



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **35**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Chelsea Lugibihl	DTMB
		517-643-7006	
		lugibihlc@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

<b>DESCRIPTION OF CHANGE NOTICE</b>				
<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	March 31, 2023
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$569,515,727.00	\$0.00	\$569,515,727.00		

**DESCRIPTION**

Effective July 15, 2021, the following items are added to this contract, per attachment "MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215".

Please note the Contract Administrator has been changed to Chelsea Lugibihl, 517-643-7006, LugibihlC@michigan.gov.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.



## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract 071B1300215 (“Contract”) to modify ongoing server management costs resulting from the move of computer software applications to the Amazon Web Services (AWS) cloud environment, to revise the application development team organization for efficiency improvement and alignment with State of Michigan (“State”), and to modify the deliverables documentation process. In addition, this SOW updates the key personal in CCN22 and terms in CCN33 are modified by extending the MI Bridges Support Help Desk fixed staffing model.

### **BACKGROUND:**

This SOW amends the Contract for Maximus U.S. Services (“Contractor”). All terms, conditions, pricing and specifications contained in the Contract and subsequent Contract Change Notices (CCN) remain in full force and effect unless specifically set out in the SOW. Capitalized terms not defined in this SOW shall have the meaning ascribed in the Contract as amended. Services are directed and governed under the Michigan Department of Health and Human Services (MDHHS) and the Department of Technology, Management, and Budget (DTMB).

**AWS:** The Contractor is moving all software applications and data currently hosted in its data centers to the Amazon Web Services (AWS) cloud in order to reduce cost. The change in hosting location requires applicable System Security Plans (SSPs) to be updated accordingly. The Contractor must support the State’s security review process for all applications listed under SOW as requested by the State and obtain at least Provisional Authority to Operate (PATO) or full Authority to Operate (ATO) for each application before moving databases containing PHI to the new hosting location. If PATO is initially received in order to move the databases to the AWS cloud, Maximus must also support the State’s security and review process for all applications to obtain full ATO. The AWS hosting location must be Federal Risk and Authorization Management Program (FedRAMP) authorized at a Moderate level.

**Application Development Teams:** The Contractor provides software development services and systems that support the Michigan Department of Health and Human Services (“MDHHS”) healthcare programs application acceptance & processing, health plan enrollment correspondence, and payment collection & processing services. The Contractor provides three development teams, each with a specific number of staff allocated to two subgroups: “Enhancement” and “Operational Support”. The fixed staffing allocation is replaced with an annual fixed pool of hours available for Enhancement work and a fixed pool of hours for Operational Support work. The Contractor may draw from either pool as agreed with the State but the Contractor must track development hours in each category on a monthly basis. The State will make best effort to work with the Contractor to manage this work over the course of the year so as not to exceed the number of hours available in each pool.

**Deliverables Documentation:** CCN 17 specifies a Deliverables Expected Document (DED) and a Deliverables Acceptance Document (DAD) to be provided by the State to the Contractor. This process is modified to eliminate the DED and to require the Contractor to provide a monthly list of deliverables to the State for approval prior to invoicing.

**MI Bridges Support Help Desk:** For the terms and conditions of CCN33, the SOW was through September 30, 2021. This SOW, CCN35, will modify the length of terms of the fixed staff model.

**Key Personnel:** In accordance with 1.031 Contractor Staff, Roles, and Responsibilities, Section A, Key Personnel, Item 2 and Item 4 are updated to assure efficient and effective performance of the tasks required under the Contract.

**Center for Health Literacy:** MDHHS is requesting a line item in Attachment A for ad-hoc focus group testing and targeted messaging initiatives upon approval.

#### **PROJECT OBJECTIVE:**

1. Reduce server hosting fees by moving all applications hosted by the Contractor for the State to the AWS cloud.
  - a) Provide information related to security controls as requested by the State for the purpose of updating SSPs for each application that will be moved to AWS.
  - b) Assist the State with updating the SSPs in the State's Lockpath system in order to provide security approval (ATO, or provisional ATO) prior to the Contractor moving Production application databases to AWS.
  - c) Validate proper operation of the applications in the AWS environment and provide a list of test cases with pass/fail results using existing fixed capacity resources.
2. Maximize Contractor's development work throughput and resource utilization by replacing the fixed monthly staff allocation to Enhancement and to Operational Support work with a fixed annual pool of hours allocated to each work type.
  - a) Track and report monthly actual hours worked on individual Enhancements (major release) projects and on aggregated Minor Enhancements (contained within minor releases)
  - b) Track and report monthly actual hours worked on Operational Support minor releases with total hours further broken down by Minor Enhancement, Maintenance, and Keep the Lights On (KTLO) per the State's definition of each category.
3. Align the SOW with the changes for Center for Health Literacy, MI Bridges Support Help Desk and Key Personnel.

#### **SCOPE of WORK:**

**Center for Health Literacy (CHL) – Additional Services:** Upon MDHHS request for consultative and ad-hoc focus group testing campaigns and targeted messaging initiatives, Maximus CHL will submit pricing proposal for approval by MDHHS prior to start of service – ad hoc services will be included in Attachment A (as approved by MDHHS).

**Key Personnel: 5.3 Section 1.030 Roles and Responsibilities**

1. **Section 1.031 Contractor Staff, Roles and Responsibilities, Item A ;** The following are the current Key Personnel and managers supporting the contract:
  1. Jacqueline Otto, Senior Project Director
  2. Laurthel Hayes, Senior Operations Manager
  3. Craig Ashby, Senior Finance Manager
  4. Darlene Holt, Senior Human Capital Manager
  5. Steve Rotta, Training Manager
  6. Tara Lulich, Quality Assurance Supervisor
  7. Danielle Watkins, Call Center Manager
  8. Joshua Curtis, Call Center Manager
  9. Erin Scott, MI Health Account Operations Manager
  10. Tara Clark, Senior Business Analytics Manager
  11. Kevin Smith, Director of IT Program Management Office

**MI Bridges Support Help Desk:** The terms, which include capped pricing in CCN 33 SOW, Section II. a, and specified the length of that agreement are extended through March 31, 2023, or until such time, MDHHS requests the terms to be changed in a future CCN.

**Amazon Web Services (AWS):** The term of this SOW is through March 31, 2023.

Maximus development teams and applications, as described in this SOW are:

- ACA:
  - MAGI Viewer Tool
  - Data Collection Tool (DCT)
  - Presumptive Eligibility (PE)
  - Home Help Provider Locator
- OFA:
  - MI Health Account Oracle Financials Application (MIHA OFA)
  - Freedom To Work Oracle Financials Application (FTW OFA)
  - MICHild Oracle Financials Application (MICHild OFA)
  - OFA Portal
- MAXeb:
  - MAXe Enrollment Application
  - MI Enrolls Portal (healthcare4mi.com)

**1. Application server hosting change from Maximus data centers to AWS**

The Contractor’s computing and network assets, currently housed in data centers, have reached or will soon reach their end of life. The Contractor will be disposing of these assets and moving all applications it hosts for the State to an AWS cloud environment that has a FedRAMP authorized, Moderate baseline security categorization. The change will require updated SSPs for each application being moved. The Contractor must provide information for the SSPs as requested by the State and must be granted an ATO or provisional ATO



prior to moving production application data to AWS. Contractor support for the SSP updates must be provided using existing fixed capacity resources.

The Contractor must purchase additional Oracle licenses to comply with Oracle’s licensing requirements for applicable instances in AWS. The licensing fees are one-time fixed costs which the State has opted to spread over the remaining contract term currently in effect.

The Contractor must demonstrate that the applications operate correctly in the AWS environment. Using existing fixed capacity resources, the Contractor must write and execute test cases to validate each application. A list of tests executed, and pass/fail results must be provided to the State.

Resources in AWS are different than traditional computing hardware. While AWS compute “instances” are conceptually similar to servers, the number of servers in the Contractor’s data centers will not match the number of instances required in AWS.

The Web Services servers previously added for HMP Work Requirements in CCN30 are no longer required. The Contractor must not create instances in the AWS environment for this purpose unless otherwise directed by the State.

The Contractor must provide compute instances for each application group and environment. Tables in previous SOWs that specify server quantities and purpose are replaced by the following table of required AWS instances.

Table 1A: ACA Systems

Environment	System Purpose	Number of Instances
Production	Application Server	2
	Database Server	2
Staging	Application Server	2
	Database Server	1
UAT	Application Server	2
	Database Server	1
QAT	Application Server	2
	Database Server	1
Development	Application Server	2
	Database Server	1

Table 1B: OFA Systems

Environment	System Purpose	Number of Instances
Production	Application Server	5
	Database Server	3
UAT	Application Server	7
	Database Server	4
QAT	Application Server	3
	Database Server	2

Development	Application Server	3
	Database Server	2

Table 1C: MAXeb Systems

Environment	System Purpose	Number of Instances
Production	Application Server	12
	Database Server	4
UAT	Application Server	11
	Database Server	5
QAT	Application Server	8
	Database Server	3
Development	Application Server	7
	Database Server	3
Training	Application Server	3
	Database Server	1

Beginning the 1<sup>st</sup> of the month following the OFA Production system cutover, the Contractor will no longer bill the State at a fixed cost per terabyte of data storage needed for PDF document storage on the MIHA Portal as described in CCN30, Section 3.11, Item 4 and Section 10.2.5, Item 2. The Contractor must provide sufficient storage capacity to make MIHA correspondence available through the MIHA Portal in PDF format for 7 years after the correspondence date and then destroyed.

All recorded phone calls, documents and data records related to Integrated Care Organizations (ICO) must be retained for 10 years unless otherwise directed by MDHHS. This information must be available in the live system for a minimum of 2 years and may then be archived for the remainder of the 10-year period.

**Deliverables:** The Contractor must provide lists of completed test cases with pass/fail status for each item demonstrating that the basic functionality of all applications has been validated. The Contractor must provide screen shots of the AWS Management Console showing each of the above instances in a running status.

**2. Replace fixed development staff allocation to Enhancements and Operational Support with fixed pools of hours**

A fixed number of hours are allocated to Enhancement and to Operational Support projects annually as shown in Tables 2 and 3 below. The State and the Contractor will agree on which pool each project will draw from and the Contractor will track and report actual hours worked on each project. The Contractor must assign resources as needed to complete the agreed work. The State will collaborate with the Contractor to utilize the annual funding from each pool as completely as possible, but no further work is authorized when the pool of hours is exhausted. The Contractor must provide resources with the appropriate skills to execute System Development Life Cycle (SDLC) services which may include any of the following roles as required:

- Project Management Analyst
- IT Project Manager
- Application Administrator
- Development Manager

- System Analyst
- System Administrator
- System Architect
- Database Administrator
- Technical Lead
- Developer
- Tester

The State will continue to prioritize and approve work from all categories (Enhancement, Maintenance, and KTLO) for the ACA, OFA and MAXeb development teams. The Contractor will collaborate with the State to schedule approved work into releases up to each team’s capacity of hours available for development work. Releases shall occur on a quarterly basis unless otherwise directed by the State.

The Contractor must report actual hours worked on releases each month. The hours will be reported by category (Enhancement, Maintenance, and KTLO) for each of the Contractor’s development teams and for staff funded under the base contract who are working on releases. The State may request that certain work, such as projects it deems to be Major Releases, be tracked and reported separately. The Contractor shall begin tracking hours worked for such projects within 30 days of notification and must provide an estimate of hours worked on the project up to the point that the time tracking started.

Table 2A shows the number of hours allocated to the Enhancement pool for each development team. The total available hours for each team is based on 85% utilization of a Full Time Equivalent (FTE) working 2080 hours per year.

**Table 2A: Annual Enhancement Pool**

Team	FTEs	Enhancement Hours Available (85% FTE Utilization)
ACA Systems	5.5	9,724
OFA Systems	13.4	23,691
MAXeb Systems	5.5	9,724

The Contractor must provide maintenance and operational services as defined in CCN 17, and security compliance & audit support as defined in CCN 26 for the applications listed in this SOW. These services are collectively referred to as Systems Support. The time needed to provide Systems Support services does not vary from month to month and must be drawn from the Operational Support pool of hours. Table 2B shows the annual total number of hours available, the hours needed for Systems Support, and the remaining hours available for Maintenance and KTLO. The total available hours for each team is based on 85% utilization of an FTE working 2080 hours per year.

**Table 2B: Annual Operational Support Pool**

Team	FTEs	Total Hours Available (85% FTE Utilization)	Systems Support Services	Maintenance and KTLO
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ACA Systems	2	3,536	1,990	1,546
OFA Systems	15.5	27,404	15,000	12,404
MAXeb Systems	6.91	12,210	8,000	4,210

The State may, at its discretion, modify the number of hours available in each Pool. In the event of such change, the State will provide 120 days advance notice to allow the Contractor to make corresponding changes in staffing levels and invoice amounts.

Any changes in staffing levels will require a contract amendment.

### 3. Modify the Deliverables Documentation Process

The process defined in CCN 17, Section 3, SDLC Services, Deliverables for the DED and the DAD are replaced with the following revised procedures:

Deliverables due each month are determined based upon the mutually agreed documented schedule, milestones, and any applicable Project Charter. The Contractor must document the deliverables provided to the State each month in the DAD for the ACA, OFA, and MAXeb components of the Maximus Systems each month. The DAD must be sent to the designated MDHHS Agency Project Manager for approval prior to invoicing.

Upon review of the DAD, the State will notify the Contractor of any deliverable(s) it believes were not provided per the mutually agreed schedule, milestones, or Project Charter. The Contractor will either provide the missing deliverable(s) prior to invoicing or reasonable justification for the omission. The MDHHS Agency Project Manager may waive or delay the Monthly DAD document allowing for monthly payment in the absence of the DAD.

The MDHHS approved Monthly DAD will constitute State acceptance of the Deliverables listed within and will be approved in writing by the MDHHS Agency Project Manager. The monthly DAD shall contain information regarding the Deliverables including the document title, description and tracking number if applicable to allow for payment to Contractor of the monthly invoice. The criteria for evaluation is that all necessary project documentation has been created and is complete, accurate and appropriate. The State shall act reasonably when determining acceptance of Deliverables and shall use objective criteria based upon the requirements for such Deliverables.

## PAYMENT SCHEDULE:

### 4. AWS Server Management Ongoing Costs

Moving systems to the AWS cloud provides substantial cost savings that will be passed on to the State. The Contractor must not provision the HMP Work Requirements systems that were added for MAXeb Web Services in CCN 30 and no cost associated with this functionality will be incurred in AWS.

Sufficient storage for 7 years of MIHA correspondence must be provided to make these letters accessible on the MIHA portal. After 7 years, correspondence will be destroyed after 7 years from the date on the correspondence. As of the start date determined for the payment schedule in Section 4.1 below, the billing per terabyte of storage for MIHA Portal PDF documents as detailed in CCN 30 under **Section 3.11, Item 4** and **Section 10.2.5, Item 2** is removed.

#### 4.1 AWS Server Management (Hosting)

This payment schedule in Table 4A assumes that the State grants ATOs for all systems in time for all Production cutovers to be completed during the month of June 2021. The revised monthly costs will start the day after the Production cutover for each system and will be prorated for the remainder of the month in which it occurs. The Server Management costs detailed in CCN 30 under section **10.6.1 - Maximus System Server Management (Hosting)** will remain in effect until the start date of the revised monthly costs.

Table 4A: The payment schedule for AWS Start of Operations through the end of FY21 is shown below.

<b>FY21 Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Server Mgmt</b>	<b>OFA Server Mgmt</b>	<b>MAXeb Server Mgmt</b>
1	June 2021	Prorated	Prorated	Prorated
2	July 2021	\$5,443.00	\$39,384.00	\$29,119.00
3	August 2021	\$5,443.00	\$39,384.00	\$29,119.00
4	September 2021	\$5,443.00	\$39,384.00	\$29,119.00
<b>TOTALS:</b>		<b>\$16,329.00</b>	<b>\$118,152.00</b>	<b>\$87,357.00</b>
AWS Start - FY21 End Totals for ACA, OFA, and MAXeb		<b>\$221,838.00</b>		

Table 4B: The FY22 payment schedule is shown below.

<b>FY22 Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Server Mgmt</b>	<b>OFA Server Mgmt</b>	<b>MAXeb Server Mgmt</b>
1	October 2021	\$5,443.00	\$39,384.00	\$29,119.00
2	November 2021	\$5,443.00	\$39,384.00	\$29,119.00
3	December 2021	\$5,443.00	\$39,384.00	\$29,119.00
4	January 2022	\$5,443.00	\$39,384.00	\$29,119.00
5	February 2022	\$5,443.00	\$39,384.00	\$29,119.00
6	March 2022	\$5,443.00	\$39,384.00	\$29,119.00
7	April 2022	\$5,443.00	\$39,384.00	\$29,119.00
8	May 2022	\$5,443.00	\$39,384.00	\$29,119.00
9	June 2022	\$5,443.00	\$39,384.00	\$29,119.00
10	July 2022	\$5,443.00	\$39,384.00	\$29,119.00

11	August 2022	\$5,443.00	\$39,384.00	\$29,119.00
12	September 2022	\$5,443.00	\$39,384.00	\$29,119.00
<b>TOTALS:</b>		<b>\$65,316.00</b>	<b>\$472,608.00</b>	<b>\$349,428.00</b>
FY22 ACA, OFA, and MAXeb Totals		<b>\$887,352.00</b>		

Table 4C: The FY23 payment schedule through the end of the contract is shown below.

<b>FY23 Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Server Mgmt</b>	<b>OFA Server Mgmt</b>	<b>MAXeb Server Mgmt</b>
1	October 2022	\$5,443.00	\$39,384.00	\$29,119.00
2	November 2022	\$5,443.00	\$39,384.00	\$29,119.00
3	December 2022	\$5,443.00	\$39,384.00	\$29,119.00
4	January 2023	\$5,443.00	\$39,384.00	\$29,119.00
5	February 2023	\$5,443.00	\$39,384.00	\$29,119.00
6	March 2023	\$5,443.00	\$39,384.00	\$29,119.00
<b>TOTALS:</b>		<b>\$32,658.00</b>	<b>\$236,304.00</b>	<b>\$174,714.00</b>
FY23 - Contract End Totals for ACA, OFA, and MAXeb		<b>\$443,676.00</b>		

The Contractor must provide screen shots of the AWS Management Console showing each of the above instances in a running status within 30 days of Production go-live.

#### 4.2 Oracle Licensing

The Contractor must purchase additional Oracle licenses for the database instances in AWS to remain in compliance with the vendor's licensing agreement. This purchase is a one-time fixed cost in the amount of \$293,369.00 for which the State has opted to make monthly payments to the Contractor over the remainder of the contract term currently in effect. Payments shall commence with the July billing cycle and extend through March 2023.

Table 4D: The licensing fee payment schedule is shown below.

<b>FY21 Payment #</b>	<b>Month of Payment</b>	<b>License Fee Payment</b>
1	July 2021	\$13,970.00
2	August 2021	\$13,970.00
3	September 2021	\$13,970.00
<b>FY21 LICENSE PAYMENT TOTAL:</b>		<b>\$41,910.00</b>

Table 4E: The FY22 payment schedule is shown below.

<b>FY22 Payment #</b>	<b>Month of Payment</b>	<b>License Fee Payment</b>
1	October 2021	\$13,970.00
2	November 2021	\$13,970.00
3	December 2021	\$13,970.00
4	January 2022	\$13,970.00
5	February 2022	\$13,970.00
6	March 2022	\$13,970.00
7	April 2022	\$13,970.00
8	May 2022	\$13,970.00
9	June 2022	\$13,970.00
10	July 2022	\$13,970.00
11	August 2022	\$13,970.00
12	September 2022	\$13,970.00
<b>FY22 LICENSE PAYMENT TOTAL:</b>		<b>\$167,640.00</b>

Table 4F: The FY23 payment schedule is shown below.

<b>FY23 Payment #</b>	<b>Month of Payment</b>	<b>License Fee Payment</b>
1	October 2022	\$13,970.00
2	November 2022	\$13,970.00
3	December 2022	\$13,970.00
4	January 2023	\$13,970.00
5	February 2023	\$13,970.00
6	March 2023	\$13,969.00
<b>FY23 LICENSE PAYMENT TOTAL:</b>		<b>\$83,819.00</b>
<b>TOTAL LICENSE PAYMENT:</b>		<b>\$293,369.00</b>

### 4.3 AWS Testing and Validation

The Contractor must support the SSP update process and provide evidence that all applications work as intended using its fixed capacity resources. The Contractor must deliver a list of test cases showing pass/fail status for each.

Table 4G: AWS System Testing Reports and SSP Support.

Development Team	Application Tested/Reviewed	Effort (hours)
ACA	MAGI Viewer, DCT, PE, Home Help Provider Locator	102
OFA	OFA (MIHA, FTW, MICHild, OFA Portal)	55
MAXeb	MAXeb Application (MAXeb, MI Enrolls Portal)	295
ISSO	MAGI Viewer, DCT, PE, OFA, MAXeb Application	475

## 5.0 Enhancement and Operational Support Pools

The terms specified in CCN30 for funding the Contractor’s Fixed Capacity development teams will remain in effect through the end of FY21. Beginning October 1, 2021, the Enhancement and Operational Support Pools are established.

Tables 5A and 5B below show the monthly invoice amounts based on Enhancement Pool hours (see Table 2A) averaged over the number of months in each table. The costs are based on 2080 hours per year per FTE billed at a rate of \$120 per hour. The Contractor will invoice the State for this fixed amount each month. The time spent on Enhancements may vary each month and the Contractor must provide the actual hours worked on Enhancements each month. The actual hours will be used to track the remaining hours available in the Enhancement Pool.

Table 5A: Enhancement Payment Schedule - FY22

State FY22 Payment #	Month of Service Payment	ACA	OFA	MAXeb
1	October 2021	\$114,400	\$278,720	\$114,400
2	November 2021	\$114,400	\$278,720	\$114,400
3	December 2021	\$114,400	\$278,720	\$114,400
4	January 2022	\$114,400	\$278,720	\$114,400
5	February 2022	\$114,400	\$278,720	\$114,400
6	March 2022	\$114,400	\$278,720	\$114,400
7	April 2022	\$114,400	\$278,720	\$114,400
8	May 2022	\$114,400	\$278,720	\$114,400
9	June 2022	\$114,400	\$278,720	\$114,400
10	July 2022	\$114,400	\$278,720	\$114,400
11	August 2022	\$114,400	\$278,720	\$114,400
12	September 2022	\$114,400	\$278,720	\$114,400
<b>TOTALS:</b>		<b>\$1,372,800</b>	<b>\$3,344,640</b>	<b>\$1,372,800</b>
FY22 ACA, OFA, and MAXeb Totals		<b>\$6,090,240</b>		



Table 5B: Enhancement Payment Schedule - FY23 through the end of the contract

State FY23 Payment #	Month of Service Payment	ACA	OFA	MAXeb
1	October 2022	\$114,400	\$278,720	\$114,400
2	November 2022	\$114,400	\$278,720	\$114,400
3	December 2022	\$114,400	\$278,720	\$114,400
4	January 2023	\$114,400	\$278,720	\$114,400
5	February 2023	\$114,400	\$278,720	\$114,400
6	March 2023	\$114,400	\$278,720	\$114,400
<b>TOTALS:</b>		<b>\$686,400</b>	<b>\$1,672,320</b>	<b>\$686,400</b>
FY23 ACA, OFA, and MAXeb Totals		<b>\$3,045,120</b>		

Tables 5C and 5D below show the monthly invoice amounts based on Operational Support Pool hours (see Table 2B) averaged over the number of months in each table. The costs are based on 2080 hours per year per FTE billed at a rate of \$120 per hour. The Contractor will invoice the State for this fixed amount each month. The time spent on Operational Support may vary each month and the Contractor must provide the actual hours worked on Operational Support each month. The actual hours will be used to track the remaining hours available in the Operational Support Pool.

Table 5C: Operational Support Payment Schedule - FY22

State FY22 Payment #	Month of Service Payment	ACA	OFA	MAXeb
1	October 2021	\$41,600	\$322,400	\$143,645
2	November 2021	\$41,600	\$322,400	\$143,645
3	December 2021	\$41,600	\$322,400	\$143,645
4	January 2022	\$41,600	\$322,400	\$143,645
5	February 2022	\$41,600	\$322,400	\$143,645
6	March 2022	\$41,600	\$322,400	\$143,645
7	April 2022	\$41,600	\$322,400	\$143,645
8	May 2022	\$41,600	\$322,400	\$143,645
9	June 2022	\$41,600	\$322,400	\$143,645
10	July 2022	\$41,600	\$322,400	\$143,645
11	August 2022	\$41,600	\$322,400	\$143,645
12	September 2022	\$41,600	\$322,400	\$143,645
<b>TOTALS:</b>		<b>\$499,200</b>	<b>\$3,868,800</b>	<b>\$1,723,740</b>
FY22 ACA, OFA, and MAXeb Totals		<b>\$6,091,740</b>		

Table 5D: Operational Support Payment Schedule - FY23 through the end of the contract

State FY23 Payment #	Month of Service Payment	ACA	OFA	MAXeb
1	October 2022	\$41,600	\$322,400	\$143,645
2	November 2022	\$41,600	\$322,400	\$143,645
3	December 2022	\$41,600	\$322,400	\$143,645
4	January 2023	\$41,600	\$322,400	\$143,645
5	February 2023	\$41,600	\$322,400	\$143,645
6	March 2023	\$41,600	\$322,400	\$143,645
<b>TOTALS:</b>		<b>\$249,600</b>	<b>\$1,934,400</b>	<b>\$861,870</b>
FY23 ACA, OFA, and MAXeb Totals		<b>\$3,045,870</b>		

The State may determine that the available hours in either pool will be exhausted before the end of the billing periods defined in tables 5A through 5D above. In such case, the State will provide 120 days advance notice to allow the Contractor to make corresponding changes in staffing levels and invoice amounts. The invoice amounts shown above will remain in effect for the 120-day period following the notice. Any partial months at the end of the period will be prorated.

Any changes in staffing levels will require a contract amendment.

This SOW does not constitute any commitment from the State to utilize additional Contractor services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services  
 Director, Medicaid Services Administration  
 (517) 241-7556

[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**George Hamel**

Michigan Department of Technology, Management and Budget  
 Agency Services supporting Department of Health and Human Services,  
 IT Specialist 15  
 (517) 282-5016



# STATE OF MICHIGAN PROCUREMENT CENTRAL PROCUREMENT SERVICES

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 34  
to  
Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Rd.
	Reston, VA 20190
	Laurie Westfall
	(517) 324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	Program Manager	Julianne Denny	MDHHS
		517-335-6710	
	dennyj@michigan.gov		
	Contract Administrator	Doug Glaser	DTMB
(517) 898-3982			
glaserd@michigan.gov			

CONTRACT SUMMARY				
<b>DESCRIPTION: Enrollment Broker Services - DCH</b>				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
4/1/2011	3/31/2017	1, 1-Year Options	3/31/2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
0.3 Net 5, 0.2 Net 7, .01 Net 10, Net 45		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-card <input type="checkbox"/> Payment Request (PRC) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>		3/31/2023
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$569,515,727.00		\$0.00	\$569,515,727.00	
<b>DESCRIPTION:</b> Effective 3/24/2021, the following items are added to the Scope of Work:				
Changing Subcontractor, and adding item 1022.K.8 to Schedule A: Card Production				
Maximus is replacing Idemia with TGI Direct for physical production of the mihealth cards. Existing interface files will be used. This is effective in November 2020.				
1. The legal business name; address; telephone number; a description of subcontractor's organization and the services it will provide; and information concerning subcontractor's ability to provide the Contract Activities.				

- a. Subcontractor Legal Name: TGI Direct Inc.
- b. Address: 5365 Hill 23 Drive, Flint, MI, 48507
- c. Phone: 810.237.5252
- d. Organization: TGI Direct is a minority and women-owned business incorporated in the State of Michigan.
- e. Project Overview. The Subcontractor will produce and distribute the Michigan Department of Health and Human Services (MDHHS) proprietary, semi-permanent magnetic stripe plastic card called the "mihealth card" that is currently issued to the Medicaid populations (including, but not limited to Medicaid, Healthy Kids Medicaid, Healthy Michigan Plan (HMP), Freedom to Work, MI Child and other MDHHS programs.

2. The relationship of the subcontractor to the Contractor. TGI Direct will provide Card Fulfillment Services for Maximus as a subcontractor – the contract to start on approximately 11/1/2020. The Subcontractor will mail all inserts and/or brochures with the card as directed by Maximus and MDHHS.

3. Whether the Contractor has a previous working experience with the subcontractor. If yes, provide the details of that previous relationship. Maximus does not have any previous and/or current working experience with TGI Direct.

4. A complete description of the Contract Activities that will be performed or provided by the subcontractor.

- a. TGI Direct will produce and mail MDHHS proprietary, semi-permanent magnetic stripe plastic card called the "MiHealth Card" that is currently used for the CSHCS and Medicaid populations (including, but not limited to, Medicaid, Healthy Kids Medicaid, Healthy Michigan Plan, Freedom to Work, MI Child and other MDHHS programs).
- b. TGI Direct will mail all inserts and/or brochures with the card as directed by MAXIMUS and MDHHS. The content, volume and frequency of these inserts and/or brochures may change over the term of the agreement.
- c. TGI Direct will have the ability to issue mihealth cards to additional populations or to eliminate one or more of the current populations for which the card is used in a timely manner as directed by MAXIMUS and MDHHS.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **33**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		517-898-3982	
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

<b>DESCRIPTION OF CHANGE NOTICE</b>				
<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$569,515,727.00	\$0.00	\$569,515,727.00		

**DESCRIPTION**

Effective 10/1/2020, the following items are added to this contract, per revised Attachment "CN33 MBSH Fixed Staff Model 082420," and "MAXIMUS MBSH Revisions Att A as of Aug 24 2020."

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 TO REDUCE MI BRIDGES SUPPORT HELP DESK SCOPE, MODIFY MAXIMUS SUB-CONTRACTOR/VENDORS CMS LANGUAGE and WORK REQUIREMENTS SMS TEXT SUSPENSION FEES.**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services contract 071B1300215 (referred to as MI EBS or Contract) in order for MAXIMUS Health Services, Inc. (MAXIMUS) to reduce the MI Bridges Support Help Desk to a fixed staffing model of 20 CSRs that is not volume dependent, updating CMS language to support services provided by MAXIMUS sub-contractors/vendors, and a one-time Work Requirements SMS Text suspension fee to allow for a 12-month code suspension in case the program is re-started. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022 of the Contract. Only the subsections of section 1.022 involved in this change notice are affected by this SOW. The terms of the Contract will remain in full force and effect and will not be deemed to have been modified, altered, or changed in any respect except to the extent such terms have been expressly modified by this SOW. The prices presented reflected in this SOW are based on the information available and decisions made as of October 1, 2020.

**BACKGROUND:**

Due to Fiscal Year 2021 funding impacts, MDHHS has requested to further cap funding thresholds for the MI Bridges Support Helpdesk (MBSH). MAXIMUS updated Attachment A to accommodate the change request for MBSH.

In accordance with section 1.022 M. Administrative Requirements, MDHHS agrees to seek guidance from the Centers for Medicare & Medicaid Services relative to compliance with federal law 42 USC 1396b(b)(4) and 42 CFR 438.810(b)(1) and (b)(2), relating to services provided by sub-contractors/vendors. MAXIMUS seeking subcontractors/vendors for services different from the previously approved contract specifications is subject to review for consistency with 438.810(b)(2).

**SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the Contract involved in this SOW:

- I. MI Bridges Support Helpdesk (MBSH) Operations:
  - a. The MBSH call center will reduce the cap by limiting the number of call center CSR staffing to 20, which will reduce the number of calls answered effective October 1, 2020.
  - b. The MBSH IVR will be regulated to maximize productivity and call management by directing a certain percentage of calls to a dead-end message. There are anticipated to be more calls than 20 CSRs can handle and call throttling will be leveraged so that a select number of calls will be on hold and the remainder will receive a "high call volume" message directing the caller to call back later or to direct for self-serve – call message scripting to be approved by MDHHS.
  - c. MAXIMUS will work with MDHHS to determine and approve the call volume/wait time levels at which calls are throttled up to 5 minutes and will review results on a monthly basis for the first 90 days or periodically depending on call volume increases to ensure that program needs are being met. Modifications if needed, may result in contract updates.
  - d. MAXIMUS to adjust call throttling to less than a 5 minute wait time between 4:00 to 4:30 p.m., depending on call volumes, daily to ensure the ability to handle remaining callers in queue and close down at the end of the day's shift by 5:00 p.m.
  - e. The call center hours of operation are from 8:00 AM – 5:00 PM EST, Monday through Friday.
  - f. Call volumes are anticipated to be 37,000 average per month in fiscal year 2021. With fixed staffing level capacity, there may be an abandonment rate of 45% or higher depending on call volumes.
  - g. The Standard Level of Performance for abandonment rate and average speed to answer will be waived for MBSH.

II. Pricing Change

- a. Attachment A is updated to include a fixed monthly fee of \$176,000 for the MBSH. The change is not based on call tiers but a fixed amount of staffing level capacity. Fixed staff and pricing will be in effect from October 1, 2020 through September 30, 2021.
- b. One-time category 2 IVR change in the amount of \$6,335 that will allow Maximus to throttle concurrent calls into the call center and as highlighted under I. c. above.

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	<b>a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
	v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL			a) \$5,374,885	a) \$5,374,885	a) \$5,374,885
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$5,517,486	b) \$5,517,486	b) \$5,517,486
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$5,758,869	c) \$5,758,869	c) \$5,758,869
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$6,037,781	d) \$6,037,781	d) \$6,037,781
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$6,392,328	e) \$6,392,328	e) \$6,392,328
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$6,732,239	f) \$6,732,239	f) \$6,732,239
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$7,584,755	g) \$7,584,755	g) \$7,584,755
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$8,415,490	h) \$8,415,490	h) \$8,415,490
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$9,431,602	i) \$9,431,602	i) \$9,431,602
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$10,149,506	j) \$10,149,506	j) \$10,149,506
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$10,903,017	k) \$10,903,017	k) \$10,903,017
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$11,641,211	l) \$11,641,211	l) \$11,641,211
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$12,364,320	m) \$12,364,320	m) \$12,364,320
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$13,072,577	n) \$13,072,577	n) \$13,072,577
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$13,776,609	o) \$13,776,609	o) \$13,776,609
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$14,456,984	p) \$14,456,984	p) \$14,456,984
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$15,119,777	q) \$15,119,777	q) \$15,119,777
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$15,824,084	r) \$15,824,084	r) \$15,824,084
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$16,519,041	s) \$16,519,041	s) \$16,519,041
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$17,235,813	t) \$17,235,813	t) \$17,235,813
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$17,946,352	u) \$17,946,352	u) \$17,946,352		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$18,650,659	v) \$18,650,659	v) \$18,650,659		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL			a) \$7,088,909	a) \$7,088,909	a) \$7,088,909
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$7,405,687	b) \$7,405,687	b) \$7,405,687
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$7,822,000	c) \$7,822,000	c) \$7,822,000
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$8,217,138	d) \$8,217,138	d) \$8,217,138
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$8,801,457	e) \$8,801,457	e) \$8,801,457
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$9,313,153	f) \$9,313,153	f) \$9,313,153
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$10,565,951	g) \$10,565,951	g) \$10,565,951
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$11,797,378	h) \$11,797,378	h) \$11,797,378
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$13,387,176	i) \$13,387,176	i) \$13,387,176
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$14,447,933	j) \$14,447,933	j) \$14,447,933
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$15,584,882	k) \$15,584,882	k) \$15,584,882
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$16,698,585	l) \$16,698,585	l) \$16,698,585
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$17,789,393	m) \$17,789,393	m) \$17,789,393
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$18,857,659	n) \$18,857,659	n) \$18,857,659
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$19,970,454	o) \$19,970,454	o) \$19,970,454
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$21,012,890	p) \$21,012,890	p) \$21,012,890
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$22,033,511	q) \$22,033,511	q) \$22,033,511
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$23,032,317	r) \$23,032,317	r) \$23,032,317
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$24,068,520	s) \$24,068,520	s) \$24,068,520
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$25,089,141	t) \$25,089,141	t) \$25,089,141
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$26,094,180	u) \$26,094,180	u) \$26,094,180		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$27,083,637	v) \$27,083,637	v) \$27,083,637		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL			a) \$9,124,838	a) \$9,124,838	a) \$9,124,838
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$9,559,407	b) \$9,559,407	b) \$9,559,407
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$10,210,772	c) \$10,210,772	c) \$10,210,772
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$10,841,516	d) \$10,841,516	d) \$10,841,516
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$11,600,167	e) \$11,600,167	e) \$11,600,167
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$12,344,595	f) \$12,344,595	f) \$12,344,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$14,064,076	g) \$14,064,076	g) \$14,064,076
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$15,820,093	h) \$15,820,093	h) \$15,820,093
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$17,992,160	i) \$17,992,160	i) \$17,992,160
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$19,402,618	j) \$19,402,618	j) \$19,402,618
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$20,982,380	k) \$20,982,380	k) \$20,982,380
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$22,529,893	l) \$22,529,893	l) \$22,529,893
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$24,045,651	m) \$24,045,651	m) \$24,045,651
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$25,530,138	n) \$25,530,138	n) \$25,530,138
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$27,005,727	o) \$27,005,727	o) \$27,005,727
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$28,442,387	p) \$28,442,387	p) \$28,442,387
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$29,847,884	q) \$29,847,884	q) \$29,847,884
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$31,222,216	r) \$31,222,216	r) \$31,222,216
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$32,624,596	s) \$32,624,596	s) \$32,624,596
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$34,064,373	t) \$34,064,373	t) \$34,064,373
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$35,420,007	u) \$35,420,007	u) \$35,420,007		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$36,819,271	v) \$36,819,271	v) \$36,819,271		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776



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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS</b>	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
		Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922

**MAXIMUS Attachment A**  
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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Mailing Services (After 1557 Implementation)	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings			\$ 1,672,966	\$ 1,672,966	\$ 1,672,966
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings			\$ 1,749,622	\$ 1,749,622	\$ 1,749,622
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings			\$ 1,889,505	\$ 1,889,505	\$ 1,889,505
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings			\$ 2,029,388	\$ 2,029,388	\$ 2,029,388
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,170,738	\$ 2,170,738	\$ 2,170,738
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,313,730	\$ 2,313,730	\$ 2,313,730

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,671,209	\$ 2,671,209	\$ 2,671,209

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price		
Mailing Services (After 1557 Implementation)		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 3,028,688	\$ 3,028,688	\$ 3,028,688		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings			\$ 3,431,194	\$ 3,431,194	\$ 3,431,194		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings			\$ 3,785,778	\$ 3,785,778	\$ 3,785,778		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings			\$ 4,135,030	\$ 4,135,030	\$ 4,135,030		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings			\$ 4,478,951	\$ 4,478,951	\$ 4,478,951		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,817,539	\$ 4,817,539	\$ 4,817,539		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 5,150,796	\$ 5,150,796	\$ 5,150,796		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,478,720	\$ 5,478,720	\$ 5,478,720		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,801,314	\$ 5,801,314	\$ 5,801,314		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 6,118,575	\$ 6,118,575	\$ 6,118,575		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,430,504	\$ 6,430,504	\$ 6,430,504		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,737,102	\$ 6,737,102	\$ 6,737,102		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 7,091,686	\$ 7,091,686	\$ 7,091,686		
		Other Insurance and Medicare related mailings: PRICE PER MAILING					\$1.54	\$1.54	\$1.54
		Tag Line Inserts PRICE PER INSERT					\$0.04	\$0.04	\$0.04



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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
		Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES		b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL		b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL		b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks		e) \$111,722	e) \$111,722	e) \$111,722	e) \$111,722
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$117,124	e.1) \$117,124	e.1) \$117,124	e.1) \$117,124
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$128,278	e.2) \$128,278	e.2) \$128,278	e.2) \$128,278
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$139,433	e.3) \$139,433	e.3) \$139,433	e.3) \$139,433
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$150,587	e.4) \$150,587	e.4) \$150,587	e.4) \$150,587
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$161,741	e.5) \$161,741	e.5) \$161,741	e.5) \$161,741
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$181,819	e.6) \$181,819	e.6) \$181,819	e.6) \$181,819
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$209,706	e.7) \$209,706	e.7) \$209,706	e.7) \$209,706
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$235,919	e.8) \$235,919	e.8) \$235,919	e.8) \$235,919
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		e.9) \$262,132	e.9) \$262,132	e.9) \$262,132	e.9) \$262,132
Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$288,345	e.10) \$288,345	e.10) \$288,345	e.10) \$288,345		

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>		
e) Program-related mailings		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$314,559	e.11) \$314,559	e.11) \$314,559	e.11) \$314,559		
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$340,772	e.12) \$340,772	e.12) \$340,772	e.12) \$340,772		
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$366,985	e.13) \$366,985	e.13) \$366,985	e.13) \$366,985		
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12		
e) Program-related mailings (After 1557 Implementation)		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks			e) \$122,092	e) \$122,092	e) \$122,092		
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$123,129	e.1) \$123,129	e.1) \$123,129			
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$124,166	e.2) \$124,166	e.2) \$124,166			
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$125,204	e.3) \$125,204	e.3) \$125,204			
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$126,241	e.4) \$126,241	e.4) \$126,241			
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$127,278	e.5) \$127,278	e.5) \$127,278			
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$129,870	e.6) \$129,870	e.6) \$129,870			
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$132,463	e.7) \$132,463	e.7) \$132,463			
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$135,055	e.8) \$135,055	e.8) \$135,055			
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		3.9) \$137,648	3.9) \$137,648	3.9) \$137,648			
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$140,241	e.10) \$140,241	e.10) \$140,241			
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$142,833	e.11) \$142,833	e.11) \$142,833			
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$145,426	e.12) \$145,426	e.12) \$145,426			
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$148,018	e.13) \$148,018	e.13) \$148,018			
				ACA Missing Information Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
				ACA Eligibility Decision Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
				Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$1.23	\$1.23	\$1.23
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051		
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price (per each TB of storage space)		\$ 726	\$ 726	\$ 726	\$ 726		
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848	
Web Services Penetration Testing	1.022.H.b	Fixed price per occurrence		\$11,070	\$11,070	\$11,070	\$11,070	
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767	
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 20% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 30% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 40% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 50% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 75% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 100% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 125% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 150% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 175% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 200% greater than 2,000, including all related sub-tasks		a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
Premiums Research Support	1.022.J.4	a) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes up to 1,500 cases		a)\$131,461	a)\$131,461	a)\$131,461	a)\$131,461
		b) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes at least 50% greater than 1,500 cases		b)\$196,777	b)\$196,777	b)\$196,777	b)\$196,777
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL</b>	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764

**MAXIMUS Attachment A**  
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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.</b>	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599



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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.</b>	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805
		t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$3,138,774	t) \$3,138,774	t) \$3,138,774
u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks				u) \$3,319,507	u) \$3,319,507		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.</b>	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527
		t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$6,067,367	t) \$6,067,367	t) \$6,067,367
		u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks				u) \$6,382,143	u) \$6,382,143

