

# Project Request/Change

**Change Request Number:** CSC\_07222020\_01

**Title/Description of Change:** MHBE Request for CSC to Host BATPhone Program for Open Enrollment 8 (OE 8)

**Requestor:** Tracy Brown

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**Date of Request:** 08/06/2020

**Requested Effective Date:** November 1, 2020 **Change Type:** New

**Reason for Change:** Other

If "Other", please describe: MHBE issues this change request to purchase additional services and support associated with BATPhone (Broker Assisted Transfer) program for Open Enrollment 8 (OE 8).

**Priority:** Urgent  High  Medium  Low

**Scope:** BATPhone Open Enrollment 8 System and Support Readiness Request

The BATPhone Program was implemented in 2017 for use during the Open Enrollment period. The transfer process allows Customer Service Representatives (CSRs) to transfer consumers seeking assistance with Qualified Health Plan (QHP) plan shopping during Open Enrollment.

MAXIMUS will ensure Brokers are granted access to telephony systems (CISCO/Finesse), provide applicable training and technical support. CSC Operations Manager and Special Projects Team Supervisor will work closely with the MHBE Producer Support Program Manager to ensure access to BATPhone systems are in place prior to the commencement of OE 8.

MHBE has requested the BATPhone Program be implemented for OE 8 (November 1-December 15, 2020). MHBE has identified thirty-one (31) primary Brokers and seven (7) alternate Brokers to participate OE 8 program. MHBE understands that thirty VDI Desktop and Amazon Workstations (AWS) licenses will be required to grant Brokers the capability to work the BATPhone Program.

MHBE has also requested two (2) Technical Support resources to support the BATPhone Brokers. This support will be provided by Special Project Team agents.

