

First Amendment to the Member Management, Consumer Assistance, and Eligibility Help Desk Services for Iowa Medicaid and Hawki Programs Contract

This Amendment to Contract Number MED-19-012 is effective as of February 18, 2019, between the Iowa Department of Human Services (Agency) and MAXIMUS Health Services, Inc. (Contractor).

Section 1: Background. The parties are amending the Contract to account for the increased volume of work related to Contractor tasks associated with the transition and enrollment of Members during the Iowa Total Care (ITC) implementation, with an expected “go live” date of July 1, 2019. In addition, the parties intend through this Amendment to move up the termination date of Contract No. MED-12-027 and implement the Hawki related services under this Contract as of that termination date. A separate termination letter will be issued concerning MED-12-027.

Section 2: Amendment to Contract Language

The Contract is amended as follows:

Revision 1. Section 1.3.2.B entitled “Call Center General Requirements” is amended to read as follows: The Agency may address Contractor’s Performance Measurements based on unexpected call volumes or constraints outside of Contractor’s control. Performance Measurements are as follows:

1. The Contractor shall maintain a monthly service level (SL) percentage of at least 80 percent for incoming calls as calculated by the following formula:

$$SL = ((T - (A + B)) / T) * 100$$

where T = all calls that enter the queue

A = calls that are answered after 30 seconds

B = calls that are abandoned after 30 seconds

2. The Contractor shall maintain a call abandonment rate of five (5) percent or less.

For the period of March 1, 2019 through June 30, 2019 only, the Performance Measures listed above in this subsection are hereby suspended and the following Performance Measures shall apply:

1. The Contractor shall maintain a call abandonment rate of ten (10) percent or less.
2. The average wait time for calls to be answered shall not exceed three (3) minutes.

Revision 2. Section 1.5.1, entitled “Pricing” is amended to read as follows: In accordance with the payment terms outlined in this section and Contractor’s completion of the Scope of Work as set forth in this Contract, the Contractor will be compensated an amount not to exceed \$17,639,737.11 during the entire term of this Contract, which includes any extensions or renewals thereof. Payment will occur as follows:

Revision 3. Section 1.5.2 entitled “Payment Methodology” is amended by adding the following text at the end of the Section:

- e. To handle normal Call Center operations from March 1, 2019 through June 30, 2019, the

Contractor shall maintain a base number of 32 CSRs each month in which the Agency pays for additional ITC transition support CSRs, pursuant to subsection (f) below. The Contractor may only bill the Agency for any CSRs that are preapproved and that are over and above the base number of 32 CSRs. The base 32 CSR staff counts shall not include Contractor support staff.

- f. In addition to the base payment obligations of the Contract, the Agency agrees to pay the Contractor for additional CSR staffing needed to transition the Medicaid population from an existing managed care organization and to other care delivery options. For the month of February 2019, the Contractor will be reimbursed actual documented cost of training additional ITC transition support staff incurred in February 2019, not to exceed \$2,000 per ITC transition support CSR trained, and not to exceed 25 such CSRs. For the period of March 1, 2019 through June 30, 2019, the Contractor will be paid an amount not to exceed \$504,205.00 for additional, preapproved ITC transition support CSRs above the base number of 32 CSRs. The not to exceed (NTE) amounts for ITC support is summarized in the table below (ITC Support). The Agency hereby approves 25 additional ITC transition support staff for the month of March 2019. Beginning on the fifteenth day of the month beginning in April, the Agency and Contractor will meet to evaluate call center performance metrics from the then current month. The Agency will establish the permissible number of ITC transition support CSRs and/or supervisory staff for the following month based on those metrics. The Contractor may invoice the Agency \$5,042.05 per additional, preapproved CSR and/or preapproved supervisor (up to 25 per month) for each month such additional ITC transition support staff are considered necessary by the Agency. The Contractor shall ensure that all additional preapproved ITC transition support positions paid for are filled for the entire month approved and shall bill the agency on a Full Time Equivalent basis. For example, if a CSR position is only filled for half of the month, the Agency will be billed half of the price per CSR. All security access forms shall be submitted to the Agency within one business day of staff leaving.

ITC Support			
	NTE CSR	Price Per CSR	NTE Cost
February 2019	25	\$ 2,000.00	\$ 50,000.00
March 2019	25	\$ 5,042.05	\$ 126,051.25
April 2019	25	\$ 5,042.05	\$ 126,051.25
May 2019	25	\$ 5,042.05	\$ 126,051.25
June 2019	25	\$ 5,042.05	\$ 126,051.25
NTE Total			\$ 554,205.00

Revision 4. Effective June 1, 2019, the Agency intends to terminate Contract No. MED-12-027 and activate all Contractor responsibilities associated with the Hawki program under this Contract as of that date. Special Contract Attachment 3.1, the "Pricing Schedule," is hereby deleted and replaced with the document attached hereto as Exhibit A, entitled Attachment 3.1: Pricing Schedule. Exhibit A has been modified to reflect pricing for Hawki services in the Year 1 column to reflect the monthly pricing for which Contractor may bill the Agency for Hawki related services being activated as of June 1, 2019. The Contractor shall perform all Hawki related contractual tasks under this Contract beginning June 1, 2019, at which point compensation will begin for the Hawki tasks as set forth in the Pricing Schedule.

