

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

This Amendment to Contract Number MED-19-012 is effective as of July 12, 2021, between the Iowa Department of Human Services (Agency) and MAXIMUS Health Services, Inc. (Contractor).

Section 1: Amendment to Contract Language

The Contract is amended as follows:

Revision 1. 1.3.1.3.E.6, P-EBT Call Center Support, is hereby added to the Contract:

- a. Assist callers who have questions regarding their eligibility for the benefits.
- b. Assist callers in determining the family members and months available for eligibility.
- c. Refer callers to additional resources if eligibility is not able to be determined by Member Services.
- d. Staffing:
 - i. MAXIMUS will maintain five (5) CSRs and from July 1, 2021 – September 30, 2021. The Staffing Request will be updated and authorized by the Department should the need for support continue past September 30, 2021. The current forecasted daily baseline for call volume is 200-300 inbound calls.

Revision 2. Section 1.3.2B. Call Center Requirements, is hereby amended as follows:

For the period of July 12, 2021 through August 1, 2021 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 3. Section 1.5.1, Pricing. The maximum amount the Contractor will be compensated is hereby amended to \$17,731,589.81 for the entire term of the Contract.

Revision 4. Section 1.5.2.I, Payment Table. entitled “Payment Methodology” is hereby added to the Contract:

In addition to the base payment obligations of the Contract, the Agency agrees to pay the Contractor for the costs associated with P-EBT Call Center Support.

P-EBT Call Center Support			
	NTE CSR	Price per CSR	NTE Cost
July 2021	5	\$4,942.86	\$24,714.30
August 2021	5	\$4,942.86	\$24,714.30
September 2021	5	\$4,942.86	\$24,714.30
NTE Total			\$74,142.90

The Contractor may only bill the Agency for any CSRs that are preapproved and that are dedicated to the P-EBT scope of work. The CSR staff counts shall not include Contractor support staff.

Revision 5. Federal Funds. The following federal funds information is added to the Contract:

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 #: 10.649	Federal Awarding Agency Name: Department of Agriculture/Food and Nutrition Services
Grant Name: PANDEMIC EBT	



Food and Nutrition Services Funded Contract. The contractor shall comply with the requirements of the USDA’s regulation regarding nondiscrimination (7 CFR parts 15, 15b), Title VI of the Civil Rights Act of 1964 (Public Law 83-352), section 11(c) of the Food Stamp Act of 1977, as amended, the Food Stamp Act of 1977, as amended, the Age Discrimination, Act of 1975 (Public Law 95-135) and the Rehabilitation Act of 1973 (Public Law 93-112, section 504) and all requirements imposed by regulations issued pursuant to these Acts by the Department of Agriculture to the effect that, no person in the United States shall, on the grounds of race, color, age, political belief, religion, handicap, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under the Food Stamp Program.

Section 2: 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 3: 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:
 Digitally signed by Loretta Charles DN: cn=Loretta Charles, o=Maximus, ou=Legal Counsel, email=lorettacharles@maximus.com, c=US Date: 2021.07.20 11:18:36 -0400		 Kelly Garcia (Aug 6, 2021 09:25 CDT)	Aug 6, 2021
	Printed Name: Loretta Charles		Printed Name: Kelly Garcia
Title:		Title: Director	