

Project Request/Change

Change Request Number: CSC_012222_01

Title/Description of Change: Introduction of MHBE Live Chat

Requestor: Artencia Hawkins-Bell Requestor email: artenciahawkinsbell@maximus.com

Requestor Phone: 301.785.2115

Date of Request: 01/19/22

Requested Effective Date: February 1, 2022 Change Type: Revision

Reason for Change: Directive

If "Other", please describe: [Click here to enter text.](#)

Priority: Urgent High Medium Low

Scope: MHBE contracts MAXIMUS Health Services to provide live chat functionality in addition to the original inbound and outbound call services scope.

MHBE currently contracts MAXIMUS Health 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.

The client wants to continue the chat functionality from February 1 to June 30, 2022, based on a chat interaction. The current chat pilot period will end on January 31, 2022. The initial CR included startup costs which were paid in July.

MHBE will provide daily, weekly, and monthly metrics via the management dashboard tool contained within the Live Chat tool.

Maximus will charge [REDACTED] per chat interaction. A chat interaction will consist of the CSR accepting the chat. In cases where the consumer ends the chat, Maximus will charge for this interaction.

Client POC(s):

- LeeAnn Sapp

MAXIMUS, Inc. POC(s):

- Artencia Hawkins-Bell - VP
- Tracy Brown – Account Manager

MHBE: ___ Lee Ann Sapp ___ Date: 1/29/22 ___

Maximus: Artencia Hawkins-Bell 1.28.22

Print: _____ Lee Ann Sapp _____

Print: Artencia Hawkins-Bell_