

Project Request/Change

Change Request Number: CSC_06172021_01_Revised_Extension

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: 1/27/2022

Requested Effective Date: November 1, 2021 **Change Type:** Revision

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 an additional hour to assist Brokers and CAC process applications and enrollment for Maryland consumers during OE 9. The additional support would be provided by two (2) to four (4) Special Projects CSRs on Tuesdays and Thursdays during the extended open enrollment period from January 16, 2022 – February 28, 2022.

Extended Producer and CAC coverage will be offered as follows:

January 2022 (6 pm-7 pm EST) – Two (2) Special Projects CSRs

- Tuesday, January 18th
- Thursday, January 20th
- Tuesday, January 25th
- Thursday, January 27th

February 2022 (6 pm-7 pm EST) – Two (2) Special Projects CSRs

- Tuesday, February 1st
- Thursday, February 3rd
- Tuesday, February 8th
- Thursday, February 10th
- Tuesday, February 15th
- Thursday, February 17th
- Tuesday, February 22nd

Critical Business Days – Four (4) Special Projects CSRs (6pm-8pm)

- Thursday, February 24th
- Friday, February 25th
- Monday, February 28th

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

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| | January 2022 | February 2022 | Critical Business Days | Total |
|------------------------------|-----------------|------------------|------------------------------|------------|
| # of Days | █ | █ | █ | |
| # of Special Project CSRs | █ | █ | █ | |
| # of hours/month | █ | █ | █ | |
| Total Hours/Month | █ | █ | █ | |
| OT Hourly Rate | █ | █ | █ | |
| Recapitulation | | | | \$2,501.48 |

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 – Program Manager, Consolidated Service Center

MAXIMUS, Inc. POC(s):

1. Artencia Hawkins-Bell – Vice President
2. Tracy Brown – Account Manager

MHBE: Lee Ann Sapp Date: 3/3/22

Maximus: Artencia Hawkins-Bell 1.28.22

Print: Lee Ann Sapp

Print: Artencia Hawkins-Bell