



ATTACHMENT A-2 TO CHANGE ORDER
Statement of Work
February 1 – June 30, 2022

Background

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. Effective August 1, 2021, MHBE launched live agent chat functionality. A pilot was conducted through December 31, 2021, then extended through January 31, 2022. The Pilot was deemed successful, and the program continues. The MHBE will continue the program through June 30, 2022.

Pricing Proposal
February 1 – June 30, 2022

Quote Form:

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.

John Palumbo

Authorized Individual Name

Project Director

Title

John Palumbo

Signature

Maximus US Service

Company Name

26-0307682

Company Tax ID #

2/14/2022

Date