



## FOURTEENTH CONTRACT MODIFICATION

This Fourteenth Contract Modification (the “ Fourteenth Modification”) is made as of the 9th day of March, 2022 (the “Effective Date”), by and between the Maryland Health Benefit Exchange (“MHBE”) and Maximus US Services, Inc. (the “Contractor”), to modify the Contract for the MHBE Consolidated Service Center between the MHBE and the Contractor which was entered into on the 27<sup>th</sup> day of June 2017 (together with all exhibits, modifications and extensions thereto, the “Contract”). MHBE and the Contractor are each a “Party” and together are the “Parties”.

### RECITALS

WHEREAS, the MHBE, pursuant to the Contract, engaged the Contractor to assist the MHBE in specific duties set forth in the Contract, including the Request for Proposal dated February 20, 2017 and

WHEREAS, the Contract originally permitted payment to the Contractor in accordance with the prices in RFP Attachment F – Price Proposal which was incorporated into the Contract as Exhibit F; and

WHEREAS, on December 15, 2017, the MHBE and the Contractor entered into the First Modification to provide a price adjustment to the Contractor for the continuance of the BATPhone project during Open Enrollment 5, and

WHEREAS, on December 15, 2017, the MHBE and the Contractor entered into a Second Modification to provide a price adjustment for the continuance of the IRN MA project; and

WHEREAS, on May 26, 2018, the MHBE and the Contractor entered into a Third Modification to provide a price adjustment proposed by the Contractor under RFP 3.2.1.17 for the MDH Enrollment Broker Line; and

WHEREAS, on November 29, 2018, the MHBE and the Contractor entered into a Fourth Modification to provide a price adjustment for the continuance of the “IRN MA Outreach”, for the continuance of the BATPhone project during Open Enrollment 6, and for the purchase of extended hours of Producer Line Support services; and

WHEREAS, on July 27, 2019, the MHBE and the Contractor entered into a Fifth Modification in which MHBE requested that Contractor assign staff to manually process Managed Care Organization (MCO) enrollments and compensated Contractor for this work; and

WHEREAS, on November 21, 2019 MHBE and the Contractor entered into a Sixth Modification in which MHBE requested the following changes requiring increased staffing: additional services and support for the Medicaid (MA) eligible customers’ enrollment processing errors due to incorrect IRN data; extended hours of Producer Support Line services for Open



Enrollment 7 (OE7) and additional services and support associated with the BATPhone service for Open Enrollment 7;

WHEREAS, on February 7, 2020, MHBE and the Contractor entered into a Seventh Modification in which MHBE paid for labor costs expended by 4 SP CSRs required for Maximus to support Medicaid (MA) escalation volumes not anticipated at the start of the contract established in 2017;

WHEREAS, on November 4, 2020, the MHBE and the Contractor entered into an Eight Modification in which MHBE paid for additional services and support associated with the BATPhone service for Open Enrollment 8 (OE8); and

WHEREAS, on January 15, 2021, the MHBE and the Contractor entered into a Ninth Modification in which MHBE requested the Contractor make the following change requiring increased staffing during Open Enrollment 8 (“OE8”), November 1, 2020, to December 15, 2020: extend business hours to assist Brokers and the CAC in processing applications and enrollment; extend hours of Producer Support Line services; and, staff the Producer Support Line with two Special Project CSRs on Tuesdays and Thursdays; and

WHEREAS, on August 11, 2021, the MHBE and the Contractor entered into a Tenth Modification in which MHBE requested the Contractor make the following changes requiring increased staffing: assigning three staff to perform and manage manual MCO enrollments identified on the daily MCO Tracker; providing Special Project staff to handle manual internal escalation cases related to Pre-Merger Enrollment Broker (EB) functions; and providing IRN outbound outreach to consumers to obtain documents to support application data; and

WHEREAS, on September 23, 2021, the MHBE and the Contractor entered into an Eleventh Modification in which MHBE requested the Contractor provide staff for the MHBE Live Agent Chat who will be responsible for PII validation, Salesforce CRM documentation, HBX application assistance, escalated Supervisor assistance, and return outbound call assistance; and

