

Attachment A-1

ATTACHMENT A TO CHANGE ORDER

Statement of Work

[OE9 Extended Hours Support]

Background

The MHBE issues this Change Order to purchase additional services and support associated with the extended hours of support for the producer and CAC phone lines during Open Enrollment 9 (OE9).

Statement of Work

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] EST) – [REDACTED] Special Projects 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

December 2021 [REDACTED] EST) – [REDACTED] Special Projects 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

January 2022 ([REDACTED] Special Projects CSRs

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

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

Critical Business Days – [REDACTED] CSRs

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

The Board approved NTE for this contract, of \$8,576,256.00 remains unchanged.

ATTACHMENT B TO CHANGE ORDER

Pricing Proposal

[Extended hour support to Brokers and CAC during OE 9]

Quote:

	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					

Glen Edwards

Authorized Individual Name

Project Director, Health South

Title

Glen Edwards

Signature

Maximus

Company Name

26-0307682

Company Tax ID #

10/4/2021

Date