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.</b>	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387
		t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$8,855,896	t) \$8,855,896	t) \$8,855,896
u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks				u) \$9,286,568	u) \$9,286,568		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 9.1 AND 12.0 MINUTES PER CALL.	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281
		t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$11,728,725	t) \$11,728,725	t) \$11,728,725
u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks			u) \$12,530,849	u) \$12,530,849	u) \$12,530,849		
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
CHL Alacart Services	1.022.Q.c.2	Readability - Paper Materials, Cat 1 – Readability review and proposed edits for 1 existing notice/document 1-2 pages		\$664	\$664	\$664	\$664
		Readability - Paper Materials, Cat 2 – Readability review and proposed edits for 1 existing notice/document 3-4 pages		\$996	\$996	\$996	\$996
		Readability - Paper Materials, Cat 3 – Readability review and proposed edits for 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Readability - Digital, Cat 1 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (0-10 pages)		\$1,494	\$1,494	\$1,494	\$1,494
		Readability - Digital, Cat 2 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications(10-20 pages)		\$1,992	\$1,992	\$1,992	\$1,992
		Readability - Digital, Cat 3 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (20-30 pages), 1 comparison chart		\$2,988	\$2,988	\$2,988	\$2,988
		Design - Paper Materials, Cat 1 – Design review and/or update 1 existing notice/document 1-2 pages		\$498	\$498	\$498	\$498
		Design - Paper Materials, Cat 2 – Design review and/or update 1 existing notice/document 3-4 pages		\$830	\$830	\$830	\$830
		Design - Paper Materials, Cat 3 – Design review and/or update 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Design - Digital, Cat 1 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$498	\$498	\$498	\$498
		Design - Digital, Cat 2 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$664	\$664	\$664	\$664
		Design - Digital, Cat 3 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$996	\$996	\$996	\$996
		Design - Digital, Cat 4 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 5 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$830	\$830	\$830	\$830
		Design - Digital, Cat 6 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 7 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$2,324	\$2,324	\$2,324	\$2,324
		Design - Digital, Cat 8 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$3,320	\$3,320	\$3,320	\$3,320
		Accessibility, Cat 1 – Accessibility audit and summary report on 1 website, with up to 2 languages		\$8,298	\$8,298	\$8,298	\$8,298

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Accessibility, Cat 2 – Accessibility consulting and remediation guidance, up to 100 hours		\$16,596	\$16,596	\$16,596	\$16,596
Health Risk Assessment Unit	1.022.Q.d	<p>a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks  <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b></p> <p>b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks</p> <p>c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks</p> <p>d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks</p> <p>e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks</p> <p>f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks</p> <p>g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks</p> <p>h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks</p> <p>i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks</p> <p>j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks</p> <p>k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks</p>		<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>
Health Risk Assessment Unit	1.022.Q.d	<p>a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks  <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL</b></p> <p>b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks</p> <p>c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks</p> <p>d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks</p> <p>e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks</p> <p>f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks</p> <p>g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks</p> <p>h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks</p> <p>i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks</p> <p>j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks</p> <p>k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks</p>		<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b>	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	
		Paper Application Reprint Requests	PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$10,426,542	r) \$10,426,542	r) \$10,426,542
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$10,993,862	s) \$10,993,862	s) \$10,993,862
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$11,691,677	t) \$11,691,677	t) \$11,691,677
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$12,470,333	u) \$12,470,333	u) \$12,470,333		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$13,261,286	v) \$13,261,286	v) \$13,261,286		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$13,828,606	w) \$13,828,606	w) \$13,828,606		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$14,463,427	x) \$14,463,427	x) \$14,463,427		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$15,242,083	y) \$15,242,083	y) \$15,242,083
ISD Portal Support (Effective July 1, 2020 - September 30, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL			a) \$1,994,197		
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$2,169,507		
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$2,353,128		
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$2,528,439		
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$2,703,748		
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$2,988,555		
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$3,124,690		
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$3,300,000		
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$3,522,796		
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$3,658,932		
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$3,834,242		
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$4,478,320		
		aa) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$4,938,437		
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$5,385,023		
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$5,784,123		
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$6,230,710		
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$6,888,318		
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$7,334,904		
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$7,734,005		
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$8,224,907		
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$8,772,679				
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$9,329,101				
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$9,728,202				

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			x) \$10,174,788 y) \$10,722,560		



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$15,497,899	r) \$15,497,899	r) \$15,497,899	r) \$15,497,899
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$16,511,725	s) \$16,511,725	s) \$16,511,725	s) \$16,511,725
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$17,614,182	t) \$17,614,182	t) \$17,614,182	t) \$17,614,182
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$18,711,648	u) \$18,711,648	u) \$18,711,648	u) \$18,711,648		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$19,657,972	v) \$19,657,972	v) \$19,657,972	v) \$19,657,972		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$20,848,577	w) \$20,848,577	w) \$20,848,577	w) \$20,848,577		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$21,739,215	x) \$21,739,215	x) \$21,739,215	x) \$21,739,215		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$22,685,539	y) \$22,685,539	y) \$22,685,539

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
ISD Portal Support (Effective July 1, 2020 - September 30, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.			a) \$2,943,576		
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$3,167,367		
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$3,477,818		
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$3,701,608		
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$4,076,918		
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$4,300,709		
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$4,563,674		
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$4,896,961		
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$5,159,926		
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$5,431,202		
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$5,694,167		
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$6,738,653		
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$7,334,904		
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$8,044,943		
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$8,772,679		
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$9,509,064		
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$10,174,788		
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$10,902,522		
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$11,615,733		
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$12,391,293		
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$13,163,343				
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$13,829,067				
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$14,666,638				
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$15,293,188				

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$15,958,911		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$20,848,577	r) \$20,848,577	r) \$20,848,577	r) \$20,848,577
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$22,118,219	s) \$22,118,219	s) \$22,118,219	s) \$22,118,219
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$23,464,195	t) \$23,464,195	t) \$23,464,195	t) \$23,464,195
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$24,889,969	u) \$24,889,969	u) \$24,889,969	u) \$24,889,969		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$26,298,939	v) \$26,298,939	v) \$26,298,939	v) \$26,298,939		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$27,568,581	w) \$27,568,581	w) \$27,568,581	w) \$27,568,581		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$29,070,689	x) \$29,070,689	x) \$29,070,689	x) \$29,070,689		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$30,340,331	y) \$30,340,331	y) \$30,340,331
ISD Portal Support (Effective July 1, 2020 - September 30, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.			a) \$3,789,264		
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$4,213,054		
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$4,563,674		
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$4,984,615		
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$5,382,722		
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$5,694,167		
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$6,053,098		
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$6,516,063		
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$6,889,519		
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$7,332,603		
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$7,644,048		
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$8,908,814		
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$9,728,202		
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$10,722,560		
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$11,615,733		
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$12,672,441		
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$13,609,929		
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$14,666,638		
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$15,559,811		
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$16,506,683		
		u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$17,509,692		
		v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$18,500,880		
		w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$19,394,053		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			x) \$20,450,762 y) \$21,343,934		
ISD Portal Support (Effective October 1, 2020 - September 30, 2021)	1.022.R.1	Fixed monthly price for 20 Customer Service Representatives and associated support staff			\$ 176,000	\$ 176,000	
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.2 MINUTES PER CALL.		\$ 6,665,351	\$ 6,665,351	\$ 6,665,351	\$ 6,665,351
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 7,641,365	\$ 7,641,365	\$ 7,641,365	\$ 7,641,365
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 8,617,379	\$ 8,617,379	\$ 8,617,379	\$ 8,617,379
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 9,593,394	\$ 9,593,394	\$ 9,593,394	\$ 9,593,394
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 10,569,408	\$ 10,569,408	\$ 10,569,408	\$ 10,569,408
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 11,545,422	\$ 11,545,422	\$ 11,545,422	\$ 11,545,422
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 12,521,436	\$ 12,521,436	\$ 12,521,436	\$ 12,521,436
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 13,497,450	\$ 13,497,450	\$ 13,497,450	\$ 13,497,450
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 14,473,464	\$ 14,473,464	\$ 14,473,464	\$ 14,473,464
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 15,449,479	\$ 15,449,479	\$ 15,449,479	\$ 15,449,479
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 16,425,493	\$ 16,425,493	\$ 16,425,493	\$ 16,425,493
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 17,401,507	\$ 17,401,507	\$ 17,401,507	\$ 17,401,507
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 18,377,521	\$ 18,377,521	\$ 18,377,521	\$ 18,377,521
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 19,353,535	\$ 19,353,535	\$ 19,353,535	\$ 19,353,535
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 20,329,549	\$ 20,329,549	\$ 20,329,549	\$ 20,329,549
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.3 AND 8.0 MINUTES PER CALL.		\$ 9,293,082	\$ 9,293,082	\$ 9,293,082	\$ 9,293,082
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 10,794,642	\$ 10,794,642	\$ 10,794,642	\$ 10,794,642
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 12,296,202	\$ 12,296,202	\$ 12,296,202	\$ 12,296,202
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 13,797,762	\$ 13,797,762	\$ 13,797,762	\$ 13,797,762
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 15,299,323	\$ 15,299,323	\$ 15,299,323	\$ 15,299,323
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 16,800,883	\$ 16,800,883	\$ 16,800,883	\$ 16,800,883
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 19,804,003	\$ 19,804,003	\$ 19,804,003	\$ 19,804,003
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 22,807,124	\$ 22,807,124	\$ 22,807,124	\$ 22,807,124
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 25,810,244	\$ 25,810,244	\$ 25,810,244	\$ 25,810,244
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 27,311,805	\$ 27,311,805	\$ 27,311,805	\$ 27,311,805
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 28,813,365	\$ 28,813,365	\$ 28,813,365	\$ 28,813,365
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 30,314,925	\$ 30,314,925	\$ 30,314,925	\$ 30,314,925
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 31,816,485	\$ 31,816,485	\$ 31,816,485	\$ 31,816,485		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.1 AND 11.0 MINUTES PER CALL.</b>		\$ 12,108,507	\$ 12,108,507	\$ 12,108,507	\$ 12,108,507
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 14,173,152	\$ 14,173,152	\$ 14,173,152	\$ 14,173,152
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 16,237,798	\$ 16,237,798	\$ 16,237,798	\$ 16,237,798
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 20,367,088	\$ 20,367,088	\$ 20,367,088	\$ 20,367,088
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 22,431,734	\$ 22,431,734	\$ 22,431,734	\$ 22,431,734
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 24,496,379	\$ 24,496,379	\$ 24,496,379	\$ 24,496,379
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 26,561,024	\$ 26,561,024	\$ 26,561,024	\$ 26,561,024
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 28,625,670	\$ 28,625,670	\$ 28,625,670	\$ 28,625,670
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 30,690,315	\$ 30,690,315	\$ 30,690,315	\$ 30,690,315
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 34,819,606	\$ 34,819,606	\$ 34,819,606	\$ 34,819,606
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 36,884,251	\$ 36,884,251	\$ 36,884,251	\$ 36,884,251
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 38,948,896	\$ 38,948,896	\$ 38,948,896	\$ 38,948,896
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 41,013,542	\$ 41,013,542	\$ 41,013,542	\$ 41,013,542
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 43,078,187	\$ 43,078,187	\$ 43,078,187	\$ 43,078,187		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 11.1 AND 15.0 MINUTES PER CALL.		\$ 15,862,408	\$ 15,862,408	\$ 15,862,408	\$ 15,862,408
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 18,677,833	\$ 18,677,833	\$ 18,677,833	\$ 18,677,833
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 21,493,259	\$ 21,493,259	\$ 21,493,259	\$ 21,493,259
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 27,124,109	\$ 27,124,109	\$ 27,124,109	\$ 27,124,109
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 29,939,535	\$ 29,939,535	\$ 29,939,535	\$ 29,939,535
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 35,570,386	\$ 35,570,386	\$ 35,570,386	\$ 35,570,386
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 38,385,811	\$ 38,385,811	\$ 38,385,811	\$ 38,385,811
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 41,201,237	\$ 41,201,237	\$ 41,201,237	\$ 41,201,237
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 44,016,662	\$ 44,016,662	\$ 44,016,662	\$ 44,016,662
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 46,832,088	\$ 46,832,088	\$ 46,832,088	\$ 46,832,088
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 49,647,513	\$ 49,647,513	\$ 49,647,513	\$ 49,647,513
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 52,462,939	\$ 52,462,939	\$ 52,462,939	\$ 52,462,939
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 55,278,364	\$ 55,278,364	\$ 55,278,364	\$ 55,278,364
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 58,093,789	\$ 58,093,789	\$ 58,093,789	\$ 58,093,789
SMS/Text Messaging & Outbound Dialer	1.022.U	Automated Outbound Calls PRICE PER CALL		\$0.05	\$0.05	\$0.05	\$0.05
		Fixed price for monthly automated SMS/Text Messaging		\$ 71,134	\$ 71,134	\$ 71,134	\$ 71,134
		Fixed Price per occurrence - Category 1 SMS updates to existing campaign content		\$ 2,344	\$ 2,344	\$ 2,344	\$ 2,344
		Fixed Price per occurrence - Category 2 SMS new campaign, single message		\$ 4,647	\$ 4,647	\$ 4,647	\$ 4,647
		Fixed Price per occurrence - Category 3 SMS new campaign, multi-message workflow (polls, surveys)		\$ 9,294	\$ 9,294	\$ 9,294	\$ 9,294
		Fixed Price per occurrence - Category 4 SMS custom reporting automations		\$ 13,850	\$ 13,850	\$ 13,850	\$ 13,850



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **32**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
CV0008115	

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		517-898-3982	
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$569,515,727.00	\$0.00	\$569,515,727.00		

**DESCRIPTION**

Effective April 1, 2020, the following amendment is hereby incorporated into the contract:

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services contract (referred to as MI EBS or Contract) in order for MAXIMUS Health Services, Inc. (MAXIMUS) to transition services for Healthy Michigan Plan (HMP), under Section 1115 Demonstration Amendment approved by the Centers for Medicare & Medicaid Services (CMS) and P.A. 107 of 2013, to repurpose the staff originally earmarked for Work Requirements for Michigan Enrollment Broker Services. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022 of the Contract. Only the subsections of section 1.022 involved in this change notice are affected by this SOW. The terms of the Contract will remain in full force and effect and will not be deemed to have been modified, altered or changed in any respect except to the extent such terms have been expressly modified by this SOW. The prices presented reflected in this SOW are based on the information available and decisions made as of May 27, 2020.

**BACKGROUND:**

The Michigan Department of Health and Human Services (MDHHS) Work Requirements and other qualifying activities, through

Public Act (208) of 2018 as part of the amended Healthy Michigan Plan demonstration extension and amendments has stopped the reporting requirements for everyone with HMP health care coverage due to the recent ruling by the U.S. District Court on HMP work requirements. Effective April 6, 2020, Beneficiaries no longer needed to report work requirements and other qualifying activities through the call center. As part of the stoppage, MAXIMUS will repurpose the Flint operations staff hired pursuant to Contract CCN30 and CCN31 to provide enrollment services in the Flint call center location to drive down the abandonment rate and wait times.

The work stoppage for Work Requirements was effected in accordance with the Contract, Section 2.153 under Termination for Convenience and 2.180, Sections 2.182 through 2.183 under Stop Work. Notwithstanding the foregoing, to the extent that MAXIMUS has incurred costs required in CCN30 and CCN31 prior to written notice of work stoppage, such costs shall be reimbursed by MDHHS. The attached Attachment A (MAXIMUS Call Center Services Attachment A as of June 15, 2020) hereby replaces and supersedes any and all previous versions.

Governor Gretchen Whitmer signed the "Stay Home, Stay Safe" Executive Order (EO 2020-21), directing all Michigan businesses and operations to temporarily suspend in-person operations that are not necessary to sustain or protect life due to the Coronavirus pandemic (COVID19). MI Bridges Support Helpdesk (MBSH) and Customer Support Call Center (CSCC) call volumes have increased due to the influx of MIBridges usage for unemployment and FAP applications, which caused funding impacts to MBSH and CSCC for Fiscal Year 2020 and 2021. MAXIMUS updated the Attachment A call tiers to accommodate the increased call volumes in April 2020 as well as providing funding thresholds per MDHHS request.

#### SCOPE OF WORK:

The following sections describe changes to the SOW in Section 1.022 of the Contract involved in this SOW:

I. MI Bridges Support Helpdesk (MBSH) increased the call tiers to address the volume increase due to COVID19 Pandemic for April 2020. Due to funding impacts, MDHHS requested a funding threshold for MBSH. Due to short notice of reduction by MDHHS, MAXIMUS will invoice the State of Michigan \$350,000 for the month of June 2020 regardless of volumes/call lengths MI Bridges Support Helpdesk (MBSH) tiered pricing have been reduced in Attachment A beginning July 1, 2020, due to State of Michigan budgetary constraints, Beginning July 1, 2020 MAXIMUS invoicing will not exceed \$275,000 per month for MBSH unless otherwise notified by the State. If volumes fall within a MBSH tier that reflects a higher price than \$3,300,000 per year, MAXIMUS will cap billings at \$275,000 in that month. If volumes fall within a tier that is priced lower than \$3,300,000, MAXIMUS will bill the appropriate monthly price for that tier.

A. The MBSH call center hours of operation will be changed – the call center will be open from 8:00 AM to 5:00 PM, Monday from Friday.

II. Customer Support Call Center increased the call tiers to address the volume increase due to COVID19 Pandemic for April 2020. Due to funding impacts, MDHHS requested to close the call center effective May 29, 2020.

III. The Flint Call Center Operations Scope:

A. Repurpose the Flint Call Center staff by cross-training on MIEBS to accommodate the increase of call volumes and call lengths due to the Work Requirements stoppage.

B. All MIEBS cross-training will be completed by April 10, 2020. The MAXIMUS Flint Call Center will keep the same operations availability from 8:00AM – 7:00 PM EST, Monday through Friday.

C. The Flint Call Center facility will continue to be maintained to support MIEBS services.

IV. Pricing Change

A. Attachment A is updated to include ongoing Flint Call Center costs in the Beneficiary Helpline Call Tiers as well as extend call tiers for higher volumes for the Customer Support Call Center (CSCC) and extended/revised tiers for the MI Bridges Support Help Desk (MBSH).

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL</b>	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	<b>a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
	v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL			a) \$5,374,885	a) \$5,374,885	a) \$5,374,885
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$5,517,486	b) \$5,517,486	b) \$5,517,486
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$5,758,869	c) \$5,758,869	c) \$5,758,869
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$6,037,781	d) \$6,037,781	d) \$6,037,781
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$6,392,328	e) \$6,392,328	e) \$6,392,328
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$6,732,239	f) \$6,732,239	f) \$6,732,239
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$7,584,755	g) \$7,584,755	g) \$7,584,755
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$8,415,490	h) \$8,415,490	h) \$8,415,490
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$9,431,602	i) \$9,431,602	i) \$9,431,602
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$10,149,506	j) \$10,149,506	j) \$10,149,506
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$10,903,017	k) \$10,903,017	k) \$10,903,017
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$11,641,211	l) \$11,641,211	l) \$11,641,211
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$12,364,320	m) \$12,364,320	m) \$12,364,320
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$13,072,577	n) \$13,072,577	n) \$13,072,577
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$13,776,609	o) \$13,776,609	o) \$13,776,609
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$14,456,984	p) \$14,456,984	p) \$14,456,984
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$15,119,777	q) \$15,119,777	q) \$15,119,777
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$15,824,084	r) \$15,824,084	r) \$15,824,084
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$16,519,041	s) \$16,519,041	s) \$16,519,041
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$17,235,813	t) \$17,235,813	t) \$17,235,813
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$17,946,352	u) \$17,946,352	u) \$17,946,352		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$18,650,659	v) \$18,650,659	v) \$18,650,659		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL			a) \$7,088,909	a) \$7,088,909	a) \$7,088,909
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$7,405,687	b) \$7,405,687	b) \$7,405,687
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$7,822,000	c) \$7,822,000	c) \$7,822,000
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$8,217,138	d) \$8,217,138	d) \$8,217,138
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$8,801,457	e) \$8,801,457	e) \$8,801,457
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$9,313,153	f) \$9,313,153	f) \$9,313,153
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$10,565,951	g) \$10,565,951	g) \$10,565,951
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$11,797,378	h) \$11,797,378	h) \$11,797,378
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$13,387,176	i) \$13,387,176	i) \$13,387,176
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$14,447,933	j) \$14,447,933	j) \$14,447,933
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$15,584,882	k) \$15,584,882	k) \$15,584,882
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$16,698,585	l) \$16,698,585	l) \$16,698,585
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$17,789,393	m) \$17,789,393	m) \$17,789,393
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$18,857,659	n) \$18,857,659	n) \$18,857,659
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$19,970,454	o) \$19,970,454	o) \$19,970,454
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$21,012,890	p) \$21,012,890	p) \$21,012,890
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$22,033,511	q) \$22,033,511	q) \$22,033,511
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$23,032,317	r) \$23,032,317	r) \$23,032,317
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$24,068,520	s) \$24,068,520	s) \$24,068,520
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$25,089,141	t) \$25,089,141	t) \$25,089,141
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$26,094,180	u) \$26,094,180	u) \$26,094,180		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$27,083,637	v) \$27,083,637	v) \$27,083,637		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls) (After Work Requirements Stoppage beginning April 7, 2020)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL			a) \$9,124,838	a) \$9,124,838	a) \$9,124,838
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks			b) \$9,559,407	b) \$9,559,407	b) \$9,559,407
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks			c) \$10,210,772	c) \$10,210,772	c) \$10,210,772
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks			d) \$10,841,516	d) \$10,841,516	d) \$10,841,516
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks			e) \$11,600,167	e) \$11,600,167	e) \$11,600,167
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks			f) \$12,344,595	f) \$12,344,595	f) \$12,344,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks			g) \$14,064,076	g) \$14,064,076	g) \$14,064,076
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks			h) \$15,820,093	h) \$15,820,093	h) \$15,820,093
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks			i) \$17,992,160	i) \$17,992,160	i) \$17,992,160
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks			j) \$19,402,618	j) \$19,402,618	j) \$19,402,618
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks			k) \$20,982,380	k) \$20,982,380	k) \$20,982,380
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks			l) \$22,529,893	l) \$22,529,893	l) \$22,529,893
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks			m) \$24,045,651	m) \$24,045,651	m) \$24,045,651
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks			n) \$25,530,138	n) \$25,530,138	n) \$25,530,138
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks			o) \$27,005,727	o) \$27,005,727	o) \$27,005,727
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks			p) \$28,442,387	p) \$28,442,387	p) \$28,442,387
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks			q) \$29,847,884	q) \$29,847,884	q) \$29,847,884
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks			r) \$31,222,216	r) \$31,222,216	r) \$31,222,216
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks			s) \$32,624,596	s) \$32,624,596	s) \$32,624,596
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks			t) \$34,064,373	t) \$34,064,373	t) \$34,064,373
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks			u) \$35,420,007	u) \$35,420,007	u) \$35,420,007		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks			v) \$36,819,271	v) \$36,819,271	v) \$36,819,271		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776

**MAXIMUS Attachment A**  
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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435



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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
		Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Mailing Services (After 1557 Implementation)	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings			\$ 1,672,966	\$ 1,672,966	\$ 1,672,966
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings			\$ 1,749,622	\$ 1,749,622	\$ 1,749,622
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings			\$ 1,889,505	\$ 1,889,505	\$ 1,889,505
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings			\$ 2,029,388	\$ 2,029,388	\$ 2,029,388
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,170,738	\$ 2,170,738	\$ 2,170,738
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,313,730	\$ 2,313,730	\$ 2,313,730

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,671,209	\$ 2,671,209	\$ 2,671,209

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>		
Mailing Services (After 1557 Implementation)		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 3,028,688	\$ 3,028,688	\$ 3,028,688		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings			\$ 3,431,194	\$ 3,431,194	\$ 3,431,194		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings			\$ 3,785,778	\$ 3,785,778	\$ 3,785,778		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings			\$ 4,135,030	\$ 4,135,030	\$ 4,135,030		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings			\$ 4,478,951	\$ 4,478,951	\$ 4,478,951		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,817,539	\$ 4,817,539	\$ 4,817,539		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 5,150,796	\$ 5,150,796	\$ 5,150,796		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,478,720	\$ 5,478,720	\$ 5,478,720		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,801,314	\$ 5,801,314	\$ 5,801,314		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 6,118,575	\$ 6,118,575	\$ 6,118,575		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,430,504	\$ 6,430,504	\$ 6,430,504		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,737,102	\$ 6,737,102	\$ 6,737,102		
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 7,091,686	\$ 7,091,686	\$ 7,091,686		
		Other Insurance and Medicare related mailings: PRICE PER MAILING					\$1.54	\$1.54	\$1.54
		Tag Line Inserts PRICE PER INSERT					\$0.04	\$0.04	\$0.04

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
		Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES		b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL		b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL		b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks		e) \$111,722	e) \$111,722	e) \$111,722	e) \$111,722
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$117,124	e.1) \$117,124	e.1) \$117,124	e.1) \$117,124
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$128,278	e.2) \$128,278	e.2) \$128,278	e.2) \$128,278
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$139,433	e.3) \$139,433	e.3) \$139,433	e.3) \$139,433
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$150,587	e.4) \$150,587	e.4) \$150,587	e.4) \$150,587
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$161,741	e.5) \$161,741	e.5) \$161,741	e.5) \$161,741
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$181,819	e.6) \$181,819	e.6) \$181,819	e.6) \$181,819
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$209,706	e.7) \$209,706	e.7) \$209,706	e.7) \$209,706
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$235,919	e.8) \$235,919	e.8) \$235,919	e.8) \$235,919
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		e.9) \$262,132	e.9) \$262,132	e.9) \$262,132	e.9) \$262,132
Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$288,345	e.10) \$288,345	e.10) \$288,345	e.10) \$288,345		

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>		
e) Program-related mailings		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$314,559	e.11) \$314,559	e.11) \$314,559	e.11) \$314,559		
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$340,772	e.12) \$340,772	e.12) \$340,772	e.12) \$340,772		
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$366,985	e.13) \$366,985	e.13) \$366,985	e.13) \$366,985		
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12		
e) Program-related mailings (After 1557 Implementation)		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks			e) \$122,092	e) \$122,092	e) \$122,092		
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$123,129	e.1) \$123,129	e.1) \$123,129			
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$124,166	e.2) \$124,166	e.2) \$124,166			
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$125,204	e.3) \$125,204	e.3) \$125,204			
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$126,241	e.4) \$126,241	e.4) \$126,241			
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$127,278	e.5) \$127,278	e.5) \$127,278			
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$129,870	e.6) \$129,870	e.6) \$129,870			
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$132,463	e.7) \$132,463	e.7) \$132,463			
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$135,055	e.8) \$135,055	e.8) \$135,055			
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		3.9) \$137,648	3.9) \$137,648	3.9) \$137,648			
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$140,241	e.10) \$140,241	e.10) \$140,241			
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$142,833	e.11) \$142,833	e.11) \$142,833			
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$145,426	e.12) \$145,426	e.12) \$145,426			
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$148,018	e.13) \$148,018	e.13) \$148,018			
				ACA Missing Information Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
				ACA Eligibility Decision Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$1.23	\$1.23	\$1.23		
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051		
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price (per each TB of storage space)		\$ 726	\$ 726	\$ 726	\$ 726		
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180		

**MAXIMUS Attachment A**  
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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848	
Web Services Penetration Testing	1.022.H.b	Fixed price per occurrence		\$11,070	\$11,070	\$11,070	\$11,070	
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767	
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 20% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 30% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 40% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 50% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 75% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 100% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 125% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 150% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 175% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 200% greater than 2,000, including all related sub-tasks		a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
Premiums Research Support	1.022.J.4	a) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes up to 1,500 cases		a)\$131,461	a)\$131,461	a)\$131,461	a)\$131,461
		b) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes at least 50% greater than 1,500 cases		b)\$196,777	b)\$196,777	b)\$196,777	b)\$196,777
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866
r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835		
s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805		
t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$3,138,774	t) \$3,138,774	t) \$3,138,774		
u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks			u) \$3,319,507	u) \$3,319,507	u) \$3,319,507		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527
				t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$6,067,367
		u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks			u) \$6,382,143	u) \$6,382,143	u) \$6,382,143

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969
r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877		
s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387		
t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$8,855,896	t) \$8,855,896	t) \$8,855,896	t) \$8,855,896	
u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks			u) \$9,286,568	u) \$9,286,568	u) \$9,286,568	u) \$9,286,568	

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 9.1 AND 12.0 MINUTES PER CALL.	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281
		t) Fixed price for monthly call volume at least 325% greater than 17,000, including all related sub-tasks			t) \$11,728,725	t) \$11,728,725	t) \$11,728,725
		u) Fixed price for monthly call volume at least 350% greater than 17,000, including all related sub-tasks			u) \$12,530,849	u) \$12,530,849	u) \$12,530,849
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
CHL Alacart Services	1.022.Q.c.2	Readability - Paper Materials, Cat 1 – Readability review and proposed edits for 1 existing notice/document 1-2 pages		\$664	\$664	\$664	\$664
		Readability - Paper Materials, Cat 2 – Readability review and proposed edits for 1 existing notice/document 3-4 pages		\$996	\$996	\$996	\$996
		Readability - Paper Materials, Cat 3 – Readability review and proposed edits for 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Readability - Digital, Cat 1 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (0-10 pages)		\$1,494	\$1,494	\$1,494	\$1,494
		Readability - Digital, Cat 2 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications(10-20 pages)		\$1,992	\$1,992	\$1,992	\$1,992
		Readability - Digital, Cat 3 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (20-30 pages), 1 comparison chart		\$2,988	\$2,988	\$2,988	\$2,988
		Design - Paper Materials, Cat 1 – Design review and/or update 1 existing notice/document 1-2 pages		\$498	\$498	\$498	\$498
		Design - Paper Materials, Cat 2 – Design review and/or update 1 existing notice/document 3-4 pages		\$830	\$830	\$830	\$830
		Design - Paper Materials, Cat 3 – Design review and/or update 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Design - Digital, Cat 1 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$498	\$498	\$498	\$498
		Design - Digital, Cat 2 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$664	\$664	\$664	\$664
		Design - Digital, Cat 3 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$996	\$996	\$996	\$996
		Design - Digital, Cat 4 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 5 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$830	\$830	\$830	\$830
		Design - Digital, Cat 6 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 7 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$2,324	\$2,324	\$2,324	\$2,324
		Design - Digital, Cat 8 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$3,320	\$3,320	\$3,320	\$3,320
		Accessibility, Cat 1 – Accessibility audit and summary report on 1 website, with up to 2 languages		\$8,298	\$8,298	\$8,298	\$8,298



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Accessibility, Cat 2 – Accessibility consulting and remediation guidance, up to 100 hours		\$16,596	\$16,596	\$16,596	\$16,596
Health Risk Assessment Unit	1.022.Q.d	<p>a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks  <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b></p> <p>b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks</p> <p>c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks</p> <p>d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks</p> <p>e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks</p> <p>f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks</p> <p>g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks</p> <p>h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks</p> <p>i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks</p> <p>j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks</p> <p>k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks</p>		<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>	<p>a) \$517,415</p> <p>b) \$641,131</p> <p>c) \$764,846</p> <p>d) \$766,129</p> <p>e) \$889,845</p> <p>f) \$1,013,560</p> <p>g) \$1,137,276</p> <p>h) \$1,138,559</p> <p>i) \$1,262,274</p> <p>j) \$1,530,975</p> <p>k) \$1,654,691</p>
Health Risk Assessment Unit	1.022.Q.d	<p>a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks  <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL</b></p> <p>b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks</p> <p>c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks</p> <p>d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks</p> <p>e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks</p> <p>f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks</p> <p>g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks</p> <p>h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks</p> <p>i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks</p> <p>j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks</p> <p>k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks</p>		<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>	<p>a) \$764,846</p> <p>b) \$889,203</p> <p>c) \$1,013,560</p> <p>d) \$1,137,917</p> <p>e) \$1,262,274</p> <p>f) \$1,531,617</p> <p>g) \$1,655,974</p> <p>h) \$1,780,331</p> <p>i) \$2,027,120</p> <p>j) \$2,151,477</p> <p>k) \$2,275,834</p>

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	
		Paper Application Reprint Requests	PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$10,426,542	r) \$10,426,542	r) \$10,426,542
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$10,993,862	s) \$10,993,862	s) \$10,993,862
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$11,691,677	t) \$11,691,677	t) \$11,691,677
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$12,470,333	u) \$12,470,333	u) \$12,470,333		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$13,261,286	v) \$13,261,286	v) \$13,261,286		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$13,828,606	w) \$13,828,606	w) \$13,828,606		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$14,463,427	x) \$14,463,427	x) \$14,463,427		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$15,242,083	y) \$15,242,083	y) \$15,242,083
ISD Portal Support (Beginning July 1, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL			a) \$1,994,197	a) \$1,994,197	a) \$1,994,197
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$2,169,507	b) \$2,169,507	b) \$2,169,507
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$2,353,128	c) \$2,353,128	c) \$2,353,128
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$2,528,439	d) \$2,528,439	d) \$2,528,439
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$2,703,748	e) \$2,703,748	e) \$2,703,748
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$2,988,555	f) \$2,988,555	f) \$2,988,555
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$3,124,690	g) \$3,124,690	g) \$3,124,690
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$3,300,000	h) \$3,300,000	h) \$3,300,000
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$3,522,796	i) \$3,522,796	i) \$3,522,796
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$3,658,932	j) \$3,658,932	j) \$3,658,932
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$3,834,242	k) \$3,834,242	k) \$3,834,242
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$4,478,320	l) \$4,478,320	l) \$4,478,320
		aa) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$4,938,437	m) \$4,938,437	m) \$4,938,437
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$5,385,023	n) \$5,385,023	n) \$5,385,023
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$5,784,123	o) \$5,784,123	o) \$5,784,123
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$6,230,710	p) \$6,230,710	p) \$6,230,710
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$6,888,318	q) \$6,888,318	q) \$6,888,318
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$7,334,904	r) \$7,334,904	r) \$7,334,904
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$7,734,005	s) \$7,734,005	s) \$7,734,005
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$8,224,907	t) \$8,224,907	t) \$8,224,907
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$8,772,679	u) \$8,772,679	u) \$8,772,679		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$9,329,101	v) \$9,329,101	v) \$9,329,101		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$9,728,202	w) \$9,728,202	w) \$9,728,202		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			x) \$10,174,788 y) \$10,722,560	x) \$10,174,788 y) \$10,722,560	x) \$10,174,788 y) \$10,722,560

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$15,497,899	r) \$15,497,899	r) \$15,497,899
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$16,511,725	s) \$16,511,725	s) \$16,511,725
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$17,614,182	t) \$17,614,182	t) \$17,614,182
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$18,711,648	u) \$18,711,648	u) \$18,711,648		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$19,657,972	v) \$19,657,972	v) \$19,657,972		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$20,848,577	w) \$20,848,577	w) \$20,848,577		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$21,739,215	x) \$21,739,215	x) \$21,739,215		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$22,685,539	y) \$22,685,539	y) \$22,685,539



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
ISD Portal Support (Beginning July 1, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.			a) \$2,943,576	a) \$2,943,576	a) \$2,943,576
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$3,167,367	b) \$3,167,367	b) \$3,167,367
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$3,477,818	c) \$3,477,818	c) \$3,477,818
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$3,701,608	d) \$3,701,608	d) \$3,701,608
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$4,076,918	e) \$4,076,918	e) \$4,076,918
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$4,300,709	f) \$4,300,709	f) \$4,300,709
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$4,563,674	g) \$4,563,674	g) \$4,563,674
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$4,896,961	h) \$4,896,961	h) \$4,896,961
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$5,159,926	i) \$5,159,926	i) \$5,159,926
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$5,431,202	j) \$5,431,202	j) \$5,431,202
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$5,694,167	k) \$5,694,167	k) \$5,694,167
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$6,738,653	l) \$6,738,653	l) \$6,738,653
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$7,334,904	m) \$7,334,904	m) \$7,334,904
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$8,044,943	n) \$8,044,943	n) \$8,044,943
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$8,772,679	o) \$8,772,679	o) \$8,772,679
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$9,509,064	p) \$9,509,064	p) \$9,509,064
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$10,174,788	q) \$10,174,788	q) \$10,174,788
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$10,902,522	r) \$10,902,522	r) \$10,902,522
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$11,615,733	s) \$11,615,733	s) \$11,615,733
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$12,391,293	t) \$12,391,293	t) \$12,391,293
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$13,163,343	u) \$13,163,343	u) \$13,163,343		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$13,829,067	v) \$13,829,067	v) \$13,829,067		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$14,666,638	w) \$14,666,638	w) \$14,666,638		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$15,293,188	x) \$15,293,188	x) \$15,293,188		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$15,958,911	y) \$15,958,911	y) \$15,958,911

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$20,848,577	r) \$20,848,577	r) \$20,848,577	r) \$20,848,577
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$22,118,219	s) \$22,118,219	s) \$22,118,219	s) \$22,118,219
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$23,464,195	t) \$23,464,195	t) \$23,464,195	t) \$23,464,195
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$24,889,969	u) \$24,889,969	u) \$24,889,969	u) \$24,889,969		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$26,298,939	v) \$26,298,939	v) \$26,298,939	v) \$26,298,939		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$27,568,581	w) \$27,568,581	w) \$27,568,581	w) \$27,568,581		
x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$29,070,689	x) \$29,070,689	x) \$29,070,689	x) \$29,070,689		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$30,340,331	y) \$30,340,331	y) \$30,340,331
ISD Portal Support (Beginning July 1, 2020)	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.			a) \$3,789,264	a) \$3,789,264	a) \$3,789,264
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks			b) \$4,213,054	b) \$4,213,054	b) \$4,213,054
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks			c) \$4,563,674	c) \$4,563,674	c) \$4,563,674
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks			d) \$4,984,615	d) \$4,984,615	d) \$4,984,615
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks			e) \$5,382,722	e) \$5,382,722	e) \$5,382,722
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks			f) \$5,694,167	f) \$5,694,167	f) \$5,694,167
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks			g) \$6,053,098	g) \$6,053,098	g) \$6,053,098
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks			h) \$6,516,063	h) \$6,516,063	h) \$6,516,063
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks			i) \$6,889,519	i) \$6,889,519	i) \$6,889,519
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks			j) \$7,332,603	j) \$7,332,603	j) \$7,332,603
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks			k) \$7,644,048	k) \$7,644,048	k) \$7,644,048
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks			l) \$8,908,814	l) \$8,908,814	l) \$8,908,814
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks			m) \$9,728,202	m) \$9,728,202	m) \$9,728,202
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks			n) \$10,722,560	n) \$10,722,560	n) \$10,722,560
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks			o) \$11,615,733	o) \$11,615,733	o) \$11,615,733
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks			p) \$12,672,441	p) \$12,672,441	p) \$12,672,441
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks			q) \$13,609,929	q) \$13,609,929	q) \$13,609,929
		r) Fixed price for monthly call volume at least 275% greater than 22,500, including all related sub-tasks			r) \$14,666,638	r) \$14,666,638	r) \$14,666,638
		s) Fixed price for monthly call volume at least 300% greater than 22,500, including all related sub-tasks			s) \$15,559,811	s) \$15,559,811	s) \$15,559,811
		t) Fixed price for monthly call volume at least 325% greater than 22,500, including all related sub-tasks			t) \$16,506,683	t) \$16,506,683	t) \$16,506,683
u) Fixed price for monthly call volume at least 350% greater than 22,500, including all related sub-tasks			u) \$17,509,692	u) \$17,509,692	u) \$17,509,692		
v) Fixed price for monthly call volume at least 375% greater than 22,500, including all related sub-tasks			v) \$18,500,880	v) \$18,500,880	v) \$18,500,880		
w) Fixed price for monthly call volume at least 400% greater than 22,500, including all related sub-tasks			w) \$19,394,053	w) \$19,394,053	w) \$19,394,053		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		x) Fixed price for monthly call volume at least 425% greater than 22,500, including all related sub-tasks			x) \$20,450,762	x) \$20,450,762	x) \$20,450,762
		y) Fixed price for monthly call volume at least 450% greater than 22,500, including all related sub-tasks			y) \$21,343,934	y) \$21,343,934	y) \$21,343,934
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.2 MINUTES PER CALL.		\$ 6,665,351	\$ 6,665,351	\$ 6,665,351	\$ 6,665,351
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 7,641,365	\$ 7,641,365	\$ 7,641,365	\$ 7,641,365
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 8,617,379	\$ 8,617,379	\$ 8,617,379	\$ 8,617,379
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 9,593,394	\$ 9,593,394	\$ 9,593,394	\$ 9,593,394
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 10,569,408	\$ 10,569,408	\$ 10,569,408	\$ 10,569,408
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 11,545,422	\$ 11,545,422	\$ 11,545,422	\$ 11,545,422
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 12,521,436	\$ 12,521,436	\$ 12,521,436	\$ 12,521,436
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 13,497,450	\$ 13,497,450	\$ 13,497,450	\$ 13,497,450
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 14,473,464	\$ 14,473,464	\$ 14,473,464	\$ 14,473,464
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 15,449,479	\$ 15,449,479	\$ 15,449,479	\$ 15,449,479
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 16,425,493	\$ 16,425,493	\$ 16,425,493	\$ 16,425,493
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 17,401,507	\$ 17,401,507	\$ 17,401,507	\$ 17,401,507
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 18,377,521	\$ 18,377,521	\$ 18,377,521	\$ 18,377,521
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 19,353,535	\$ 19,353,535	\$ 19,353,535	\$ 19,353,535
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 20,329,549	\$ 20,329,549	\$ 20,329,549	\$ 20,329,549
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.3 AND 8.0 MINUTES PER CALL.		\$ 9,293,082	\$ 9,293,082	\$ 9,293,082	\$ 9,293,082
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 10,794,642	\$ 10,794,642	\$ 10,794,642	\$ 10,794,642
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 12,296,202	\$ 12,296,202	\$ 12,296,202	\$ 12,296,202
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 13,797,762	\$ 13,797,762	\$ 13,797,762	\$ 13,797,762
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 15,299,323	\$ 15,299,323	\$ 15,299,323	\$ 15,299,323
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 16,800,883	\$ 16,800,883	\$ 16,800,883	\$ 16,800,883
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 19,804,003	\$ 19,804,003	\$ 19,804,003	\$ 19,804,003
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 22,807,124	\$ 22,807,124	\$ 22,807,124	\$ 22,807,124
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 25,810,244	\$ 25,810,244	\$ 25,810,244	\$ 25,810,244
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 27,311,805	\$ 27,311,805	\$ 27,311,805	\$ 27,311,805
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 28,813,365	\$ 28,813,365	\$ 28,813,365	\$ 28,813,365
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 30,314,925	\$ 30,314,925	\$ 30,314,925	\$ 30,314,925
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 31,816,485	\$ 31,816,485	\$ 31,816,485	\$ 31,816,485		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.1 AND 11.0 MINUTES PER CALL.		\$ 12,108,507	\$ 12,108,507	\$ 12,108,507	\$ 12,108,507
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 14,173,152	\$ 14,173,152	\$ 14,173,152	\$ 14,173,152
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 16,237,798	\$ 16,237,798	\$ 16,237,798	\$ 16,237,798
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 20,367,088	\$ 20,367,088	\$ 20,367,088	\$ 20,367,088
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 22,431,734	\$ 22,431,734	\$ 22,431,734	\$ 22,431,734
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 24,496,379	\$ 24,496,379	\$ 24,496,379	\$ 24,496,379
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 26,561,024	\$ 26,561,024	\$ 26,561,024	\$ 26,561,024
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 28,625,670	\$ 28,625,670	\$ 28,625,670	\$ 28,625,670
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 30,690,315	\$ 30,690,315	\$ 30,690,315	\$ 30,690,315
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 34,819,606	\$ 34,819,606	\$ 34,819,606	\$ 34,819,606
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 36,884,251	\$ 36,884,251	\$ 36,884,251	\$ 36,884,251
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 38,948,896	\$ 38,948,896	\$ 38,948,896	\$ 38,948,896
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 41,013,542	\$ 41,013,542	\$ 41,013,542	\$ 41,013,542
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 43,078,187	\$ 43,078,187	\$ 43,078,187	\$ 43,078,187		



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 11.1 AND 15.0 MINUTES PER CALL.		\$ 15,862,408	\$ 15,862,408	\$ 15,862,408	\$ 15,862,408
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 18,677,833	\$ 18,677,833	\$ 18,677,833	\$ 18,677,833
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 21,493,259	\$ 21,493,259	\$ 21,493,259	\$ 21,493,259
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 27,124,109	\$ 27,124,109	\$ 27,124,109	\$ 27,124,109
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 29,939,535	\$ 29,939,535	\$ 29,939,535	\$ 29,939,535
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 35,570,386	\$ 35,570,386	\$ 35,570,386	\$ 35,570,386
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 38,385,811	\$ 38,385,811	\$ 38,385,811	\$ 38,385,811
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 41,201,237	\$ 41,201,237	\$ 41,201,237	\$ 41,201,237
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 44,016,662	\$ 44,016,662	\$ 44,016,662	\$ 44,016,662
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 46,832,088	\$ 46,832,088	\$ 46,832,088	\$ 46,832,088
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 49,647,513	\$ 49,647,513	\$ 49,647,513	\$ 49,647,513
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 52,462,939	\$ 52,462,939	\$ 52,462,939	\$ 52,462,939
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 55,278,364	\$ 55,278,364	\$ 55,278,364	\$ 55,278,364
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 58,093,789	\$ 58,093,789	\$ 58,093,789	\$ 58,093,789
SMS/Text Messaging & Outbound Dialer	1.022.U	Automated Outbound Calls PRICE PER CALL		\$0.05	\$0.05	\$0.05	\$0.05
		Fixed price for monthly automated SMS/Text Messaging		\$ 71,134	\$ 71,134	\$ 71,134	\$ 71,134
		Fixed Price per occurrence - Category 1 SMS updates to existing campaign content		\$ 2,344	\$ 2,344	\$ 2,344	\$ 2,344
		Fixed Price per occurrence - Category 2 SMS new campaign, single message		\$ 4,647	\$ 4,647	\$ 4,647	\$ 4,647
		Fixed Price per occurrence - Category 3 SMS new campaign, multi-message workflow (polls, surveys)		\$ 9,294	\$ 9,294	\$ 9,294	\$ 9,294
		Fixed Price per occurrence - Category 4 SMS custom reporting automations		\$ 13,850	\$ 13,850	\$ 13,850	\$ 13,850



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 31

to

Contract Number 071B1300215

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$559,015,727.00	\$10,500,000.00	\$569,515,727.00		

**DESCRIPTION**

Effective 2/25/2020, Tier 1 call center outreach support services for Healthy Michigan Plan beneficiaries related to the work and other activity requirements to reduce barriers to reporting and encourage better compliance is added to this contract.

