

ATTACHMENT A TO CHANGE ORDER

Statement of Work

[OE9 Extended Hours Support] Jan 18 – Feb 28, 2022

**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] ([REDACTED] 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 [REDACTED] CSRs**

- Tuesday, January 18<sup>th</sup>
- Thursday, January 20<sup>th</sup>
- Tuesday, January 25<sup>th</sup>
- Thursday, January 27<sup>th</sup>

**February 2022 ([REDACTED] CSRs**

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

**Critical Business Days – [REDACTED] CSRs ([REDACTED]**

- Thursday, February 24<sup>th</sup>
- Friday, February 25<sup>th</sup>
- Monday, February 28<sup>th</sup>

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] Jan 18 – Feb 28, 2022

Quote:

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

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.

John Palumbo

Maximus

\_\_\_\_\_  
Authorized Individual Name

\_\_\_\_\_  
Company Name

Project Director

26-030-7682

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Tax ID #

*John Palumbo*

2/14/2022

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

