

Project Request/Change

Change Request Number: CSC_06172021_01_Revised

Title/Description of Change: MHBE Request to offer extended hour support for Producers and Consumer Assistance Workers (CAW) staff during Open Enrollment 9 (OE 9)

Requestor: Tracy Brown

Requestor email: TracyBrown@Maximus.com

Requestor Phone: 410-645-9758

Date of Request: 06/17/2021

Requested Effective Date: November 1, 2021 Change Type: New

Reason for Change: Other

If "Other", please describe: MHBE issues this change request for additional Special Project CSRs to support MHBE Authorized Brokers and Certified Application Counselors (CAC) during Open Enrollment 8 beyond normal call center hours

Priority: Urgent High Medium Low

Scope: MAXIMUS to offer extended hour support to Brokers and CAC during OE 9

MHBE has requested the CSC to extend business hours [REDACTED] to assist Brokers and CAC process applications and enrollment for Maryland consumers during OE 9. The additional support would be provided by [REDACTED] CSRs on Tuesdays and Thursdays during the period of December 1-January 2022. MHBE, has requested, the right to request to additional resources during the month of November if there is a business need.

Extended Producer and CAC coverage will be offered as follows:

November 2021 ([REDACTED]) – [REDACTED] CSRs ([REDACTED])

- Tuesday, November 2nd
- Thursday, November 4th
- Tuesday, November 9th
- Thursday, November 11th
- Tuesday, November 16th
- Thursday, November 18th
- Tuesday, November 23rd
- Tuesday, November 30th

Note: the CSC will be closed on Thanksgiving Day, Thursday, November 25, 2021

December 2021 [REDACTED] CSRs

- Thursday, December 2nd
- Tuesday, December 7th
- Thursday, December 9th
- Thursday, December 16th
- Tuesday, December 21st
- Thursday, December 23rd
- Tuesday, December 28th
- Thursday, December 30th

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January 2022 [REDACTED] CSRs

- Tuesday, January 4th
- Thursday, January 6th

Critical Business Days – [REDACTED] CSRs

- Saturday, December 11th ([REDACTED])
- Tuesday, December 14th
- Tuesday, January 11th
- Thursday, January 13th

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

	November 2021	December 2021	January 2022	Critical Business Days	Total
# of Days		█	█	█	
# of Special Project CSRs		█	█	█	
# of hours/month		█	█	█	
Total Hours/Month		█	█	█	
OT Hourly Rate		█	█	█	
Recapitulation		█	█	█	\$4,567.92

MHBE understands that Work from Home Special Projects Agents will be assigned to offer extended hour support for Brokers and CAC during OE 9. Additionally, MHBE understands that the overtime (OT) rate will be applicable since the hours worked are beyond the normal work hours for the designated Special Projects CSRs.

Client POC(s):

1. LeeAnn Sapp

MAXIMUS, Inc. POC(s):

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

MHBE: Lee Ann Sapp Date: 10/4/2021

Maximus: Glen Edwards Date: 9/22/2021

Print: Lee Ann Sapp

Print: Glen Edwards