All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval, and State Administrative Board approval on 2/25/2020.



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **30**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		(517) 294-5632	
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>		<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>	
\$454,015,727.00		\$105,000,000.00	\$559,015,727.00	

**DESCRIPTION**

Effective 11/5/2019, per changes to the Healthy Michigan Plan (HMP) law:

- Beneficiaries to report 80 hours of work or other activities/month.
- Beneficiaries who have been in an HMP health plan for a cumulative of 48 months have additional requirements which include completing a healthy behavior yearly and if above 100% of the Federal Poverty Level paying a 5% premium.
- Failure to comply with the new requirements may result in the lose of healthcare coverage.
- Maximus currently processes HMP MI Health Account (MIHA) co-pays and contributions and will now process and track the new premiums payments and any adjustments.
- The current MIHA Statements are being modified to include any HMP costs being billed when applicable.
- Maximus will mail letters related to premiums.
- Maximus will have a new phone line for reporting the monthly work requirements and exemptions. Staff will be needed to assist beneficiaries reporting work or other activities and for exemption reporting. MAXIMUS is developing an IVR for self-reporting.
- A Health Risk Assessment Unit will be needed with it's own telephone number to assist beneficiaries who have lost coverage for being non-compliant to become compliant and be allowed back into the HMP program if they meet the rest of the eligibility

requirements.

9. Text message reminders and outreach calls will be conducted by the contractor for the new requirement to minimize loss of healthcare coverage.

Therefore, the following items are added to this contract, per pricing and scope in the revised attachments:

1. MAXIMUS HMP3 & WR Att A as of 10-2-19, and;
2. 040119 MDHHS HMP3 and Work Requirement Statement of Work - v30 Final

Also effective 11/5/2019, this contract is hereby increased by \$105,000,000.00

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 TO IMPLEMENT HEALTHY MICHIGAN PLAN WAIVER 3 AND WORK REQUIREMENTS CONTACT CENTER**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services contract (referred to as MI EBS or Contract) in order for MAXIMUS Health Services, Inc. (MAXIMUS) to implement extended services for Healthy Michigan Plan (HMP), under Section 1115 Demonstration Amendment approved by the Centers for Medicare & Medicaid Services (CMS) and P.A. 107 of 2013, to provide Premium and Work Requirements services. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022 of the Contract. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this SOW will continue to be provided based on the Contract, including approved change orders, as appropriate. The prices presented reflected in this SOW are based on the information available and decisions made as of August 27, 2019.

**BACKGROUND:**

The Michigan Department of Health and Human Services (MDHHS) is instituting new premium, healthy behavior, Work Requirements and other qualifying activities, through Public Act (208) of 2018 as part of the amended Healthy Michigan Plan demonstration extension and amendments. Beginning January 1, 2020, beneficiaries who are above 100% of the Federal Poverty Limit (FPL) and have been in an HMP health plan for 48 months, who are not exempt, must pay 5% HMP premiums (Premiums) and complete healthy behavior activities annually.

Work Requirements and other qualifying activities for able-bodied HMP beneficiaries, aged 19 to 62, will be effective January 1, 2020. MAXIMUS will provide customer services for self-attestation, exemption requests and general beneficiary support.

If premiums are not paid within 30 days or healthy behavior activities are not met by the beneficiary's redetermination date, the beneficiary's healthcare coverage may be closed until the beneficiary comes into compliance with premiums and/or healthy behaviors.

There are approximately 688,000 beneficiaries that have HMP coverage. Of that total, there were 659,000 that were between the ages of 19 to 62, who would be subject to the Work Requirements criteria. From the group of beneficiaries that are subject to the Work Requirements, 430,000 unique individuals fall into at least one of the criteria that would exempt them from those requirements – noting some duplications. From the group of beneficiaries that are subject to the Work Requirements, approximately 83,000 individuals would fall into at least one of the criteria that meets compliance with Work Requirements and other qualifying activities based on known data in the systems – noting some duplications. By adding those beneficiaries who were exempt and those beneficiaries who are compliant based on known data, and removing duplicates, there

are approximately 481,000 individuals who would not have to report each month, leaving approximately 178,000 beneficiaries who must report their Work Requirements compliance each month.

## **SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the Contract involved in this SOW.

### **I. HMP Work Requirements**

Some HMP beneficiaries will be required to report work or other qualifying activities monthly to maintain their health care coverage unless they are determined to be exempt. The monthly non-responsive rate is expected to be approximately 30% - MAXIMUS is expecting 45,000 net cases closed due to non-compliance (cumulative by end of year 2020).

MAXIMUS is expecting 96,000 inbound volume (IVR and CSR monthly average for the first year). MDHHS will implement a “no wrong door” approach, and beneficiaries will have different options for submitting attestations. It is estimated that these will be:

- 30% for MI Bridges Portal usage (percentage of total required to report, based on MDHHS estimate).
- 40% for MAXIMUS contact center to provide assisted monthly attestations.
- 30% for MAXIMUS self-service IVR utilization rate for transactional calls (activity reporting, reporting exemptions, reporting status changes).

MAXIMUS will provide a new toll-free number and IVR for self-attestation as well as a new contact center to answer beneficiary inquiries.

MDHHS and MAXIMUS agree to possible work stoppage for Work Requirements in accordance with the Contract, Section 2.153 under Termination for Convenience and 2.180, Sections 2.182 through 2.183 under Stop Work. Notwithstanding the foregoing, to the extent that MAXIMUS has incurred costs required in this SOW prior to written notice of work stoppage, such costs shall be reimbursed by MDHHS. These costs shall include any lease costs and finish out related to the new call center facilities to be located in Flint MI set out in Section VI below.

#### **1.1 Call Scope:**

1. MAXIMUS will begin handling calls for HMP Work Requirements and exemption reporting and the phone line will be live starting January 27, 2020. Calls may be:
  - a. Inquiries and questions about the HMP program, individual beneficiary status or additional resources.
  - b. Beneficiaries attesting to exemptions.
  - c. Assisting beneficiaries with completing their monthly attestation reporting either through answering questions or submitting the attestation for them.
2. Prior to January 27, 2020, inquiries and questions regarding Work Requirements will be handled through the Beneficiary Helpline.
3. HMP Introductory letters will be mailed to 670,000 beneficiaries starting on September 16, 2019. MAXIMUS may receive an increased volume of inquiry calls prior to the Work Requirement Call Center start date. MI EBS call center will be cross-trained on Work Requirements and will have the ability to answer beneficiary questions pertaining to Work Requirements.

4. MAXIMUS is expecting 200,000 beneficiaries of the 670,000 beneficiary mailings to be considered non-exempt. MAXIMUS expects that 10% of the non-exempt beneficiaries to call resulting in an additional 20,000 calls in September 2019. MAXIMUS expects that 1.5% of the remaining population will call in October 2019 resulting in an additional 7,000 calls.
5. MAXIMUS will document call notes regarding Work Requirements in the State of Michigan (also referred to as the state) Siebel Customer Relationship Management (CRM) system.
6. The MAXIMUS contact center must be available to receive calls from 8:00AM – 7:00 PM EST, Monday through Friday.
7. HMP beneficiaries will use the Work Requirements new toll-free number (833-895-4355) and existing TTYs (866-501-5656 and 888-263-5897), which will be published on Work Requirements letters and other materials.
8. Once calls are completed, phone counselors will transfer the caller to complete an after-call customer satisfaction survey, unless otherwise specified by the state.

### **1.2 Outreach Campaigns for Work Requirements:**

1. Outbound Text Simple Message Services (SMS): Outbound Text SMS in English will be provided with an opt-in and opt-out option for:
  - a. Outreach as a reminder for monthly reporting obligations;
  - b. Beneficiaries that have opted in for the Outbound Text SMS service will not receive an outbound dialer call.
  - c. Year one is estimated to have more texts than subsequent years since beneficiaries may lose coverage due to non-compliance – text package allows for up to 1.7 million texts per year.
2. Outbound Dialer: An outbound dialer call in English will be provided with an opt-out option for:
  - a. Outreach calls as a reminder for monthly reporting obligations;
  - b. Outreach for countable months, with messaging escalating depending on the number of countable months.
  - c. Only beneficiaries that have not opted in for text messaging will receive an outbound dialer outreach call.
  - d. Year one is estimated to have more calls in the first year – up to 205,000 calls per month (up to 2 attempts per telephone number), since beneficiaries may lose coverage due to non-compliance.
3. MDHHS will provide data files from Bridges for Outbound Dialer and Outbound Text SMS.

### **1.3 Call Volume:**

1. Anticipated beneficiaries that need to report Work Requirements as of February 2020 is approximately **178,000** with an average call volume of 75,000 calls per month.
2. Based on requirements (e.g. approximately 21 questions including branching for reporting and/or exemption qualification and descriptions, texting opt-in and disclaimer language), call lengths are expected to range in the 3.5 to 7.0 minute call tier. Over time, the call length may decrease based on the beneficiary only reporting compliance activity. The complexity of the branching may have an impact on the IVR adoption rate and increase calls in the call center.

3. Those callers that go through self-attestation may request to be routed back to counselors and the calls will increase the call volume into the Work Requirements or MI EBS Call Centers.

#### **1.4 Work Requirements Call Center Staffing:**

1. At the onset of the implementation, MAXIMUS will need to recruit, hire, and train new staff. Where staff has already been hired in accordance with an approved project schedule, if the project go-live date is extended past the agreed upon date, due to no fault of MAXIMUS, and trained staff will need to be retained, MDHHS will cover the costs to retain the staff while rescheduling for the new go-live date.
2. Training will be provided based on MAXIMUS training material approved by MDHHS.

#### **1.5 Interactive Voice Response (IVR) System – New IVR Implementation:**

1. A new IVR will be developed using a new toll-free number (833-895-4355) as the MAXIMUS IVR for Work Requirements.
2. MAXIMUS will develop and implement an IVR based on MDHHS approved call flows and call handling procedures.
3. Should IVR changes be deemed necessary post implementation, MAXIMUS will modify the IVR as described in Change Notice #11. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.
4. The Work Requirements IVR is a self-service IVR that provides:
  - a. HMP beneficiaries with 24/7 access, with the exception of scheduled weekly maintenance down times over the weekends, for self-attestation regarding qualifying activities and exemptions.
  - b. Data captured in the IVR will be routed to Bridges.
  - c. The Work Requirements IVR capabilities include but are not limited to Computer Telephony Interface (CTI) – requiring beneficiaries to authenticate.
5. The Work Requirements IVR will also provide routing prompts for beneficiaries requesting a live phone counselor.

#### **1.6 Translation Services:**

1. The Work Requirements IVR will need scripting for separate options in English only, with MDHHS approval of call flows with the IVR scripting.
2. MAXIMUS will provide ongoing support of IVR scripting in English.
3. For those calls that are routed to a live phone counselor, MAXIMUS will provide bi-lingual CSRs in Spanish and Arabic or provide Translation Services as needed for other languages or in Spanish and/or Arabic if in the event that a bi-lingual CSR is not available.

#### **1.7 IT Web Service Environments:**

MAXIMUS resource capacity, and the work and deliverables required for Hosting, Maintenance and Operations (“M&O”), and Enhancements on MAXIMUS Systems are described within the Contract and prior Change Notices and remain in full effect for the term of this SOW.

1. MAXIMUS will add additional MAXeb servers to support implementation of web services interfaces for real-time transfer of HMP Work Requirements (18-MSA-41) attestation data. Servers must be added to all MAXeb environments to provide functionality in Production, to allow development and testing for code changes as directed by the MDHHS, and to train CSRs in the Michigan Enrolls call center. Web services in the UAT



environment must connect to the state's environments to support integration and end to end testing.

2. MAXIMUS will provide and host a total of 21 additional servers as shown below. These systems must be operational prior to the System Development Life Cycle (SDLC) stage in which they are required according to the dates listed; implementation dates could change based on MDHHS direction and need.

Environment	Server Function	Operational Date
Dev 2	Docker Worker Node - Serving Application	7/31/2019
Dev 2	PostgreSQL Database	7/31/2019
QAT 2	Docker Worker Node - Serving Application	7/31/2019
QAT 2	PostgreSQL Database	7/31/2019
UAT 2	Docker Worker Node - Serving Application	7/31/2019
UAT 2	PostgreSQL Database	7/31/2019
Dev 1	Docker Worker Node - Serving Application	10/1/2019
Dev 1	PostgreSQL Database	10/1/2019
QAT 1	Docker Worker Node - Serving Application	10/1/2019
QAT 1	PostgreSQL Database	10/1/2019
UAT 1	Docker Worker Node - Serving Application	10/1/2019
UAT 1	PostgreSQL Database	10/1/2019
Prod	Docker Worker Node - Serving Application	10/1/2019
Prod	Docker Worker Node - Serving Application	10/1/2019
Prod	Docker Worker Node - Serving Application	10/1/2019
Prod	Docker Worker Node - Serving Application	10/1/2019
Prod	PostgreSQL Database - Primary	10/1/2019
Prod	PostgreSQL Database - Backup	10/1/2019
Training	Docker Worker Node - Serving Application	10/1/2019
Training	MAX EB App Server	10/1/2019
Training	PostgreSQL Database	10/1/2019

3. MAXIMUS must conduct penetration testing on web services upon implementation in a Production environment. Penetration testing is required each time a new web service is created or an existing one substantially modified as a result of code changes directed by MDHHS.

### 1.8 Operations – Fulfillment:

1. MDHHS requested that MAXIMUS mail out a temporary exemption form for those beneficiaries that don't currently have an exemption and call into the beneficiary Helpline stating that they qualify for an exemption and request an exemption form.
  - a. This is a temporary process from September 2019 through January 2020 or when systems are ready to input the information.
  - b. Exemption form requests will be captured in the CRM system.

- c. The exemption form is a pre-printed form that will be inserted into an envelope for mailing by MAXIMUS and the pre-printed exemption form and envelope will be provided to MAXIMUS by MDHHS.
- d. The average monthly volume is anticipated to be 150.

**1.9 Center for Health Literacy (CHL) One-time Request for Work Requirements Materials:**

Per MDHHS request, CHL will assist with improving consumers' health literacy by providing recommendations for clear and effective communications that are written in plain language, are culturally and linguistically appropriate, and are designed for visual comprehension.

- 1. Review and provide revisions on four (4) new Work Requirement letters, an exemption form, a Work and Qualifying Activities Requirements Booklet, and a Premium and Health Behavior Requirements Booklet for September 2019 mail distribution.
- 2. Review and provide revisions on the December 2019 Letters and additional September 2019 Letters – Nine (9) letters (three (3) September 2019 letters and six (6) versions of exemption letters for December 2019) and one (1) insert “How to Report”.
- 3. Two (2) Consumer Testing options consisting of 20 hours of one-on-one interviews with 20 participants in English only.
- 4. Review and provide revisions on three (3) additional September 2019 letters and thirteen (13) Bridges notices. (Note: for September 2019 letters, there are a total of ten (10) letters).
- 5. Other services upon MDHHS request – see section VI. Center for Health Literacy (CHL) Future Requests

**1.10 Reports and Standard Level of Agreements (SLAs):**

- 1. The following are the requirements for reporting SLA's:
  - a. The wait time in the queue must not be longer than three (3) minutes.
  - b. The abandoned (dropped) call rate must not exceed five (5) percent of the Contractor's total call volume.
  - c. All telephone calls must be answered within four (4) rings.
- 2. Other requirement needs for non-SLA reporting:
  - a. Number of transferred calls (call disposition status) and to which lines.
  - b. Number of self-attestations.
  - c. Number of CSR assisted-attestations, IVR assisted-attestations.
  - d. Number of exemptions reported and by type if collected.
- 3. MAXIMUS will have a standard level of performance grace period as a ramp up period up to three (3) consecutive months and is not dependent on number of facilities.

**II. Healthy Michigan Plan – New Premiums and Healthy Behavior Requirements**

HMP beneficiaries who are above 100% of the Federal Poverty Limit (FPL) and have been in an HMP health plan for a cumulative of 48 months will pay a 5% HMP Premium and complete healthy behavior activities, unless exempt. If Premiums or healthy behavior activities are not met, the beneficiary may lose the HMP coverage until the beneficiary has paid the HMP premium owed to the state and/or completed healthy behavior activities.

## **2.1 Call Scope**

1. Calls will be answered by the existing MI EBS Call Center regarding HMP changes, general questions, premium payment questions, exemption requests or other concerns.
  - a. Expecting an increase in volume due to changes to HMP; additional staff may be required.
  - b. The Desk Reference will need to be updated to address changes to HMP in regards to premium requirements, HMP exemptions and healthy behaviors initiatives.
  - c. Phone counselors will use the call flow scripts approved by MDHHS.
2. MAXIMUS phone counselors will document calls in the CRM system.

## **2.2 Call Handling**

1. HMP beneficiaries will use the existing toll free number under MI Enrolls (800-975-7630), Beneficiary Help Line (800-642-3195) and existing TTYs (866-501-5656 and 888-263-5897). All processes currently handled in the existing call center will continue to be followed, such as language translations and call center hours.
2. Phone counselors will be trained on the requirements of HMP, and Work Requirements and other qualifying activities.

## **2.3 Call Volume**

1. MAXIMUS expects to receive an increase in call center call volumes about enrollment (and disenrollment) issues – an estimated 10% increase of calls is anticipated.
2. Call volumes are included in MI EBS existing call tiers under Attachment A.

## **2.4 Interactive Voice Response (IVR) System**

There will be three separate Category 2 level changes in accordance to Change Notice #11 for IVR changes on the following phone lines - the MIBridges Support Helpdesk (MBSH), Beneficiary Help Line and MI Enrolls IVRs:

1. IVR options on the existing MI EBS call center toll free number will need to be updated for HMP beneficiaries on the Beneficiary Help Line (800-642-3195) IVR and the MI Enrolls (800-975-7630 & 888-367-6557) IVR. The IVRs will include:
  - a. A Work Requirements option to route HMP beneficiaries to the Work Requirements IVR for self-attestation.
  - b. An MBSH option to route HMP beneficiaries for technical assistance accessing MI Bridges for self-attestation.
2. MBSH IVR will include an option to route HMP beneficiaries to the Work Requirements IVR for self-attestation and exemption reporting.

## **2.5 Mail Fulfillment:**

Under Section 1557 of the Affordable Care Act (ACA), MDHHS is required to update existing letters with non-discrimination language. Upon MDHHS request, and an anticipated start date of July 1, 2020, MAXIMUS will update 60 existing letters and will also include the 12-point font requirements.

## **III. Premium Operations**

Beneficiaries that have been in an HMP Health Plan for 48 months and are over 100% FPL must pay a 5% HMP Premium starting February 1, 2020. As of May 2019, the total number of HMP

beneficiaries with continuous failure to pay (CFP - premiums that are 3 months past due or more) is approximately 245,000. The total number of beneficiaries with 5% HMP Premium will be approximately 135,000. Of those, there are approximately 115,000 HMP beneficiaries over 100% FPL that are over the 48 months.

### **3.1 5% HMP Premiums:**

1. The same beneficiary ID will be used for Michigan Health Account (MIHA) and Premiums.
2. MAXIMUS will utilize an Oracle Financial Application (OFA) system for payment collections for Premiums.

### **3.2 Credit Card and Debit Card Payment Transactions:**

MDHHS has directed MAXIMUS to expand payment methods for beneficiary payments through credit card and debit card transactions. The process for credit card and debit card is similar to the current Automated Clearing House (ACH) payments:

1. Payment methods will be included on the current MIHA/HMP Account Portal with real time authorization truncating the last 4 digits of the credit card or debit card.
2. The HMP Statement will show the payment method type made by the Beneficiary.
3. Refunds on Credit Card or Debit Card payments will be issued by check. Credit Card or Debit Card rejects will be identified similar to the ACH NSF process.
4. The same PCI DSS requirements for security controls will be in place. MAXIMUS will not store Credit Card/Debit Card Information.
5. MAXIMUS will provide the Health Plans with a payment report by Beneficiaries.

Please note that credit card and debit card implementation fee, transaction and processing fees will be charged under a separate agreement with HMP participating Health Plans.

### **3.3. HMP Statements:**

1. There will be one Healthy Michigan Plan Statement. The Healthy Michigan Plan Statement will identify up to four balances – combined, contributions, copay and premium, where applicable as applies to MIHA and/or Premiums.
2. MAXIMUS will send beneficiaries two additional statements after the beneficiary no longer has HMP eligibility if there are past due balances.

### **3.4 The Online Payment System:**

1. The Online Payment vendor will accept online payments for both MIHA and Premium balances.
2. The online payment website will display both the MIHA and Premium balances.
3. The online payment website will be compliant with the Americans with Disabilities Act of 1990 (ADA) in accordance with State policy:

#### **ADA Compliance**

The state is required to comply with the ADA and has adopted a formal policy regarding accessibility requirements for websites and software applications. MAXIMUS, where relevant, must comply to level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0. MAXIMUS may consider, where relevant, the W3C's Guidance on Applying WCAG 2.0 to Non-Web Information and

Communications Technologies (WCAG2ICT) for non-web software and content.  
[http://www.michigan.gov/documents/dmb/1650.00\\_209567\\_7.pdf?20151026134621](http://www.michigan.gov/documents/dmb/1650.00_209567_7.pdf?20151026134621)

### **3.5 MIHA and HMP Lockbox:**

1. Beneficiary payments are applied to all Premium balances first before applying to MIHA balance, except when an offset is received.

### **3.6 HMP Refunds:**

1. Refunds will be issued to HMP beneficiaries if an overpayment that has aged 60 days cannot be applied to the next monthly billing or outstanding MIHA balance.
2. Premium overpayments can be applied to MIHA, if applicable.

### **3.7 Offsets and Voucher Disbursements:**

1. Lottery payments and Tax offsets
  - a. Lottery payments and Tax offsets have to go directly to MIHA accounts first.
  - b. Any overage of the lottery payments or tax offset can be applied to Premium account after applying to any MIHA balances due unless the beneficiary requests a refund.
  - c. Applied lottery and tax offset payments to Premium accounts will result in a letter where the beneficiary can ask for a refund of the portion applied to Premiums.
2. MIHA Voucher Disbursements
  - a. MIHA Voucher disbursements will be applied to Premium balances before being considered for return to the beneficiary.
  - b. There are no voucher disbursements for Premiums.

### **3.8 Premium Collections:**

1. If the beneficiary does not pay their account balance within approximately 25 days of the due date the beneficiary will be sent as premium non-compliant to Bridges and could have his/her HMP coverage closed.
2. The closure of healthcare coverage will result in an MDHHS letter.

### **3.9 Mail Fulfillment:**

While MDHHS will draft all communications, MAXIMUS will print and mail specific letters on behalf of MDHHS and Health Plans. MDHHS has requested that all HMP letters be reprintable. MAXIMUS will provide correspondence reprints to beneficiaries as required by MDHHS.

Please note that mail fulfillment fees will be charged under a separate agreement with HMP participating Health Plans. All new and existing letters for the Health Plans will be Section 1557 compliant with 12-point font and be available as scheduled on or after the January 27, 2020 go-live as set out in this SOW.

#### **1. Letters for HMP:**

- a. Quarterly Statement for MIHA and Premiums
- b. Adjustment Letter for MIHA and Premiums
- c. Late Pay Letter for Premiums
- d. Refund Letter for MIHA and Premiums / 3<sup>rd</sup> Party Refund for MIHA and Premiums
- e. NSF Letter for MIHA and Premiums

- f. Premium Receipt Letter for MIHA or Premiums
- g. HMP Offset Applied Letter (tax or lottery payment applied)
- h. MIHA Welcome back letter

**2. Replacement Letters (Reprints) for all MIHA and Premium letters:**

- a. Quarterly Statement for MIHA and Premiums
- b. Adjustment Letter for MIHA and Premiums
- c. Late Pay Letter for Premiums
- d. Refund Letter for MIHA and Premiums / 3<sup>rd</sup> Party Payer Refund Letter for MIHA or Premiums
- e. NSF Letter for MIHA and Premiums
- f. Premium Receipt Letter for MIHA or Premiums
- g. MIHA Welcome Back Letter for MIHA
- h. HMP Offset Applied Letter (tax or lottery payment applied)
- i. MIHA Change Letters
- j. MIHA Voucher Letters
- k. MIHA Pre-offset Letters

**3.10 Center for Health Literacy (CHL) One-time Request for Premium Materials:**

Per MDHHS request, CHL will assist with improving consumers' health literacy by providing recommendations for clear and effective communications that are written in plain language, are culturally and linguistically appropriate, and are designed for visual comprehension.

- 1. Review and provide revision on new letters and Premium Statement drafts.
- 2. Review and provide revisions on existing MIHA letters, brochures, and inserts.
- 3. Other services upon MDHHS request – see section VI. Center for Health Literacy (CHL) Future Requests

**3.11 MAX OFA Portal:**

- 1. The MAX OFA Portal will be updated to allow reprints of all letters created by MAX OFA for Premiums and MIHA.
- 2. The MAX OFA Portal is also being updated to show Premium balances.
- 3. MAX OFA will have the ability to change the number of months of reprints allowed to be requested by a beneficiary at MDHHS discretion.
- 4. MAXIMUS will provide the PDF storage space necessary at a fixed cost per terabyte. MDHHS has the option to reduce the year(s) of storage at their discretion based on usage and need. Current usage is projected to go up to 7 terabytes in Fiscal Year 2020.
- 5. MDHHS designated staff, consisting of 100 or more, will be provided access to the MAX OFA Portal with online webinar training.

**3.12 Premium HMP/OFA Research Support for MIHA Department Reviews and HMP Administrative Hearings:**

- 1. Information for hearings is required for Department Reviews and Administrative Hearings – anticipating up to 133 beneficiary dispute cases per month in the base tier.
- 2. MAXIMUS will provide correspondence to MDHHS for Department Reviews and Administrative Hearings.

3. MAXIMUS will be required to have a 48-hour (2 business day) turnaround time performance standard for hearing administrative requests to support MIHA Department Reviews and HMP Administrative Hearings.
4. Premium Operations staff will be increased to accommodate the anticipated volumes for administrative assistance for MIHA Department Reviews and HMP Administrative Hearings.

### **3.13 Staffing**

1. Effective of January 2020, the Premium Operations staff will provide MIHA Department Reviews and HMP Administrative Hearing processing tasks that include daily/monthly transaction balancing, customer service tasks (SR's, Incoming/Outgoing Phone Inquiries, and Correspondence). Dispute case processing includes MIHA flag updates, account review & research with 2 case review meetings per week, and adjustments as directed by MDHHS.
2. Due to the increase of collections and complexities of the new requirements, there will be an increase in premium operations staff.
3. Training of staff will be needed with the new requirements under the changes from the HMP Waiver.

### **3.14 SSAE 18 Audit:**

1. An extension of the **Statement on Standards for Attestation Engagements (SSAE) 18** audit, conducted under the authority of the right to audit, will increase the scope of the audit due to these changes in the HMP Waiver and associated operations.

## **IV. Health Risk Assessment Unit**

MAXIMUS will re-establish a Health Risk Assessment Unit (HRA Unit) staffed by qualified licensed registered nurses and/or certified health educators, or others as directed by MDHHS that will enable beneficiaries to complete a Health Risk Assessment and attest to a healthy behavior.

### **4.1 HRA Unit Operations:**

1. HRA Unit will use the existing toll-free number, **833-420-8278**, and existing TTYs (866-501-5656 and 888-263-5897), which will be published in MDHHS correspondence and/or potentially on other marketing materials.
2. The MAXIMUS HRA Unit must be available to receive calls from 8:00AM – 5:00 PM EST, Monday through Friday.

### **4.2 Call Scope:**

1. The HRA Unit will receive calls from individuals who lost their healthcare coverage due to non-compliance with healthy behaviors, so that these individuals may complete an HRA and re-apply to MDHHS for healthcare coverage.
2. The HRA Unit will complete the entire HRA through attestation via direct entry into CHAMPS starting March 1, 2020.
3. HRA Unit will also transfer calls to MI EBS, if applicable.
4. MDHHS to provide a flat data file to support the outbound dialer; the outbound dialer will be used with opt-out (do not call) option required.

#### **4.3 Call Volume:**

1. MDHHS estimated that 19,635 HMP beneficiaries that have not completed healthy behavior activities within the 12 months, as of September 1, 2020, may lose their HMP coverage.
2. From March 2020 to September 2020, it is anticipated that there will be an average of 2,800 calls per month to conduct an HRA from loss of coverage due to healthy behavior non-compliance.
3. Beneficiaries' loss of coverage is determined at redetermination period.
4. MAXIMUS will be an augmented function for those individuals that lose health care coverage due to non-compliance and will need to complete an HRA before re-applying for health care coverage.
5. The primary physician or health plan will have the primary function in completing HRAs annually for HMP beneficiaries.

#### **4.4 Staffing of HRA Unit:**

1. Since the scope is now reduced to those individuals that have lost coverage due to non-compliance with their HRA, there will be no ramp up period for the HRA Unit due to estimated lower on-going volumes of calls after the first month.
2. HRA Advisors will be licensed registered nurses and/or degreed (BA or MA Degree) health educators with knowledge of Prochaska and DiClemente's Stages of Change Model, unless otherwise directed by MDHHS.
3. Training will be provided based on MAXIMUS training material approved by MDHHS.

#### **4.5 IVR Implementation:**

1. For the HRA Unit, MAXIMUS will use the existing toll-free number, **833-420-8278**, and use the existing HRA IVR and TTY 866-501-5656.
2. Outbound dialer will be included in scope with an opt-out (do not call) option required. MDHHS will provide MAXIMUS a monthly HSDW flat data file (Optum) for those individuals that lost health care coverage due to healthy behavior non-compliance.
3. There will be two separate Category 2 level changes, in accordance Change Notice #11, for the HRA Unit to the MI EBS Call Center, and from the HRA Unit to the Work Requirements IVR for self-attestation.

#### **4.6 Translation Services:**

1. MAXIMUS will provide bi-lingual phone counselors in Spanish and Arabic, and/or provide Translation Services as needed for other languages or in Spanish and/or Arabic in the event that a bi-lingual phone counselors are not available to assist the HRA Unit with these calls.

#### **4.7 Operations - Fulfillment:**

1. MDHHS will draft, create and mail the correspondence, which contains the HRA Unit phone number.

#### **4.8 HRA Reports and Standard Level of Agreements (SLAs):**

1. Performance Category: HRA Unit Performance commitment(s):
  - a. The wait time in the queue must not be longer than ten (10) minutes.
  - b. The abandoned (dropped) call rate must not exceed ten (10) percent of the Contractor's total call volume.



- c. All telephone calls must be answered within four (4) rings (a call pick-up system which places the calls in a queue may be used).
- 2. MAXIMUS will have a standard level of performance grace period as a ramp up period up to three (3) consecutive months and is not dependent on number of facilities.
- 3. Measurement: Monthly Reports
  - a. At Risk Fees: \$2,500.00 for each month the Contractor fails to meet a Performance Commitment.
- 4. Other requirement needs for non-SLA reporting:
  - a. Number of outbound and inbound calls
  - b. Number of HRAs Completed
  - c. Number of HRAs Incomplete
  - d. Transferred calls to MI EBS
  - e. Transferred calls to report Work Requirements
  - f. MAXIMUS can provide reports on these areas only by systematically accessing through CHAMPS screens (i.e. MAXIMUS must have access to these CHAMPS screens to report results to MDHHS).
- 5. Performance Category: Customer Service
  - a. Performance Commitment(s): The Contractor will notify MDHHS of any changes to its HRA Unit desk reference.
  - b. The Contractor will make available to MDHHS a copy of its desk reference on a monthly basis and each time changes are made.
  - c. Measurement: Monthly notification
  - d. At Risk Fees: \$2,500.00 for each month the Contractor fails to meet the Performance Commitment.

#### **4.9 Training Materials:**

- 1. Training materials for MAXIMUS will be developed and maintained through an electronic desk reference.

#### **4.10 Desk Reference:**

- 1. MAXIMUS will update and maintain an electronic desk reference, with revisions made within 7 business days of MDHHS approval, or in the case of an emergent request as expeditiously as possible. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
- 2. The desk reference will provide all necessary information, call scripts, policies and work instructions for phone counselors.
- 3. MDHHS will be provided an electronic Desk Reference with updates on a monthly basis.

#### **4.11 Call Center Reports:**

- 1. MAXIMUS will modify existing reports or create new reports, in accordance with MDHHS approval, to reflect any changes in telephone calls handled by MAXIMUS as a result of this change notice. MAXIMUS will work with MDHHS to develop new reports, if necessary.

### **V. Integrated Quality Assurance (QA) Program:**

- 5.1 MAXIMUS will develop and maintain a QA program for Work Requirements, HRA Unit and Premium Operations.

## **VI. Center for Health Literacy (CHL) Future Requests:**

Upon MDHHS request for future work, MAXIMUS will provide standardize pricing for review and design services to assist with consumers' health literacy communications by providing recommendations for clear and effective communications that are written in plain language, are culturally and linguistically appropriate, and are designed for visual comprehension.

- 6.1 Readability for paper materials and digital (including website, mobile app, SMS or email notifications).
- 6.2 Design for paper materials and digital (including website, mobile app, SMS or email notifications).
- 6.3 Accessibility for audit and summary reports as well as consulting and remediation guidance.
- 6.4 Testing and all other services (e.g. readability and design of materials for people with disabilities).

## **VII. Outbound Text SMS Category Change Control:**

- 1. MAXIMUS will provide MDHHS with Outbound Text SMS category pricing for future change control or new Outbound Text SMS requests with optional custom reporting:
  - a. Category 1: Updates to existing campaign content.
  - b. Category 2: New Outbound Text SMS campaign with single message.
  - c. Category 3: New Outbound Text SMS campaign with multi-message workflow (polls, surveys).
  - d. Category 4: Revisions on Custom Reporting Automation

## **VIII. The Annual Hosting, Maintenance and Operations (M & O) and Enhancements on MAXIMUS Systems:**

The Contractor must continue to provide Hosting, Maintenance and Operations ("M&O"), and Enhancements on MAXIMUS Systems:

- 7.1 ACA Systems, referred to as systems supporting Eligibility: MAGI Inquiry Viewer Tool Data Collection Tool (DCT) Presumptive Eligibility (PE) ([healthcare4mi.com/pe](http://healthcare4mi.com/pe)).
- 7.2 OFA Systems referred to as systems supporting Enrollment: MI Health Account Oracle Financials Application (MIHA OFA) Freedom to Work Oracle Financials Application (FTW OFA) MICHild Oracle Financials Application (MICHild OFA) MI Health Account Portal ([mihealthaccountportal.com](http://mihealthaccountportal.com)).
- 7.3 MAXeb Systems referred to as systems supporting Enrollment: MAXeb MI Enrolls Portal ([healthcare4mi.com](http://healthcare4mi.com)).
- 7.4 Contractor resource Capacity, and the Work and Deliverables required for Hosting, Maintenance and Operations ("M&O"), and Enhancements on MAXIMUS Systems are described within the Contract and prior CCNs and remain in full effect for the term of this SOW.

**Note: Pricing for IT is under section 10.6.1, 10.6.2 and 10.6.3.**

## **VIII. Facility Locations:**

The increase in volume will impact the facility space located in East Lansing, Michigan. The main location for call center operations is in the East Lansing, Michigan, for services included in Sections 1.022.A, 1.022.B, and 1.022.G.b.1 as approved under Change Notice #11. Work Requirements and overflow from other call centers will be located in another facility located in Michigan.

8.1 MAXIMUS will be expanding the current MI EBS call center in East Lansing, MI to a new facility in the Flint, MI area to initially support the Healthy Michigan Plan demonstration extension with Work Requirements and to allow for future expansion to improve first call resolution with coordinated assistance for Tier 1 calls. Improving service delivery on multiple fronts including the expansion of customer service in three of MAXIMUS existing call centers (MI EBS, Customer Support Call Center {CSCC} & MI Bridges Support Help Desk {MBSH}) to support MDHHS future plan to continue their Universal Caseload (UCL) Program launch (rollout currently on hold as of November 2018 after 20% of counties rolled out, i.e. 80% of larger counties are pending). While the rollout is on hold, MAXIMUS is working with MDHHS to accurately forecast support needed when the rollout continues and provide space for ease of timely resumption.

## **IX. Other Systems Information also in Change Notice #23:**

### **9.1 IT Policies, Standards and Procedures (PSP)**

MAXIMUS is advised that the state has methods, policies, standards and procedures that have been developed over the years. All services and products provided as a result of this SOW must comply with all applicable state IT policies and standards. MAXIMUS is required to review all applicable links provided below and state compliance in their response.

IT Policies, Standards and Procedures (PSP): [http://www.michigan.gov/dtmb/0,4568,7-150-56355\\_56579\\_56755---,00.html](http://www.michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html)

### **9.2 Acceptable Use Policy**

To the extent that MAXIMUS has access to the state's computer system, MAXIMUS must comply with the state's Acceptable Use Policy, see [http://michigan.gov/dtmb/0,4568,7-150-56355\\_56579\\_56755---,00.html](http://michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html). All MAXIMUS personnel will be required, in writing, to agree to the state's Acceptable Use Policy before accessing the state's system. The state reserves the right to terminate MAXIMUS' access to the state's system if a violation occurs.

### **9.3 Look and Feel Standard**

All software items provided by MAXIMUS must adhere to the following Look and Feel Standards: [http://www.michigan.gov/documents/som/Look\\_and\\_Feel\\_Standards](http://www.michigan.gov/documents/som/Look_and_Feel_Standards).

## **X. PRICING:**

### **10.1 Work Requirements:**

**10.1.1 One-time Work Requirements Implementation Price: Total \$3,603,275.** Cost includes all work to implement new call center in half of new facility (~18,200 sq ft). Implementation support includes: TTY, Toll Free Phone Lines, Outbound Dialer, Text SMS, IVR, reports, onboarding of staff both prior to go-live for planning and training, documentation, new facility buildout, network and physical security, PC, software and furniture. Additional ~18,200 sq ft of space will be finished

to include wiring, paint, and carpet. PCs, software, and furniture will be priced at a later date as new work is identified and comes online. The overall new space (36,400 SF) is anticipated to accommodate up to 450 staff (e.g. CSRs, Leads, Supervisors, Management and support staff – final seating will be determined once the lease is executed and architectural drawings are completed).

**10.1.2 One-time Center of Health Literacy (CHL) Review Services: Total \$159,000.** Cost includes review and recommendations on content and design for the following:

1. September 2019 Letters, Exemption form and booklets: **\$35,000.**
2. December 2019 Letters, additional September 2019 Letters and form: **\$60,000.**
3. Optional Consumer Testing: **\$45,000.**
4. Additional three (3) September 2019 Letters and thirteen (13) Bridges Notices: **\$19,000.**

**10.1.3 One-Time MAXeb Server Management Implementation Fee: Total \$56,682.00.** Payment for standing up the additional MAXeb web services servers will be made on a one-time, firm fixed cost basis once all servers are confirmed as Operational, which is expected on or before December 31, 2019:

One Time Activity	Cost
Security Scan(s)*	\$44,280.00
Setup Labor	\$12,402.00
<b>Total</b>	<b>\$56,682.00</b>

\*The one-time cost for "security scans" is a third-party service provided by Synopsys, Inc. to conduct penetration testing on the web service. The scan identifies any vulnerabilities that may be present in the code and provides remediation guidance. The cost covers web service scans on the 4 Production servers added in this SOW.

