

Thirteenth 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 15, 2023, 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 2. 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 February 1, 2023, through August 30, 2023, only the Performance Measures listed above in this subsection are hereby suspended for the Member Services, and Hawki call centers only, 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 \$19,980,673.61 for the entire term of the Contract.

Revision 4. Section 1.5.2 entitled “Payment Methodology” is amended by adding the following text at the end of the Section:

J. To handle normal Call Center operations from February 15, 2023, through August 30, 2023, the Contractor shall maintain a base number of 30 CSRs each month in which the Agency pays for additional Molina 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 30 CSRs. The base 30 CSR staff counts shall not include Contractor support staff.

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 to other care delivery options. For the period of February 15, 2023, through August 30, 2023, the Contractor will be paid an amount not to exceed \$402,348.84 for additional, preapproved Molina transition support CSRs above the base number of 30 CSRs. The not to exceed (NTE) amounts for Molina support is summarized in the table below (Molina Support). The Agency hereby approves additional Molina transition support staff per the table below (Molina Support). The Contractor shall ensure that all additional preapproved Molina 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.

Molina Support			
	NTE CSR	Price per CSR	NTE Cost
February 15 th -28 th	9	\$ 2,965.72	\$ 26,691.48
March 2023	16	\$ 4,942.86	\$ 79,085.76
April 2023	16	\$ 4,942.86	\$ 79,085.76
May 2023	10	\$ 4,942.86	\$ 64,257.18
June 2023	13	\$ 4,942.86	\$ 59,314.32
July 2023	12	\$ 4,942.86	\$ 49,428.60
August 2023	9	\$ 4,942.86	\$ 44,485.74
NTE Total			\$402,348.84

K. In addition to the base payment obligations of the Contract, the Agency agrees to pay the Contractor for additional CSR staffing needed to support the Medicaid population during the Continuous Eligibility Unwind due to the Public Health Emergency. For the period of February 2023 through December 2023, the Contractor will be paid an amount not to exceed \$1,609,870.04 for 39 CSRs, two lead supervisor, and one unit lead. The not to exceed (NTE) amounts for Continuous Eligibility Unwind is summarized in the table below (Continuous Eligibility Unwind). The Agency hereby approves additional Continuous Eligibility Unwind staff per the table below (Continuous Eligibility Unwind). The Contractor shall ensure that all Continuous Eligibility Unwind 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.

Public Health Emergency - Continuous Eligibility Unwind	
	NTE Cost
February 2023	\$44,588.22
March 2023	\$89,176.43
April 2023	\$164,011.71
May 2023	\$164,011.71
June 2023	\$164,011.71
July 2023	\$164,011.71
August 2023	\$164,011.71
September 2023	\$164,011.71
October 2023	\$164,011.71
November 2023	\$164,011.71
December 2023	\$164,011.71
NTE Total	\$1,609,870.04

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

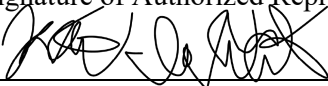
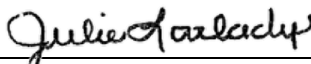
Contract Payments include Federal Funds? Yes	
The contractor for federal reporting purposes under this contract is a: Vendor	
UEI #: KAMBG3KEKMH3	
The Name of the Pass-Through Entity: Iowa Department of Human Services	
CFDA #: 93.778	Federal Awarding Agency Name: Department of Health and Human Services/Centers for Medicare and Medicaid Services
Grant Name: Medical Assistance Program	

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:
	4/28/2023		9/27/2023
Printed Name: Kaila Nglehart		Printed Name: Kelly Garcia	
Title: Director, Contracts		Title: Director	