

Project Request/Change

Change Request Number: CSC_04012021_02

Title/Description of Change: MHBE Request for IRN MA Outreach

Requestor: Tracy Brown

Requestor email: TracyBrown@Maximus.com

Requestor Phone: 410-645-9758

Date of Request: 04/1/2021

Requested Effective Date: 7/1/2021

Change Type: New

Reason for Change: Other

If "Other", please describe: Provide additional services and support to Medicaid (MA) consumers enrollment processing due to incorrect IRN data.

Priority: Urgent High Medium Low

Scope: MAXIMUS to provide outbound outreach to consumer to obtain verification documents to support application data.

The MHBE Medicaid team currently escalate approximately 50 cases per month for outreach. Assigned Special Projects will make two (2) outreach attempts per case to secure the requested documents. This effort has been ongoing and will continue until other solutions remedy the need to outreach to consumers to resolve the data conflicts in the Medicaid (MA) enrollment systems. This change order request is to extend this service contract from July 1, 2021 to June 30, 2022.

A breakdown of the additional extended hour cost is provided below:

Cost Type	Unit Price Per Call	Estimated Monthly Volume	Total Cost 7/2021-6/30/2022
IRN MA Outreach	██████	███/month	\$13,026.00

Client POC(s):

1. LeeAnn Sapp

MAXIMUS, Inc. POC(s):

1. Tracy Brown – Account Manager
2. Glen Edwards -Project Director

MHBE: Lee Ann Sapp Date: 5/25/21

Maximus: Glen Edwards Date: 4/28/2021

Print: Lee Ann Sapp

Print: _____