The Contractor must provide screen shots of servers clearly indicating date, OS, RAM, and storage.

**10.1.4 On-going Work Requirement Fees:**

1. MAXIMUS System Server Management (Hosting): see section 10.6 for IT Pricing.
2. Outbound Text SMS campaign for outreach - a fixed price annual structure and is included in Attachment A. MAXIMUS will incur the cost for the text package up front but will bill on a monthly basis (i.e. monthly fee of \$5,928 is in Attachment A). It should be noted if the Work Requirements program is stopped under termination for convenience, these costs will need to be paid for a 12-month period from when the package started (i.e. August 2019).
3. Outbound Dialer campaign for outreach – per call pricing for outbound calls is included in Attachment A (a call back option is available upon request).
4. Work Requirements Inbound Call Volume – monthly pricing for inbound calls to the call center is included in Attachment A tiers.

**10.2 HMP and Premium Operations:**

**10.2.1 One-Time HMP and Premium Operation Implementation Fee: Total \$13,921.** Cost includes implementation support and all other development work required to implement this call center (including Portal Changes and Premium Operations training).

**10.2.2 One-Time Implementation for Section 1557 Compliance, non-discrimination language and 12-point font requirements** is covered to program and make template modifications for impacted letters. Upon request by MDHHS, Tag Line insertion pricing is optional in Attachment A.

**10.2.3 One-time Center of Health Literacy Review Services: \$43,664.** Cost includes review and recommendations on content for new Premium letters, existing MIHA letters and new statements. Should these letters have to be revised based on recent changes being made to other MDHHS letters and wording, additional fee(s) may be applicable based on the CHL Ala Cart Services pricing in Attachment A.

**10.2.4 One-Time Implementation for Category 2 IVR Option Changes, in accordance to Change Notice #11, to include Work Requirements option: Total \$19,005.**

1. MI Enrolls IVR change - \$6335.
2. Beneficiary Helpline IVR change to include Work Requirements option - \$6335.
3. MI Bridges Support Helpdesk IVR change - \$6335.

**10.2.5 Ongoing HMP and Premium Operation Fees:**

1. Premiums SSAE 18 Audit - \$31,000, annually starting in fiscal year 2020.
2. MAXIMUS will provide the PDF storage space necessary at a fixed cost per terabyte. MDHHS has the option to reduce the year(s) of storage at their discretion based on usage and need. Current usage is projected to go up to 7 terabytes in Fiscal Year 2020 as reflected in Attachment A.
  - a. Monthly billing will be based on actual terabytes used.
  - b. MAXIMUS will bill to the nearest whole terabyte used (i.e. if less than or equal to 4.5 terabytes, MDHHS will be billed at 4 terabytes and if greater or equal to 4.51 terabytes, MDHHS will be billed at 5 terabytes). For monthly invoice supporting documentation, a screen shot will be provided to show the terabytes used.
3. Temporary Exemption Form and Letter: the tiered pricing is included in Attachment A.
4. Premium Staff – Processing tasks included are daily/monthly transaction balancing, customer service tasks (SR's, Incoming/Outgoing Phone Inquiries, Correspondence), and up to 133 beneficiary dispute cases per month in the base tier. Dispute case processing includes MIHA flag updates, account review & research, 2 case review meetings per week, and adjustments as directed by MDHHS. Additional tiers include an increase of case load greater than 133 per month and are included in Attachment A.
5. Updating MDHHS existing letters for Section 1557 Compliance, non-discrimination language and 12-point font requirements – the tiered pricing is included in Attachment A.

**10.3 HRA Unit:**

**10.3.1 One-time HRA Implementation Price: Total \$62,318.** Cost includes implementation support, IVR deployment, and all other development work required to implement this call center (including Outbound Dialer Implementation, reporting, recruiting, training, and documentation).

**10.3.2 One-Time Implementation for Category 2 IVR Option Changes, in accordance to Change Notice #11, to include Work Requirements option:**

1. HRA IVR change - \$6335.

**10.3.3 Ongoing HRA fees:**

1. HRA Outbound Dialer campaign – monthly pricing for inbound (call back option) and outbound calls is in Attachment A.
2. HRA Staffing - fixed pricing with tiered staffing based on-going stable volume of calls included in Attachment A.

**10.4 Center for Health Literacy (CHL) Future Requests:** pricing table for future requests will be included in Attachment A.

**10.5 Outbound Text SMS Category Change Control:** pricing table for future requests will be included in Attachment A as outlined below:

- a. Category 1: **\$2,344.** Updates to existing campaign content.
- b. Category 2: **\$4,647.** New Outbound Text SMS campaign with single message.
- c. Category 3: **\$9,294.** New Outbound Text SMS campaign with multi-message workflow (polls, surveys).
- d. Category 4: **\$13,850.** Custom Reporting Automation Revision(s)

**10.6 IT Pricing**

**10.6.1 Change Notice #26 Payment Schedule Table 3 - MAXIMUS System Server Management (Hosting)** is modified and updated as shown below:

State FY19 Payment #	Month of Service Payment	ACA Server Management	OFA Server Management	MAXeb Server Management
1	October 2018	\$27,399.00	\$48,879.00	\$29,226.00
2	November 2018	\$27,399.00	\$48,879.00	\$29,226.00
3	December 2018	\$27,399.00	\$48,879.00	\$29,226.00
4	January 2019	\$27,399.00	\$48,879.00	\$29,226.00
5	February 2019	\$27,399.00	\$48,879.00	\$41,151.00
6	March 2019	\$27,399.00	\$48,879.00	\$41,151.00
7	April 2019	\$27,399.00	\$48,879.00	\$41,151.00
8	May 2019	\$27,399.00	\$48,879.00	\$41,151.00

9	June 2019	\$27,399.00	\$48,879.00	\$41,151.00
10	July 2019	\$27,399.00	\$48,879.00	\$41,151.00
11	August 2019	\$27,399.00	\$48,879.00	\$44,445.00
12	September 2019	\$27,399.00	\$48,879.00	\$44,445.00
<b>TOTALS:</b>		<b>\$328,788.00</b>	<b>\$586,548.00</b>	<b>\$452,700.00</b>
State FY19 Hosting cost ACA, OFA, and MAXeb Totals		\$1,368,036.00		

**Note: MAXeb servers will increase starting in August 2019. ACA and OFA servers are a carry-over from Change Notice #26. This FY20 pricing for MAXIMUS System Server Management (Hosting) will continue through March 31, 2023.**

State FY20 Payment #	Month of Service Payment	ACA Server Management	OFA Server Management	MAXeb Server Management
1	October 2019	\$27,399.00	\$48,879.00	\$54,121.00
2	November 2019	\$27,399.00	\$48,879.00	\$54,121.00
3	December 2019	\$27,399.00	\$48,879.00	\$54,121.00
4	January 2020	\$27,399.00	\$48,879.00	\$54,121.00
5	February 2020	\$27,399.00	\$48,879.00	\$54,121.00
6	March 2020	\$27,399.00	\$48,879.00	\$54,121.00
7	April 2020	\$27,399.00	\$48,879.00	\$54,121.00
8	May 2020	\$27,399.00	\$48,879.00	\$54,121.00
9	June 2020	\$27,399.00	\$48,879.00	\$54,121.00
10	July 2020	\$27,399.00	\$48,879.00	\$54,121.00
11	August 2020	\$27,399.00	\$48,879.00	\$54,121.00
12	September 2020	\$27,399.00	\$48,879.00	\$54,121.00

<b>TOTALS:</b>	<b>\$328,788.00</b>	<b>\$586,548.00</b>	<b>\$649,456.00</b>
State FY20 Hosting cost ACA, OFA, and MAXeb Totals	\$1,564,792.00		

1. Web Services Penetration Testing – Penetration testing is required each time a new web service is created or an existing one substantially modified as a result of code changes directed by MDHHS. In such instances, payment will be made on a one-time, firm fixed cost basis in amount of \$11,070 per server that is scanned; pricing is in Attachment A.

**Annual Hosting, Maintenance and Operations (M & O) and Enhancements on MAXIMUS Systems Pricing:**

10.6.2 MAXIMUS System Enhancements: CCN26 Payment Schedule System Enhancements is revised and updated as shown below to extend pricing through Fiscal Year 2020. **This FY20 pricing for MAXIMUS System Enhancements will continue through March 31, 2023.**

State FY20 Payment #	Month of Service Payment	ACA Enhancements	OFA Enhancements	MAXeb Enhancements
1	October 2019	\$114,400	\$358,800	\$114,400
2	November 2019	\$114,400	\$358,800	\$114,400
3	December 2019	\$114,400	\$358,800	\$114,400
4	January 2020	\$114,400	\$358,800	\$114,400
5	February 2020	\$114,400	\$358,800	\$114,400
6	March 2020	\$114,400	\$358,800	\$114,400
7	April 2020	\$114,400	\$358,800	\$114,400
8	May 2020	\$114,400	\$358,800	\$114,400
9	June 2020	\$114,400	\$358,800	\$114,400
10	July 2020	\$114,400	\$358,800	\$114,400
11	August 2020	\$114,400	\$358,800	\$114,400
12	September 2020	\$114,400	\$358,800	\$114,400
<b>TOTALS:</b>		<b>\$1,372,800</b>	<b>\$4,305,600</b>	<b>\$1,372,800</b>
State FY20 Enhancement cost ACA, OFA, and MAXeb Totals		<b>\$7,051,200</b>		

10.6.3 MAXIMUS Operational Support Resources: CCN26 Payment Schedule Operational Support Resources is revised and updated as shown below to extend pricing through Fiscal Year 2020. **This FY20 pricing for MAXIMUS Operational Support Resources will continue through March 31, 2023.**



State FY20 Payment #	Month of Service Payment	ACA Operations	OFA Operations	MAXeb Operations
1	October 2019	\$41,600	\$242,320	\$143,645
2	November 2019	\$41,600	\$242,320	\$143,645
3	December 2019	\$41,600	\$242,320	\$143,645
4	January 2020	\$41,600	\$242,320	\$143,645
5	February 2020	\$41,600	\$242,320	\$143,645
6	March 2020	\$41,600	\$242,320	\$143,645
7	April 2020	\$41,600	\$242,320	\$143,645
8	May 2020	\$41,600	\$242,320	\$143,645
9	June 2020	\$41,600	\$242,320	\$143,645
10	July 2020	\$41,600	\$242,320	\$143,645
11	August 2020	\$41,600	\$242,320	\$143,645
12	September 2020	\$41,600	\$242,320	\$143,645
<b>TOTALS:</b>		<b>\$499,200</b>	<b>\$2,907,840</b>	<b>\$1,723,740</b>
State FY20 Operations cost ACA, OFA, and MAXeb Totals		<b>\$5,130,780</b>		

**Note: IT pricing for Hosting, Maintenance and Operations (M & O) and Enhancements on MAXIMUS Systems, Maximus System Enhancement and Operation Support Resources are shown above through Fiscal Year 2020. This FY20 IT pricing referenced in the prior sentence will continue through March 31, 2023. Staffing was reduced under Change Notice #28 and there will be a ramp up period while MAXIMUS refills positions for ACA and MAXeb (Enhancement and/or Operations Support areas as applicable). Monthly billing will be pro-rated until positions are filled.**

**Note: Reference Attachment B for all one-time implementation fees and totals in this SOW.**

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	<b>a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
	n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL</b>	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435		



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
		Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Mailing Services (After 1557 Implementation)	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings			\$ 1,672,966	\$ 1,672,966	\$ 1,672,966
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings			\$ 1,749,622	\$ 1,749,622	\$ 1,749,622
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings			\$ 1,889,505	\$ 1,889,505	\$ 1,889,505
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings			\$ 2,029,388	\$ 2,029,388	\$ 2,029,388
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,170,738	\$ 2,170,738	\$ 2,170,738
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,313,730	\$ 2,313,730	\$ 2,313,730

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,671,209	\$ 2,671,209	\$ 2,671,209

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 3,028,688	\$ 3,028,688	\$ 3,028,688
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings			\$ 3,431,194	\$ 3,431,194	\$ 3,431,194
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings			\$ 3,785,778	\$ 3,785,778	\$ 3,785,778
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings			\$ 4,135,030	\$ 4,135,030	\$ 4,135,030
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings			\$ 4,478,951	\$ 4,478,951	\$ 4,478,951
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,817,539	\$ 4,817,539	\$ 4,817,539
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 5,150,796	\$ 5,150,796	\$ 5,150,796
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,478,720	\$ 5,478,720	\$ 5,478,720
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,801,314	\$ 5,801,314	\$ 5,801,314
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 6,118,575	\$ 6,118,575	\$ 6,118,575
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,430,504	\$ 6,430,504	\$ 6,430,504
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,737,102	\$ 6,737,102	\$ 6,737,102
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 7,091,686	\$ 7,091,686	\$ 7,091,686
		Other Insurance and Medicare related mailings: PRICE PER MAILING			\$1.54	\$1.54	\$1.54
		Tag Line Inserts PRICE PER INSERT			\$0.04	\$0.04	\$0.04

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
Outreach and Cooperation with Agencies	1.022.E	Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES		b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL		b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL		b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks		e) \$111,722	e) \$111,722	e) \$111,722	e) \$111,722
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$117,124	e.1) \$117,124	e.1) \$117,124	e.1) \$117,124
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$128,278	e.2) \$128,278	e.2) \$128,278	e.2) \$128,278
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$139,433	e.3) \$139,433	e.3) \$139,433	e.3) \$139,433
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$150,587	e.4) \$150,587	e.4) \$150,587	e.4) \$150,587
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$161,741	e.5) \$161,741	e.5) \$161,741	e.5) \$161,741
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$181,819	e.6) \$181,819	e.6) \$181,819	e.6) \$181,819
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$209,706	e.7) \$209,706	e.7) \$209,706	e.7) \$209,706
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$235,919	e.8) \$235,919	e.8) \$235,919	e.8) \$235,919
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		e.9) \$262,132	e.9) \$262,132	e.9) \$262,132	e.9) \$262,132
Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$288,345	e.10) \$288,345	e.10) \$288,345	e.10) \$288,345		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price		
e) Program-related mailings		Fixed price for MIChild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$314,559	e.11) \$314,559	e.11) \$314,559	e.11) \$314,559		
		Fixed price for MIChild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$340,772	e.12) \$340,772	e.12) \$340,772	e.12) \$340,772		
		Fixed price for MIChild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$366,985	e.13) \$366,985	e.13) \$366,985	e.13) \$366,985		
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43		
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12		
e) Program-related mailings (After 1557 Implementation)		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks			e) \$122,092	e) \$122,092	e) \$122,092		
		Fixed price for MIChild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$123,129	e.1) \$123,129	e.1) \$123,129			
		Fixed price for MIChild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$124,166	e.2) \$124,166	e.2) \$124,166			
		Fixed price for MIChild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$125,204	e.3) \$125,204	e.3) \$125,204			
		Fixed price for MIChild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$126,241	e.4) \$126,241	e.4) \$126,241			
		Fixed price for MIChild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$127,278	e.5) \$127,278	e.5) \$127,278			
		Fixed price for MIChild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$129,870	e.6) \$129,870	e.6) \$129,870			
		Fixed price for MIChild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$132,463	e.7) \$132,463	e.7) \$132,463			
		Fixed price for MIChild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$135,055	e.8) \$135,055	e.8) \$135,055			
		Fixed price for MIChild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		3.9) \$137,648	3.9) \$137,648	3.9) \$137,648			
		Fixed price for MIChild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$140,241	e.10) \$140,241	e.10) \$140,241			
		Fixed price for MIChild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$142,833	e.11) \$142,833	e.11) \$142,833			
		Fixed price for MIChild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$145,426	e.12) \$145,426	e.12) \$145,426			
		Fixed price for MIChild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$148,018	e.13) \$148,018	e.13) \$148,018			
				ACA Missing Information Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
				ACA Eligibility Decision Letter PRICE PER MAILING			\$1.54	\$1.54	\$1.54
				Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$1.23	\$1.23	\$1.23
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051	\$ 1,051		
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price (per each TB of storage space)		\$ 726	\$ 726	\$ 726	\$ 726		
Online Application System (MIChild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848	
Web Services Penetration Testing	1.022.H.b	Fixed price per occurrence		\$11,070	\$11,070	\$11,070	\$11,070	
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767	
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	a) \$383,695 b) \$386,138 c) \$393,239 d) \$400,340	
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 20% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 30% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 40% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 50% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 75% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 100% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 125% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 150% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 175% greater than 2,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 200% greater than 2,000, including all related sub-tasks		a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930	a) \$104,930 b) \$106,730 c) \$108,530 d) \$110,330 e) \$112,130 f) \$113,930 g) \$118,430 h) \$122,930 i) \$127,430 j) \$131,930 k) \$136,430 l) \$140,930

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
Premiums Research Support	1.022.J.4	a) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes up to 1,500 cases		a)\$131,461	a)\$131,461	a)\$131,461	a)\$131,461
		b) Fixed Price for monthly support of Department Reviews and Administrative Hearings volumes at least 50% greater than 1,500 cases		b)\$196,777	b)\$196,777	b)\$196,777	b)\$196,777
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL</b>	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.</b>	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.</b>	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407
p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110		
q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049		
r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589		
s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969
r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877		
s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 9.1 AND 12.0 MINUTES PER CALL.	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
CHL Alacart Services	1.022.Q.c.2	Readability - Paper Materials, Cat 1 – Readability review and proposed edits for 1 existing notice/document 1-2 pages		\$664	\$664	\$664	\$664
		Readability - Paper Materials, Cat 2 – Readability review and proposed edits for 1 existing notice/document 3-4 pages		\$996	\$996	\$996	\$996
		Readability - Paper Materials, Cat 3 – Readability review and proposed edits for 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Readability - Digital, Cat 1 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (0-10 pages)		\$1,494	\$1,494	\$1,494	\$1,494
		Readability - Digital, Cat 2 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications(10-20 pages)		\$1,992	\$1,992	\$1,992	\$1,992
		Readability - Digital, Cat 3 – Readability review and proposed edits for 1 existing website or mobile app or set of SMS/email notifications (20-30 pages), 1 comparison chart		\$2,988	\$2,988	\$2,988	\$2,988
		Design - Paper Materials, Cat 1 – Design review and/or update 1 existing notice/document 1-2 pages		\$498	\$498	\$498	\$498
		Design - Paper Materials, Cat 2 – Design review and/or update 1 existing notice/document 3-4 pages		\$830	\$830	\$830	\$830
		Design - Paper Materials, Cat 3 – Design review and/or update 1 existing notice/document 5-6 pages, 1 comparison chart		\$1,162	\$1,162	\$1,162	\$1,162
		Design - Digital, Cat 1 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$498	\$498	\$498	\$498
		Design - Digital, Cat 2 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$664	\$664	\$664	\$664
		Design - Digital, Cat 3 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$996	\$996	\$996	\$996
		Design - Digital, Cat 4 – Design review and comments for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 5 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (0-2 pages)		\$830	\$830	\$830	\$830
		Design - Digital, Cat 6 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (3-4 pages)		\$1,328	\$1,328	\$1,328	\$1,328
		Design - Digital, Cat 7 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (5-7 pages)		\$2,324	\$2,324	\$2,324	\$2,324
		Design - Digital, Cat 8 – Design review and mockups for 1 existing website or mobile app or set of SMS/email notifications (8-10 pages), 1 comparison chart		\$3,320	\$3,320	\$3,320	\$3,320
		Accessibility, Cat 1 – Accessibility audit and summary report on 1 website, with up to 2 languages		\$8,298	\$8,298	\$8,298	\$8,298

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Accessibility, Cat 2 – Accessibility consulting and remediation guidance, up to 100 hours		\$16,596	\$16,596	\$16,596	\$16,596
Health Risk Assessment Unit	1.022.Q.d	a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks		a) \$517,415 b) \$641,131 c) \$764,846 d) \$766,129 e) \$889,845 f) \$1,013,560 g) \$1,137,276 h) \$1,138,559 i) \$1,262,274 j) \$1,530,975 k) \$1,654,691	a) \$517,415 b) \$641,131 c) \$764,846 d) \$766,129 e) \$889,845 f) \$1,013,560 g) \$1,137,276 h) \$1,138,559 i) \$1,262,274 j) \$1,530,975 k) \$1,654,691	a) \$517,415 b) \$641,131 c) \$764,846 d) \$766,129 e) \$889,845 f) \$1,013,560 g) \$1,137,276 h) \$1,138,559 i) \$1,262,274 j) \$1,530,975 k) \$1,654,691	a) \$517,415 b) \$641,131 c) \$764,846 d) \$766,129 e) \$889,845 f) \$1,013,560 g) \$1,137,276 h) \$1,138,559 i) \$1,262,274 j) \$1,530,975 k) \$1,654,691
Health Risk Assessment Unit	1.022.Q.d	a) Fixed price for monthly call volume up to 1,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks f) Fixed price for monthly call volume at least 125% greater than 1,500, including all related sub-tasks g) Fixed price for monthly call volume at least 150% greater than 1,500, including all related sub-tasks h) Fixed price for monthly call volume at least 175% greater than 1,500, including all related sub-tasks i) Fixed price for monthly call volume at least 200% greater than 1,500, including all related sub-tasks j) Fixed price for monthly call volume at least 225% greater than 1,500, including all related sub-tasks k) Fixed price for monthly call volume at least 250% greater than 1,500, including all related sub-tasks		a) \$764,846 b) \$889,203 c) \$1,013,560 d) \$1,137,917 e) \$1,262,274 f) \$1,531,617 g) \$1,655,974 h) \$1,780,331 i) \$2,027,120 j) \$2,151,477 k) \$2,275,834	a) \$764,846 b) \$889,203 c) \$1,013,560 d) \$1,137,917 e) \$1,262,274 f) \$1,531,617 g) \$1,655,974 h) \$1,780,331 i) \$2,027,120 j) \$2,151,477 k) \$2,275,834	a) \$764,846 b) \$889,203 c) \$1,013,560 d) \$1,137,917 e) \$1,262,274 f) \$1,531,617 g) \$1,655,974 h) \$1,780,331 i) \$2,027,120 j) \$2,151,477 k) \$2,275,834	a) \$764,846 b) \$889,203 c) \$1,013,560 d) \$1,137,917 e) \$1,262,274 f) \$1,531,617 g) \$1,655,974 h) \$1,780,331 i) \$2,027,120 j) \$2,151,477 k) \$2,275,834



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b>	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	
		Paper Application Reprint Requests	PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price		
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426		
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842		
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247		
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614		
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521		
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239		
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459		
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562		
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428		
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271		
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989		
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849		
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606		
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083		
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725		
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833		
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469		
				Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
Price per incomplete HRA above 5 minutes	\$ 18.00			\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00		
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173		
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623		
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173		
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028		
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.2 MINUTES PER CALL.		\$ 6,665,351	\$ 6,665,351	\$ 6,665,351	\$ 6,665,351
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 7,641,365	\$ 7,641,365	\$ 7,641,365	\$ 7,641,365
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 8,617,379	\$ 8,617,379	\$ 8,617,379	\$ 8,617,379
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 9,593,394	\$ 9,593,394	\$ 9,593,394	\$ 9,593,394
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 10,569,408	\$ 10,569,408	\$ 10,569,408	\$ 10,569,408
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 11,545,422	\$ 11,545,422	\$ 11,545,422	\$ 11,545,422
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 12,521,436	\$ 12,521,436	\$ 12,521,436	\$ 12,521,436
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 13,497,450	\$ 13,497,450	\$ 13,497,450	\$ 13,497,450
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 14,473,464	\$ 14,473,464	\$ 14,473,464	\$ 14,473,464
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 15,449,479	\$ 15,449,479	\$ 15,449,479	\$ 15,449,479
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 16,425,493	\$ 16,425,493	\$ 16,425,493	\$ 16,425,493
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 17,401,507	\$ 17,401,507	\$ 17,401,507	\$ 17,401,507
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 18,377,521	\$ 18,377,521	\$ 18,377,521	\$ 18,377,521
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 19,353,535	\$ 19,353,535	\$ 19,353,535	\$ 19,353,535
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 20,329,549	\$ 20,329,549	\$ 20,329,549	\$ 20,329,549
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.3 AND 8.0 MINUTES PER CALL.		\$ 9,293,082	\$ 9,293,082	\$ 9,293,082	\$ 9,293,082
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 10,794,642	\$ 10,794,642	\$ 10,794,642	\$ 10,794,642
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 12,296,202	\$ 12,296,202	\$ 12,296,202	\$ 12,296,202
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 13,797,762	\$ 13,797,762	\$ 13,797,762	\$ 13,797,762
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 15,299,323	\$ 15,299,323	\$ 15,299,323	\$ 15,299,323
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 16,800,883	\$ 16,800,883	\$ 16,800,883	\$ 16,800,883
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 19,804,003	\$ 19,804,003	\$ 19,804,003	\$ 19,804,003
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 21,305,564	\$ 21,305,564	\$ 21,305,564	\$ 21,305,564
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 22,807,124	\$ 22,807,124	\$ 22,807,124	\$ 22,807,124
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 25,810,244	\$ 25,810,244	\$ 25,810,244	\$ 25,810,244
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 27,311,805	\$ 27,311,805	\$ 27,311,805	\$ 27,311,805
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 28,813,365	\$ 28,813,365	\$ 28,813,365	\$ 28,813,365
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 30,314,925	\$ 30,314,925	\$ 30,314,925	\$ 30,314,925
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 31,816,485	\$ 31,816,485	\$ 31,816,485	\$ 31,816,485		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.1 AND 11.0 MINUTES PER CALL.		\$ 12,108,507	\$ 12,108,507	\$ 12,108,507	\$ 12,108,507
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 14,173,152	\$ 14,173,152	\$ 14,173,152	\$ 14,173,152
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 16,237,798	\$ 16,237,798	\$ 16,237,798	\$ 16,237,798
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 18,302,443	\$ 18,302,443	\$ 18,302,443	\$ 18,302,443
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 20,367,088	\$ 20,367,088	\$ 20,367,088	\$ 20,367,088
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 22,431,734	\$ 22,431,734	\$ 22,431,734	\$ 22,431,734
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 24,496,379	\$ 24,496,379	\$ 24,496,379	\$ 24,496,379
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 26,561,024	\$ 26,561,024	\$ 26,561,024	\$ 26,561,024
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 28,625,670	\$ 28,625,670	\$ 28,625,670	\$ 28,625,670
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 30,690,315	\$ 30,690,315	\$ 30,690,315	\$ 30,690,315
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 34,819,606	\$ 34,819,606	\$ 34,819,606	\$ 34,819,606
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 36,884,251	\$ 36,884,251	\$ 36,884,251	\$ 36,884,251
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 38,948,896	\$ 38,948,896	\$ 38,948,896	\$ 38,948,896
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 41,013,542	\$ 41,013,542	\$ 41,013,542	\$ 41,013,542
Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 43,078,187	\$ 43,078,187	\$ 43,078,187	\$ 43,078,187		



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Work Requirements	1.022.T	Fixed price for monthly call volume up to 70,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 11.1 AND 15.0 MINUTES PER CALL.		\$ 15,862,408	\$ 15,862,408	\$ 15,862,408	\$ 15,862,408
		Fixed price for monthly call volume at least 20% greater than 70,000 including all related sub-tasks		\$ 18,677,833	\$ 18,677,833	\$ 18,677,833	\$ 18,677,833
		Fixed price for monthly call volume at least 40% greater than 70,000 including all related sub-tasks		\$ 21,493,259	\$ 21,493,259	\$ 21,493,259	\$ 21,493,259
		Fixed price for monthly call volume at least 60% greater than 70,000 including all related sub-tasks		\$ 24,308,684	\$ 24,308,684	\$ 24,308,684	\$ 24,308,684
		Fixed price for monthly call volume at least 80% greater than 70,000 including all related sub-tasks		\$ 27,124,109	\$ 27,124,109	\$ 27,124,109	\$ 27,124,109
		Fixed price for monthly call volume at least 100% greater than 70,000 including all related sub-tasks		\$ 29,939,535	\$ 29,939,535	\$ 29,939,535	\$ 29,939,535
		Fixed price for monthly call volume at least 120% greater than 70,000 including all related sub-tasks		\$ 32,754,960	\$ 32,754,960	\$ 32,754,960	\$ 32,754,960
		Fixed price for monthly call volume at least 140% greater than 70,000 including all related sub-tasks		\$ 35,570,386	\$ 35,570,386	\$ 35,570,386	\$ 35,570,386
		Fixed price for monthly call volume at least 160% greater than 70,000 including all related sub-tasks		\$ 38,385,811	\$ 38,385,811	\$ 38,385,811	\$ 38,385,811
		Fixed price for monthly call volume at least 180% greater than 70,000 including all related sub-tasks		\$ 41,201,237	\$ 41,201,237	\$ 41,201,237	\$ 41,201,237
		Fixed price for monthly call volume at least 200% greater than 70,000 including all related sub-tasks		\$ 44,016,662	\$ 44,016,662	\$ 44,016,662	\$ 44,016,662
		Fixed price for monthly call volume at least 220% greater than 70,000 including all related sub-tasks		\$ 46,832,088	\$ 46,832,088	\$ 46,832,088	\$ 46,832,088
		Fixed price for monthly call volume at least 240% greater than 70,000 including all related sub-tasks		\$ 49,647,513	\$ 49,647,513	\$ 49,647,513	\$ 49,647,513
		Fixed price for monthly call volume at least 260% greater than 70,000 including all related sub-tasks		\$ 52,462,939	\$ 52,462,939	\$ 52,462,939	\$ 52,462,939
		Fixed price for monthly call volume at least 280% greater than 70,000 including all related sub-tasks		\$ 55,278,364	\$ 55,278,364	\$ 55,278,364	\$ 55,278,364
		Fixed price for monthly call volume at least 300% greater than 70,000 including all related sub-tasks		\$ 58,093,789	\$ 58,093,789	\$ 58,093,789	\$ 58,093,789
SMS/Text Messaging & Outbound Dialer	1.022.U	Automated Outbound Calls PRICE PER CALL		\$0.05	\$0.05	\$0.05	\$0.05
		Fixed price for monthly automated SMS/Text Messaging		\$ 71,134	\$ 71,134	\$ 71,134	\$ 71,134
		Fixed Price per occurrence - Category 1 SMS updates to existing campaign content		\$ 2,344	\$ 2,344	\$ 2,344	\$ 2,344
		Fixed Price per occurrence - Category 2 SMS new campaign, single message		\$ 4,647	\$ 4,647	\$ 4,647	\$ 4,647
		Fixed Price per occurrence - Category 3 SMS new campaign, multi-message workflow (polls, surveys)		\$ 9,294	\$ 9,294	\$ 9,294	\$ 9,294
		Fixed Price per occurrence - Category 4 SMS custom reporting automations		\$ 13,850	\$ 13,850	\$ 13,850	\$ 13,850



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **29**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		(517) 898-3982	
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>MINIMUM DELIVERY REQUIREMENTS</b>			
N/A			

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>		<b>VALUE OF CHANGE NOTICE</b>		<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>
\$454,015,727.00		\$0.00		\$454,015,727.00

**DESCRIPTION**

Effective 9/19/2019, the attached, "Proposed Cost Savings 9-10-19" recommendations are accepted and replace and supersede any and all previous versions.

- 1) 1.022.A Beneficiary Helpline: MAXIMUS modified call procedures in May 2019. These will be rolled back to original scripts in April 2020 lengthening calls. Effective 5/1/2019; ending 3/31/2020.
- 2) 1.022.A Phone Apps: MAXIMUS removed UCL transfers from the Phone App line in May 2019. These calls are no longer coming into the line and are no longer being billed to the State of Michigan at the contractual per minute rate. Effective 5/1/2019; ending 9/30/2020
- 3) 1.022.B MI Enrolls: MAXIMUS modified call procedures and enrollment education to help reduce call length in May 2019. These will be rolled back to original scripts in April 2020 lengthening calls. Effective 5/1/2019; ending 3/31/2020.
- 4) 1.022.E Outreach: As part of the standard levels of agreement with MDHHS, MAXIMUS is required to provide three general education meetings each quarter. MAXIMUS discontinued the general education meetings in May 2019. MAXIMUS proposes

continuing these meetings beginning in April 2020. Effective 5/1/2019; ending 3/31/2020.

5) 1.022.G.b1 MICHild Calls: In May 2019 MAXIMUS reduced the call tiers since MICHild call volume has been running below the base tier. The base tier is 14,500 calls and MAXIMUS will move the MICHild base tier to 6,000 calls. Effective 5/1/2019; ending 9/30/2020.

6) 1.022.G.b1 MICHild Calls: MAXIMUS modified call procedures and enrollment education to help reduce call length in May 2019. These will be rolled back to original scripts in April 2020 lengthening calls. Effective 5/1/2019; ending 3/30/2020.

7) 1.022.G.e MICHild Mailings: In May 2019 MAXIMUS reduced the tiers since MICHild mailings has been running below the base tier. The base tier is 12,800 and MAXIMUS moved the MICHild Mailing base tier to 8,000 letters. Effective 5/1/2019; ending 9/30/2020.

8) 1.022.J2 FTW Premiums: In May 2019 MAXIMUS reduced the tiers since FTW Premium Collections has been running below the base tier. The base tier is 8,000 collected and MAXIMUS will move the FTW Premium Collections base tier to 2,000. Effective 5/1/2019; ending 9/30/2020.

9) 1.022.J2 FTW Premiums: MAXIMUS implemented two FTW enhancements to increase the number of beneficiaries billed each month providing additional revenue to MDHHS in July 2019. Effective 7/1/2019; ending 9/30/2020.

10) 1.022.Q HMP Surveys: MAXIMUS temporarily stopped the post enrollment surveys for the HMP beginning May 1, 2019. MAXIMUS will reimplement surveys completing 3,000 - 4,000 surveys each month beginning April 1, 2020. Effective 5/1/2019; ending 3/31/2020.

11) 1.022.Q.b Atypical Provider: MAXIMUS modified call procedures for CHAMPS enrollment calls, reducing average call handle time in June 2019. Call procedures will revert back to their pre-June method in November 2019 lengthening call average handle time. Effective 6/1/2019; ending 10/31/2019.

12) 1.022.Q.b Atypical Provider: MAXIMUS increased abandonment rates to 10% in May 2019. Abandonment rate SLA will be reduced to 5% beginning in November 2019. Effective 5/1/2019; ending 10/31/2019.

13) 1.022.Q.b2 Medical Provider: MAXIMUS increased abandonment rates to 10% in May 2019. Abandonment rate SLA will be reduced to 5% beginning in November 2019. Effective 5/1/2019; ending 10/31/2019.

14) 1.022.Q.c DHHS Call Center: MAXIMUS increased abandonment rates to 10% in May 2019. Abandonment rate SLA will be reduced to 5% beginning in November 2019. Effective 5/1/2019; ending 10/31/2019.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval..



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909



**CONTRACT CHANGE NOTICE**

Change Notice Number **28**  
 to  
 Contract Number **071B1300215**

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

<b>DESCRIPTION OF CHANGE NOTICE</b>				
<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$454,015,727.00	\$0.00	\$454,015,727.00		

**DESCRIPTION**

Effective 5/1/2019, the attached, Attachment A ("MAXIMUS Cost Savings Att A as of 4-25-19") replaces and supersedes any and all previous versions.

Effective 5/1/2019 numerous changes are being made to this contract. Their effective dates are listed below for each and correspond to items in the attached, "Maximus - MI Savings Initiative 5.21.19":

Change 1: Effective 5/1/2019: Item 1.022.D - Medicaid Mailings: MDHHS is allowing a 5 month deferral for when the Healthy Kids Dental Open Enrollment letters are mailed. Since Dental enrollment started in October 2018, MAXIMUS will mail the letters in October, 2019, satisfying the requirement. Approximately 75,000 letters would be suspended for the 5 month period.

Change 2: Effective 5/1/2019: Item 1.022.E - Outreach and Cooperation with Agencies: MAXIMUS is required to provide three general education meetings each quarter. This change applies a waiver to this requirement, allowing MAXIMUS to discontinue the general education meetings for the five month period. This change is stopping #4 Outreach event participation at \$500.00/event, through September 30, 2019. The pricing on this and the reference to this was last updated in Change Notice #22 for Useful life.

Change 3: Effective 5/1/2019: Item 1.022.G.b1 - MICHild Calls: The newly attached, Attachment A, details new monthly fixed prices for the base tier for up to 6,000 calls with a call length of up to 5.5 minutes, or between 5.6 and 8.5 minutes, or between 8.6 and 11 minutes.

Change 4: Effective 5/1/2019: Item 1.022.G.e - MICHild Mailings: The newly attached, Attachment A, details new monthly fixed prices, reducing the tiers since MICHild mailings has been running below the base tier, which was 12,800 and will now be 8,000 mailings.

Change 5: Effective 5/1/2019: Item 11.022.J2 - FTW Premiums: The newly attached, Attachment A, details new fixed monthly prices reducing the tiers. The base tier is 8,000 collected and MAXIMUS will move the FTW Premium Collections base tier to 2,000.

Change 6: Effective 5/15/2019 through 9/30/2019: 1.022.M - ACA Ops Support: Fixed monthly price has updated to reflect the reduction of 1.0 FTE (1 Developer). ADA and CLF (Common Look and Feel) for PE Still Planned. MAXIMUS to reduce the hourly bill rate from \$120 to \$117 effective May 1, 2019.

Change 7: 1.022.M – ACA Enhancements: Effective 5/15/19 – 9/30/19 Fixed monthly price has been updated to reflect the reduction of 0.75 FTE (0.25 Tester, 0.25 Project Manager, and 0.25 System Analyst). MAXIMUS to reduce hourly bill rate from \$120 to \$117 effective May 1, 2019.

Change 8: Effective 5/1/2019 and 6/1/2019: 1.022M MAXeb Ops Support: Reduces 1 resource Developer (Starting May 15, 2019 through September 30, 2019), and 1 System Analyst (starting in June 1, 2019 through September 30, 2019). ADA and CLF (Common Look and Feel) for healthcare4.mi.com portal still planned.

Change 9: Effective 5/1/2019 through 9/30/2019: 1.022.M MAXeb Enhancement: Reduces Hourly billing rate from \$120/hour to \$117/hour.

Change 10: Effective 5/1/2019 through 9/30/2019: 1.022.M MAXebOFA Enhancement: Reduces Hourly billing rate from \$120/hour to \$117/hour.

Change 11: Effective 5/1/2019 through 9/30/2019: 1.022.M OFA Ops Support: Reduces Hourly billing rate from \$120/hour to \$117/hour.

Change 12: Effective 5/1/2019: 1.022.R.1 ISD Portal: Reduces billings by a total of \$756,147.01, which will be a monthly discount apportioned to the appropriate lines on invoices from May 2019 - September 2019.

