maximus will provide the following support associated with this Change Order:

- Software licenses for Brokers Amazon Workstation (AWS) connection to cover up to 3 months
- Broker Training
- Technical support to Brokers provided by Lead CSRs
- Replacement of CSRs that are assigned as Technical Support

The Board approved NTE for Option Year 2 (July 1, 2020-June 30, 2021), of \$16,905,633.00 remains unchanged.

Client POC(s):

1. LeeAnn Sapp

MAXIMUS, Inc. POC(s):

- 1. Tracy Brown Account Manager
- 2. Artencia Hawkins-Bell Vice President

| MHBE: Lee Ann Sapp | Date: 9/30/2020 | Maximus: <u>Artencia Hawkins-Bell</u> |
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| Print: Lee Ann Sapp | | Print: Artencia Hawkins-Bell, 9/30/20 |