

## **Sixth 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 December 1, 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. Section 1.3.1.1.B.1.d, Critical Member Issues Liaison, is hereby deleted in its entirety.**

**Revision 2. 1.3.1.3.B, Member Inquiry and Relations, 14, is deleted and replaced as follows:**

14. Critical Member Issues Support and Outreach.

The Contractor shall provide support and assistance to the Agency for critical Member eligibility, enrollment, and service issues which require escalation and resolution by the Agency.

An urgent or critical issue which requires intervention to ensure resolution may include the following:

- A Member is in crisis situation that does not appear to have been addressed.
- Member may be in, or being discharged from, current placement or situation which could be deemed unsafe.
- Member has court involvement and required services may be required to be routed and provided through the MCO or PAHP.
- MCO or PAHP enrollment issues.
- Provide assistance in drafting responses from the Agency to requests for information.
- Members with unresolved LTSS issues.

Contractor duties include but are not limited to:

- a. Provide support and outreach related to Critical Member Issues, to include:
  - Reporting of basic inquiries received through the Member Services call center
  - Escalation of cases to the urgent member liaison when received through other channels
  - Assisting in identifying members and providing additional information related to their current and historical Medicaid coverage as requested by the liaison
  - Data entry of the previous urgent member tracking list into the Agency's new tracking system.
  - Ongoing tracking and new data entry.

**Revision 3. Section 1.5.1, Pricing.** The maximum amount the Contractor will be compensated is hereby amended to \$17,896,599.26 for the entire term of the Contract.

**Revision 4. Section 1.5.2.h, Payment Table. entitled “Payment Methodology” is amended by deleting the following text at the end of the Section:**

In addition to the base payment obligations of the Contract, the Agency agrees to pay the Contractor for the costs for cell phones and cellular plans needed to complete scope of work in a remote work environment. The Contractor receive Agency approval to renew each month of cellular service and shall invoice the Agency for monthly costs for cell phones and cellular plans needed to complete scope of work in a remote work environment. These costs are shall not exceed pricing set forth in the below table:

Cellular phones	Cost per phone	NTE per month
Five (5)	\$25.00	\$125.00

Costs for the cell phones from January 2021 through the effective date of the amendment will be billed the first of the month following signature. These costs are not subject to the 8% withhold. If a staff member assigned to a cell phones leave employment, the cell phone will be returned and will not be reassigned to a new staff.

**Revision 5. Special Contract Exhibit A, Attachment 3.1, the “Pricing Schedule,” is hereby deleted and replaced the following Exhibit A.**

**Revision 6. Federal Funds.** The following federal funds information is added to the Contract:

<b>Contract Payments include Federal Funds?</b> Yes	
<b>The contractor for federal reporting purposes under this contract is a:</b> Vendor	
<b>DUNS #:</b> 078402994	
<b>The Name of the Pass-Through Entity:</b> Iowa Department of Human Services	
<b>CFDA #:</b> 93.778	<b>Federal Awarding Agency Name:</b> Department of Health and Human Services/Centers for Medicare and Medicaid Services
<b>Grant Name:</b> Medical Assistance Program	
<b>CFDA #:</b> 10.649	<b>Federal Awarding Agency Name:</b> Department of Agriculture/Food and Nutrition Services
<b>Grant Name:</b> 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.

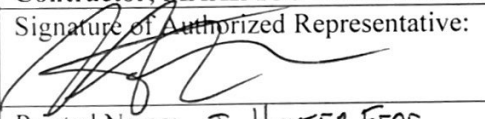
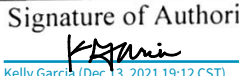
<b>Contractor, MAXIMUS Health Services, Inc.</b>		<b>Agency, Iowa Department of Human Services</b>	
Signature of Authorized Representative:	Date:	Signature of Authorized Representative:	Date:
	11/19/21	 <small>Kelly Garcia (Dec 13, 2021 19:12 CST)</small>	Dec 13, 2021
Printed Name: J. HUNTER FERE		Printed Name: Kelly Garcia	
Title: LEGAL COUNSEL - SR. MANAGER, 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 - 6/30/2019	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 - 11/30/2021	Option Year 1 12/1/2021 - 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)	\$103,933.99	\$103,933.99	\$119,154.94	\$116,845.24	\$114,088.68	\$107,006.95	\$108,752.99	\$110,690.84				
Managed Health Care: Enrollment Broker (Section 1.3.1.3.A)	\$0.00	\$26,658.04	\$26,658.04	\$26,141.30	\$25,524.59	\$25,524.59	\$25,915.22	\$26,348.77				
<i>hawk-i</i> population												
Member Inquiry and Relations (Section 1.3.1.3.B) <b>Medicaid population</b>	\$10,532.29	\$10,532.29	\$10,597.08	\$10,556.23	\$10,831.10	\$10,831.10	\$11,013.63	\$11,195.65				
Member Inquiry and Relations (Section 1.3.1.3.B) <i>hawk-i</i> population	\$0.00	\$2,370.84	\$2,370.84	\$2,361.70	\$2,423.20	\$2,423.20	\$2,464.03	\$2,504.76				
Member Outreach and Education, and IME Communications Support (Section 1.3.1.3.C) <b>Medicaid population</b>	\$31,114.35	\$31,114.35	\$31,305.76	\$31,185.09	\$31,997.10	\$31,997.10	\$32,536.34	\$33,074.05				
Member Outreach and Education, and IME Communications Support (Section 1.3.1.3.C) <i>hawk-i</i> population	\$0.00	\$7,003.91	\$7,003.91	\$6,976.91	\$7,158.58	\$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	\$46,211.24	\$46,908.57	\$47,694.64				
General Admin	\$789.76	\$789.76	\$3,705.16	\$3,757.00	\$3,809.66	\$3,809.66	\$3,863.25	\$3,917.66				
<b>Total Monthly Pricing</b>	\$188,075.87	\$224,108.66	\$249,481.05	\$245,467.94	\$242,044.15	\$234,965.42	\$238,733.25	\$242,825.89				
<b>Total Annual Cost</b>	\$2,847,148.23		\$3,013,459.72	\$2,953,265.28	\$1,877,051.36		\$2,968,599.06	\$2,913,910.68				
<b>Grand Total For The Entire Project</b>												
\$17,907,726.58 (Includes P-EBT Call Center Support)												