Please note the Contract Administrator has been changed to Doug Glaser, 517-898-3982, glaserd@michigan.gov.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS</b>	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL</b>	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435
Health Plan Enrollment Information, Education and Assistance	1.022.B	<b>a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL</b>	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
Outreach and Cooperation with Agencies	1.022.E	Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES		b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014	b1.1) \$251,014
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889	b1.2) \$265,889
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261	b1.3) \$290,261
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479	b1.4) \$318,479
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448	b1.5) \$339,448
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387	b1.6) \$359,387
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207	b1.7) \$474,207
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL		b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952	b1.1) \$349,952



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211	b1.2) \$377,211
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906	b1.3) \$413,906
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197	b1.4) \$442,197
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738	b1.5) \$487,738
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830	b1.6) \$507,830
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374	b1.7) \$684,374
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume</b> up to 6,000, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL		b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371	b1.1) \$413,371
		b1.2) Fixed price for monthly call volume at least 10% greater than 6,000, including all related sub-tasks		b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060	b1.2) \$453,060
		b1.3) Fixed price for monthly call volume at least 20% greater than 6,000, including all related sub-tasks		b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112	b1.3) \$502,112
		b1.4) Fixed price for monthly call volume at least 30% greater than 6,000, including all related sub-tasks		b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835	b1.4) \$542,835
		b1.5) Fixed price for monthly call volume at least 40% greater than 6,000, including all related sub-tasks		b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470	b1.5) \$576,470
		b1.6) Fixed price for monthly call volume at least 75% greater than 6,000, including all related sub-tasks		b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981	b1.6) \$615,981
		b1.7) Fixed price for monthly call volume at least 100% greater than 6,000, including all related sub-tasks		b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313	b1.7) \$823,313
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 8,000 including all related sub-tasks		e) \$111,722	e) \$111,722	e) \$111,722	e) \$111,722
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 8,000 including all related sub-tasks		e.1) \$117,124	e.1) \$117,124	e.1) \$117,124	e.1) \$117,124
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 8,000 including all related sub-tasks		e.2) \$128,278	e.2) \$128,278	e.2) \$128,278	e.2) \$128,278
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 8,000 including all related sub-tasks		e.3) \$139,433	e.3) \$139,433	e.3) \$139,433	e.3) \$139,433
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 8,000 including all related sub-tasks		e.4) \$150,587	e.4) \$150,587	e.4) \$150,587	e.4) \$150,587
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 8,000 including all related sub-tasks		e.5) \$161,741	e.5) \$161,741	e.5) \$161,741	e.5) \$161,741
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 8,000 including all related sub-tasks		e.6) \$181,819	e.6) \$181,819	e.6) \$181,819	e.6) \$181,819
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 8,000 including all related sub-tasks		e.7) \$209,706	e.7) \$209,706	e.7) \$209,706	e.7) \$209,706
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 8,000 including all related sub-tasks		e.8) \$235,919	e.8) \$235,919	e.8) \$235,919	e.8) \$235,919



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 8,000 including all related sub-tasks		e.9) \$262,132	e.9) \$262,132	e.9) \$262,132	e.9) \$262,132
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 8,000 including all related sub-tasks		e.10) \$288,345	e.10) \$288,345	e.10) \$288,345	e.10) \$288,345
e) Program-related mailings		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 8,000 including all related sub-tasks		e.11) \$314,559	e.11) \$314,559	e.11) \$314,559	e.11) \$314,559
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 8,000 including all related sub-tasks		e.12) \$340,772	e.12) \$340,772	e.12) \$340,772	e.12) \$340,772
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 8,000 including all related sub-tasks		e.13) \$366,985	e.13) \$366,985	e.13) \$366,985	e.13) \$366,985
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$1,051	\$1,051	\$1,051	\$1,051	\$1,051
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 2,000, including all related sub-tasks		a) \$104,930	a) \$104,930	a) \$104,930	a) \$104,930
		b) Fixed price for monthly premium volume at least 10% greater than 2,000, including all related sub-tasks		b) \$106,730	b) \$106,730	b) \$106,730	b) \$106,730
		b) Fixed price for monthly premium volume at least 20% greater than 2,000, including all related sub-tasks		c) \$108,530	c) \$108,530	c) \$108,530	c) \$108,530
		b) Fixed price for monthly premium volume at least 30% greater than 2,000, including all related sub-tasks		d) \$110,330	d) \$110,330	d) \$110,330	d) \$110,330
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL</b>	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.</b>	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708
n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139		
o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599		
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.</b>	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.</b>	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL</b>	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866
r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835		
s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805		
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.</b>	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145



MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.</b>	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387
DHHS Call Center Support	1.022.Q.c	<b>a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 9.1 AND 12.0 MINUTES PER CALL.</b>	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281
MDHHS Call Center Universal Case Load Supplemental	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Services		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b>	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721
ISD Portal Support	1.022.R.1	<b>a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427
ISD Portal Support	1.022.R.1	<b>a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578

MAXIMUS Cost Savings Recommendations

Line Item	Associated line item in DO	Savings*	May Forecast	May Revised	Savings	June Forecast	June Revised	Savings	July Forecast	July Revised	Savings	August Forecast	August Revised	Savings	September Forecast	September Revised	Savings	Federal Match	General Fund	Weighted Savings	Cost Savings Recommendations / Risk/MDHHS Request to Implement	Risk	Start Date	End Date
1.022.A Beneficiary Helpline	491xx2972	\$ 1,166,041.64	\$ 1,177,454.08	\$ 1,177,454.08	\$ 0.00	\$ 1,031,119.33	\$ 739,608.92	\$ 291,510.41	\$ 1,031,119.33	\$ 739,608.92	\$ 291,510.41	\$ 1,031,119.33	\$ 739,608.92	\$ 291,510.41	\$ 1,031,119.33	\$ 739,608.92	\$ 291,510.41	50%	50%	\$ 583,020.82	<p>MAXIMUS is proposing to modify call procedures and enrollment education to help reduce call length. Upon MDHHS approval, the call modifications recommendations are below:</p> <ul style="list-style-type: none"> <li>Remove requirement to ask all callers if they have other insurance - ~ 700 calls monthly (5 seconds)</li> <li>Remove requirement to check CHAMPS for other insurance unless the call is about covered services or other insurance. (20 seconds - ~ 9,000 calls monthly)</li> <li>Remove requirement to provide caller with eligibility unless asked, which applies to every other call (5 seconds - ~ 17,000 calls monthly)</li> <li>Remove requirement to complete HMP and ICO post enrollment surveys (120 seconds - ~ 3,000 calls monthly)</li> <li>Provide a modified enrollment education that is condensed for enrollment calls (35 seconds - ~ 20,000 calls monthly)</li> <li>Remove the requirement to complete HPA verification if the question can be handled without PHI. Examples: Phone number request, question about applying for coverage, caseworker issues, local office/health department address, etc. (70 seconds - ~ 10,000 calls monthly)</li> </ul> <p>The recommendations would place the call center in one tier lower for call lengths in the 5.6 - 8.5 minute tier.</p> <p>Risk(s): The average handle time reductions may not be realized, either at the projected levels, or as soon as June 1st post training.</p> <p>MDHHS: MAXIMUS needs script approval from MDHHS by 4/30/2019 in order to make the 6/1/2019.</p>	Medium	6/1/2019	9/30/2019
1.022.A Phone Apps	491EG1975	\$ 51,840.00	\$ 39,600.00	\$ 39,600.00	\$ 0.00	\$ 36,000.00	\$ 23,040.00	\$ 12,960.00	\$ 39,600.00	\$ 26,640.00	\$ 12,960.00	\$ 39,600.00	\$ 26,640.00	\$ 12,960.00	\$ 36,000.00	\$ 23,040.00	\$ 12,960.00	50%	50%	\$ 25,920.00	<p>MAXIMUS is proposing to remove UCL transfers from the Phone App line. The Phone App line is charged at a higher rate than other call center lines due to the length of these calls. UCL transfers both phone application requests and other form requests that cannot be fulfilled by the call center, since MAXIMUS may not have the forms. MAXIMUS usually reverts the caller back to the UCL IVR creating a poor caller experience. The recommendation is to transition the calls from the Phone App to the Beneficiary Helpline, where the tier pricing will be lower price per call. The amount of calls are so low that the calls should not push to a higher tier. MAXIMUS will no longer charging price per minute for the inappropriate Phone App calls. MAXIMUS would include a larger range of forms for mailing requests into MAXeb. When a request for a form or reprint is received, the appropriate call center line would be in alignment with the length of calls. MAXIMUS receives 3,000 - 5,000 transfers from UCL each month.</p> <p>Risk(s): If calls volumes continue to increase (from UCL or directly), could push volumes into a higher call tier in the Beneficiary Helpline. The IVR transfer change may take time to update with the Beneficiary Helpline toll free number.</p> <p>MDHHS: MDHHS will need to make a decision on the Alternatives. MAXIMUS would need approval from MDHHS and MAXIMUS needs the forms by 5/1/2019. The mailing of forms will go into Mail Fulfillment tiers.</p>	Low	6/3/2019	9/30/2019
1.022.B MI Enrolls	491XX2975	\$ 221,554.00	\$ 462,702.92	\$ 462,702.92	\$ 0.00	\$ 462,702.92	\$ 409,814.42	\$ 52,888.50	\$ 462,702.92	\$ 409,814.42	\$ 52,888.50	\$ 462,702.92	\$ 409,814.42	\$ 52,888.50	\$ 462,702.92	\$ 409,814.42	\$ 52,888.50	50%	50%	\$ 110,777.00	<p>MAXIMUS is proposing to modify call procedures and enrollment education to help reduce call length. Upon MDHHS approval, the call modifications recommendations are below:</p> <ul style="list-style-type: none"> <li>Remove requirement to ask all callers if they have other insurance - ~ 700 calls monthly (5 seconds)</li> <li>Remove requirement to check CHAMPS for other insurance unless the call is about covered services or other insurance. (20 seconds - ~ 9,000 calls monthly)</li> <li>Remove requirement to provide caller with eligibility unless asked, which applies to every other call (5 seconds - ~ 17,000 calls monthly)</li> <li>Remove requirement to complete HMP and ICO post enrollment surveys (120 seconds - ~ 3,000 calls monthly)</li> <li>Provide a modified enrollment education that is condensed for enrollment calls (35 seconds - ~ 20,000 calls monthly)</li> <li>Remove the requirement to complete HPA verification if the question can be handled without PHI. Examples: Phone number request, question about applying for coverage, caseworker issues, local office/health department address, etc. (70 seconds - ~ 10,000 calls monthly)</li> </ul> <p>The recommendations would place the call center in one tier lower for call lengths in the 5.6 - 8.5 minute tier.</p> <p>Risk(s): The average handle time reductions may not be realized, either at the projected levels, or as soon as June 1st post training.</p> <p>MDHHS: MAXIMUS needs script approval from MDHHS by 4/30/2019 in order to make the 6/1/2019.</p>			
1.022.D Medicaid Mailings	491xx3051	\$ 133,795.18	\$ 316,832.17	\$ 290,250.83	\$ 26,581.34	\$ 290,250.83	\$ 263,225.25	\$ 27,025.58	\$ 316,832.17	\$ 290,250.83	\$ 26,581.34	\$ 316,832.17	\$ 290,250.83	\$ 26,581.34	\$ 290,250.83	\$ 263,225.25	\$ 27,025.58	50%	50%	\$ 66,897.59	<p>MAXIMUS recommends suspending open enrollment letters for dental only. The requirement is to allow beneficiaries one opportunity to change plans per a 12 month period. Since dental enrollment started in October 2018, MAXIMUS can mail for a change in October, 2019, and it will still satisfy the requirement. MAXIMUS mails approximately 15,000 dental open enrollment letters each month. The letters would be suspended for the 5 month period totaling 75,000 letters.</p> <p>Risk(s): No risk.</p> <p>MDHHS: MAXIMUS would need an approval by 5/1/2019 in order to address the May mailings for a 5/1/2019 effective date.</p>	Low	5/1/2019	9/30/2019
1.022.E Outreach	491xx3025	\$ 7,995.00	\$ 1,588.00	\$ -	\$ 1,588.00	\$ 1,577.00	\$ -	\$ 1,577.00	\$ 1,665.00	\$ -	\$ 1,665.00	\$ 1,588.00	\$ -	\$ 1,588.00	\$ 1,577.00	\$ -	\$ 1,577.00	50%	50%	\$ 3,997.50	<p>As part of the standard levels of agreement with MDHHS, MAXIMUS is required to provide three general education meetings each quarter. MAXIMUS is recommending to a waiver to discontinue the general education meetings for the five month period.</p> <p>Risk(s): No risk.</p> <p>MDHHS: MAXIMUS would need MDHHS approval by 4/30/2019 for the month of May.</p>	Low	5/1/2019	9/30/2019
1.022.G.b1 MiChild Calls	491xx3210	\$ 244,003.49	\$ 83,248.25	\$ 34,447.55	\$ 48,800.70	\$ 83,248.25	\$ 34,447.55	\$ 48,800.70	\$ 83,248.25	\$ 34,447.55	\$ 48,800.70	\$ 83,248.25	\$ 34,447.55	\$ 48,800.70	\$ 83,248.25	\$ 34,447.55	\$ 48,800.70	99%	1%	\$ 2,440.03	<p>MAXIMUS recommends reducing the tiers since MiChild call volume has been running below the base tier. The base tier is 14,500 calls and MAXIMUS will move the MiChild base tier to 6,000 calls.</p> <p>Risk(s): No risk.</p> <p>MDHHS: MAXIMUS would need MDHHS approval by 4/30/2019 for the month of May.</p>	Low	5/1/2019	9/30/2019
1.022.G.b1 MiChild Calls	491xx3210	\$ 21,139.99	\$ 34,447.58	\$ 34,447.58	\$ 0.00	\$ 34,447.58	\$ 29,162.59	\$ 5,285.09	\$ 34,447.58	\$ 29,162.59	\$ 5,285.09	\$ 34,447.58	\$ 29,162.59	\$ 5,285.09	\$ 34,447.58	\$ 29,162.59	\$ 5,285.09	99%	1%	\$ 211.40	<p>MAXIMUS is proposing to modify call procedures and enrollment education to help reduce call length. Upon MDHHS approval, the call modifications recommendations are below:</p> <ul style="list-style-type: none"> <li>Remove requirement to ask all callers if they have other insurance - ~ 700 calls monthly (5 seconds)</li> <li>Remove requirement to check CHAMPS for other insurance unless the call is about covered services or other insurance. (20 seconds - ~ 9,000 calls monthly)</li> <li>Remove requirement to provide caller with eligibility unless asked, which applies to every other call (5 seconds - ~ 17,000 calls monthly)</li> <li>Remove requirement to complete HMP and ICO post enrollment surveys (120 seconds - ~ 3,000 calls monthly)</li> <li>Provide a modified enrollment education that is condensed for enrollment calls (35 seconds - ~ 20,000 calls monthly)</li> <li>Remove the requirement to complete HPA verification if the question can be handled without PHI. Examples: Phone number request, question about applying for coverage, caseworker issues, local office/health department address, etc. (70 seconds - ~ 10,000 calls monthly)</li> </ul> <p>The recommendations would place the call center in one tier lower for call lengths in the 5.6 - 8.5 minute tier.</p> <p>Risk(s): The average handle time reductions may not be realized, either at the projected levels, or as soon as June 1st post training.</p> <p>MDHHS: MAXIMUS needs script approval from MDHHS by 4/30/2019 in order to make the 6/1/2019.</p>			
1.022.G.e MiChild Mailings	491xx3210	\$ 27,930.47	\$ 14,896.25	\$ 9,310.16	\$ 5,586.09	\$ 14,896.25	\$ 9,310.16	\$ 5,586.09	\$ 14,896.25	\$ 9,310.16	\$ 5,586.09	\$ 14,896.25	\$ 9,310.16	\$ 5,586.09	\$ 14,896.25	\$ 9,310.16	\$ 5,586.09	99%	1%	\$ 279.30	<p>MAXIMUS recommends reducing the tiers since MiChild mailings has been running below the base tier. MiChild Mailings go up to 12,800 while we have been running closer to 8,000. The base tier is 12,800 and MAXIMUS will move the MiChild Mailing base tier to 8,000 calls.</p> <p>Risk(s): There would be minimal risk.</p> <p>MDHHS: MAXIMUS would need MDHHS approval by 4/30/2019 for the month of May.</p>	Low	5/1/2019	9/30/2019
1.022.J2 FTW Premiums	491xx9024	\$ 20,940.42	\$ 12,932.25	\$ 8,744.17	\$ 4,188.08	\$ 12,932.25	\$ 8,744.17	\$ 4,188.08	\$ 12,932.25	\$ 8,744.17	\$ 4,188.08	\$ 12,932.25	\$ 8,744.17	\$ 4,188.08	\$ 12,932.25	\$ 8,744.17	\$ 4,188.08	50%	50%	\$ 10,470.21	<p>MAXIMUS recommends reducing the tiers since FTW Premium Collections has been running below the base tier. FTW Premium Collections go up to 8,000 while we have been running closer to 2,000. The base tier is 8,000 collected and MAXIMUS will move the FTW Premium Collections base tier to 2,000.</p> <p>Risk(s): There would be minimal risk.</p> <p>MDHHS: MAXIMUS would need MDHHS approval by 4/30/2019 for the month of May.</p>	Low	5/1/2019	9/30/2019

MAXIMUS Cost Savings Recommendations

1.022.J2 FTW Premiums	491xx9024	\$ 25,755.21	\$ -	\$ 50.00	\$ -	\$ (6,438.81)	\$ 6,438.81	\$ -	\$ (6,438.80)	\$ 6,438.80	\$ -	\$ (6,438.80)	\$ 6,438.80	\$ -	\$ (6,438.80)	\$ 6,438.80	50%	50%	\$ 12,877.61	MAXIMUS recommends two FTW enhancements to increase the number of beneficiaries billed each month providing additional revenue to MDHHS.  <b>Enhancement 1:</b> MAXIMUS is not currently billing FTW beneficiaries that are in an ICO county and enrolled into an ICO. There are 333 beneficiaries that have an amount owed per the premium file received from MDHHS that are affected by this issue. MAXIMUS has asked for a Change Control to complete this work, but is surmised as a low priority. MAXIMUS can complete a change on our end utilizing O&M and start billing this population upon completion. The 333 beneficiaries should be billed per the premiums files on April 18, 2019 a total of \$16,147.43 per month. With the majority of FTW beneficiaries paying their premiums monthly, MDHHS would see an immediate impact through increase revenue.  <b>Risk(s):</b> The risk would be the timing for the 80 hours of IT work to be completed. <b>MDHHS:</b> MAXIMUS needs MDHHS to approve the JIRA by 4/26/2019 so that revenue will be experienced by June, 2019.  <b>Enhancement 2:</b> There are 244 beneficiaries that have an amount owed per the premiums file but also have another overlapping segment with a different amount owed. MAXIMUS rules are to not bill if there are overlapping segments with different amounts. MAXIMUS can provide a list of the 244 beneficiaries for MDHHS staff to manually fix. MDHHS will see an immediate impact through increase revenue, since these 244 beneficiaries would be billed \$9,607.08 using the highest amount listed for each beneficiary.  <b>Risk(s):</b> MDHHS would need to have staff to change the end date on overlapping segments. <b>MDHHS:</b> MAXIMUS needs MDHHS staff to update the end date to avoid the overlapping segments and completed by 4/26/2019 to realize by May, 2019 for FTW billing.	Medium	6/1/2019	9/30/2019	
1.022.M ACA Ops Support	491xx8731	\$ 96,460.00	\$ 41,600.00	\$ 30,420.00	\$ 11,180.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	75%	75%	\$ 24,115.00	MAXIMUS recommends the reduction of a total of 1 resource starting May 16, 2019, which includes 1 Developer. MAXIMUS current work scheduled through September, 2019, would not be impacted. ADA and CLF (Common Look and Fee) for PE still planned. MAXIMUS will also reduce the hourly bill rate from \$120 to \$117 beginning May 1, 2019.  <b>Risk(s):</b> The risk would be to support any major PE issue or any new change requests for ACA. <b>MDHHS:</b> MAXIMUS would need MDHHS approval by 4/26/2019 due to sufficient two week notice for staff reduction.	Medium	5/1/2019	9/30/2019
1.022.M ACA Ops Support	491xx8731	\$ 96,460.00	\$ 41,600.00	\$ 30,420.00	\$ 11,180.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	\$ 41,600.00	\$ 20,280.00	\$ 21,320.00	75%	75%	\$ 24,115.00	MAXIMUS recommends the reduction of 1 resource Developer starting in May, 2019, and 1 more System Analyst starting in June, 2019. ADA and CLF (Common Look and Fee) for healthcare4.mi.com portal still planned. MAXIMUS will also reduce the hourly bill rate from \$120 to \$117 beginning May 1, 2019.  <b>Risk(s):</b> There will be a risk reduction in throughput of O & M and in Production support activities. It will need to limit the number of releases with less staff. <b>MDHHS:</b> MAXIMUS would need MDHHS approval by 4/26/2019 due to sufficient two week notice for staff reduction.	Medium	5/1/2019	9/30/2019
1.022.M ACA Ops Support	491xx8730	\$ 200,475.00	\$ 143,645.00	\$ 119,774.00	\$ 23,871.00	\$ 143,645.00	\$ 99,494.00	\$ 44,151.00	\$ 143,645.00	\$ 99,494.00	\$ 44,151.00	\$ 143,645.00	\$ 99,494.00	\$ 44,151.00	\$ 143,645.00	\$ 99,494.00	\$ 44,151.00	75%	25%	\$ 50,118.75	MAXIMUS recommends the reduction of a total of 0.75 resources starting May 16, 2019, which includes .25 Tester, .25 Project Manager and .25 System Analyst. MAXIMUS current work scheduled through September, 2019, would not be impacted. ADA and CLF (Common Look and Fee) for PE still planned. MAXIMUS will also reduce the hourly bill rate from \$120 to \$117 beginning May 1, 2019.  <b>Risk(s):</b> The risk would be to support any major PE issue or any new change requests for ACA. <b>MDHHS:</b> MAXIMUS would need MDHHS approval by 4/26/2019 due to sufficient two week notice for staff reduction.	Low	5/1/2019	9/30/2019
1.022.M ACA Enhancements	491xx8733	\$ 82,745.00	\$ 114,400.00	\$ 103,935.00	\$ 10,465.00	\$ 114,400.00	\$ 96,330.00	\$ 18,070.00	\$ 114,400.00	\$ 96,330.00	\$ 18,070.00	\$ 114,400.00	\$ 96,330.00	\$ 18,070.00	\$ 114,400.00	\$ 96,330.00	\$ 18,070.00	90%	10%	\$ 8,274.50	MAXIMUS recommends the reduction of a total of 0.75 resources starting May 16, 2019, which includes .25 Tester, .25 Project Manager and .25 System Analyst. MAXIMUS current work scheduled through September, 2019, would not be impacted. ADA and CLF (Common Look and Fee) for PE still planned. MAXIMUS will also reduce the hourly bill rate from \$120 to \$117 beginning May 1, 2019.  <b>Risk(s):</b> The risk would be to support any major PE issue or any new change requests for ACA. <b>MDHHS:</b> MAXIMUS would need MDHHS approval by 4/26/2019 due to sufficient two week notice for staff reduction.	Low	5/1/2019	9/30/2019
1.022.M ACA Enhancements	491X98732	\$ 14,300.00	\$ 114,400.00	\$ 111,540.00	\$ 2,860.00	\$ 114,400.00	\$ 111,540.00	\$ 2,860.00	\$ 114,400.00	\$ 111,540.00	\$ 2,860.00	\$ 114,400.00	\$ 111,540.00	\$ 2,860.00	\$ 114,400.00	\$ 111,540.00	\$ 2,860.00	90%	10%	\$ 1,430.00	Reduce Hourly billing rate from \$120/hour to \$117/hour	Low	5/1/2019	9/30/2019
1.022.M ACA Enhancements	491X98733	\$ 44,950.00	\$ 358,800.00	\$ 349,830.00	\$ 8,970.00	\$ 358,800.00	\$ 349,830.00	\$ 8,970.00	\$ 358,800.00	\$ 349,830.00	\$ 8,970.00	\$ 358,800.00	\$ 349,830.00	\$ 8,970.00	\$ 358,800.00	\$ 349,830.00	\$ 8,970.00	90%	10%	\$ 4,485.00	Reduce Hourly billing rate from \$120/hour to \$117/hour	Low	5/1/2019	9/30/2019
1.022.M ACA Ops Support	491X98731	\$ 30,250.00	\$ 242,320.00	\$ 236,262.00	\$ 6,058.00	\$ 242,320.00	\$ 236,262.00	\$ 6,058.00	\$ 242,320.00	\$ 236,262.00	\$ 6,058.00	\$ 242,320.00	\$ 236,262.00	\$ 6,058.00	\$ 242,320.00	\$ 236,262.00	\$ 6,058.00	75%	25%	\$ 7,572.50	Reduce Hourly billing rate from \$120/hour to \$117/hour	Low	5/1/2019	9/30/2019
1.022.Q HMP Surveys	491X05597	\$ 43,185.00	\$ 8,637.00	\$ -	\$ 8,637.00	\$ 8,637.00	\$ -	\$ 8,637.00	\$ 8,637.00	\$ -	\$ 8,637.00	\$ 8,637.00	\$ -	\$ 8,637.00	\$ 8,637.00	\$ -	\$ 8,637.00	50%	50%	\$ 21,592.50	MAXIMUS is recommending to temporarily stop the post-enrollment surveys for the HMP. Postponing the post-enrollment surveys would not impact coverage or eligibility for beneficiaries. MAXIMUS completes 3,000 - 4,000 surveys each month.  <b>Risk(s):</b> No risk. <b>MDHHS:</b> MAXIMUS would need MDHHS approval by 4/26/2019 and would receive immediate savings once approved by 5/1/2019.	Low	5/1/2019	9/30/2019
1.022.Q.b Atypical Provider	491X02972	\$ 109,269.29	\$ 216,910.83	\$ 216,910.83	\$ 0.00	\$ 192,337.25	\$ 229,617.50	\$ (37,280.25)	\$ 296,561.08	\$ 242,324.08	\$ 54,237.00	\$ 296,561.08	\$ 242,324.08	\$ 54,237.00	\$ 267,693.00	\$ 229,617.50	\$ 38,075.50	50%	50%	\$ 54,634.65	MAXIMUS recommends to modify call procedures for CHAMPS enrollment calls, of which there are two options:  <b>Option 1:</b> Currently, the call center will assist providers that are stuck in various steps of the enrollment process and stay on the line with the provider as they complete all steps and their enrollment is finished. MAXIMUS proposes to only assist the provider with the step in question and end the call with a message to providers to call us back if they need additional assistance. Understanding that the option may cause multiple calls for the same enrollment, MAXIMUS expects an increase in call volume by 5,000 calls. While the additional calls would put us in a higher tier for call volume, the change in procedure will reduce calls by at least 1 minute - placing us in the base tier for call length, which would save money even at the higher call volume tier.  <b>Option 2:</b> MAXIMUS recommends that the call center representatives log into CHAMPS as the provider and will complete the enrollment with the provider on the line to answer questions. This option would speed up the calls and reduce our call length by over 1 minute - placing us in the base tier for call length. This option should not increase call volume, so we will still be in the base tier for call volumes. This option is a similar process as the phone application line that are handled by Michigan ENROLLS/beneficiary Help Line staff (where MAXIMUS completes all data entry and submit the application for the beneficiary with the beneficiary present on the phone to answer questions).  <b>Risk(s):</b> The average handle time reductions may not be realized, either at the projected level, or as soon as June 1st post training. <b>MDHHS:</b> MAXIMUS would need MDHHS to approve call modifications by 5/15/2019 and savings would be effective 6/1/2019.	Low	6/1/2019	9/30/2019
1.022.Q.b Atypical Provider	491X02972	\$ 91,818.42	\$ 216,910.83	\$ 197,235.45	\$ 19,675.38	\$ 229,617.50	\$ 213,221.35	\$ 16,396.15	\$ 242,324.08	\$ 222,648.70	\$ 19,675.38	\$ 242,324.08	\$ 222,648.70	\$ 19,675.38	\$ 229,617.50	\$ 213,221.35	\$ 16,396.15	50%	50%	\$ 45,909.21	Currently, MAXIMUS abandonment rate is at 5%. MAXIMUS recommends to increase the abandonment rate to 10% for Atypical Provider Call Center.  <b>Risk(s):</b> As abandonment rate increases, repeated calls increase. <b>MDHHS:</b> MAXIMUS would need to have a decision made by 4/26/2019 to receive savings for the May billing.	Medium	5/1/2019	9/30/2019
1.022.Q.b2 Medical Provider	491X08731	\$ 88,539.19	\$ 348,096.83	\$ 331,700.68	\$ 16,396.15	\$ 348,096.83	\$ 331,700.68	\$ 16,396.15	\$ 377,754.33	\$ 358,078.95	\$ 19,675.38	\$ 377,754.33	\$ 358,078.95	\$ 19,675.38	\$ 348,096.83	\$ 331,700.68	\$ 16,396.15	75%	25%	\$ 22,134.80	Currently, MAXIMUS abandonment rate is at 5%. MAXIMUS recommends to increase the abandonment rate to 10% for DHHS Call Center.  <b>Risk(s):</b> As abandonment rate increases, repeated calls increase. <b>MDHHS:</b> MAXIMUS would need to have a decision made by 4/26/2019 to receive savings for the May billing.	Medium	5/1/2019	9/30/2019
1.022.Q.c DHHS Call Center	491x5597	\$ 59,026.13	\$ 478,124.67	\$ 465,007.75	\$ 13,116.92	\$ 446,882.42	\$ 437,044.73	\$ 9,837.69	\$ 478,124.67	\$ 465,007.75	\$ 13,116.92	\$ 478,124.67	\$ 465,007.75	\$ 13,116.92	\$ 446,882.42	\$ 437,044.73	\$ 9,837.69	50%	50%	\$ 29,513.06	Currently, MAXIMUS abandonment rate is at 5%. MAXIMUS recommends to increase the abandonment rate to 10% for DHHS Call Center.  <b>Risk(s):</b> As abandonment rate increases, repeated calls increase. <b>MDHHS:</b> MAXIMUS would need to have a decision made by 4/26/2019 to receive savings for the May billing.	Medium	5/1/2019	9/30/2019
1.022.R.1 ISD Portal	491xx9170	\$ 82,027.90	\$ 370,144.75	\$ 353,748.60	\$ 16,396.15	\$ 354,018.42	\$ 337,622.27	\$ 16,396.15	\$ 370,144.75	\$ 353,383.69	\$ 16,761.06	\$ 370,144.75	\$ 353,383.69	\$ 16,761.06	\$ 354,018.42	\$ 338,308.93	\$ 15,711.49	45%	55%	\$ 45,115.95	Currently, MAXIMUS abandonment rate is at 5%. MAXIMUS recommends to increase the abandonment rate to 10% for ISD Portal Support.  <b>Risk(s):</b> As abandonment rate increases, repeated calls increase. <b>MAXIMUS Need:</b> MAXIMUS would need to have a decision made by 4/26/2019 to receive savings for the May billing.	Medium	5/1/2019	9/30/2019
1.022.R.1 ISD Portal	491xx9170	\$ 756,147.01	\$ 353,748.60	\$ 202,519.20	\$ 151,229.40	\$ 337,622.27	\$ 186,392.87	\$ 151,229.40	\$ 353,383.69	\$ 202,154.29	\$ 151,229.40	\$ 353,383.69	\$ 202,154.29	\$ 151,229.40	\$ 338,304.93	\$ 187,075.53	\$ 151,229.40	50%	50%	\$ 415,880.86	In addition to the cost savings identified in the line items above, MAXIMUS will also reduce billings by a total of \$756k, representing a monthly invoice discount of \$151,200 (from May-September 2019). Given the various billing category options and the monthly spend, MAXIMUS recommends the discount be applied to the ISD Portal line item. However, MAXIMUS defers to MDHHS to determine the final decision on where the discount should be applied. MAXIMUS is also requesting that should any added savings be found that can be attributed to other line items, this \$756k fund will be reduced by an equal amount.  <b>Risk(s):</b> None. <b>MAXIMUS Need:</b> None	Low	5/1/2019	9/30/2019
1.022.R.1 ISD Portal	491xx9170	\$ 756,147.01	\$ 353,748.60	\$ 202,519.20	\$ 151,229.40	\$ 337,622.27	\$ 186,392.87	\$ 151,229.40	\$ 353,383.69	\$ 202,154.29	\$ 151,229.40	\$ 353,383.69	\$ 202,154.29	\$ 151,229.40	\$ 338,304.93	\$ 187,075.53	\$ 151,229.40	50%	50%	\$ 415,880.86		Low	5/1/2019	9/30/2019
		\$3,620,128.33		\$375,599.22		\$739,301.46		\$840,665.06		\$840,588.06		\$840,588.06		\$840,588.06		\$813,974.54			\$1,547,667.63					

\*Savings based on 4 months or 5 months based on implementation timeline(s).

	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Total	State Savings	Difference
1.022.M ACA Enhancements	\$114,400.00	\$114,400.00	\$114,400.00	\$114,400.00	\$114,400.00	\$572,000.00		
1.022.M ACA Enhancements Staff Reduction	(\$7,800.00)	(\$15,600.00)	(\$15,600.00)	(\$15,600.00)	(\$15,600.00)	(\$70,200.00)	\$0.00	(\$70,200.00)
1.022.M ACA Enhancements Revised	\$106,600.00	\$98,800.00	\$98,800.00	\$98,800.00	\$98,800.00	\$501,800.00		
1.022.M ACA Enhancements Rate Reduction	(\$2,665.00)	(\$2,470.00)	(\$2,470.00)	(\$2,470.00)	(\$2,470.00)	(\$12,545.00)	\$14,300.00	\$1,755.00
1.022.M ACA Enhancements Revised	\$103,935.00	\$96,330.00	\$96,330.00	\$96,330.00	\$96,330.00	\$489,255.00		
1.022.M ACA Ops Support	\$41,600.00	\$41,600.00	\$41,600.00	\$41,600.00	\$41,600.00	\$208,000.00		
1.022.M ACA Ops Support Staff Reduction	(\$10,400.00)	(\$20,800.00)	(\$20,800.00)	(\$20,800.00)	(\$20,800.00)	(\$93,600.00)	\$171,990.00	\$78,390.00
1.022.M ACA Ops Support Revised	\$31,200.00	\$20,800.00	\$20,800.00	\$20,800.00	\$20,800.00	\$114,400.00		
1.022.M ACA Ops Support Rate Reduction	(\$780.00)	(\$520.00)	(\$520.00)	(\$520.00)	(\$520.00)	(\$2,860.00)	\$5,200.00	\$2,340.00
1.022.M ACA Ops Support Revised	\$30,420.00	\$20,280.00	\$20,280.00	\$20,280.00	\$20,280.00	\$111,540.00		
1.022.M MAXeb Enhancements	\$114,400.00	\$114,400.00	\$114,400.00	\$114,400.00	\$114,400.00	\$572,000.00		
1.022.M MAXeb Enhancements Rate Reduction	(\$2,860.00)	(\$2,860.00)	(\$2,860.00)	(\$2,860.00)	(\$2,860.00)	(\$14,300.00)	\$14,300.00	\$0.00
1.022.M MAXeb Enhancements Revised	\$111,540.00	\$111,540.00	\$111,540.00	\$111,540.00	\$111,540.00	\$557,700.00		
1.022.M MAXeb Ops Support	\$143,645.00	\$143,645.00	\$143,645.00	\$143,645.00	\$143,645.00	\$718,225.00		
1.022.M MAXeb Ops Support Staff Reduction	(\$20,800.00)	(\$41,600.00)	(\$41,600.00)	(\$41,600.00)	(\$41,600.00)	(\$187,200.00)	\$147,420.00	(\$39,780.00)
1.022.M MAXeb Ops Support Revised	\$122,845.00	\$102,045.00	\$102,045.00	\$102,045.00	\$102,045.00	\$531,025.00		
1.022.M MAXeb Ops Support Rate Reduction	(\$3,071.00)	(\$2,551.00)	(\$2,551.00)	(\$2,551.00)	(\$2,551.00)	(\$13,275.00)	\$16,651.00	\$3,376.00
1.022.M MAXeb Ops Support Revised	\$119,774.00	\$99,494.00	\$99,494.00	\$99,494.00	\$99,494.00	\$517,750.00		
1.022.M OFA Enhancement	\$358,800.00	\$358,800.00	\$358,800.00	\$358,800.00	\$358,800.00	\$1,794,000.00		
1.022.M OFA Enhancement Rate Reduction	(\$8,970.00)	(\$8,970.00)	(\$8,970.00)	(\$8,970.00)	(\$8,970.00)	(\$44,850.00)	\$44,850.00	\$0.00
1.022.M OFA Enhancement Revised	\$349,830.00	\$349,830.00	\$349,830.00	\$349,830.00	\$349,830.00	\$1,749,150.00		
1.022.M OFA Ops Support	\$242,320.00	\$242,320.00	\$242,320.00	\$242,320.00	\$242,320.00	\$1,211,600.00		
1.022.M OFA Ops Support Rate Reduction	(\$6,058.00)	(\$6,058.00)	(\$6,058.00)	(\$6,058.00)	(\$6,058.00)	(\$30,290.00)	\$30,290.00	\$0.00
1.022.M OFA Ops Support Revised	\$236,262.00	\$236,262.00	\$236,262.00	\$236,262.00	\$236,262.00	\$1,181,310.00		
							\$445,001.00	(\$34,119.00)

**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909



**CONTRACT CHANGE NOTICE**

Change Notice Number 27  
 to  
 Contract Number 071B1300215

<b>CONTRACTOR</b>	MAXIMUS HEALTH SERVICES, INCORPORATED
	11419 Sunset Hills Road
	Reston, VA 20190
	Laurie Westfall
	517-324-3101
	laurielwestfall@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Douglas Glaser	DTMB
		517-898-3982	
		glaserd@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

<b>DESCRIPTION OF CHANGE NOTICE</b>				
<b>OPTION</b>	<b>LENGTH OF OPTION</b>	<b>EXTENSION</b>	<b>LENGTH OF EXTENSION</b>	<b>REVISED EXP. DATE</b>
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$454,015,727.00	\$0.00	\$454,015,727.00		

**DESCRIPTION**

Effective October 1, 2018, the attached Attachment A ("MAXIMUS Call Center Services Att A as of 2-15-19") hereby replaces and supersedes any and all previous versions.

A.) This is an update to the call tiers specifically for the current contract 1.022.Q.C DHHS Call Center Support (Customer Service Call Center), 1.022.R.1. ISD Portal Support (MI Bridges Support Help Desk), and 1.022.Q.b Provider Services including Nursing Facility Transition (Atypical line), 1.022.Q.b2 Provider Services -Part 2 (medical).

B.) The tier updates for 1.022.R.1. ISD Portal Support (MI Bridges Support Help Desk), ,1.022.Q.b Provider Services including Nursing Facility Transition (Atypical line), 1.022.Q.b2 Provider Services -Part 2 (medical) are to accommodate future growth on the call lines such as if more providers enroll with CHAMPS due to pushes by the Department to do so and upcoming edits on encounters/claims.

However, the CSCC has had call volumes greatly above what is in the current contract. For this line to be adequately staffed and answered per our service level agreements, the increased tiers are needed. As UCL counties expanded, the number of calls to the CSCC line also increased. The volumes for this phone line are consistently and significantly higher than the call



tiers in the contract. Taking into account October 2018 -September 2019, the combination of volumes and estimates makes this an increase for FY19 of \$ 2,602,019.35.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	<b>a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL</b>	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
Outreach and Cooperation with Agencies	1.022.E	Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES</b>	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for <b>monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902
b) MICHild and Healthy Kids Medicaid		<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352
e) Program-related mailings		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	e.12) \$545,235	e.12) \$545,235	e.12) \$545,235	e.12) \$545,235	e.12) \$545,235
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$1,051	\$1,051	\$1,051	\$1,051	\$1,051
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL</b>	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444	l) \$4,757,444
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239	m) \$5,086,239
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552	n) \$5,676,552
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764	o) \$6,061,764

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.</b>	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691	l) \$6,446,691
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708	m) \$7,091,708
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139	n) \$7,795,139
o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599	o) \$8,396,599		
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.</b>	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962	l) \$8,713,962
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705	m) \$9,317,705
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811	n) \$10,238,811
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917	o) \$11,159,917
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.</b>	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883	l) \$8,968,883
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690	m) \$9,613,690
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145	n) \$10,589,145
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168	o) \$11,455,168
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755	l) \$13,042,755
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643	m) \$14,229,643
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544	n) \$15,600,544
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687	o) \$16,894,687
Provider Services - Part 2	1.022.Q.b2	<b>a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666
		l) Fixed price for monthly call volume at least 130% greater than 25,000, including all related sub-tasks	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603	l) \$17,183,603
		m) Fixed price for monthly call volume at least 150% greater than 25,000, including all related sub-tasks	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164	m) \$18,736,164
		n) Fixed price for monthly call volume at least 175% greater than 25,000, including all related sub-tasks	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185	n) \$20,535,185
		o) Fixed price for monthly call volume at least 200% greater than 25,000, including all related sub-tasks	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663	o) \$22,376,663



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL</b>	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934	l) \$1,958,934
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215	m) \$2,081,215
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357	n) \$2,268,357
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326	o) \$2,393,326
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295	p) \$2,518,295
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866	q) \$2,763,866
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835	r) \$2,888,835
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805	s) \$3,013,805
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.</b>	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884	l) \$3,324,884
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283	m) \$3,634,283
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986	n) \$3,939,986
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407	o) \$4,436,407
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110	p) \$4,742,110
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049	q) \$4,992,049
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589	r) \$5,362,589
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527	s) \$5,612,527
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.</b>	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908	l) \$4,930,908
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589	m) \$5,362,589

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496	n) \$5,737,496
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143	o) \$6,382,143
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015	p) \$6,907,015
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969	q) \$7,489,969
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877	r) \$7,864,877
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387	s) \$8,360,387
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 9.1 AND 12.0 MINUTES PER CALL.	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805	a) \$3,013,805
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367	b) \$3,258,367
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002	c) \$3,512,002
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564	d) \$3,756,564
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362	e) \$3,945,362
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407	f) \$4,436,407
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969	g) \$4,680,969
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767	h) \$4,869,767
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330	i) \$5,114,330
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965	j) \$5,367,965
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527	k) \$5,612,527
		l) Fixed price for monthly call volume at least 130% greater than 17,000, including all related sub-tasks	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459	l) \$6,417,459
		m) Fixed price for monthly call volume at least 150% greater than 17,000, including all related sub-tasks	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302	m) \$7,097,302
		n) Fixed price for monthly call volume at least 175% greater than 17,000, including all related sub-tasks	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943	n) \$7,652,943
		o) Fixed price for monthly call volume at least 200% greater than 17,000, including all related sub-tasks	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387	o) \$8,360,387
		p) Fixed price for monthly call volume at least 225% greater than 17,000, including all related sub-tasks	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865	p) \$8,980,865
		q) Fixed price for monthly call volume at least 250% greater than 17,000, including all related sub-tasks	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161	q) \$9,845,161
		r) Fixed price for monthly call volume at least 275% greater than 17,000, including all related sub-tasks	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803	r) \$10,400,803
		s) Fixed price for monthly call volume at least 300% greater than 17,000, including all related sub-tasks	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281	s) \$11,021,281
MDHHS Call Center Universal Case Load Supplemental	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Services		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b>	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917	l) \$6,365,917

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971	m) \$7,019,971
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792	n) \$7,654,792
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112	o) \$8,222,112
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933	p) \$8,856,933
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721	q) \$9,791,721
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972	l) \$9,578,972
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542	m) \$10,426,542
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860	n) \$11,435,860
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333	o) \$12,470,333
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103	p) \$13,517,103
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427	q) \$14,463,427
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247



**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989
		l) Fixed price for monthly call volume at least 130% greater than 22,500, including all related sub-tasks	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849	l) \$12,663,849
		m) Fixed price for monthly call volume at least 150% greater than 22,500, including all related sub-tasks	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606	m) \$13,828,606
		n) Fixed price for monthly call volume at least 175% greater than 22,500, including all related sub-tasks	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083	n) \$15,242,083
		o) Fixed price for monthly call volume at least 200% greater than 22,500, including all related sub-tasks	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725	o) \$16,511,725
		p) Fixed price for monthly call volume at least 225% greater than 22,500, including all related sub-tasks	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833	p) \$18,013,833
		q) Fixed price for monthly call volume at least 250% greater than 22,500, including all related sub-tasks	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469	q) \$19,346,469
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578



**STATE OF MICHIGAN**  
**CENTRAL PROCUREMENT SERVICES**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **26**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Courtney Flores	DTMB
		(517) 249-0452	
		floresc@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE</b>
April 1, 2011	March 31, 2017	11 - 1 Year	March 31, 2023
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input checked="" type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>MINIMUM DELIVERY REQUIREMENTS</b>
N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$454,015,727.00	\$0.00	\$454,015,727.00		

**DESCRIPTION**

Effective November 30, 2018, this Contract is hereby amended to incorporate the following:

- The attached Maximus Statement of Work to amend the Michigan Enrollment Broker Services Contract to extend the Enhancement and Operations Support resources and Server Management for MAXIMUS Systems, and for data storage for MI Health Account beneficiary correspondence has been added to to this Contract.
- The attached Maximus Statement of Work to provide Nursing Facility Transition Call Center services has been added to this Contract.
- Attachment A, Pricing is deleted and replaced with the attached.
- The Initial Available Options for this Contract have been updated to include the additional ten, one - year options that were added with Change Notice 22, per Policy 5.7.6. Useful Life.

All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement and DTMB Procurement approval.





## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215**

### **INTRODUCTION:**

This Statement of Work (“SOW”) amends the Michigan Enrollment Broker Services (“MI EBS”) contract 071B1300215 (“Contract”) to extend the Enhancement and Operations Support resources and Server Management (“Hosting”) for MAXIMUS Systems, and for data storage for MI Health Account (“MIHA”) beneficiary correspondence.

### **BACKGROUND:**

This SOW amends the Contract for MAXIMUS Health Services, Inc. (“Contractor”). All terms, conditions, pricing and specifications contained in the Contract and subsequent Contract Change Notices (“CCN”) remain in full force and effect. Capitalized terms not defined in this SOW shall have the meaning ascribed in the Contract as amended.

MAXIMUS provides services and Information Technology systems that support the Michigan Department of Health and Human Services (“MDHHS”) healthcare programs application acceptance/processing, health plan enrollment correspondence, and payment collection and processing services.

### **PROJECT OBJECTIVE:**

Provide ongoing Hosting and Operational Support for MAXIMUS technology applications and systems (collectively called “MAXIMUS Systems”) that integrate with multiple State applications and systems to fulfill the Contract service requirements.

Deliver continual System Development Lifecycle (“SDLC”), or Enhancements, to the MAXIMUS Systems that must be Tested and Implemented to support Affordable Care Act (“ACA”) and MIHA requirements. Contractor must develop Enhancements based on the MDHHS Business Integration Center (“BIC”) assigned Project Management Office (“PMO”) Governance Process.