WHEREAS, on November 5, 2021, the MHBE and the Contractor entered into a Twelfth Modification in which MHBE requested the Contractor make the following changes: requiring increased staffing or expense during the period November 1, 2021 to January 15, 2022; extend business hours to assist Brokers and the CAC in processing applications and enrollment; provide two (2) to four (4) Special Projects CSRs on Tuesdays and Thursdays during the extended hours period; and, provide connectivity and support for the BAT Phone program; and

WHEREAS, on March 4, 2022, the MHBE and the Contractor entered into a Thirteenth Modification in which MHBE requested Contractor make the following changes: to provide live chat functionality in addition to the original inbound and outbound call services 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. The Contractor 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; and

WHEREAS, the MHBE requests Contractor make the following changes: the BATPhone Program be extended for OE 9 (January 16, 2022 -February 28, 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, and

WHEREAS, the Contract is valid and existing by and between Maximus US Services, Inc. and the Maryland Health Benefit Exchange;

NOW THEREFORE, in consideration of the premises and mutual covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties covenant and agree as follows:

#### AGREEMENT

1. The Recitals are true and correct in all respects, form a substantive part of this Agreement and are incorporated herein by reference.

2. Pursuant to Sections 2.2, 2.3 and 27 of the Contract, Maximus shall provide the services set forth in the Change Request Form - Maximus OE9 BATPhone Support Ext. (Attachment A), Change Control Request Numbered CSC\_09012021\_01 Extension (Attachment A-1) and its accompanying Scope of Work (Attachment A-2), Change Request Form - Producer\_CAW Extended Hours OE9 (Attachment B), CR Producer\_CAW Extended Hours OE9\_CSC06172021\_01\_Extension (Attachment B-1), SOW - OE9 Extended Hours Support Producer CAC Line Ext (Attachment B-2) attached hereto and incorporated herein by reference. If there is any conflict between the terms in this Modification and the Attachments, the terms in this Modification shall govern. If there is any conflict among the Attachments to this Modification, the following order of precedence shall determine the prevailing provision:

- i. Change Request Form – Maryland Health Benefit Exchange, Change Request Title: “ Maximus OE9 BATPhone Support Ext.” (Attachment A)
- ii. Change Request Number CSC\_09012021\_01\_Extension (Attachment A-1)
- iii. Scope of Work (Attachment A-2)
- iv. Change Request Form – Maryland Health Benefit Exchange, Change Request Title: “Producer\_CAW Extended Hours OE9 ” (Attachment B)
- v. Change Request Number CSC\_06172021\_01 Extension (Attachment B-1)
- vi. Statement of Work - SOW - OE9 Extended Hours Support Producer CAC Line Ext (Attachment B-2)

3. The rates MHBE may pay the Contractor for services provided under this Modification 14 are set forth in Attachment A.

4. Except as modified herein, the Contract remains in full force and effect, and all of the terms and conditions of the Contract, as herein modified, are ratified and confirmed.

[Signatures next page(s)]



IN WITNESS THEREOF, the Parties have respectively signed this Fourteenth Modification as of the Effective Date set forth above.

MARYLAND HEALTH BENEFIT EXCHANGE: MAXIMUS US SERVICES INC.

BY: Michele Eberle  
Signature

Michele Eberle  
Executive Director

March 9, 2022  
Date

BY: Monica Bittner  
Signature

Monica Bittner  
Name (Type or Print)  
Counsel  
Title (Type or Print)

3/8/22  
Date

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Approved as to form and legal sufficiency  
this 9th day of March 2022

BY: Blake Baron  
Signature Assistant Attorney General

## ATTACHMENTS

- i. Change Request Form – Maryland Health Benefit Exchange, Change Request Title: “ Maximus OE9 BATPhone Support Ext.” (Attachment A)
- ii. Change Request Number CSC\_09012021\_01\_Extension (Attachment A-1)
- iii. Scope of Work (Attachment A-2)
- iv. Change Request Form – Maryland Health Benefit Exchange, Change Request Title: “Producer\_CAW Extended Hours OE9 ” (Attachment B)
- v. Change Request Number CSC\_06172021\_01 Extention (Attachment B-1)
- vi. Scope of Work (B-2)