



ATTACHMENT A TO CHANGE ORDER

Statement of Work

[Live Chat Pilot July – Dec 2021]

Background

MHBE currently contracts MAXIMUS US Services, Inc. for the Maryland Health Connection (MHC) Consolidated Services Center (“Call Center”) to assist consumers telephonically, applying for insurance affordability programs and enrolling in Qualified Health Plans, Stand-alone Dental Plans, and Medicaid programs. Effective August 1, 2021, MHBE will introduce live agent chat functionality.

Statement of Work

The Live Agent Chat functionality will be used in conjunction with the current MHBE Chatbot, “Flora”. Flora will continue to provide automated responses to frequently asked question (FAQ) as specified by MHBE, facilitate automated password reset functionality and other consumer queries. Within Flora, consumers will have the option to click a button to connect to a “Live Chat Agent” at any time or be presented with an option to transfer to a live chat agent when Flora detects a comprehensive response may be required for the consumer query.

The Live Chat Agent will be responsible for PII validation, Salesforce CRM documentation, HBX application assistance and, if applicable, escalated Supervisor assistance and return outbound call assistance.

Maximus agrees to collaborate with MHBE on increasing/decreasing staffing based on Live Chat utilization. Both parties agree to conduct weekly meetings to manage live chat functionality and staffing requirements.

MHBE will pay Maximus an hourly rate per agent of [REDACTED] This blended rate includes the following:

- Live Chat CSR
- Supervisor support
- Team Lead support
- AWS license
- Genesys license
- PureInsights (reporting) license

In addition, MHBE will pay Maximus an hourly rate of [REDACTED] to support the cost of training agents who support Live Chat. Training costs will be managed on an ad-hoc basis to support the impact of attrition.



ATTACHMENT B TO CHANGE ORDER
Pricing Proposal
[Live Chat Pilot July – Dec 2021]

Quote Form:

Month	July	August	September	October	November	December
Hours per FTE	█	█	█	█	█	█
CSR Training (cost x20 FTE @ \$27.85 per hr)	█					
Training Agents on Live Chat (4hrs x20 FTE @ \$27.85 per hr)	█					
Chat Agent Cost per Month (x20 FTE @ \$37.89 per hr)	█	█	█	█	█	█
Total:	█	█	█	█	█	█

Eric Rubin

Authorized Individual Name

President Health South

Title

Eric Rubin

Signature

Maximus US Services, Inc.

Company Name

260307682

Company Tax ID #

July 30, 2021

Date