### **SCOPE of WORK:**

The Contractor must continue to provide Hosting, Maintenance and Operations (“M&O”), and Enhancements on MAXIMUS Systems:

- ACA Systems, referred to as systems supporting Eligibility:
  - MAGI Inquiry Viewer Tool
  - Data Collection Tool (DCT)
  - Presumptive Eligibility (PE) ([healthcare4mi.com/pe](http://healthcare4mi.com/pe))

OFA Systems referred to as systems supporting Enrollment:  
 MI Health Account Oracle Financials Application (MIHA OFA)  
 Freedom to Work Oracle Financials Application (FTW OFA)  
 MIChild Oracle Financials Application (MIChild OFA)

MI Health Account Portal (mihealthaccountportal.com)

MAXeb Systems referred to as systems supporting Enrollment:

MAXeb  
 MI Enrolls Portal (healthcare4mi.com)

Contractor resource Capacity, and the Work and Deliverables required for Hosting, Maintenance and Operations (“M&O”), and Enhancements on MAXIMUS Systems are described within the Contract and prior CCNs and remain in full effect for the term of this SOW.

The Contractor must continue to provide storage space on the OFA MIHA web servers to keep 1 year of correspondence available on the corresponding portals as described within CCN 25.

The Contractor must provide additional System Operations Support resources to comply with State Standards for Change Management, Enterprise IT Policies, and Acceptable Use as required in CCN23 and to support the annual CMS MARS-e audit process.

The Contractor must add one additional MAXeb development path consisting of servers that provide a second Development, QAT, and UAT environment allowing system functionality to be simultaneously modified in two different code bases as directed by MDHHS. The additional UAT environment must align with the State’s environments to support integration and end to end testing. The Contractor must provide and host a total of 19 additional servers as follows:

Environment	Server Function
UAT 7 Servers	Web
	Job
	Portal
	ETL
	Cache
	Database
	Database
QAT 5 Servers	Web/App
	Database
	Job
	Portal
	Cache
DEV 7 Servers	ETL
	Web/App
	Database
	Job
	Portal
	Database
	Cache

**Other:**

MAXIMUS will notify the State within 1 business day via email of a change in employee employment to terminate any State systems access.

**PAYMENT SCHEDULE:**

**1. MAXIMUS System Enhancements:**

<b>State FY19 Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Enhancements</b>	<b>OFA Enhancements</b>	<b>MAXeb Enhancements</b>
1	October 2018	\$114,400.00	\$358,800.00	\$114,400.00
2	November 2018	\$114,400.00	\$358,800.00	\$114,400.00
3	December 2018	\$114,400.00	\$358,800.00	\$114,400.00
4	January 2019	\$114,400.00	\$358,800.00	\$114,400.00
5	February 2019	\$114,400.00	\$358,800.00	\$114,400.00
6	March 2019	\$114,400.00	\$358,800.00	\$114,400.00
7	April 2019	\$114,400.00	\$358,800.00	\$114,400.00
8	May 2019	\$114,400.00	\$358,800.00	\$114,400.00
9	June 2019	\$114,400.00	\$358,800.00	\$114,400.00
10	July 2019	\$114,400.00	\$358,800.00	\$114,400.00
11	August 2019	\$114,400.00	\$358,800.00	\$114,400.00
12	September 2019	\$114,400.00	\$358,800.00	\$114,400.00
<b>TOTALS:</b>		<b>\$1,372,800.00</b>	<b>\$4,305,600.00</b>	<b>\$1,372,800.00</b>
State FY19 Enhancement cost ACA, OFA, and MAXeb Totals		\$7,051,200.00		

**2. MAXIMUS System Operations Support Resources:**

CCN25 Payment Schedule **Operations Support Resources (Table 6)**, is revised and updated as shown below.

State FY19 Payment #	Month of Service Payment	ACA Operations*	OFA Operations*	MAXeb Operations
1	October 2018	\$41,600.00	\$242,320.00	\$143,645.00
2	November 2018	\$41,600.00	\$242,320.00	\$143,645.00
3	December 2018	\$41,600.00	\$242,320.00	\$143,645.00
4	January 2019	\$41,600.00	\$242,320.00	\$143,645.00
5	February 2019	\$41,600.00	\$242,320.00	\$143,645.00
6	March 2019	\$41,600.00	\$242,320.00	\$143,645.00
7	April 2019	\$41,600.00	\$242,320.00	\$143,645.00
8	May 2019	\$41,600.00	\$242,320.00	\$143,645.00
9	June 2019	\$41,600.00	\$242,320.00	\$143,645.00
10	July 2019	\$41,600.00	\$242,320.00	\$143,645.00
11	August 2019	\$41,600.00	\$242,320.00	\$143,645.00
12	September 2019	\$41,600.00	\$242,320.00	\$143,645.00
<b>TOTALS:</b>		<b>\$499,200.00</b>	<b>\$2,907,840.00</b>	<b>\$1,723,740.00</b>
State FY19 Operations cost ACA, OFA, and MAXeb Totals		\$5,130,780.00		

### 3. MAXIMUS System Server Management (Hosting):

CCN25 Payment Schedule **Server Management (Table 7)**, is revised and updated as shown below.

State FY19 Payment #	Month of Service Payment	ACA Server Mgmt	OFA Server Mgmt*	MAXeb Server Mgmt
1	October 2018	\$27,399.00	\$48,879.00	\$29,226.00
2	November 2018	\$27,399.00	\$48,879.00	\$29,226.00
3	December 2018	\$27,399.00	\$48,879.00	\$29,226.00

4	January 2019	\$27,399.00	\$48,879.00	\$29,226.00
5	February 2019	\$27,399.00	\$48,879.00	\$41,151.00
6	March 2019	\$27,399.00	\$48,879.00	\$41,151.00
7	April 2019	\$27,399.00	\$48,879.00	\$41,151.00
8	May 2019	\$27,399.00	\$48,879.00	\$41,151.00
9	June 2019	\$27,399.00	\$48,879.00	\$41,151.00
10	July 2019	\$27,399.00	\$48,879.00	\$41,151.00
11	August 2019	\$27,399.00	\$48,879.00	\$41,151.00
12	September 2019	\$27,399.00	\$48,879.00	\$41,151.00
<b>TOTALS:</b>		<b>\$328,788.00</b>	<b>\$586,548.00</b>	<b>\$446,112.00</b>
State FY19 Hosting cost ACA, OFA, and MAXeb Totals		\$1,361,448.00		

#### 4. MI Health Account– Portal Correspondence Storage

State FY19 Payment #	Month of Service Payment	MIHA (Production & DR) Correspondence Storage
1	October 2018	\$1,116.00
2	November 2018	\$1,116.00
3	December 2018	\$1,116.00
4	January 2019	\$1,116.00
5	February 2019	\$1,116.00
6	March 2019	\$1,116.00
7	April 2019	\$1,116.00

8	May 2019	\$1,116.00
9	June 2019	\$1,116.00
10	July 2019	\$1,116.00
11	August 2019	\$1,116.00
12	September 2019	\$1,116.00
<b>State FY19 Data Storage cost Totals</b>		<b>\$13,392.00</b>

### 5. MAXeb Server Management One-Time Costs

Payment for standing up the additional MAXeb environments will be made on a one-time, firm fixed cost basis once all environments are confirmed as Operational, which is expected in February 2019.

<b>One Time Activity</b>	<b>Cost</b>
Software Licenses	\$130,604.00
Setup Labor	\$54,345.00
<b>Total</b>	<b>\$184,949.00</b>

The Contractor must provide screen shots of servers clearly indicating date, OS, RAM, and storage.

### SOW VALUE SUMMARY:

<b>Payment Table #</b>	<b>Payment Description</b>	<b>TOTAL</b>
1	MAXIMUS System Enhancements	\$7,051,200.00
2	MAXIMUS System Operations Support Resources	\$5,130,780.00
3	MAXIMUS System Server Management (Hosting)	\$1,361,448.00
4	MI Health Account Portal Correspondence Storage	\$13,392.00
7	MAXeb Server Management One-Time Costs	\$184,949.00
<b>TOTAL SOW VALUE</b>		<b>\$13,741,769.00</b>

### STATE PROJECT CONTACTS:

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services

Director, Medicaid Services Administration

(517) 241-7556

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The designated DTMB Project Manager is:

**Brian Gallup**

Michigan Department of Technology, Management and Budget

Agency Services supporting Department of Health and Human Services, Medicaid

State Administrative Manager

517-241-7145

[GallupB@michigan.gov](mailto:GallupB@michigan.gov)



## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR NURSING FACILITY TRANSITION**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract **071B1300215** (“**Contract**”) in order for MAXIMUS to provide Nursing Facility Transition Call Center services. This SOW and associated prices set forth in Attachment A (leveraging existing Provider Service section {Atypical Provider Services} 1.022.Q.b), modifies the scope of work and deliverables in section 1.022. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this SOW will continue to be provided based on the approved contract, including approved change orders, as appropriate.

### **BACKGROUND:**

MAXIMUS will expand their existing call center services operations to handle customer support for the Nursing Facility Transition and to facilitate efficient call handling to assist individuals (nursing home patients, family members, or guardians) and/or nursing home facilities (Medical Social Workers and/or Discharge Planners) that are interested in the program.

### **SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the MI EBS contract involved in this change notice.

1. Operations
  - a. MAXIMUS will operate the Nursing Facility Transition Services Call Center at its East Lansing facility in space approved under Change Order #11 to the MI EBS contract. Should volumes increase or additional services be added to this scope, facility space would need to be assessed for capacity.
  - b. The Nursing Facility Transition Services Call Center will use a new toll-free telephone number.
  - c. Hours of operation will be Monday through Friday, 8 am to 5 pm Eastern Time, except for state holidays.
2. Staffing
  - a. MAXIMUS will leverage existing call center representatives (CSRs) from the Provider Services (Atypical Provider Services) Call Center; where staff will be trained to handle the additional calls from the Nursing Facility Transition program.
  - b. At the onset of the implementation, MAXIMUS will cross train the existing staff in accordance with an approved project schedule.
3. Call Handling
  - a. Provide basic referral to agency providers in regards to enrollment assessment inquiries and informational assistance for the Nursing Facility Transition program.



- b. Calls will be documented in the State of Michigan CRM system in accordance with MDHHS policies and procedures.
  - c. On-site phone counselors will utilize a language translation service to provide services for languages other than English.
  - d. On-site phone counselors will use the call flow scripts approved by MDHHS.
4. Call Volume
- a. The call length is projected to be between 5 to 10 minutes per call.
  - b. The average call volume is expected to be 200 calls per month. The average call volume may increase temporarily when there are seasonal trends, usually during summer months and prior to the holiday season.
  - c. There are two types of callers – 1) Providers consisting of Nursing Facilities Discharge Planners or Medical Social Workers, which are 20% of the call volume and; 2) individuals consisting of individuals, family members, or guardians of individuals, which are 80% of the call volume.
5. Interactive Voice Response (IVR) system
- a. MAXIMUS will design, implement, and operate IVR system to direct route callers using a new toll-free number to the CSR.
  - b. No options will be needed for the IVR.
  - c. Nursing Facility Transition Call Center will be equipped with a telecommunications device for the hearing impaired with the existing TTY (866-501-5656) and (888-263-5897) and translation services will be available for non-English speaking callers.
  - d. A voice mailbox is requested and must be available for after hours with a callback made the next business day.
6. Desk Reference
- a. MAXIMUS will develop and maintain an electronic Desk Reference, with revisions made within 7 business days of MDHHS approval, or in the case of an emergent request as expeditiously as possible. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
  - b. The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer calls.
  - c. MDHHS will be provided with the electronic Desk Reference and all updates monthly to ensure they are aware of MAXIMUS call handling procedures.
7. Integrated Quality Assurance (QA) Program
- a. MAXIMUS will develop and maintain a QA program for the Nursing Facility Transition program similar to the QA program used for other MI EBS call center operations.
  - b. MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.
8. Reports
- a. MAXIMUS will work with MDHHS to develop new reports using current MI EBS format samples as the baseline.
9. Performance Standards

- a. The service level agreements (SLAs) set forth in Section 1.071C(a), 1 through 4, and Section 1.071C(b) of the Contract apply to the Nursing Facility Transition program and tasks described in this SOW.
- b. MAXIMUS will continue to conduct the post call surveys that assess the quality of call handling similar to the surveys conducted for all other calls handled by MAXIMUS through the contract.

**One-time Implementation Price:** \$35,000. Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including IVR direct option, training, reports and documentation, etc.).

**Ongoing Monthly Price:**

- a. See Attachment A, Provider Services 1.022.Q.b (Atypical Provider Services).
- b. MAXIMUS will allocate the appropriate percentage for the Nursing Facility Transition program, based on actual call volume against the overall call tier used in Atypical Provider Services Call Center as this is now a shared call center.

MAXIMUS Attachment A as of November 30, 2018  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

MAXIMUS Attachment A as of November 30, 2018  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673		

MAXIMUS Attachment A as of November 30, 2018  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993

**MAXIMUS Attachment A as of November 30, 2018**  
**DTMB Contract No. 071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572		

MAXIMUS Attachment A as of November 30, 2018  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
DHS Lobby Phones	1.022.A.1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812
DHS Lobby Phones	1.022.A.1	Price per call minute connected to a live agent	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
		Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
		Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Outreach and Cooperation with Agencies	1.022.E	Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration	1.022.G & 1.022.M						

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
a) Administrative Support for co-located DHS staff, including space used for call center operations.		a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MIChild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume up to 14,500, including all related sub-tasks</b> <b>BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES</b>	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997
		b1.1) Fixed price for <b>monthly call volume up to 14,500, including all related sub-tasks</b> <b>BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352

MAXIMUS Attachment A as of November 30, 2018  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for MIChild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293
		Fixed price for MIChild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235
		Fixed price for MIChild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$1,051	\$1,051	\$1,051	\$1,051	\$1,051
Online Application System (MIChild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$884,168	a) \$884,168	a) \$884,168	a) \$884,168	a) \$884,168
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$937,852	b) \$937,852	b) \$937,852	b) \$937,852	b) \$937,852
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$943,708	c) \$943,708	c) \$943,708	c) \$943,708	c) \$943,708
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$997,391	d) \$997,391	d) \$997,391	d) \$997,391	d) \$997,391
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$999,343	a) \$999,343	a) \$999,343	a) \$999,343	a) \$999,343
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Atypical Provider Services) - Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
Provider Services (Atypical Provider Services) - Including Nursing Facility Transition	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services (Including Nursing Facility Transition)	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	<b>a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	<b>a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578

**FOR THE CONTRACTOR:**

**Maximus Health Services, Inc.**

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Company Name

---

Authorized Agent Signature

---

Authorized Agent (Print or Type)

---

Date

**FOR THE STATE:**

---

Signature

**Courtney Flores, Category Analyst**

---

Name and Title

**DTMB Procurement**

---

Agency

---

Date



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **25**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Julianne Denny	MDHHS
		517-335-6710	
		dennyj@Michigan.gov	
	<b>Contract Administrator</b>	Courtney Flores	DTMB
		517-249-0452	
		floresc@michigan.gov	

**CONTRACT SUMMARY**

**ENROLLMENT BROKER SERVICES - DCH**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023

PAYMENT TERMS	DELIVERY TIMEFRAME
0.3NET5, 0.2NET7, 0.1NET10 and NET45	N/A

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
\$454,015,727.00	\$0.00	\$454,015,727.00

**DESCRIPTION**

Effective May 30, 2018, this Contract is hereby amended to incorporate the following:

1. Maximus Statement of Work (SOW) to provide for operational and call center services for MI Marketplace Option, for a Provider Support Services call center, Healthy Kids Dental and for Business Continuity Plan Services.
2. Attachment A, Pricing effective January 1, 2018 to March 31, 2018, is replaced with the attached.
3. Attachment A, Pricing effective as of April 1, 2018, is replaced with the attached.
4. Maximus Statement of Work (SOW) to include ongoing Enhancement and Operations Support resources and infrastructure for the MAXeb Enrollment Broker System, for data storage for MI Health Account and MI Marketplace Option beneficiary correspondence, and additional enhancements to the MAXeb system for Change Control 4987 to support implementation of BIC2492.
5. The attached Federal Provision Addendum has been added to this Contract.
5. Please note the Program Manager has been changed to Julianne Denny: Phone: 517-335-6710; Email: dennyj@michigan.gov, per Section 2.022 and 2.023.

All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement and DTMB Procurement approval.



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR OPERATIONAL AND CALL CENTER SERVICES FOR MI MARKETPLACE OPTION, FOR PROVIDER SUPPORT SERVICES CALL CENTER, FOR EXPANDED CALL CENTER SERVICES FOR HEALTHY KIDS DENTAL AND FOR BUSINESS CONTINUITY PLAN SERVICES**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract for MAXIMUS to provide for operational and call center services for MI Marketplace Option, for a Provider Support Services call center, Healthy Kids Dental and for Business Continuity Plan Services. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this SOW will continue to be provided based on the approved MI EBS contract, including approved change orders, as appropriate. Capitalized terms not otherwise defined herein shall have their generally accepted meaning or as defined in the MI EBS contract.

**BACKGROUND:**

**MI Marketplace Option Operational and Call Center Services** - As required by the Section 1115 Demonstration Amendment approved by the Centers for Medicare & Medicaid Services (CMS) and P.A. 107 of 2013, certain Healthy Michigan Plan beneficiaries must obtain health care coverage through a Health Plan participating on the federal Marketplace. The MI Marketplace Option will be effective as of April 1, 2018, with rolling enrollment thereafter. Healthy Michigan Plan beneficiaries who have incomes above 100% of the Federal Poverty Level (FPL) and have not completed the healthy behavior requirements outlined in the Healthy Behaviors Protocol must transition to the MI Marketplace Option, absent an applicable exemption. Michigan Department of Health and Human Services (MDHHS) will utilize MAXIMUS, as an enrollment broker, to facilitate enrollment into non-Medicaid Health Plans. In order to stay in their current Healthy Michigan Plan health plan, beneficiaries who are MI Marketplace Option eligible will be able to call the Health Risk Assessment Unit (HRA Unit) before MDHHS deadlines to complete a health risk assessment (HRA) and select a healthy behavior. MDHHS will utilize MAXIMUS, as the HRA Unit, effective February 20, 2018. Starting in July, 2018, MDHHS will utilize MAXIMUS for MI Marketplace Option premium operations and collections.

**Expanded Provider Support Services Call Center** - To facilitate efficient call handling for health care providers that serve MDHHS beneficiaries, MAXIMUS will expand their provider services operations to handle call center support for Medicaid Medical Health Care Providers, including, but not limited to, typical providers such as hospitals, doctors and doctors' offices, nursing homes, and atypical providers such as behavioral health providers, non-emergency medical transportation and others such as dentists and dental offices effective April 9, 2018.

**Expanded Call Center Services For Healthy Kids Dental** - The MDHHS improved the quality and access of oral health services for its younger population through expansion of its managed care

Dental Service delivery model, Healthy Kids Dental (HKD). MDHHS will utilize MAXIMUS to incorporate dental enrollment changes, inquiry calls, and letters into the MI EBS operations for the Healthy Kids Dental (HKD) project, whose health plans are expected to be effective October 1, 2018.

**Business Continuity Plan Services** – MAXIMUS will establish Business Continuity Planning models for the MI EBS project and provide a project scope that aligns with operational requirements and client expectations in the event of a disaster. The model objectives are to provide Business Continuity where a Hot Site Service Support Model is immediately established and runs parallel with the East Lansing Michigan day-to-day operations. The Hot Site Service Support Model will be located at the MAXIMUS Business Continuity facility in Hampton, VA, and is expected to be effective April 30, 2018.

## **SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the MI EBS contract involved in this change notice for:

### **A. ALL CALL CENTER OPERATIONS**

- 1) If the total call volume, across all phone lines, exceeds 450,000 calls per month, the State agrees that the Service Level Agreements (SLAs) applicable to the call center services (specific to 100% Calls Answered within four rings, Average Wait Time in Queue not exceeding three minutes, Abandoned Call Rate not exceeding 5% and 100% of After-hour Calls will be returned the following business day) will not be enforced until MAXIMUS and State jointly develop and approve a plan to address the increased call volumes as stated under Section 5.1.2 in CCN #22.
- 2) No increase in the facility space approved under Change Notice #11 will be required. Should volumes increase or additional services be added to this scope, facility space would need to be assessed for capacity.
- 3) On-site phone counselors will utilize a language translation service to provide services for languages other than English.

### **B. MI MARKETPLACE OPTION OPERATIONAL AND CALL CENTER SERVICES**

Based on the assumptions and requirements outlined, the following is the scope of work that needs to be completed prior to go-live:

#### **1) Operations – there will be three operations involved in this SOW:**

- a) MI EBS Call Center
  - i. Expecting an increase in volume due to enrollment requirements; additional staff may be required.
  - ii. Desk Reference will need to be updated to address enrollment, disenrollment, medically frail and healthy behaviors initiatives.
  - iii. Fulfillment volume may peak at initial enrollment – however, there will be a monthly increase in letters and medically exempt forms.
- b) HRA Unit
  - i. Large volume of calls expected from the MDHHS beneficiary notification letter informing them that they qualify for MI Marketplace Option health plan if they do not complete an HRA. The letter is scheduled to be mailed by February 15, 2018,

and thereafter, there will be a notification letter sent monthly by the 15<sup>th</sup> of the month for newly qualified beneficiaries.

- ii. Out of the initial 13,550 letters being mailed by MDHHS on February 15, 2018, it's expected that only 60% will respond to engage in an HRA – additional staffing is needed for two to three months (anticipating up to 20 staff for the HRA Unit).
  - iii. The unit will be staff by a registered nurse (RN) supervisor and HRA Advisors (licensed registered nurses and/or master degree health educators). HRA Advisors will have knowledge of Prochaska and DiClemente's Stages of Change Model.
  - iv. Desk Reference materials will need to be created to train HRA Unit staff.
- c) Premium Collections Group
- i. MAXIMUS will utilize an Oracle Financial Application (OFA) system for premium collections for MI Marketplace Options.
  - ii. MAXIMUS will establish new bank accounts and an online payment website.
  - iii. Premium Collections staff will be increased to accommodate the anticipated volumes of 6,000 payments per month. Volumes by tier will be included in Attachment A.
  - iv. MI Marketplace instance of OFA to start June 22, 2018. Initial monthly billing starts July 20, 2018.

## **2) MI EBS Call Center Operations**

- a) Call Center Handling – calls will be handled by the MI EBS Call Center regarding Healthy Michigan Plan (HMP) questions, inquiries on MI Marketplace Option enrollment options, requests for Medically (Frail) Exempt forms and transfer requests to the HRA Unit.
- i. MI Marketplace Option will use the existing toll free number under MI Enrolls (800-975-7630), Beneficiary Help Line (800-642-3195) and existing TTY (866-501-5656) and (888-263-5897).
  - ii. On-site phone counselors will provide services in English, and when available, in Spanish and in Arabic.
  - iii. On-site phone counselors will also utilize a language translation service to provide services for other languages or Spanish and Arabic if on-site phone counselors are not available. This is consistent with current call center operations.
  - iv. On-site phone counselors will use the call flow scripts approved by MDHHS.
  - v. MAXIMUS phone counselors will authenticate callers, when they are an existing beneficiary and for appropriate calls, using the MDHHS Authorized Representative chart.
  - vi. All calls will be recorded for quality assurance purposes. Retention of these recordings will follow the current call recording storage requirements.
  - vii. Phone counselors will be trained on the requirements of MI Marketplace Option, Medically Exempt form requests and transfer requests for HRAs as it pertains to the HRA Unit.
  - viii. Phone counselors will generate the Medically Exempt form upon request.
    - 1. MAXIMUS will send out the Medically Exempt form to the beneficiary documenting the request in State of Michigan Customer Relationship Management system (SOM CRM) and create a service request (SR) to MAXIMUS.
    - 2. Confirmation Process

- a. When the completed Medically Exempt form is received, MAXIMUS will make a copy of the form and send it to Enrollment Services Section (ESS) for scanning into FileNet.
      - b. The Medical Exemption will be marked yes by ESS in a SOM System. Once ESS sets the medically frail indicator, ESS will send the SR back to MAXIMUS to mail the beneficiary a confirmation letter that the request has been processed.
    - 3. Incomplete Exempt forms
      - a. If MAXIMUS receives a Medically Exempt form that is incomplete, MAXIMUS will create an SR to document that the Medically Exempt form has been received and the reason for not being able to process the form.
      - b. MAXIMUS will make a copy of the Incomplete letter and send via daily mail to ESS for scanning in FileNet.
      - c. MAXIMUS will mail an Incomplete letter to the beneficiary with any enclosures specified by MDHHS.
    - 4. Removal process
      - a. If a beneficiary or authorized representative, requests to no longer be Medically Exempt, the request needs to be in writing to MAXIMUS.
      - b. Once the written request is received, MAXIMUS will create an SR to send to ESS for the Medical Exemption to be removed.
      - c. MAXIMUS will make a copy of the beneficiary letter and send it to ESS for scanning into FileNet. ESS will send the Removal Letter from SOM CRM to the beneficiary after processing the removal.
    - 5. All hard copy letters from beneficiary will be stored at MAXIMUS for 90 days.
    - 6. MAXIMUS will use the existing MI Enrolls post office box address for the Medically Exempt form mailings. The total distribution process will take 10 minutes per form. MAXIMUS estimates 2,000 mailings and 200 per month ongoing – estimating 4,000 mailings annually, which includes the Medically Exempt form and three letters per request or 7,000 letters per year.
  - b) Call Center Volume
    - i. MAXIMUS expects to receive a peak in call center call volumes as it pertains to enrollment – a 10% increase of Marketplace eligible beneficiaries is expected during the initial launch of MI Marketplace Option.
  - c) Interactive Voice Response (IVR) system for the Call Center
    - i. MI Marketplace Option will use an existing MI EBS Call Center toll free number and IVR operated by MAXIMUS under Section 1.022.1 of the MI EBS contract.
    - ii. IVR options on the existing MI EBS Call Center toll free number will need to be updated for MI Marketplace Option Enrollment on the Beneficiary Helpline IVR.
- 3) MI Marketplace Option Desk Reference**
- a) MAXIMUS will develop and maintain electronic Desk Reference information consistent with current MI EBS contract requirements.
- 4) Health Risk Assessment Unit (HRA Unit)**
- a) HRA Unit Call Handling
    - i. The hours of operation are Monday through Friday 8:00 am to 5:00 pm Eastern Time.
    - ii. MAXIMUS will deploy one (1) daily outbound dialer campaign that provides informative messages and allows for the caller to transfer back to the HRA Unit to complete their health risk assessment.



- iii. Due to the unique needs of the launch of the MI Marketplace Option program, to better prepare for yet to be determined HRA call volume, anticipated to be as high as 13,550 calls during a 45 business day period, MAXIMUS will leverage a subcontractor for Phase 1, to handle the wide-range of calls expected.
  - iv. For Phase 2, after June 29, 2018, MAXIMUS will bring the HRA Unit in-house.
  - v. Ongoing volumes, after the initial launch, are expected to range from 1,500 calls per month. Pricing has been developed for both options in Attachment A – subcontractor (Phase 1) and in-house (Phase 2).
  - vi. The HRA Unit will utilize a language translation service to provide services for other languages as well as Spanish and Arabic.
  - vii. All calls will be recorded for quality assurance purposes. Retention of these recordings will follow the current call recording storage requirements.
  - viii. All calls will be forwarded for an after-call customer satisfaction survey.
  - ix. Beneficiary will be able to reach the unit directly through a new toll free number.
  - x. Calls received from beneficiaries could be warm transferred from MI EBS call center or from a health plan.
- b) HRA Unit Call Volume and Average Call Length
- i. MDHHS will mail about 13,550 beneficiary notification letters that they are eligible for MI Marketplace Option to be mailed by February 15, 2018.
  - ii. MAXIMUS will create a dialer file from MDHHS mail file on or before February 15, 2018 and thereafter, ongoing on the 15<sup>th</sup> of each month.
  - iii. The HRA Unit is targeted to go live on Tuesday, February 20, 2018, based on timely receipt of the mail/outbound dialer file being received on or before February 15, 2018.
  - iv. Of the beneficiaries newly identified for MI Marketplace Option, MAXIMUS estimates that only 60% will respond to have an HRA completed.
  - v. For the initial launch of HRA Unit, MAXIMUS is expecting up to 13,550 calls with an average call length of 10 minutes per call.
  - vi. For the HRA Unit, MAXIMUS expects 1,500 ongoing monthly HRA calls.
- c) IVR system for the HRA Unit
- i. MAXIMUS will develop and implement an HRA Unit IVR based on MDHHS approved call flows and call handling procedures to effectively and efficiently address calls.
  - ii. Should IVR changes be deemed necessary post implementation, MAXIMUS will modify the IVR as described in Change Notice #11. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.
  - iii. A new MAXIMUS toll free number will be routed into the MAXIMUS-provided IVR for the HRA Unit.
  - iv. The HRA Unit IVR is separate from the IVR required by and operated by MAXIMUS under Section 1.022.I of the MI EBS contract.
  - v. The IVR will be available in English.
  - vi. The IVR will be set up with satisfaction survey capabilities for the HRA Unit.
  - vii. MAXIMUS will create a dialer file from defined MDHHS information for the outbound dialer to route calls to the HRA Unit.
- d) HRA Unit Staff
- i. MAXIMUS will establish an HRA Unit staffed by qualified licensed registered nurses, and/or Health Educators with a Master's Degree, which will enable

- beneficiaries to attest to a healthy behavior through the HRA process and provide health education.
- ii. Due to the unique needs and undetermined call volume of the launch of the MI Marketplace Option program, calls are anticipated to be as high as 13,550 during a 45 business day period. MAXIMUS will leverage a subcontractor to handle the wide-range of calls expected.
  - iii. For the first two to three months of ramp up, which is the launch of the HRA Unit, the unit will be staffed with supervisor(s) with approximately twenty (20) or more HRA Advisors. MAXIMUS will use a subcontractor through June 29, 2018.
  - iv. For Phase 2, after June 29, 2018, MAXIMUS will bring the HRA Unit in-house and, it is anticipated that the unit will be staffed with one (1) supervisor and four (4) or more HRA Advisors ongoing based on the projected volume of calls.
  - v. HRA Advisors will be trained on the requirements of MI Marketplace Option, MAXeb, MDHHS Michigan's Community Health Automated Medicaid Processing System (CHAMPS), the HRA process and a review of the Prochaska and DiClemente's Stages of Change Model.
- e) HRAs
- i. During initial launch, the HRA Advisor will enter the HRA into MAXeb. A weekly manual file push will be sent to MDHHS – this is a manual process until a date agreed upon between MDHHS & MAXIMUS when the HRA Advisor will enter the HRA directly into the CHAMPS system, which will be real time.
  - ii. The HRA Advisor will update the HRA form, either in MAXeb or within CHAMPS, based on the HRA responses provided by the beneficiary. Once the HRA is completed, the HRA Advisor must set the call action indicator to make sure the beneficiary is no longer part of the outbound dialer campaign.
  - iii. The HRA Unit will provide HRAs for those beneficiaries that are in the Healthy Michigan Plan who have been identified as Marketplace eligible. HRAs can be initiated either through an inbound call and/or outbound dialer campaign.
  - iv. The HRA Unit will also handle any inbound HRA calls from MI Marketplace Option beneficiaries that the beneficiary initiates. There will be no outbound dialer campaign calls to this population.
- f) HRA Unit Desk Reference
- i. MAXIMUS will develop and maintain an electronic Desk Reference, with revisions made within 7 business days of the request. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent and accurate.
  - ii. The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS HRA Advisors will use to handle, triage or refer calls.
  - iii. MDHHS will be provided with the electronic Desk Reference and all updates on a monthly basis to ensure they are aware of MAXIMUS call handling procedures.
- g) Integrated Quality Assurance (QA) Program
- i. MAXIMUS will develop and maintain a QA program for the HRA Unit similar to the QA program used for the other MI EBS call center operations.
  - ii. MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.

## 5) Fulfillment and Reports

- a) MAXIMUS estimates that there are 16 letters that will be generated for the MI Marketplace Option program.

- b) MAXeb Mailing Volumes
  - i. For Year 1, based on the assumption of 55,000 mailings - assuming that 10,000 beneficiaries are eligible for MI Marketplace Option on April 1, 2018, when MAXIMUS starts mailing letters from MAXeb.
  - ii. For Year 2 and beyond, based on the assumption of 42,000 mailings (3,500 per month).
- c) OFA Mailing Volumes
  - i. For Year 1, based on the assumption of 100,000 mailings from July through December, 2018.
  - ii. For Year 2 and beyond, based on the assumption of 240,000 mailings (20,000 per month)
- d) Letter types for MAXeb and Oracle Financial Application (OFA) Mailings:

<b>MAXeb Letters</b>	<b>OFA Letters*</b>
Intent to Assign (IA) and Intent to Assign - Moved Out of Area (IA2) Letters	Adjustment Letter
Confirmation Letter (CN)	Refund Letter
Auto Assigned Confirmation (DE)	Welcome Letter
Re-enrollment Letter (RE)	Non-sufficient Funds Letter
Voluntary / Migrant Confirmation (CNV)	Statements
Reminder for IA (RM) and Reminder for IA2 (RM2) Letters	Pre-offset letter (starting 2019)
Forms Incomplete Letter (FI)	
Open Enrollment Letter (OE)	
Open Enrollment Voluntary Letter (OEV)	*Replacement letters for all letters

- i. MAXIMUS phone counselors will mail out Medically Exempt forms upon request – volume estimated at 1,000 per month based on 10% assumption.
- ii. MAXIMUS will work with MDHHS to develop new reports, if necessary.
- iii. MAXIMUS will work with MDHHS to develop reports for the HRA Unit.

## 6) Premium Operations

- a) Process premium payments (up to 72,000 in year one), statements/billing (Invoices), issue refunds, Non-Sufficient, adjustments/corrections, garnishment (in year 2), premium payment research, bank reconciliations, bankruptcy tracking, and customer service (respond to SRs and written communications).
- b) Premium Operations will have a new post office box and a new bank account with separate checks.
- c) MAXIMUS will hire additional Premium Operations staff.
- d) MAX OFA billing to start July 20, 2018.
- e) Not all refunds will be issued back to beneficiaries per requirements. For those refunds that are issued to Marketplace beneficiaries or third-party payor if an overpayment has aged 30 days and cannot be applied to the next monthly billing.

## 7) Performance Standards

- a) Performance standards will not change from those that are set forth in CCN #22.
- b) A Standard Level of Performance grace period (specific to 100% Calls Answered within four rings, Average Wait Time in Queue not exceeding three minutes, Abandoned Call Rate not exceeding 5% and 100% of After-hour Calls will be returned the following business day) will

be in place for the launch of the HRA Unit through March 31, 2018, to allow time to adjust to call volume trends.

**8) Pricing:**

- a) One-time Implementation Price: \$192,000. Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including Toll Free Phone Lines, reports, training, documentation, etc.).
- b) Ongoing Monthly Price: See Attachment A.
  - i. Attachment A has current MI EBS contract pricing ending March 31, 2018 and the second Attachment A has Extension pricing beginning April 1, 2018 in alignment with CCN #22.
  - ii. Initially in Phase 1, the HRA Unit is priced based on HRA calls, both completed and partially completed while outsourced. In Phase 2 when the HRA Unit is brought in-house at MAXIMUS in July, 2018, the pricing will be based on call tier modeling.
  - iii. The letter volume tiered pricing comes under Section 1.022.D of the MI EBS contract.

**C. PROVIDER SUPPORT SERVICES CALL CENTER**

**1) Call Center Operations**

- a) The hours of operation are Monday through Friday 8:00 am to 5:00 pm Eastern Time for Tier One support.
- b) To facilitate efficient call handling for MDHHS Medicaid Medical Providers, MAXIMUS will transfer ownership (from MPHI to MAXIMUS) of the Provider Support Services toll-free telephone number (800-292-2550).

**2) Call Center Provider Support Representatives (PSRs) Staffing and Training**

- a) Staffing for the call center will address service complaints, issue resolution and assist with complex billing issues.
- b) At the onset of the implementation, MAXIMUS will need to recruit, hire, and train new staff, which includes staff with claims experience. Where staff has already been hired in accordance with an approved project schedule, due to no fault of MAXIMUS, if the project go-live date is extended past the agreed upon date, and therefore trained staff will need to be retained, DHHS will cover the costs to retain the staff while rescheduling for the new go-live date.
- c) Training will be provided based on MAXIMUS training material approved by MDHHS.

**3) Call Center Operations Call Handling**

- a) MAXIMUS will receive all provider Tier One support calls.
- b) PSRs will need to have access to MILogin to access CHAMPS and the Helpdesk. PSR will provide basic CHAMPS and claims assistance for Medicaid/Medicare Providers.
- c) Refer Medicaid Medical Providers callers as appropriate to [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders) for more provider-specific information and other online resources.
- d) All calls will be documented in SOM CRM system using approved call types and reasons. MDHHS will provide call tracking codes to MAXIMUS.
- e) MAXIMUS will document, triage and route to appropriate party for resolution for approved Tier Two support calls. MDHHS will define and approve Tier One and Tier Two call types to address business needs. Tier Two calls require the expertise of MDHHS Tier 2 staff, as defined by MDHHS.
- f) The type of calls that MAXIMUS will handle are:

- i. Tier One calls – supports providers, issue research and resolution, assists with enrollments, portal assistance and password resets. Assists providers with provider enrollment, billing issues, service complaints and account discrepancies.
- ii. Triage Tier Two calls - Appropriate options are as approved and defined by MDHHS and will be a warm transfer by MAXIMUS to MDHHS.
- iii. MAXIMUS will document the warm transfer to MDHHS calls in SOM CRM. If warm transfer attempts fail to transfer, PSR will **not** leave the call in voice mail. The PSR will update the SOM CRM, if not available.
- g) On-site PSR will use the call flow scripts approved by MDHHS.
- h) MAXIMUS PSR will authenticate callers, for appropriate calls, using the MDHHS Authorized PSR chart.
- i) All calls will be recorded for quality assurance purposes. Retention of these recordings will follow the current 3 months storage requirements.

#### **4) Call Volume**

- a) MAXIMUS will handle an average of 25,000 calls per month with an average of 1,100 calls per day and with an average call length of 10 minutes or longer due to warm transfers. Providers will use the existing MDHHS toll free number, which will be transferred over to MAXIMUS.
- b) MAXIMUS will staff the operation to support the base call volume for the Provider Support Services Call Center.

#### **5) IVR System**

- a. MAXIMUS will develop and implement an IVR based on MDHHS approved call flows and call handling procedures to effectively and efficiently triage and refer calls.
  - i. Should IVR changes be deemed necessary post implementation, MAXIMUS will modify the IVR as described in Change Notice #11. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.
- b. MDHHS will transfer existing toll free number, 800-292-2550, to MAXIMUS. MDHHS confirmed that there are no underlying numbers tied to this toll free number.
- c. The Provider Support Services Call Center IVR is separate from the IVR required by and operated by MAXIMUS under Section 1.022.I of the MI EBS contract.
- d. The IVR will be available in English.
- e. Appropriate options will be approved by MDHHS.
- f. IVR Reporting and after call Customer Satisfaction Survey is required.

#### **6) Desk Reference**

- a) MAXIMUS will develop and maintain an electronic Desk Reference, with revisions made within 7 business days of MDHHS approval, or in the case of an emergent request as expeditiously as possible. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
- b) MAXIMUS will conduct regular meetings with stakeholders as identified by MDHHS to ensure that the Desk Reference meets MDHHS' needs.
- c) The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer calls.

#### **7) Quality Assurance**

- a) MAXIMUS will develop and maintain a QA program for the Provider Support Services Call Center similar to the QA program used for the other MI EBS call center operations.

- b) MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.

#### **8) Reports**

- a) MAXIMUS will create Provider Support Services Call Center Reports similar to existing Atypical Provider Call Center reports, in accordance with MDHHS approval.
- b) MAXIMUS will work with MDHHS to create any report changes as necessary.

#### **9) Performance Standards**

- a) Performance standards will not change from those that are set forth in CCN #22.
- b) A Standard Level of Performance grace period (specific to 100% Calls Answered within four rings, Average Wait Time in Queue not exceeding three minutes, Abandoned Call Rate not exceeding 5% and 100% of After-hour Calls will be returned the following business day) will be in place for the Provider Support Services Call Center within a MDHHS approved timeframe, most likely 2 to 3 months, due to call complexity, lengthy training schedule and increasing planned provider registration, to allow time to adjust to call volume trends.

#### **10) Pricing:**

- a) One-time Implementation Price: \$257,000. Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including Transfer of Toll Free Phone Line, reports, training, documentation, etc.).
- b) Since the go-live date is not at the first of the month, MAXIMUS will prorate the first month's invoice. The Provider Support Services Call Center will be billed at 76% of the appropriate call tier based on call volume and average call length based on the expected go-live date of April 9, 2018.
- c) Ongoing Monthly Price: See Attachment A. Pricing for the facility and infrastructure are included in Sections 1.022.A, 1.022.B, and 1.022.G.b.1 as approved under Change Order number 11, therefore, the ongoing facility and infrastructure costs are \$0.00.

### **D. EXPANDED CALL CENTER SERVICES FOR HEALTHY KIDS DENTAL**

#### **1) Operations – Enrollment and Disenrollment:**

- a) MDHHS contracts with MAXIMUS to act as its Agent to contact and educate Medicaid beneficiaries regarding dental plan choice and assist beneficiaries to disenroll and change enrollment of their dental plan. MAXIMUS Enrollment Services will work with the dental plans as directed by MDHHS.
- b) Auto-assignment of Beneficiaries
  - i. MDHHS will automatically assign beneficiaries to the dental plan.
- c) Enrollment Effective Date
  - i. When an individual is determined to be Medicaid eligible, enrollment with a Dental Plan will begin the first day of the month eligibility is received in the State of Michigan's CHAMPS system.
  - ii. There is no enrollment cycle prior to auto-assignment.
- d) Disenrollment
  - i. Disenrollments will be done by CHAMPS.
- e) Disenrollment Requests Initiated by the Enrollee – MAXIMUS will receive the call to start the process, educate the enrollee and mail the forms.
- f) Dental Plan Changes
  - i. MAXIMUS staff will process dental plan changes when allowed per MDHHS rules.



- 2) Call Handling:**
- a) Enrollment Calls will be documented in MAXeb and general questions will still be documented in the State of Michigan CRM system in accordance with MDHHS policies and procedures.
  - b) On-site phone counselors will utilize a language translation service to provide services for languages other than English, Spanish and Arabic.
  - c) On-site phone counselors will use the call flow scripts approved by MDHHS.
  - d) Once call is completed, phone counselors will transfer call to complete an after call customer satisfaction survey.
- 3) Call Volume:**
- a) The call length is projected to be between 11 - 12 minutes per call by adding 1 minute to the medical calls to handle dental inquiries.
  - b) The average call volume is projected to be approximately 5,000 calls per month - these are the same beneficiaries, though, that would be calling in for medical.
- 4) Operations – Staffing:**
- a) Michigan Enrollment Broker Services staffing will be adjusted when necessary based on impact from call length and volumes.
  - b) Any training updates for the dental program will be provided to phone counselors as a refresher training.
- 5) IVR System:**
- a) MAXIMUS will need to revise and update the IVR specific to dental services. Minimal changes will be needed to phone prompts to include dental changes.
  - b) For the self-service IVR, there may be some changes dependent on the direction of MDHHS with continuing to utilize the self-service model.
  - c) For the satisfaction survey, there may be some changes dependent on the IVR scripting and workflow option.
- 6) Operations - Fulfillment:**
- a) Letters:
    - i. There will be separate mailings for medical and dental – estimate 9,500 letters per month.
    - ii. The following are the letter types for Healthy Kids Dental (all letters are separate from Medical except for OE):
      - 1. DE – Auto Assigned Confirmation (separate from Medical)
        - a. Potentially a conversion version and an ongoing version
      - 2. CN – Confirmation (separate from Medical)
      - 3. OE - Open Enrollment (medical and dental OE will be combined)
        - a. Potentially a conversion version and an ongoing version
      - 4. CNV - Voluntary / Migrant Confirmation (separate from Medical)
      - 5. RE – Re-enrollment (separate from Medical)
      - 6. VM - (separate from Medical)
      - 7. Conversion / transition letter
- 7) Training:**
- a) Since the changes to Healthy Kids Dental are minimal only to the inclusion of dental plans, training will only provide updates and/or refresher training.
- 8) Desk Reference:**

- a) MAXIMUS will update and maintain an electronic Desk Reference, with revisions made within 7 business days of MDHHS approval, or in the case of an emergent request as expeditiously as possible. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
- b) The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer calls.

