

Project Request/Change

Change Request Number: CSC_07222020_02

Title/Description of Change: MHBE Request to offer extended hour support for Producers and Consumer Assistance Workers (CAW) staff during Open Enrollment 8 (OE 8)

Requestor: Tracy Brown

Requestor email: TracyBrown@Maximus.com

Requestor Phone: 410-645-9758

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 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 8

MHBE has requested the CSC to extend business hours [REDACTED] to assist Brokers and CAC process applications and enrollment for Maryland consumers during OE 8. The additional support would be provided by [REDACTED] Special Projects CSRs on Tuesdays and Thursdays during the period of November 1-December 2020.

Extended Producer and CAC coverage will be offered as follows:

November 2020 ([REDACTED] EST)

- Tuesday, November 3rd
- Thursday, November 5th
- Tuesday, November 10th
- Thursday, November 12th
- Tuesday, November 17th
- Tuesday, November 19th
- Tuesday, November 24th

Note: the CSC will be closed on Thanksgiving Day, Thursday, November 26, 2020

December 2020 ([REDACTED] EST)

- Tuesday, December 1st
- Thursday, December 3rd
- Tuesday, December 8th
- Thursday, December 10th

Critical Business Days

- Friday, December 11th ([REDACTED] pm)
- Saturday, December 12th ([REDACTED])
- Sunday, December 13th ([REDACTED])
- Tuesday, December 15th ([REDACTED])

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

	November 2020	December 2020	Critical Business Days	Total
# of Days	█	█	█	
# of Special Project CSRs	█	█	█	
Total Hours/Month	█	█	█	
OT Hourly Rate	█	█	█	
Recapitulation	█	█	█	

MHBE understands that Work from Home Special Projects Agents will be assigned to offer extended hour support for Brokers and CAC during OE 8. 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

MAXIMUS, Inc. POC(s):

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

MHBE: Lee Ann Sapp Date: 1/11/2021

Maximus: Artencia Hawkins-Bell

Print: _____

Print: Artencia Hawkins-Bell, 8/13/20