Revision 5. Federal Funds. The following federal funds information is provided:

Contract Payments include Federal Funds? Yes	
The contractor for federal reporting purposes under this contract is a: Vendor	
DUNS #: 078402994	
The Name of the Pass-Through Entity: Iowa Department of Human Services	
CFDA #: 93.778	Federal Awarding Agency Name: Department of Health and Human Services/Centers for Medicare and Medicaid Services
Grant Name: Medical Assistance Program	
CFDA #: 93.767	Federal Awarding Agency Name: Department of Health and Human Services/Centers for Medicare and Medicaid Services
Grant Name: Children's Health Insurance Program	

Section 3: Ratification & Authorization

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and that this Amendment constitutes a legal, valid, and binding obligation.

Section 4: Execution

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

Contractor, MAXIMUS Health Services, Inc.		Agency, Iowa Department of Human Services	
Signature of Authorized Representative:	Date:	Signature of Authorized Representative:	Date:
	5-2-2019		5-10-19
Printed Name: Charles K. Sweeney II		Printed Name: Jerry R. Foxhoven	
Title: Vice President, Contracts		Title: Director	

Exhibit A Attachment 3.1: Pricing Schedule

Categories of Services and Population Served	Initial Contract Years - Monthly Prices				Optional Contract Years - Monthly Prices		
	Year 1 7/1/2018 - 5/31/2019	Year 1 6/1/2019 - 6/30/2019	Year 2 7/1/2019 - 6/30/2020	Year 3 7/1/2020 - 6/30/2021	Option Year 1 7/1/2021 - 6/30/2022	Option Year 2 7/1/2022 - 6/30/2023	Option Year 3 7/1/2023 - 6/30/2024
Managed Health Care: Enrollment Broker (Section 1.3.1.3.A) Medicaid population	\$ 103,933.99	\$ 103,933.99	\$ 119,154.94	\$ 116,845.24	\$ 114,088.68	\$ 115,834.72	\$ 117,772.57
Managed Health Care: Enrollment Broker (Section 1.3.1.3.A) hawk-i population	\$ -	\$ 26,658.04	\$ 26,658.04	\$ 26,141.30	\$ 25,524.59	\$ 25,915.22	\$ 26,348.77
Member Inquiry and Relations (Section 1.3.1.3.B) Medicaid population	\$ 10,532.29	\$ 10,532.29	\$ 10,597.08	\$ 10,556.23	\$ 10,831.10	\$ 11,013.63	\$ 11,195.65
Member Inquiry and Relations (Section 1.3.1.3.B) hawk-i population	\$ -	\$ 2,370.84	\$ 2,370.84	\$ 2,361.70	\$ 2,423.20	\$ 2,464.03	\$ 2,504.76
Member Outreach and Education, and IME Communications Support (Section 1.3.1.3.C) Medicaid population	\$ 31,114.35	\$ 31,114.35	\$ 31,305.76	\$ 31,185.09	\$ 31,997.10	\$ 32,536.34	\$ 33,074.05
Member Outreach and Education, and IME Communications Support (Section 1.3.1.3.C) hawk-i population	\$ -	\$ 7,003.91	\$ 7,003.91	\$ 6,976.91	\$ 7,158.58	\$ 7,279.22	\$ 7,399.52
DHS Contact Center (Section 1.3.1.3.D)	\$ 41,705.48	\$ 41,705.48	\$ 48,685.32	\$ 47,644.47	\$ 46,211.24	\$ 46,908.57	\$ 47,694.64
General Admin and Other	\$ 789.76	\$ 789.76	\$ 3,705.16	\$ 3,757.00	\$ 3,809.66	\$ 3,863.25	\$ 3,917.66
Total Monthly Pricing	\$ 188,075.87	\$ 224,108.66	\$ 249,481.05	\$ 245,467.94	\$ 242,044.15	\$ 245,814.98	\$ 249,907.62
Total Annual Cost	\$ 2,292,943.23	\$ 2,993,772.60	\$ 2,945,615.28	\$ 2,904,529.80	\$ 2,949,779.76	\$ 2,998,891.44	\$ 17,085,532.11
Grand Total For The Entire Project							\$ (Excluding 1 st amendment payment obligations for ITC staffing)