**9) Integrated Quality Assurance:**

- a) MAXIMUS will develop and maintain a QA program for the Health Kids Dental similar to the QA program used for the other MI EBS call center operations.
- b) MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.

**10) Reporting:**

- a) Reporting for dental - cap and critical reports (CHAMPS)
- b) MAXIMUS will update existing reports and identify with the appropriate updated requirements for dental.
- c) MDHHS requests that the dental reports are NOT incorporated into the executive reports and the dental plan reports need to be separate reports.
- d) Similar to health plans, the dental plans will also receive reports.

**11) Performance Standards:**

- a. The SLAs performance standards will be aligned with CCN #22.

**12) Pricing:**

- a) One-time Implementation Price: \$25,000. Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including update IVR option, reports and documentation, etc.).
- b) Ongoing Monthly Price: See Attachment A. Pricing for the facility and infrastructure are included in Sections 1.022.A, 1.022.B, and 1.022.G.b.1 as approved under Change Order number 11, therefore, the ongoing facility and infrastructure costs are \$0.00.
- c) The letter volume tiered pricing comes under Section 1.022.D of the MI EBS contract.

**E. BUSINESS CONTINUITY PLAN SERVICES**

**1) Hot Site Service Support Model**

- 2) Hot Site Service Support Model** means to establish an alternate call center that is an extension of the current MI EBS call center as part of the Business Continuity Plan. **Hot Site Service Support Model Requirements:**

- a) Business Continuity Call Center Operations
  - i. The Business Continuity Call Center Operations will provides information security safeguards equivalent to those that are in place for MI EBS Call Center.
  - ii. Call Center Handling – calls that are handled by the Business Continuity Operations will be considered as an extension of and an additional team in the MI EBS Call Center and mirror all MI EBS Call Center operational requirements.
    - a. The Business Continuity Call Center will use the existing toll free number under MI Enrolls (800-975-7630 and 888-367-6557), Beneficiary Help Line (800-642-3195), MIChild (888-988-6300, 800-988-6300, and 800-MICHILD), Children’s Special Health Care Services (877-274-2737) and existing TTY (866-501-5656) and (888-263-5897).



- b. On-site phone counselors will provide services in English, and when available, in Spanish and in Arabic.
  - c. On-site phone counselors will also utilize a language translation service to provide services in Spanish and Arabic or in other languages, if on-site phone counselors are not available.
  - d. On-site phone counselors will use the call flow scripts approved by MDHHS.
  - e. MAXIMUS phone counselors will authenticate callers, when they are an existing beneficiary and for appropriate calls, using the MDHHS Authorized Representative chart.
  - f. All calls will be recorded for quality assurance purposes. Retention of these recordings will follow the current 3 months storage requirements, except for ICO calls which will be stored for 10 years.
  - g. Once call is completed, phone counselors will transfer call to an after-call customer satisfaction survey.
- iii. The hours of operation are Monday through Friday 8:00 am to 5:00 pm Eastern Time. In the event of a disaster, the Hot Site Support Service Model hours of operation will change to Monday through Friday 8:00 am to 7:00 pm Eastern Time as the call center ramps up.
  - iv. The Go Live date for deployment is expected to be effective April 30, 2018 and will continue through the end of the MDHHS MI EBS contract in accordance with CCN 22.
  - v. The business continuity operations will observe the same observed holidays in CCN 22.
- b) Business Continuity Call Center Phone Counselors
    - i. The Call Center Phone Counselors will be an extension of the MI EBS call center operations and will follow the same requirements and procedures designated in CCN 22.
  - c) Business Continuity Call Center Staffing
    - i. MAXIMUS will create a Business Continuity Call Center team consisting of 20 CSRs, 2 Leads and 1 supervisor.
    - ii. The Business Continuity Call Center team will parallel in process and procedures as an extended arm of the MI EBS Call Center in East Lansing, Michigan.
  - d) Reporting
    - i. MAXIMUS will leverage the East Lansing Quality Assurance and Work Force Management (WFM) teams for quality reporting and monitoring.
    - ii. Reporting process will remain consistent with CCN 22.
  - e) Access of MI EBS Environments and Workstations
    - i. The Business Continuity Operations will have the same access to MAXIMUS internal systems as the MI EBS Project.
    - ii. The Business Continuity Operations will access the same MI EBS reporting environments.
  - f) Systems utilized will emulate same requirements for MI EBS project

### **3) Training:**

- a) MAXIMUS will provide train-the-trainer model.
- b) All ongoing trainings and refresher trainings will be supported by the business continuity site.

### **4) Pricing:**

- a) One-time Implementation Price: \$135,000 (Phase 1 = \$31,400; Phase II = \$103,600). Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including training, reports and documentation, etc.). NOTE: Hot Site Staffing will only be exercised upon MDHHS approval (Implementation Phase II).
- 5) Ongoing Monthly Price: See Attachment A.

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price	
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228	a) \$3,972,228	
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,386,226	c) \$4,386,226	c) \$4,386,226	c) \$4,386,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682	f) \$5,435,682	f) \$5,435,682
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837	g) \$6,354,837	g) \$6,354,837
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508	h) \$7,250,508	h) \$7,250,508
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,346,046	i) \$8,346,046	i) \$8,346,046	i) \$8,346,046
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,120,067	j) \$9,120,067	j) \$9,120,067	j) \$9,120,067
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	k) \$9,932,478	k) \$9,932,478	k) \$9,932,478	k) \$9,932,478
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	l) \$10,728,374	l) \$10,728,374	l) \$10,728,374	l) \$10,728,374
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	m) \$11,508,007	m) \$11,508,007	m) \$11,508,007	m) \$11,508,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	n) \$12,271,626	n) \$12,271,626	n) \$12,271,626	n) \$12,271,626
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	o) \$13,030,690	o) \$13,030,690	o) \$13,030,690	o) \$13,030,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	p) \$13,763,170	p) \$13,763,170	p) \$13,763,170	p) \$13,763,170
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	q) \$14,478,850	q) \$14,478,850	q) \$14,478,850	q) \$14,478,850
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	r) \$15,238,210	r) \$15,238,210	r) \$15,238,210	r) \$15,238,210		
s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	s) \$15,987,490	s) \$15,987,490	s) \$15,987,490	s) \$15,987,490		
t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	t) \$16,760,290	t) \$16,760,290	t) \$16,760,290	t) \$16,760,290		
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	u) \$17,526,370	u) \$17,526,370	u) \$17,526,370	u) \$17,526,370		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	v) \$18,285,730	v) \$18,285,730	v) \$18,285,730	v) \$18,285,730		

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Year	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,820,232	a) \$5,820,232	a) \$5,820,232
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,161,771	b) \$6,161,771	b) \$6,161,771
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,610,626	c) \$6,610,626	c) \$6,610,626
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,036,651	d) \$7,036,651	d) \$7,036,651
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,666,645	e) \$7,666,645	e) \$7,666,645
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,218,339	f) \$8,218,339	f) \$8,218,339
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064	g) \$9,569,064
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748	h) \$10,896,748
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,610,816	i) \$12,610,816	i) \$12,610,816
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489	j) \$13,754,489
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$14,980,311	k) \$14,980,311	k) \$14,980,311
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068	l) \$16,181,068
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142	m) \$17,357,142
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911	n) \$18,508,911
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	o) \$19,708,690	o) \$19,708,690	o) \$19,708,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	p) \$20,832,610	p) \$20,832,610	p) \$20,832,610
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	q) \$21,933,010	q) \$21,933,010	q) \$21,933,010
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	r) \$23,009,890	r) \$23,009,890	r) \$23,009,890		
s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	s) \$24,127,090	s) \$24,127,090	s) \$24,127,090		
t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	t) \$25,227,490	t) \$25,227,490	t) \$25,227,490		
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	u) \$26,311,090	u) \$26,311,090	u) \$26,311,090		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	v) \$27,377,890	v) \$27,377,890	v) \$27,377,890		

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Year	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$8,015,303	a) \$8,015,303	a) \$8,015,303
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,483,842	b) \$8,483,842	b) \$8,483,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,186,122	c) \$9,186,122	c) \$9,186,122
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169	d) \$9,866,169
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,684,122	e) \$10,684,122	e) \$10,684,122
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,486,740	f) \$11,486,740	f) \$11,486,740
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628	g) \$13,340,628
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907	h) \$15,233,907
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758	i) \$17,575,758
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468	j) \$19,096,468
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$20,799,715	k) \$20,799,715	k) \$20,799,715
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	l) \$22,468,193	l) \$22,468,193	l) \$22,468,193
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	m) \$24,102,433	m) \$24,102,433	m) \$24,102,433
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	n) \$25,702,958	n) \$25,702,958	n) \$25,702,958
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	o) \$27,293,890	o) \$27,293,890	o) \$27,293,890
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	p) \$28,842,850	p) \$28,842,850	p) \$28,842,850
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	q) \$30,358,210	q) \$30,358,210	q) \$30,358,210
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	r) \$31,839,970	r) \$31,839,970	r) \$31,839,970
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	s) \$33,351,970	s) \$33,351,970	s) \$33,351,970
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	t) \$34,904,290	t) \$34,904,290	t) \$34,904,290
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	u) \$36,365,890	u) \$36,365,890	u) \$36,365,890		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	v) \$37,874,530	v) \$37,874,530	v) \$37,874,530		
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135
Business Continuity	1.022.A.3	Fixed MONTHLY price per seat at continuity site	NA	NA	NA	NA	NA	NA	NA	\$ 105
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	NA	NA	NA	NA	NA	NA	NA	\$ 0.776

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,609,170	a) \$4,609,170	a) \$4,609,170
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,718,355	b) \$4,718,355	b) \$4,718,355
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,900,007	c) \$4,900,007	c) \$4,900,007
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,108,893	d) \$5,108,893	d) \$5,108,893
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,437,825	e) \$5,437,825	e) \$5,437,825
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,687,069	f) \$5,687,069	f) \$5,687,069
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,948,752	g) \$5,929,357	g) \$5,929,357
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,220,919	h) \$6,220,919	h) \$6,220,919
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$6,504,028	i) \$6,504,028	i) \$6,504,028
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,798,555	j) \$6,798,555	j) \$6,798,555
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,104,995	k) \$7,104,995	k) \$7,104,995
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,423,868	l) \$7,423,868	l) \$7,423,868		

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,302,181	a) \$5,302,181	a) \$5,302,181
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,490,771	b) \$5,490,771	b) \$5,490,771
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,751,337	c) \$5,751,337	c) \$5,751,337
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$6,007,541	d) \$6,007,541	d) \$6,007,541
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,513,294	e) \$6,513,294	e) \$6,513,294
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,947	f) \$6,903,947	f) \$6,903,947
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018	g) \$7,296,018
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435	h) \$7,699,435
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,132,052	i) \$8,132,052	i) \$8,132,052
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,577,270	j) \$8,577,270	j) \$8,577,270
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$9,054,918	k) \$9,054,918	k) \$9,054,918
l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$9,546,561	l) \$9,546,561	l) \$9,546,561		



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,986,453	a) \$5,986,453	a) \$5,986,453
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,848,868	b) \$6,262,777	b) \$6,262,777	b) \$6,262,777
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,610,589	c) \$6,610,589	c) \$6,610,589
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,954,246	d) \$6,954,246	d) \$6,954,246
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,580,807	e) \$7,580,807	e) \$7,580,807
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362	f) \$8,057,362
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,591,393	g) \$8,591,393	g) \$8,591,393
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,136,662	h) \$9,136,662	h) \$9,136,662
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,734,873	i) \$9,734,873	i) \$9,734,873
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,345,771	j) \$10,345,771	j) \$10,345,771
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$11,016,431	k) \$11,016,431	k) \$11,016,431
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,701,414	l) \$11,701,414	l) \$11,701,414
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	NA	NA	NA	NA	\$1.45	\$1.45	\$1.45	\$1.45
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798
		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Outreach Mailings PRICE PER MAILING			NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$654,035	b1.1) \$654,035	b1.1) \$654,035
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$692,791	b1.2) \$692,791	b1.2) \$692,791
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$756,294	b1.3) \$756,294	b1.3) \$756,294
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$829,818	b1.4) \$829,818	b1.4) \$829,818
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$884,455	b1.5) \$884,455	b1.5) \$884,455
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,092,476	b1.6) \$1,092,476	b1.6) \$1,092,476
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,235,576	b1.7) \$1,235,576	b1.7) \$1,235,576
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$911,822	b1.1) \$911,822	b1.1) \$911,822
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$982,847	b1.2) \$982,847	b1.2) \$982,847
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,078,460	b1.3) \$1,078,460	b1.3) \$1,078,460
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,152,175	b1.4) \$1,152,175	b1.4) \$1,152,175
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,270,831	b1.5) \$1,270,831	b1.5) \$1,270,831
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,543,716	b1.6) \$1,543,716	b1.6) \$1,543,716
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,783,183	b1.7) \$1,783,183	b1.7) \$1,783,183

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066	b1.1) \$1,077,066
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478	b1.2) \$1,180,478
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,287	b1.3) \$1,308,287	b1.3) \$1,308,287
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395	b1.4) \$1,414,395
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031	b1.5) \$1,502,031
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478	b1.6) \$1,872,478
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200	b1.7) \$2,145,200
		b2) Fixed price for <b>all other enrollment related</b> sub-tasks – bidder should also include volume tiers or other quantity measures for pricing								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,356,763	b2.7) \$2,419,217	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.4) \$246,302	e.4) \$253,999	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.5) \$264,547	e.5) \$272,814	e.35) \$279,014	e.5) \$279,014	e.5) \$279,014	e.5) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.6) \$297,387	e.6) \$306,680	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.7) \$342,999	e.7) \$353,717	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976	e.8) \$406,976
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.9) \$452,195	e.9) \$452,195	e.9) \$452,195
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.10) \$497,415	e.10) \$497,415	e.10) \$497,415

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.11) \$542,634	e.11) \$542,634	e.11) \$542,634
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.12) \$587,854	e.12) \$587,854	e.12) \$587,854
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.13) \$633,073	e.13) \$633,073	e.13) \$633,073
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$ 1.18	\$ 1.21	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$67,934	\$67,934	\$67,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$71,649	\$71,649	\$71,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Premium Collection – MICChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$413,687	a) \$413,687	a) \$413,687
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$416,321	b) \$416,321	b) \$416,321
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$423,977	c) \$423,977	c) \$423,977
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$431,633	d) \$431,633	d) \$431,633
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA	NA
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	NA	NA	NA
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA	NA
		a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$167,318	a) \$167,318	a) \$167,318
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$175,357	b) \$175,357	b) \$175,357
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$183,396	c) \$183,396	c) \$183,396
b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$191,434	d) \$191,434	d) \$191,434		
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104
		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$953,281	a) \$953,281	a) \$953,281
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,011,161	b) \$1,011,161	b) \$1,011,161
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,017,475	c) \$1,017,475	c) \$1,017,475
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,075,354	d) \$1,075,354	d) \$1,075,354
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,133,234	e) \$1,133,234	e) \$1,133,234
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,191,113	f) \$1,191,113	f) \$1,191,113
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,197,427	g) \$1,197,427	g) \$1,197,427
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,255,307	h) \$1,255,307	h) \$1,255,307

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,313,186	i) \$1,313,186	i) \$1,313,186
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,319,500	j) \$1,319,500	j) \$1,319,500
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,648,530	k) \$1,648,530	k) \$1,648,530
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,648,530	a) \$1,648,530	a) \$1,648,530
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,712,724	b) \$1,712,724	b) \$1,712,724
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,828,482	c) \$1,828,482	c) \$1,828,482
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,892,676	d) \$1,892,676	d) \$1,892,676
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,008,435	e) \$2,008,435	e) \$2,008,435
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,072,628	f) \$2,072,628	f) \$2,072,628
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,136,822	g) \$2,136,822	g) \$2,136,822
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,523,731	h) \$2,523,731	h) \$2,523,731
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,587,924	i) \$2,587,924	i) \$2,587,924
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,703,683	j) \$2,703,683	j) \$2,703,683
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,767,877	k) \$2,767,877	k) \$2,767,877
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,072,628	a) \$2,072,628	a) \$2,072,628
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,465,851	b) \$2,465,851	b) \$2,465,851
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,587,924	c) \$2,587,924	c) \$2,587,924
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,709,997	d) \$2,709,997	d) \$2,709,997
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,832,070	e) \$2,832,070	e) \$2,832,070
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,276,859	f) \$3,276,859	f) \$3,276,859
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,398,932	g) \$3,398,932	g) \$3,398,932
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,521,005	h) \$3,521,005	h) \$3,521,005
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,643,078	i) \$3,643,078	i) \$3,643,078
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,765,151	j) \$3,765,151	j) \$3,765,151
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,158,374	k) \$4,158,374	k) \$4,158,374
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,077,459	a) \$1,077,459	a) \$1,077,459
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,137,443	b) \$1,137,443	b) \$1,137,443
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,197,427	c) \$1,197,427	c) \$1,197,427
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,257,412	d) \$1,257,412	d) \$1,257,412

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,317,396	e) \$1,317,396	e) \$1,317,396
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,648,530	f) \$1,648,530	f) \$1,648,530
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,656,949	g) \$1,656,949	g) \$1,656,949
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,716,933	h) \$1,716,933	h) \$1,716,933
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,776,917	i) \$1,776,917	i) \$1,776,917
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,836,901	j) \$1,836,901	j) \$1,836,901
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,896,885	k) \$1,896,885	k) \$1,896,885
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,896,885	a) \$1,896,885	a) \$1,896,885
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,016,854	b) \$2,016,854	b) \$2,016,854
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,136,822	c) \$2,136,822	c) \$2,136,822
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,476,375	d) \$2,476,375	d) \$2,476,375
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,596,343	e) \$2,596,343	e) \$2,596,343
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,716,312	f) \$2,716,312	f) \$2,716,312
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,836,280	g) \$2,836,280	g) \$2,836,280
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,956,248	h) \$2,956,248	h) \$2,956,248
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,295,801	i) \$3,295,801	i) \$3,295,801
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,415,770	j) \$3,415,770	j) \$3,415,770
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$3,535,738	k) \$3,535,738	k) \$3,535,738
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,716,312	a) \$2,716,312	a) \$2,716,312
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,896,264	b) \$2,896,264	b) \$2,896,264
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,295,801	c) \$3,295,801	c) \$3,295,801
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,475,754	d) \$3,475,754	d) \$3,475,754
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,655,706	e) \$3,655,706	e) \$3,655,706
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,106,809	f) \$4,106,809	f) \$4,106,809
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,235,196	g) \$4,235,196	g) \$4,235,196
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,415,148	h) \$4,415,148	h) \$4,415,148
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$4,595,101	i) \$4,595,101	i) \$4,595,101
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,994,638	j) \$4,994,638	j) \$4,994,638
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,174,590	k) \$5,174,590	k) \$5,174,590

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$1,267,721	a) \$1,267,721	a) \$1,267,721
			NA	NA	NA	NA	NA	b) \$1,336,418	b) \$1,336,418	b) \$1,336,418
			NA	NA	NA	NA	NA	c) \$1,405,115	c) \$1,405,115	c) \$1,405,115
			NA	NA	NA	NA	NA	d) \$1,473,812	d) \$1,473,812	d) \$1,473,812
			NA	NA	NA	NA	NA	e) \$1,542,510	e) \$1,542,510	e) \$1,542,510
			NA	NA	NA	NA	NA	f) \$1,662,772	f) \$1,662,772	f) \$1,662,772
			NA	NA	NA	NA	NA	g) \$1,731,469	g) \$1,731,469	g) \$1,731,469
			NA	NA	NA	NA	NA	h) \$1,800,167	h) \$1,800,167	h) \$1,800,167
			NA	NA	NA	NA	NA	i) \$1,868,864	i) \$1,868,864	i) \$1,868,864
			NA	NA	NA	NA	NA	j) \$1,937,561	j) \$1,937,561	j) \$1,937,561
			NA	NA	NA	NA	NA	k) \$2,006,258	k) \$2,006,258	k) \$2,006,258
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL. b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$2,006,258	a) \$2,006,258	a) \$2,006,258
			NA	NA	NA	NA	NA	b) \$2,414,803	b) \$2,414,803	b) \$2,414,803
			NA	NA	NA	NA	NA	c) \$2,552,197	c) \$2,552,197	c) \$2,552,197
			NA	NA	NA	NA	NA	d) \$2,741,157	d) \$2,741,157	d) \$2,741,157
			NA	NA	NA	NA	NA	e) \$2,878,552	e) \$2,878,552	e) \$2,878,552
			NA	NA	NA	NA	NA	f) \$3,015,946	f) \$3,015,946	f) \$3,015,946
			NA	NA	NA	NA	NA	g) \$3,153,341	g) \$3,153,341	g) \$3,153,341
			NA	NA	NA	NA	NA	h) \$3,290,735	h) \$3,290,735	h) \$3,290,735
			NA	NA	NA	NA	NA	i) \$3,750,845	i) \$3,750,845	i) \$3,750,845
			NA	NA	NA	NA	NA	j) \$3,888,239	j) \$3,888,239	j) \$3,888,239
			NA	NA	NA	NA	NA	k) \$4,025,634	k) \$4,025,634	k) \$4,025,634
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL. b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$3,015,946	a) \$3,015,946	a) \$3,015,946
			NA	NA	NA	NA	NA	b) \$3,222,038	b) \$3,222,038	b) \$3,222,038
			NA	NA	NA	NA	NA	c) \$3,750,845	c) \$3,750,845	c) \$3,750,845
			NA	NA	NA	NA	NA	d) \$3,956,937	d) \$3,956,937	d) \$3,956,937
			NA	NA	NA	NA	NA	e) \$4,163,028	e) \$4,163,028	e) \$4,163,028
			NA	NA	NA	NA	NA	f) \$4,420,685	f) \$4,420,685	f) \$4,420,685
			NA	NA	NA	NA	NA	g) \$4,897,927	g) \$4,897,927	g) \$4,897,927

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,104,019	h) \$5,104,019	h) \$5,104,019
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,310,111	i) \$5,310,111	i) \$5,310,111
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,567,767	j) \$5,567,767	j) \$5,567,767
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,773,859	k) \$5,773,859	k) \$5,773,859
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,325,815	a) \$1,325,815	a) \$1,325,815
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,390,008	b) \$1,390,008	b) \$1,390,008
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,505,767	c) \$1,505,767	c) \$1,505,767
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,569,961	d) \$1,569,961	d) \$1,569,961
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,634,154	e) \$1,634,154	e) \$1,634,154
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,749,913	f) \$1,749,913	f) \$1,749,913
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,814,107	g) \$1,814,107	g) \$1,814,107
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,878,300	h) \$1,878,300	h) \$1,878,300
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,213,644	i) \$2,213,644	i) \$2,213,644
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,329,403	j) \$2,329,403	j) \$2,329,403
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,393,596	k) \$2,393,596	k) \$2,393,596
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,393,596	a) \$2,393,596	a) \$2,393,596
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,573,549	b) \$2,573,549	b) \$2,573,549
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,701,936	c) \$2,701,936	c) \$2,701,936
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,881,888	d) \$2,881,888	d) \$2,881,888
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,010,276	e) \$3,010,276	e) \$3,010,276
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,461,378	f) \$3,461,378	f) \$3,461,378
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,641,330	g) \$3,641,330	g) \$3,641,330
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,769,718	h) \$3,769,718	h) \$3,769,718
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,949,670	i) \$3,949,670	i) \$3,949,670
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,078,057	j) \$4,078,057	j) \$4,078,057
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,258,010	k) \$4,258,010	k) \$4,258,010
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,461,378	a) \$3,461,378	a) \$3,461,378
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,705,524	b) \$3,705,524	b) \$3,705,524
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,949,670	c) \$3,949,670	c) \$3,949,670

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,193,816	d) \$4,193,816	d) \$4,193,816
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,709,112	e) \$4,709,112	e) \$4,709,112
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,953,258	f) \$4,953,258	f) \$4,953,258
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$5,145,839	g) \$5,145,839	g) \$5,145,839
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,389,985	h) \$5,389,985	h) \$5,389,985
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,905,281	i) \$5,905,281	i) \$5,905,281
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$6,149,427	j) \$6,149,427	j) \$6,149,427
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$6,393,573	k) \$6,393,573	k) \$6,393,573
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$2,159,665	a) \$2,159,665	a) \$2,159,665
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,324,063	b) \$2,324,063	b) \$2,324,063
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,488,460	c) \$2,488,460	c) \$2,488,460
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,806,394	d) \$2,806,394	d) \$2,806,394
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,970,792	e) \$2,970,792	e) \$2,970,792
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,135,190	f) \$3,135,190	f) \$3,135,190
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,299,587	g) \$3,299,587	g) \$3,299,587
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,463,985	h) \$3,463,985	h) \$3,463,985
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,781,919	i) \$3,781,919	i) \$3,781,919
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,946,317	j) \$3,946,317	j) \$3,946,317
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,110,715	k) \$4,110,715	k) \$4,110,715
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,971,933	a) \$2,971,933	a) \$2,971,933
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,243,457	b) \$3,243,457	b) \$3,243,457
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,463,414	c) \$3,463,414	c) \$3,463,414
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,836,909	d) \$3,836,909	d) \$3,836,909
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,056,867	e) \$4,056,867	e) \$4,056,867
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,328,390	f) \$4,328,390	f) \$4,328,390
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,701,884	g) \$4,701,884	g) \$4,701,884
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,921,842	h) \$4,921,842	h) \$4,921,842
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,141,800	i) \$5,141,800	i) \$5,141,800
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,361,758	j) \$5,361,758	j) \$5,361,758
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,786,817	k) \$5,786,817	k) \$5,786,817



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price	
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL. b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$3,893,040	a) \$3,893,040	a) \$3,893,040	
			NA	NA	NA	NA	NA	b) \$4,220,694	b) \$4,220,694	b) \$4,220,694	
			NA	NA	NA	NA	NA	c) \$4,701,884	c) \$4,701,884	c) \$4,701,884	
			NA	NA	NA	NA	NA	d) \$4,977,973	d) \$4,977,973	d) \$4,977,973	
			NA	NA	NA	NA	NA	e) \$5,305,627	e) \$5,305,627	e) \$5,305,627	
			NA	NA	NA	NA	NA	f) \$5,786,817	f) \$5,786,817	f) \$5,786,817	
			NA	NA	NA	NA	NA	g) \$6,062,906	g) \$6,062,906	g) \$6,062,906	
			NA	NA	NA	NA	NA	h) \$6,390,560	h) \$6,390,560	h) \$6,390,560	
			NA	NA	NA	NA	NA	i) \$6,871,750	i) \$6,871,750	i) \$6,871,750	
			NA	NA	NA	NA	NA	j) \$7,147,839	j) \$7,147,839	j) \$7,147,839	
			NA	NA	NA	NA	NA	k) \$7,629,029	k) \$7,629,029	k) \$7,629,029	
Provider Services	1.022.Q.b1	MONTHLY price for mail services	NA	NA	NA	NA	NA	\$ 1,146	\$ 1,146	\$ 1,146	
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	a) \$973,389	
			NA	NA	NA	NA	NA	NA	NA	b) \$1,034,529	
			NA	NA	NA	NA	NA	NA	NA	c) \$1,095,670	
			NA	NA	NA	NA	NA	NA	NA	d) \$1,156,810	
			NA	NA	NA	NA	NA	NA	NA	e) \$1,217,951	
			NA	NA	NA	NA	NA	NA	NA	f) \$1,279,091	
			NA	NA	NA	NA	NA	NA	NA	g) \$1,284,468	
			NA	NA	NA	NA	NA	NA	NA	h) \$1,345,608	
			NA	NA	NA	NA	NA	NA	NA	i) \$1,406,749	
			NA	NA	NA	NA	NA	NA	NA	j) \$1,467,889	
			NA	NA	NA	NA	NA	NA	NA	k) \$1,775,513	
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL. b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	a) \$1,775,513
			NA	NA	NA	NA	NA	NA	NA	b) \$1,897,794	
			NA	NA	NA	NA	NA	NA	NA	c) \$2,020,075	
			NA	NA	NA	NA	NA	NA	NA	d) \$2,086,592	
			NA	NA	NA	NA	NA	NA	NA	e) \$2,208,873	
			NA	NA	NA	NA	NA	NA	NA	f) \$2,331,154	
			NA	NA	NA	NA	NA	NA	NA	g) \$2,453,435	

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$2,640,553
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$2,707,070
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$2,829,351
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,951,633
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$2,331,154
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$2,579,413
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$2,707,070
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$2,890,492
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$3,073,914
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$3,257,335
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$3,449,830
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$3,633,252
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$3,816,673
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$4,006,503
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$4,436,407
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	NA	NA	NA	NA	NA	NA	NA	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	NA	NA	NA	NA	NA	NA	NA	\$ 0.31
		DTP Formatting PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	NA	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$1,138,100



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$1,177,679
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$1,936,755
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	NA
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	NA	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$4,248,221

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$5,450,362
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$8,094,239
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$6,487,247
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$10,865,989
		Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	NA	NA	NA	NA	NA	NA	NA	\$ 34.00
		Price per incomplete HRA above 5 minutes	NA	NA	NA	NA	NA	NA	NA	\$ 18.00

MAXIMUS Attachment A as of April 1, 2018 DTMB  
Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Price</b>	<b>Year Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL</b>	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL</b>	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083		
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283
Business Continuity	1.022.A.3	Price per call minute connected to a live agent	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS</b>	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks <b>BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL</b>	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
		Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Price</b>	<b>Year</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860		\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404		\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177		\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949		\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189		\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070		\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272		\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475		\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703		\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010		\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986		\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630		\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942		\$ 4,423,942	\$ 4,423,942	\$ 4,423,942

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Price Year	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011		\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	
Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011		\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	
Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011		\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	
Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011		\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
	Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	
	Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration	1.022.G & 1.022.M						

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
a) Administrative Support for co-located DHS staff, including space used for call center operations.		a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
b) MIChild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES</b>	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997
		b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for MIChild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293
		Fixed price for MIChild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235
		Fixed price for MIChild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$1,051	\$1,051	\$1,051	\$1,051	\$1,051
Online Application System (MIChild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555
Premium Collection – MI Marketplace Option	1.022.J.3	a) Fixed price for monthly premium volume up to 6,000, including all related sub-tasks	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606	a) \$236,606
		b) Fixed price for monthly premium volume at least 10% greater than 6,000, including all related sub-tasks	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833	b) \$237,833
		b) Fixed price for monthly premium volume at least 20% greater than 6,000, including all related sub-tasks	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059	c) \$239,059
		b) Fixed price for monthly premium volume at least 30% greater than 6,000, including all related sub-tasks	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285	d) \$240,285
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$2.879	\$2.879	\$2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$0.200	\$0.200	\$0.200

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$884,168	a) \$884,168	a) \$884,168	a) \$884,168	a) \$884,168
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$937,852	b) \$937,852	b) \$937,852	b) \$937,852	b) \$937,852
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$943,708	c) \$943,708	c) \$943,708	c) \$943,708	c) \$943,708
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$997,391	d) \$997,391	d) \$997,391	d) \$997,391	d) \$997,391
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075	e) \$1,051,075
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757	f) \$1,104,757
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614	g) \$1,110,614
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297	h) \$1,164,297
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980	i) \$1,217,980
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836	j) \$1,223,836
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012	k) \$1,529,012
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012	a) \$1,529,012
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552	b) \$1,588,552
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917	c) \$1,695,917
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457	d) \$1,755,457
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823	e) \$1,862,823
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362	f) \$1,922,362
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902	g) \$1,981,902
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761	h) \$2,340,761
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300	i) \$2,400,300
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666	j) \$2,507,666
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206	k) \$2,567,206

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362	a) \$1,922,362
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077	b) \$2,287,077
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300	c) \$2,400,300
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522	d) \$2,513,522
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745	e) \$2,626,745
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287	f) \$3,039,287
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509	g) \$3,152,509
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732	h) \$3,265,732
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955	i) \$3,378,955
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178	j) \$3,492,178
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892	k) \$3,856,892
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$999,343	a) \$999,343	a) \$999,343	a) \$999,343	a) \$999,343
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978	b) \$1,054,978
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614	c) \$1,110,614
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250	d) \$1,166,250
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885	e) \$1,221,885
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012	f) \$1,529,012
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820	g) \$1,536,820
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455	h) \$1,592,455
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091	i) \$1,648,091
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726	j) \$1,703,726
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361	k) \$1,759,361

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361	a) \$1,759,361
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632	b) \$1,870,632
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902	c) \$1,981,902
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838	d) \$2,296,838
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108	e) \$2,408,108
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379	f) \$2,519,379
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650	g) \$2,630,650
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920	h) \$2,741,920
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855	i) \$3,056,855
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127	j) \$3,168,127
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397	k) \$3,279,397
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379	a) \$2,519,379
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285	b) \$2,686,285
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855	c) \$3,056,855
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762	d) \$3,223,762
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667	e) \$3,390,667
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065	f) \$3,809,065
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144	g) \$3,928,144
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050	h) \$4,095,050
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956	i) \$4,261,956
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527	j) \$4,632,527
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432	k) \$4,799,432

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811	a) \$1,175,811
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528	b) \$1,239,528
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244	c) \$1,303,244
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961	d) \$1,366,961
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678	e) \$1,430,678
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221	f) \$1,542,221
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937	g) \$1,605,937
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655	h) \$1,669,655
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371	i) \$1,733,371
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088	j) \$1,797,088
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804	k) \$1,860,804
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804	a) \$1,860,804
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730	b) \$2,239,730
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163	c) \$2,367,163
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423	d) \$2,542,423
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857	e) \$2,669,857
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290	f) \$2,797,290
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724	g) \$2,924,724
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157	h) \$3,052,157
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909	i) \$3,478,909
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342	j) \$3,606,342
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776	k) \$3,733,776

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290	a) \$2,797,290
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440	b) \$2,988,440
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909	c) \$3,478,909
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059	d) \$3,670,059
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208	e) \$3,861,208
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185	f) \$4,100,185
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827	g) \$4,542,827
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978	h) \$4,733,978
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128	i) \$4,925,128
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104	j) \$5,164,104
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254	k) \$5,355,254
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693	a) \$1,229,693
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232	b) \$1,289,232
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599	c) \$1,396,599
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139	d) \$1,456,139
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678	e) \$1,515,678
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044	f) \$1,623,044
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584	g) \$1,682,584
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123	h) \$1,742,123
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155	i) \$2,053,155
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521	j) \$2,160,521
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060	k) \$2,220,060



**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060	a) \$2,220,060
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967	b) \$2,386,967
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046	c) \$2,506,046
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951	d) \$2,672,951
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031	e) \$2,792,031
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428	f) \$3,210,428
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334	g) \$3,377,334
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413	h) \$3,496,413
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319	i) \$3,663,319
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398	j) \$3,782,398
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304	k) \$3,949,304
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428	a) \$3,210,428
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874	b) \$3,436,874
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319	c) \$3,663,319
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764	d) \$3,889,764
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701	e) \$4,367,701
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147	f) \$4,594,147
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766	g) \$4,772,766
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211	h) \$4,999,211
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148	i) \$5,477,148
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594	j) \$5,703,594
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039	k) \$5,930,039

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071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162	a) \$4,177,162
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052	b) \$4,533,052
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726	c) \$4,898,726
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617	d) \$5,254,617
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533	e) \$5,543,533
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614	f) \$6,085,614
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298	g) \$6,448,298
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188	h) \$6,804,188
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863	i) \$7,169,863
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753	j) \$7,525,753
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427	k) \$7,891,427

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614	a) \$6,085,614
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988	b) \$6,518,988
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095	c) \$7,096,095
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444	d) \$7,596,444
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551	e) \$8,173,551
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925	f) \$8,606,925
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799	g) \$9,257,799
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338	h) \$9,944,338
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687	i) \$10,444,687
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819	j) \$10,954,819
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168	k) \$11,455,168
Provider Services - Part 2	1.022.Q.b2	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660	a) \$7,817,660
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467	b) \$8,462,467
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032	c) \$9,184,032
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029	d) \$10,015,029
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593	e) \$10,736,593
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400	f) \$11,381,400
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733	g) \$12,176,733
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297	h) \$12,898,297
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294	i) \$13,729,294
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101	j) \$14,374,101
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666	k) \$15,095,666

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<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382



**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	<b>a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	<b>a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b>	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755

**MAXIMUS Attachment A as of  
April 1, 2018 DTMB Contract No.  
071B1300215**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price (12 months)</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
ISD Portal Support	1.022.R.1	<b>a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL</b>	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
ISD Portal Support	1.022.R.1	<b>a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b>	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
MI Marketplace Option - Phase 1	1.022.S.1	Price per completed HRA	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00	\$ 34.00
		Price per incomplete HRA above 5 minutes	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00	\$ 18.00
MI Marketplace Option - Phase 2	1.022.S.2	a) Fixed price for monthly call volumes up to 1,500, including all related sub-tasks	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173	a) \$541,173
		b) Fixed price for monthly call volume at least 25% greater than 1,500, including all related sub-tasks	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623	b) \$530,623
		c) Fixed price for monthly call volume at least 50% greater than 1,500, including all related sub-tasks	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173	c) \$541,173
		d) Fixed price for monthly call volume at least 75% greater than 1,500, including all related sub-tasks	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028	d) \$666,028
		e) Fixed price for monthly call volume at least 100% greater than 1,500, including all related sub-tasks	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578	e) \$676,578



## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract 071B1300215 ("Contract") to include ongoing Enhancement and Operations Support resources and infrastructure for the MAXeb Enrollment Broker System, for data storage for MI Health Account and MI Marketplace Option beneficiary correspondence, and additional enhancements to the MAXeb system for Change Control 4987 to support implementation of BIC2492.

### **BACKGROUND:**

This SOW amends the Contract for MAXIMUS Health Services, Inc. ("Contractor"). All terms, conditions, pricing and specifications contained in the Contract and subsequent Contract Change Notices remain in full force and effect unless specifically set out in the SOW. Capitalized terms not defined in this SOW shall have the meaning ascribed in the Contract as amended.

**MAXeb:** The Contractor is implementing a proprietary enrollment broker system called MAXeb in order to remain compliant with current security protocols. Production and Development environments that allow MAXeb functionality to be modified as directed by MDHHS are required. A defined staff of development resources with a fixed capacity to be managed by the PMO will be provided to execute the development. The Contractor must also ensure the MAXeb system is available and functioning properly on an ongoing basis to provide beneficiary enrollment services as described in the MI EBS Contract.

**Oracle Financial Application (OFA) – MI Health Account and MI Marketplace Option:** Certain letters sent to beneficiaries under the current MI Health Account and the future MI Marketplace Option programs are/will be available in the corresponding web portals for review or download by persons who have an appropriate role for performing these actions as approved by MDHHS. The Contractor must add sufficient data storage to each portal to keep approximately 1 year of correspondence.

### **PROJECT OBJECTIVE:**

1. BIC 21205: Provide MAXeb system and operational support
  - a) Contractor must provide an Enhancement Team with a fixed capacity of resources for developing future changes as planned by the State to the MAXeb system.
  - b) Contractor must provide an Operations Support Team to support and maintain the system on an ongoing basis. This team will be dedicated to operational support without State capacity for development work.

- c) Contractor must provide MAXeb environments that allow system functionality to be modified as directed by MDHHS. Production and User Acceptance Testing environments must align with the State’s environments to support integration and end to end testing.
- 2. BIC 21211: Provide storage space on the OFA MI Health Account and MI Marketplace Option web servers to keep approximately 1 year of correspondence available on the corresponding portals.
- 3. BIC CR 4987: Modify the MAXeb solution for MI Marketplace Option to include changes made by the State and provided to MAXIMUS late in the development cycle on February 22, 2018 as described on page 7 item 4, **MAXeb – MI Marketplace Option Updates**.

**SCOPE of WORK:**

The term of this SOW is through September 30, 2018

- 1. **BIC 21205: MAXeb Enhancement & Maintenance, Operations Support and Server Management**  
 Development work in MAXeb requires a specialized, internal team which was not represented within the SOW incorporated under Contract Change Notice 23 (CCN23). The Contractor must provide a fixed level of MAXeb development resources to deliver services that align with the State PMO allocation of software development life cycle (SDLC) work effort for either Enhancement or Maintenance changes. Maintenance changes are those efforts typically less than 200 hours, classified as minor enhancements, and are generally scheduled monthly. The State PMO manages capacity for both enhancement and maintenance teams as a combined resource pool and designates classification of enhancement work effort. The PMO will prioritize work to be assigned to the combined resource pool, but no capacity shall be held in reserve to separate enhancements and maintenance.

**Table 1a (revised):** Includes an updated column for MAXeb that identifies the additional 5.5 FTE’s available for State capacity planning at the 80% level on the Contractor Enhancement SDLC MAXeb Team.

CCN23 Table 1a is replaced by below as shown:

Enhancement SDLC Roles	CCN23 ACA Eligibility Annual Capacity*	CCN23 OFA Enrollment Annual Capacity*	MAXeb Enrollment Annual Capacity
1. Project Mgt. Analyst 2. IT Project Manager 3. Business Analyst 4. System Analyst 5. System Administrator 6. System Architect 7. Database Administrator 8. Application Administrator 9. Development Manager 10. Technical Lead 11. Developer	7,779	24,398	7,779

12. Tester			
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\*No change under this SOW to ACA and OFA. Note: SDLC Roles vary slightly by system

**2. a. Maintenance Team Capacity increased to support MAXeb**

**Table 2a (revised):** Includes an updated column for MAXeb that identifies the additional 5.5 FTE’s available for State capacity planning at the 20% level on the Contractor Maintenance SDLC MAXeb Team.

