

Project Request/Change

Change Request Number: CSC_09012021_01

Title/Description of Change: MHBE Request for CSC to Host BATPhone Program for Open Enrollment 9 (OE 9)

Requestor: Tracy Brown

Requestor email: TracyBrown@Maximus.com

Requestor Phone: 410-645-9758

Date of Request: 09/01/2021

Requested Effective Date: November 1, 2021 **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 9 (OE 9).

Priority: Urgent High Medium Low

Scope: BATPhone Open Enrollment 9 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 assistance with Qualified Health Plan (QHP) plan shopping during Open Enrollment.

MAXIMUS will ensure Brokers are granted access to telephony systems (Genesys), 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 9.

MHBE has requested the BATPhone Program be implemented for OE 9 (November 1-January 15, 2022). MHBE has identified [REDACTED] primary Brokers to participate in the OE 9 program. MHBE understands that [REDACTED] VDI Desktop and Amazon Workstations (AWS) licenses will be required to grant Brokers the capability to work the BATPhone Program.

MHBE has also requested [REDACTED] 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 Genesys for up to 3 months ([REDACTED] Brokers) [REDACTED]/Month*	[REDACTED]	[REDACTED]	[REDACTED]
AWS Desktop Subscriptions per month ([REDACTED] Brokers)*	[REDACTED]	[REDACTED]	[REDACTED]
Tech Support Leads ([REDACTED] Nov 2021	[REDACTED]	[REDACTED]	[REDACTED]
Tech Support Leads ([REDACTED] Dec 2021	[REDACTED]	[REDACTED]	[REDACTED]
Tech Support Leads ([REDACTED] Jan 2022	[REDACTED]	[REDACTED]	[REDACTED]
Training ([REDACTED] replacement CSRs	[REDACTED]	[REDACTED]	[REDACTED]
Total Cost of CSC Support to Host BATPhone OE9			\$52,992.98

*Subscription is for 3 months

Team Lead Breakout

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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 [REDACTED] Lead CSRs
- Replacement of [REDACTED] CSRs that are assigned as Technical Support

Client POC(s):

1. LeeAnn Sapp

MAXIMUS, Inc. POC(s):

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

MHBE: Lee Ann Sapp *Lee Ann Sapp* Date: 9/22/2021 Maximus: Glen Edwards *Glen Edwards*

Print: Lee Ann Sapp

Print: Glen Edwards