CCN23 Table 2a is replaced by below as shown:

Maintenance SDLC Roles	CCN23 ACA Eligibility Annual Capacity*	CCN23 OFA Enrollment Annual Capacity*	MAXeb Enrollment Annual Capacity
1. Project Mgt. Analyst 2. IT Project Manager 3. System Analyst 4. System Administrator 5. Database Administrator 6. Application Administrator 7. Technical Lead 8. Development Manager 9. Developer 10. Tester	1,945	6,100	1,945

\*No change under this SOW to ACA and OFA. Note: SDLC Roles vary slightly by system

Planned MAXeb development for **BIC2492-MI Marketplace Option** and **BIC2378-Medicare New Card Project** is expected to complete by March 25, 2018 and is funded under CCN 23. The Contractor must transition to a fixed capacity model for Enhancement and Maintenance on March 26, 2018 after these two projects are complete. CCN23 also provided funding for **BIC11396-Healthy Kids Dental Choice** which will not be completed before the March 26, 2018 transition. Based on the current work plan, the Contractor will have worked 30 hours through March 25, 2018. This effort will be billed against the funds authorized in CCN23 upon completion of the Requirements deliverable. Any work after March 26, 2018 for **BIC 11396-Healthy Kids Dental Choice** will draw down from the annual capacity and be billed through the fixed capacity monthly cost in this SOW.

**2. b. Operations Support Team**

Beginning on February 1, 2018, the Contractor shall also provide a “MAXeb Operations Support” team whose capacity is not available for State PMO planning. The MAXeb Operations Support team performs Operations Support managed exclusively by the Contractor and as deemed necessary by the Contractor’s operations staff to meet obligations as defined in the Contract and applicable amendments. These changes do not affect State systems.

MAXeb will require a larger Operations Support team during the first two months as the system is stabilized following the go-live in January 2018. Staffing required for February

and March is shown in Table 2b. In April 2018, the Operations Support team will be ramped down to the levels shown in revised Table 2b (April 2018 and ongoing).

**Table 2b (revised):** Includes an updated column for MAXeb that identifies the additional 9.35 FTE's available on the Operations Support Team.

CCN23 Table 2b is replaced by below as shown for **February and March 2018:**

<b>Operations Support Team</b>	<b>CCN23 ACA FTE's*</b>	<b>CCN23 OFA FTE's*</b>	<b>MAXeb FTEs</b>
Project Management Analyst	0	.5	0
IT Project Manager	.25	.5	0.5
System Analyst	0	1.0	2.0
System Administrator	.125	0	0
Database Administrator	.125	0.75	0.5
Technical Lead	0	0.5	0
Application Administrator	0	0	0.6
Development Manager	0	0	0.5
Developer	1.0	6.0	3.0
Tester	.25	2.0	2.25
<b>Total Contractor Operations Resources</b>	<b>1.75</b>	<b>11.25</b>	<b>9.35</b>

\*No change under this SOW to the ACA & OFA Operations Support Team. SDLC Team Roles vary slightly.

**Table 2b (revised):** Includes an updated column for MAXeb that identifies the additional 7.3 FTE's available on the Operations Support Team.

CCN23 Table 2b is replaced by below as shown for **April 2018 going forward:**

<b>Operations Support Team</b>	<b>CCN23 ACA FTE's*</b>	<b>CCN23 OFA FTE's*</b>	<b>MAXeb FTE's</b>
Project Management Analyst	0	0.5	0
IT Project Manager	.25	0.5	0.5
System Analyst	0	1.0	1.25
System Administrator	.125	0.0	0
Database Administrator	.125	0.75	0.35
Application Administrator	0	0	0.45
Development Manager	0	0	0.5
Technical Lead	0	.5	0

Developer	1	6.0	2.5
Tester	.25	2.0	1.75
<b>Total Contractor Operations Resources</b>	<b>1.75</b>	<b>11.25</b>	<b>7.3</b>

\*No change under this SOW to the ACA & OFA Operations Support Team. SDLC Team Roles vary slightly.

Roles, Work and Deliverables for **Team Capacity** adheres to the existing descriptions, processes and services as established under CCN17, under the section of Scope of Work and Work and Deliverables 1-3.

## 2. c. Server Management

The Contractor must provide 6 environments and 42 servers as shown below to support those environments and as required to operate their proprietary system. The system must include Production, UAT, QAT, Development, Training and Disaster Recovery environments that allow for the Enrollment Broker system computer code to be modified as directed by MDHHS to support future legislative and policy changes or other changes deemed necessary by the State. The UAT environment must be accessible to the State. Server hosting and Operations Support must begin immediately following operational use.

Environment	Application	Number of VMs
Prod	MAXe EB Web/App	6
Prod	MAXe EB Database	1
Prod	MAXe EB Database (Standby)	1
Prod	MAXe Provider Cache Server	1
Prod	MAXe Job Server	1
Prod	MAXe Member & Provider Portal	2
Prod	SSO	2
Prod	Audit	2
UAT	MAXe EB Web/App	1
UAT	MAXe EB Database	1
UAT	MAXe Provider Cache Server	1
UAT	MAXe Job Server	1
UAT	MAXe Member & Provider Portal	1
QAT	MAXe EB Web/App	1
QAT	MAXe EB Database	1
QAT	MAXe Job Server	1

QAT	MAXe Member & Provider Portal	1
Dev	MAXe EB Web/App	1
Dev	MAXe EB Database	1
Dev	MAXe Job Server	1
Dev	MAXe Member & Provider Portal	1
TRN	MAXe EB Web/App	1
TRN	MAXe Member & Provider Portal	1
DR	MAXe EB Web/App	4
DR	MAXe EB Database	1
DR	MAXe Provider Cache Server	1
DR	MAXe Job Server	1
DR	MAXe Member & Provider Portal	2
DR	SSO	1
DR	Audit	1
<b>Total</b>		<b>42</b>

The Contractor must work with the State on maximizing utilization of the MAXeb systems and will plan use of MAXeb infrastructure in a mutually agreeable manner. Collaboration will occur by Contractor and State team review of impact statements that are submitted by the Contractor for each project requested and initiated by the State. Impact statements will be leveraged for current and future planning of infrastructure demand by documenting the current CPU, RAM and Storage utilization, what the projected utilization of these metrics will be with the implementation of the project, and what the recommended maximum values of these parameters should be for optimum performance.

**Deliverables:** The Contractor must provide screen shots of servers clearly indicating date, base operating system (OS), RAM, storage area network (SAN) storage and backups, as appropriate. The Contractor must provide URL's and IP address for the lower environments. The existing descriptions, processes and services as established under CCN17, under the section of Scope of Work and Work and Deliverables 4 Maintenance and Operations Services apply.

### 3. BIC 21211: Oracle Financial Application (OFA) – MI Health Account and MI Marketplace Option – Portal Correspondence Storage

The Contractor must add 1 terabyte (TB) of storage space to each to the OFA MI Health Account (MIHA) and MI Marketplace Option (MKPL) web servers (total of 2 TB). This space will allow storage of approximately 1 year of historical correspondence for each

program. The stored documents will be accessible on MIHA and MI Marketplace Option portals.

An identical amount of storage must be added to the Disaster Recovery (DR) servers to provide recovery mechanism for the letters in the event of a disaster bringing the total storage space requirement to 4TB. The Contractor will manage the correspondence to keep the most recent year available, removing those that are older than 12 months based on mailed date.

The Contractor must work with the State on maximizing utilization of the OFA systems and will plan use of OFA infrastructure in a mutually agreeable manner. Collaboration will occur by Contractor and State team review of impact statements that are submitted by the Contractor for each project requested and initiated by the State. Impact statements will be leveraged for current and future planning of infrastructure demand by documenting the current Storage utilization, what the projected utilization of this metric will be with the implementation of the project, and what the recommended maximum value of this parameter should be for optimum performance.

**Deliverables for this will be:** The Contractor must provide screen shots clearly indicating available storage capacity.

**4. CR 4987: MAXeb – MI Marketplace Option Updates**

The Contractor must modify the MAXeb solution for MI Marketplace Option, currently in development under BIC2492. The solution must incorporate changes requested by the State late in the development cycle which will require re-coding work at an additional cost. This change is managed by the PMO under Change Control 4987.

**Deliverable:** The Contractor must provide a completed implementation plan.

**PAYMENT SCHEDULE:**

**1. BIC 21205: MAXeb Server Management One-Time Costs**

Payment for standing up the MAXeb environments will be made on a one-time, firm fixed cost basis once all environments are confirmed as Operational, which occurred at go-live at end of the calendar year 2017.

**Table 2c – MAXeb Server Management (Environments) One-Time Cost**

One Time Activity	Cost
Software License Costs	\$408,377
Labor Setup of the environments	\$70,800
<b>Total</b>	<b>\$479,177</b>

The Contractor must provide screen shots of servers clearly indicating date, OS, RAM, SAN storage and backups, as appropriate. The Contractor must provide URL's and IP address for the lower environments.



**2. CR 4987: MAXeb – MI Marketplace Option Updates One-Time Cost**

In addition to the costs defined for BIC2492 in Table 3a of CCN23, 134 extra hours of labor are required to complete changes to the SOW as specified in Change Control 4987. The 134 hours will be invoiced at a blended rate of \$120/hour for a total additional cost of **\$16,080**. Invoicing for the additional amount will occur upon State approval of BIC2492 implementation.

**3. BIC 21211: Oracle Financial Application (OFA) – MI Health Account and MI Marketplace Option – Portal Correspondence Storage**

Payment for disk-based correspondence storage will be made on a monthly, firm fixed cost basis beginning in March 2018 per the following schedule.

**Table 4 – Correspondence Storage**

Payment	MIHA (Production & DR) Correspondence Storage	MKPL (Production & DR) Correspondence Storage	Total Storage Cost
March 2018	\$1,116	-	\$1,116
April 2018	\$1,116	-	\$1,116
May 2018	\$1,116	-	\$1,116
June 2018	\$1,116	-	\$1,116
July 2018	\$1,116	\$1,116	\$2,232
August 2018	\$1,116	\$1,116	\$2,232
September 2018	\$1,116	\$1,116	\$2,232
<b>Total FY18</b>	<b>\$7,812</b>	<b>\$3,348</b>	<b>\$11,160</b>

**4. COST REVISIONS TO CCN23:**

- a) **CCN23 Table 3c** Payment Schedule for the **MAXeb Choice in Dental Health Plans ((HKD) Health Plan Enrollment)** is removed in its entirety and replaced with a one-time fixed deliverable-based cost of \$3,600.00.

The MAXeb Team will transition to a fixed capacity model beginning on March 26, 2018. Work on BIC11396-Healthy Kids Dental Choice is expected to be ongoing after the transition is made. Under the current project schedule, the Contractor will have completed 30 hours of work at the time of the transition. This effort will be billed at a blended rate of \$120/hour consistent with prices provided in CCN17.

Payment will occur upon acceptance of the Requirements deliverable as approved in the applicable Deliverable Acceptance Document (DAD).

b) The costs for the increasing Contractor staffing resources supporting Enhancement, Maintenance, Operations Support and for Server Management are anticipated to be increased as they are brought on board and/or implemented. Payment for the additional resources will be pro-rated daily as necessary to term with the initial first full month of services. Date of resources beginning on the Enhancement Team, Maintenance Team and Operations Support Team for which costs are incurred will be documented on the DAD and must align to that month's invoice. The increases in the monthly costs on Server Management, Table 7 (below), are reflective of the new hardware and will be also detailed in the DAD. The following tables are updated and replace those tables in CCN23 as indicated below.

Payment for MAXeb Enhancement, Operations Support, and Server Management resources will be made on a monthly, firm fixed cost basis per the schedules below.

**Table 5: CCN23 Payment Schedule Enhancement Resources (Table 5, is revised and updated as shown below. Costs here represent those above Tables 1a and 2a for Enhancement and Maintenance Team Capacity.**

Invoicing for the MAXeb Enhancement team fixed capacity will begin on March 26, 2018. The cost for March is pro-rated for the last 5 work days of that month.

Payment #	Month of Service Payment	ACA Enhancements*	OFA Enhancements*	MAXeb Enhancements
1	October 2017	\$114,400.00	\$338,000.00	-
2	November 2017	\$114,400.00	\$338,000.00	-
3	December 2017	\$114,400.00	\$348,400.00	-
4	January 2018	\$114,400.00	\$348,400.00	-
5	February 2018	\$114,400.00	\$358,800.00	-
6	March 2018	\$114,400.00	\$358,800.00	\$26,000
7	April 2018	\$114,400.00	\$358,800.00	\$114,400.00
8	May 2017	\$114,400.00	\$358,800.00	\$114,400.00
9	June 2018	\$114,400.00	\$358,800.00	\$114,400.00
10	July 2018	\$114,400.00	\$358,800.00	\$114,400.00
11	August 2018	\$114,400.00	\$358,800.00	\$114,400.00
12	September 2018	\$114,400.00	\$358,800.00	\$114,400.00
<b>TOTALS:</b>		<b>\$1,372,800.00</b>	<b>\$4,243,200.00</b>	<b>714,400.00</b>

ACA, OFA, and MAXeb Totals	<b>\$6,328,400.00</b>
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\*No change under this SOW to the ACA & OFA Enhancement teams

**Table 6:** CCN23 Payment Schedule **Operations Support Resources (Table 6)**, is revised and updated as shown below. Costs here represent above Table 2b for Operations.

The resources previously dedicated to MAXSTAR Operations support will be reassigned. The MAXeb Operations resources cost in the table below includes a **credit of \$15,475 per month.**

Payment #	Month of Service Payment	ACA Operations*	OFA Operations*	MAXeb Operations
1	October 2017	\$36,400.00	\$202,800.00	-
2	November 2017	\$36,400.00	\$202,800.00	-
3	December 2017	\$36,400.00	\$202,800.00	-
4	January 2018	\$36,400.00	\$202,800.00	-
5	February 2018	\$36,400.00	\$202,800.00	\$179,005.00
6	March 2018	\$36,400.00	\$234,000.00	\$179,005.00
7	April 2018	\$36,400.00	\$234,000.00	\$136,365.00
8	May 2017	\$36,400.00	\$234,000.00	\$136,365.00
9	June 2018	\$36,400.00	\$234,000.00	\$136,365.00
10	July 2018	\$36,400.00	\$234,000.00	\$136,365.00
11	August 2018	\$36,400.00	\$234,000.00	\$136,365.00
12	September 2018	\$36,400.00	\$234,000.00	\$136,365.00
<b>TOTALS:</b>		<b>\$436,800.00</b>	<b>\$2,652,000.00</b>	<b>\$1,176,200.00</b>
ACA, OFA and MAXeb Totals		<b>\$4,265,000.00</b>		

\*No change under this SOW to the ACA or OFA Operations Support teams

**Table 7:** CCN23 Payment Schedule **Server Management (Table 7)**, is revised and updated as shown below.

The servers hosting MAXSTAR will be retired from production. **A credit of \$433 per month** is included in the MAXeb Server Management cost in the table below.

As part of the MAXeb implementation, the MI Enrolls website servers were replaced. The original MI Enrolls servers were billed under ACA Server Management as modified in CCN23. The MI Enrolls website servers are now part of the MAXeb system and included in the pricing below. Therefore, the ACA MI Enrolls servers will be decommissioned effective March 1, 2018. **A credit of \$4,496 per month** is included in the ACA Server Management cost in the table below.

<b>Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Server Mgmt</b>	<b>OFA Server Mgmt*</b>	<b>MAXeb Server Mgmt</b>
1	October 2017	\$31,895.00	\$34,894.00	-
2	November 2017	\$31,895.00	\$34,894.00	-
3	December 2017	\$31,895.00	\$34,894.00	-
4	January 2018	\$31,895.00	\$36,809.00	\$29,226.00
5	February 2018	\$31,895.00	\$41,886.00	\$29,226.00
6	March 2018	\$27,399.00	\$48,879.00	\$29,226.00
7	April 2018	\$27,399.00	\$48,879.00	\$29,226.00
8	May 2017	\$27,399.00	\$48,879.00	\$29,226.00
9	June 2018	\$27,399.00	\$48,879.00	\$29,226.00
10	July 2018	\$27,399.00	\$48,879.00	\$29,226.00
11	August 2018	\$27,399.00	\$48,879.00	\$29,226.00
12	September 2018	\$27,399.00	\$48,879.00	\$29,226.00
<b>TOTALS:</b>		<b>\$351,268.00</b>	<b>\$525,530.00</b>	<b>\$263,034.00</b>
ACA, OFA and Totals		<b>\$1,139,832.00</b>		

\*No change under this SOW to the OFA Server Management costs

**SOW VALUE SUMMARY:**

<b>Payment Schedule #</b>	<b>Payment Description</b>	<b>TOTAL</b>
<b>Project – One-time Fixed Deliverable Cost</b>		
1	MAXeb Environments Table 2c (BIC 21205)	\$479,177.00
2	Increased Cost for BIC2492 (CR 4987)	\$16,080.00
4a	MAXeb Choice in Dental Health Plans ((HKD) Health Plan Enrollment) CCN23 Table 3c (BIC11396)	\$3,600.00
TOTAL PROJECT – One-time Fixed Deliverable Cost		<b>\$498,857.00</b>
<b>Recurrent – Monthly Costs (October 1, 2017 – September 31, 2018)</b>		
3	Correspondence Storage Table 4 (BIC 21211)	\$11,160.00
4b	Enhancements Resources Table 5	\$6,328,400.00
4b	Operations Support Resources Table 6	\$4,265,000.00
4b	Server Management Table 7	\$1,139,832.00
TOTAL Recurrent Monthly Cost		<b>\$11,744,392.00</b>
<b>SUMMARY</b>		
TOTAL SOW VALUE		<b>\$12,243,249.00</b>
Less CCN23 Table 3c MAXeb Choice in Dental Health Plans (HKD) Health Plan Enrollment-One-time removed		<b>\$199,920.00</b>
Less CCN23 Value for October 2017 to September 2018 Monthly Costs		<b>\$9,613,070.00</b>
		<b>\$2,430,259.00</b>

This SOW does not constitute any commitment from the State to utilize additional Contractor Services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services

Director, Medicaid Services Administration

(517) 241-7556

[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**

Michigan Department of Technology, Management and Budget

Agency Services supporting Department of Health and Human Services,

Director, Eligibility Division

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## Addendum – Federal Provisions

The provisions in this addendum may apply if the purchase will be paid for in whole or in part with funds obtained from the federal government. If any provision below is not required by federal law for this Contract, then it does not apply and must be disregarded. If any provision below is required to be included in this Contract by federal law, then the applicable provision applies and the language is not negotiable. If any provision below conflicts with the State's terms and conditions, including any attachments, schedules, or exhibits to the State's Contract, the provisions below take priority to the extent a provision is required by federal law; otherwise, the order of precedence set forth in the Contract applies. Hyperlinks are provided for convenience only; broken hyperlinks will not relieve Contractor from compliance with the law.

### 1. Federally Assisted Construction Contracts

If this contract is a “**federally assisted construction contract**” as defined in [41 CRF Part 60-1.3](#), and except as otherwise may be provided under [41 CRF Part 60](#), then during performance of this Contract, the Contractor agrees as follows:

(1) The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(4) The Contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The Contractor will comply with all provisions of [Executive Order 11246](#) of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The Contractor will furnish all information and reports required by [Executive Order 11246](#) of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the Contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this Contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in [Executive Order 11246](#) of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in [Executive Order 11246](#) of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The Contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of [Executive Order 11246](#) of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

## **2. Davis-Bacon Act (Prevailing Wage)**

If applicable, the Contractor (and its subcontractors) for **prime construction contracts** in excess of \$2,000 must comply with the Davis-Bacon Act ([40 USC 3141-3148](#)) as supplemented by Department of Labor regulations ([29 CFR Part 5](#), "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

## **3. Copeland "Anti-Kickback" Act**

If applicable, the Contractor must comply with the [Copeland "Anti-Kickback" Act \(40 USC 3145\)](#), as supplemented by Department of Labor regulations ([29 CFR Part 3](#), "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"), which prohibits the Contractor and subrecipients from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

## **4. Contract Work Hours and Safety Standards Act**

If the Contract is **in excess of \$100,000** and **involves the employment of mechanics or laborers**, the Contractor must comply with [40 USC 3702](#) and [3704](#), as supplemented by Department of Labor regulations ([29 CFR Part 5](#)), as applicable.

## **5. Rights to Inventions Made Under a Contract or Agreement**

If the Contract is funded by a federal "funding agreement" as defined under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

## **6. Clean Air Act**

If this Contract is **in excess of \$150,000**, the Contractor must comply with all applicable standards, orders, and regulations issued under the Clean Air Act (42 USC 7401-7671q) and the Federal Water Pollution Control Act (33 USC 1251-1387). Violations must be reported to the federal awarding agency and the regional office of the Environmental Protection Agency.

## **7. Debarment and Suspension**

A "contract award" (see [2 CFR 180.220](#)) must not be made to parties listed on the government-wide exclusions in the [System for Award Management \(SAM\)](#), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

## **8. Byrd Anti-Lobbying Amendment**

If this Contract **exceeds \$100,000**, bidders and the Contractor must file the certification required under [31 USC 1352](#).

## **9. Procurement of Recovered Materials**



Under [2 CFR 200.322](#), a non-Federal entity that is a state agency or agency of a political subdivision of a state **and its contractors** must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at [40 CFR part 247](#) that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **24**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	CV0008115

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		517-335-5096	
		dunnk3@Michigan.gov	
	<b>Contract Administrator</b>	Courtney Flores	DTMB
		(517) 249-0452	
		floresc@michigan.gov	

<b>CONTRACT SUMMARY</b>				
<b>ENROLLMENT BROKER SERVICES - DCH</b>				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>MINIMUM DELIVERY REQUIREMENTS</b>				
N/A				
<b>DESCRIPTION OF CHANGE NOTICE</b>				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$454,015,727.00	\$0.00	\$454,015,727.00		
<b>DESCRIPTION</b>				
Effective March 22, 2018, this Contract is hereby amended to incorporate the attached Maximus Statement of Work in support of the Michigan Department of Health and Human Services (MDHHS) Business Integration Center (BIC) Eligibility Project Management Office (PMO) and alignment with State and Federal technology changes. (2018 CMS audit)				
Please note the Contract Administrator has been changed to Courtney Flores: Phone: 517-249-0452; Email: floresc@michigan.gov, per Section 2.021.				
All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement and DTMB Procurement approval.				



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 IN SUPPORT OF THE MDHHS BIC PROJECT CONTROL OFFICE AND ALIGNMENT WITH STATE AND FEDERAL TECHNOLOGY CHANGES**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract to describe the MAXIMUS Health Services, Inc. ("Contractor") effort in support of the State of Michigan's 2018 independent audit of Medicaid systems as required by the Centers for Medicare and Medicaid Services (CMS).

**BACKGROUND:**

This SOW amends the MI EBS contract 071B1300215 (Contract) in relation to the Contractor information systems that are governed by the Business Integration Center (BIC) in support of the Michigan Department of Health and Human Services (MDHHS) programs. All terms, conditions, and specifications contained in the existing Contract and subsequent Contract Change Notices remain in full force and effect unless specifically set out herein. Contract and Contract Change Notice sections that are affected by this amendment are specifically referenced in this SOW.

The State of Michigan (State) currently serves approximately 2.8 million recipients for income and eligibility based medical programs throughout the State. Contractor provides information technology services that support MDHHS healthcare programs application acceptance/processing, health plan enrollment correspondence, and payment collection and processing services. To fulfill the service requirements, Contractor hosts multiple technology applications and systems (collectively called "MAXIMUS Systems") that integrate with multiple State applications and systems.

The State has Medicaid systems that are interoperable with, and dependent on, the Federal Facilitated Marketplace and its federal trusted data sources. The State must ensure compliance with the Patient Protection & Affordable Care Act and other applicable federal laws to maintain this interoperability and receive the Authority to Connect (ATC) to the Federal Exchange from CMS. These systems provide Medicaid eligibility determination as well as enrollment services for the citizens of the State.

Audits must be performed in accordance with CMS Minimal Acceptable Risk Standards for Exchanges (MARS-E 2.0). All MARS-E 2.0 security and privacy controls attributable to a specific system or application must be assessed over a three-year period. A subset of the controls is assessed yearly during the annual security audit. The 2018 CMS Security Audit project is designed to assess multiple State Medicaid information systems to determine their level of compliance against the CMS MARS-E 2.0 security framework. The project will produce an audit report that documents the security posture of these systems and identify gaps. This report is submitted to CMS as a part of the annual attestation package due to CMS by June 30th, 2018. The annual security audit is required to retain ATC of the State systems to the Federal systems.

## **BRIEF DESCRIPTION of SERVICES to be PROVIDED:**

This SOW details the Services, Work and Deliverables that the Contractor must perform to support the MDHHS BIC Eligibility Project Management Office (PMO) compliance to the 2018 CMS Security Audit. The Contractor resources are in addition to those described and defined within CCN23.

Evidence for 244 (72 Application and 172 Common) controls that were collected as a part of the 2017 Audit and resulting remediation can be used as a guide for the supporting evidence to be collected for the 2018 audit cycle.

## **PROJECT OBJECTIVE:**

Retain the ATC from CMS to meet legal and regulatory requirements to continue MDHHS business activities. The Contractor must support the State in this effort and shall:

- a. Review and update all 319 control responses relating to the MAGI Viewer and the Englewood data center via the CMS 2018 audit questionnaires.
- b. Collect and submit all corresponding pieces of evidence for each of the 319 controls.

## **SCOPE of WORK:**

The term of this SOW begins upon the date this SOW is mutually executed as a Contract Change Notice and is effective through 06/30/2018.

1. The MAXIMUS System referred to as the MAGI Viewer and the Contractor's physical data center that hosts the MAGI Viewer located in Englewood, Colorado are the only MAXIMUS Systems and data centers in scope within this SOW.
2. The Contractor must review, update and provide artifacts as evidence in response to the 2018 Audit questionnaires as provided by the MDHHS BIC Eligibility PMO.
3. The Contractor must submit reasonably detailed responses to all questions within the Contractor questionnaires.
4. The Contractor must participate in any follow-up reviews requested by the CMS Auditor as facilitated by the MDHHS BIC Eligibility PMO.

## **WORK and DELIVERABLES:**

The Contractor must:

1. Questionnaire: Review and update the 2018 Audit questionnaires as provided by the MDHHS BIC Eligibility PMO. The 2018 questionnaires contain 319 controls.
  - a. Each control must include a reasonably detailed response as to how the control is met. Every control listed must be addressed with a response on the returned questionnaire to be considered complete.
  - b. Supporting evidence must be provided for each control as reasonably directed by MDHHS BIC Eligibility PMO.
  - c. Evidence includes, but is not limited to: configuration screenshots, photos of physical security applications, or copies of existing policies.

2. Evidence: Collect and submit evidence to MDHHS BIC Eligibility PMO according to the Project Schedule under Deliverable Acceptance. The State may reasonably request additional evidence.
3. Follow-up: Be available for in-person interviews, conference/WebEx calls, or email communication as coordinated by the MDHHS BIC Eligibility PMO.

**Deliverables:**

Document	Estimated Effort in Hours
Questionnaire, Evidence, and Follow-up Fulfillment	600

**Deliverables Acceptance:**

1. Questionnaires – Will be reviewed for completeness by the State.
2. Evidence – Will be reviewed by the State for completeness according to the Project Schedule below. Failure to submit evidence will result in a gap/finding causing a remediation effort that must be addressed by the Contractor as an operational support service at no additional cost to the State.
3. Completion of the Deliverables Acceptance Document (DAD) constituting State acceptance of the Contractors deliverables. The DAD will be prepared by the State.

**Project Schedule:**

Changes to the schedule shown below will be managed by the established MDHHS BIC Eligibility PMO Project Change Request approval process.

Milestone	Start Date	Completion Date
Questionnaires distributed, and evidence submitted		
1. 25% Completion	2/26/18	3/07/18
2. 50% Completion	3/08/18	3/16/18
3. 75% Completion	3/19/18	3/28/18
4. 100% Completion	3/29/18	4/06/18
Audit review Contractor must be available for individual and collaborative review with auditors and must update and provide evidence as required by MDHHS BIC Eligibility PMO	4/09/18	05/25/18

**Project Management**

Contractor must provide project management services and Deliverables as described within the Contract, section 1.041 for the identified scope within this SOW. Contractor must collaborate with the State PMO Project Manager(s) to achieve PMO project objectives. The Contractor Management Information Systems Manager is ultimately accountable for the overall quality of Services and Deliverables as described within this SOW.

**ASSUMPTIONS:**

1. The Contractor must have appropriate resources with appropriate skill sets and access to perform the activities outlined within this SOW.
2. The Contractor must document all non-compliance, but no remediation effort will take place under this SOW.

**PROJECT CONTROL AND REPORTS:**

A Weekly Progress Report must be submitted in a format mutually agreed upon to the PMO Project Manager(s) throughout the life of this SOW. Each weekly progress report must contain the following:

1. Status: Indicate performance on the scope, schedule, milestones and deliverables and include total number of hours remaining for performance activities.
2. Current Activities: Indicate the projected tasks and activities that will be worked on over the next reporting period in relation to the scope, schedule, milestones and deliverables.
3. Key Accomplishments: Indicate activities and tasks worked on, what was completed during the current reporting period, and the number of hours allocated to each activity and task.
4. Issues and Risks: Indicate any concerns or topics that may jeopardize the scope, schedule, milestones and deliverables.

**PAYMENT SCHEDULE:**

Payment will be made on a Time and Materials basis. Total hours are estimated, and the State is under no obligation to utilize all the hours. This SOW includes a total of 600 hours, or \$72,000.00 for Contractor Support Services, not to exceed \$120 per hour. The Contractor will document date, time and effort description on the monthly DAD. Payment will be made against an invoice that includes as an attachment the completed and executed DAD as signed by the MDHHS Project Manager and the DTMB Project Manager and in accordance with the State's standard payment procedure. The Contractor will only invoice the State for the actual hours worked.

<b>Deliverable:</b>	<b>Completion Date:</b>	<b>Cost:</b>
Questionnaires, Evidence, and Follow-up Fulfillment	06/30/18	\$72,000.00
<b>TOTAL AMOUNT:</b>		<b>\$72,000.00</b>

This SOW does not constitute any commitment from the State to utilize additional Contractor Services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services

Director, Medicaid Services Administration

(517) 241-7556

[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**

Michigan Department of Technology, Management and Budget

Agency Services supporting Department of Health and Human Services,

Director, Eligibility Division

(517) 241-5779

[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 23

to

Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		517-335-5096	
		dunnk3@Michigan.gov	
	<b>Contract Administrator</b>	Jarrod Barron	DTMB
		(517) 284-7045	
		barronj1@michigan.gov	

**CONTRACT SUMMARY**

**ENROLLMENT BROKER SERVICES - DCH**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2023

PAYMENT TERMS	DELIVERY TIMEFRAME
	N/A

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2023

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
\$454,015,727.00	\$0.00	\$454,015,727.00

**DESCRIPTION**

Effective 12/14/2017, the parties add the services detailed in the attached Statement of Work, including modifying some services and costs associated with Contract Change Notices 17 and 18. All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, and DTMB Procurement approval.





## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 IN SUPPORT OF THE MDHHS BIC PROJECT CONTROL OFFICE AND ALIGNMENT WITH STATE AND FEDERAL TECHNOLOGY CHANGES**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract 071B1300215 ("Contract") to describe additional enhancements to the MAXIMUS system MAXEB, increase Contractor staffing resources and infrastructure for the Oracle Financial Application (OFA) systems, provide support services to complete the State of Michigan (the "State") systems Security Plan and Assessment and address extra security credentials for the login process for the Modified Adjusted Gross Income (MAGI) Viewer and worker Data Collection Tool (DCT) websites.

### **BACKGROUND:**

This SOW amends the Contract for MAXIMUS Health Services, Inc. ("Contractor"). All terms, conditions, pricing and specifications contained in the Contract and subsequent Contract Change Notices remain in full force and effect unless specifically set out in this SOW. Capitalized terms not defined in this SOW shall have the meaning ascribed in the Contract as amended.

The Contractor provides services that support the Michigan Department of Health and Human Services (MDHHS) income and eligibility based healthcare programs. The Contractor hosts multiple technology applications and systems (collectively called "MAXIMUS Systems") that integrate with numerous State applications and systems. One of the hosted systems is the Contractor's proprietary enrollment broker system called MAXSTAR. MAXSTAR is the system of record for the MDHHS Health Care Program Administration that stores health plan enrollment information including Primary Care Physician (PCP) choice, generates and maintains a record of correspondence and notices for members regarding enrollment, manages the open enrollment and some disenrollment processes.

MAXSTAR is a legacy system that the Contractor is replacing with a Contractor proprietary system called MAXEB. The Contractor is developing MAXEB with the same functionality that the MAXSTAR production environment provided as of March 31, 2017. Concurrent with the Contractor development of MAXEB, MDHHS has approved through the MDHHS Business Integration Center (BIC) Project Management Office (PMO) governance process, additional MAXEB system enhancements that must be designed, tested and developed for inclusion with the MAXEB implementation.

MAXIMUS Systems also include OFA systems that are used to manage and facilitate the processing and maintenance of, and provide access to, financial records of premiums, copays, contributions, payment or account information and the content of quarterly statement mailings. Two other systems are the DCT and the MAGI Viewer Tools; both support the ability for MDHHS to assist Medicaid applicants and beneficiaries. Over the life of the Contract, these systems have

been updated, reconfigured and enhanced to fit the ever-evolving landscape of health and human services.

### **BRIEF DESCRIPTION of SERVICES to be PROVIDED:**

In support of the BIC approved projects outlined below, this SOW details the Services, Work and Deliverables that the Contractor must perform for:

- Required enhancements of the MAXEB system.
- The new MI Marketplace Option OFA system by increasing the Contractor staffing resources in addition to the underlying OFA infrastructure.
- Implementing a two Factor Authentication for the MAGI Viewer and DCT systems.
- Support the State in completing Security Plan and Assessments.

Services, Work and Deliverables for other MAXIMUS Systems, in support of the BIC approved projects as outlined within this SOW, are covered under Contract Change Notice (CCN) 17 and 18.

The Contractor must develop and implement enhancements based on the MDHHS business owners as defined in this SOW and BIC assigned PMO direction and approval.

### **PROJECT OBJECTIVE:**

1. Provide MAXEB system enhancements supporting below BIC approved project requirements. Enhancements are in addition to the functionality of the current system MAXSTAR that had a code freeze effective March 31, 2017 (as described within CCN18).
  - a. MI Marketplace Option (Medicaid Expansion Waiver Part 2)
  - b. Medicare New Card Project (Social Security Number Removal Initiative (SSNRI)
  - c. Choice in Dental Health Plans [Healthy Kids Dental (HKD) Health Plan Enrollment]
2. Increase Contractor staffing resources and capacity to support ongoing enhancements, maintenance, and operations for the OFA systems teams in support of the MI Marketplace Option (Medicaid Expansion Waiver Part 2) project.
3. Increase Contractor OFA systems infrastructure by 4 servers with complete availability in March 2018.
4. Complete a Security Plan and Assessment for MAXEB and the MI Marketplace Option OFA system.
5. Provide two Factor Authentication (2FA) security credentials during the login process on the MAGI Viewer and worker DCT websites.

### **SCOPE OF WORK:**

The term of this SOW begins upon the dually executed Change Notice.

1. **SDLC enhancements to MAXEB.** The Contractor must perform software development life cycle (SDLC) enhancements to MAXEB that support the requirements of the following projects. Additional detailed project descriptions and specific requirements are referenced in corresponding BIC approved Project Change Request (PMM-0014) and/or Project Charters. The Contractor must support the State's effort in completing a Security Plan and Assessment, or DTMB-0170, for the MAXEB system.

a. MI Marketplace Option (Medicaid Expansion Waiver Part 2)  
BIC Work Request 2492

This project aligns and complies with a State legislative directive for the continuation of the Healthy Michigan Plan (HMP) program. As approved by the Centers for Medicare and Medicaid Services (CMS), HMP beneficiaries who have not attested to a healthy behavior, have been on the HMP for at least 12 months and are between 100.01% and 133% of the Federal Poverty Level (FPL) must complete a healthy behavior requirement or move to a MI Marketplace Option health plan. This change will be effective April 1, 2018. For new people entering HMP, they will have a 12-month grace period to complete a healthy behavior requirement in compliance with the healthy behavior protocols.

MAXEB must provide functionality that allows enrollment into the MI Marketplace Option health plans. MAXEB must support tracking HMP eligibility and utilize different rules for HMP recipients who have met the healthy behavior requirement, are in the 12-month grace period, or who must go to the marketplace for health care coverage.

The Contractor must allow beneficiaries the ability to choose a MI Marketplace Option health plan through the online tool, Healthcare4mi.com. The Contractor must provide an online payment option and track beneficiary payments and apply incentives.

As approved by the PMO, the schedule for BIC 2492 will proceed on its own development paths in multiple phases and the development and testing will not impact other BIC Work Request streams. The schedule will be managed by the established PMO process. Changes to the schedule will be managed by the established PMO project change request process.

b. Medicare New Card Project (Social Security Number Removal Initiative [SSNRI])  
BIC Work Request 2378

The purpose of SSNRI is to achieve compliance under the Medicare Access and CHIP Reauthorization Act (MACRA) of 2015. MACRA requires organizations to use a Medicare Beneficiary Identifier (MBI) for Medicare transactions; transitioning away from the use of Health Insurance Claim Number (HICN) and the Railroad Board (RRB) identifiers. This direction is in response to privacy and security measures across the board to shore-up elimination of any SSN based identifier.

SSNRI eliminates the use of SSN-based identifiers for external communications. MAXEB must support both the MBI and HICN in alignment to MDHHS timelines. The Contractor must modify the MI Health Link enrollment file sent to CMS using the MBI and must be able to receive the MBI in files from the State.

The schedule for BIC 2378 will be managed by the established PMO process. Changes to the schedule will be managed by the established PMO project change request process.

c. Choice in Dental Health Plans [Healthy Kids Dental (HKD) Health Plan Enrollment]  
BIC Work Request 11396

MDHHS is seeking to further improve the quality and access of oral health services for its younger population through its managed care Dental Service delivery model, HKD, by

implementing dental choice. Currently MDHHS contracts with a single dental service plan provider to serve approximately 955,000 individuals statewide. The choice of two dental providers will be available beginning October 1, 2018.

The HKD benefit program provides dental coverage for individuals 0 through 20 years of age and is funded under both the Title XIX (Medicaid) and Title XXI Children's Health Insurance Program (CHIP) of the Social Security Act. MDHHS has the sole authority to determine whether individuals meet statutory eligibility requirements and will determine eligibility for enrollment in the HKD benefit program.

Beginning October 1, 2018, MAXEB must collect dental enrollment plan choice and send the information to the State in the enrollment files.

The Contractor must accept dental provider files to give the call center dental provider information to assist callers with choosing a dental plan.

The Contractor must generate letter files for mailings.

The Contractor must include dental enrollment, change and disenrollment information in the monthly reports to the State.

The schedule for BIC 11396 will be managed by the established PMO process. Changes to the schedule will be managed by the established PMO project change request process.

**2. Increase OFA Contractor staffing resources and capacity to support MI Marketplace. Option (Medicaid Expansion Waiver Part 2)  
BIC Work Request 2492/Eligibility Change Control 4408**

The Contractor must incrementally increase their staffing resources dedicated to the State for OFA system SDLC enhancement, maintenance and operations teams. The Contractor must support the State's effort in completing a Security Plan and Assessment, or DTMB-0170, for the MI Marketplace Option OFA system. In the event of an increase in the scope set out in this SOW, the parties shall negotiate in good faith an increase in the number of hours.

The Contractor currently supports three OFA systems for the State: MI Health Account (MIHA), Freedom to Work (FTW) and MICHild. OFA is the product, or platform, that the MIHA, FTW and MICHild solutions are built on. OFA must receive, ingest and maintain required eligibility/enrollment data from MAXEB. MI Marketplace Option OFA is a new system, similar in complexity to MIHA and will also be built on the OFA product. MI Marketplace Option OFA will exchange limited beneficiary incentive data with MIHA, however, all other beneficiary data must remain separate between the two programs.

Contractor SDLC effort in implementing the MI Marketplace OFA system will partially draw down against the fixed Contractor OFA Enrollment and Maintenance SDLC annual capacity as described within CCN18. However, an increase of OFA staff is necessary to support development and implementation of MI Marketplace Option OFA system, as well as the ongoing SDLC enhancements and maintenance and operational support on the MI Marketplace Option OFA system, concurrent with MIHA, FTW and MICHild OFA systems services.

A total of 2.5 FTEs will be added to the OFA teams as identified in CCN18 as follows:

Assigned to the SDLC Enhancement and Maintenance team

0.5 FTE Quality Analyst Tester beginning December 1, 2017

0.5 FTE Database Administrator beginning February 1, 2018

Assigned to the Operations Support team

0.5 FTE Quality Analyst Tester beginning March 1, 2018

1.0 FTE Developer beginning March 1, 2018

The PMO managed capacity Contractor SDLC enhancement and maintenance teams, as well as the Contractors Operations Support team, have each been increased to reflect this change.

Table 1a

REVISED column identifies the increase described above for 80% of the additional 1.0 FTE available for capacity planning on the Contractor Enhancement SDLC OFA Team:

CCN18 Table 1a is replaced by below as shown with REVISED:

<b>Enhancement SDLC Roles</b>	<b>CCN18 ACA Eligibility Annual Capacity*</b>	<b>CCN18 OFA Enrollment Annual Capacity</b>	<b>REVISED OFA Enrollment Annual Capacity</b>
1. Project Management Analyst 2. IT Project Manager 3. Business Analyst 4. System Administrator 5. System Architect 6. Database Administrator 7. Technical Lead 8. Tester 9. Developer	7,779	22,984	24,398

\*No change under this SOW to the ACA Eligibility Annual Capacity

Table 2a

REVISED column identifies the increase described above for 20% of the additional 1.5 FTE available for capacity planning on the Contractor Maintenance SDLC OFA Team:

CCN18 Table 2a is replaced by below as shown with REVISED:

<b>Maintenance SDLC Roles</b>	<b>CCN18 ACA Eligibility Annual Capacity*</b>	<b>CCN18 OFA Enrollment Annual Capacity</b>	<b>REVISED OFA Enrollment Annual Capacity</b>
1. Project Management Analyst 2. IT Project Manager 3. System Analyst 4. System Administrator 5. Database Administrator 6. Technical Lead 7. Developer	1,945	5,746	6,100

8. Tester			
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\*No change under this SOW to the ACA Eligibility Annual Capacity

Table 2b

REVISED column identifies the increase described above for the additional 1.5 FTE on the Contractor Operations OFA team.

CCN18 Table 2b is replaced by below as shown with REVISED:

<b>Operations Support Team</b>	<b>CCN18 ACA*</b>	<b>CCN18 OFA</b>	<b>REVISED OFA</b>
Project Management Analyst	0.0	0.5	0.5
IT Project Manager	0.25	0.5	0.5
System Analyst	0.0	1.0	1.0
System Administrator	0.125	0.0	0.0
Database Administrator	0.125	0.75	0.75
Technical Lead	0.0	0.5	0.5
Developer	1.0	5.0	6.0
Tester	0.25	1.5	2.0
<b>Total Contractor Operations Resources</b>	<b>1.75</b>	<b>9.75</b>	<b>11.25</b>

\*No change under this SOW to the ACA Operations Support team

The schedule for MI Marketplace Option OFA will be managed by the established PMO process. Changes to the schedule will be managed by the established PMO project change request process.

### 3. Increase OFA systems Infrastructure

Eligibility Change Control 4408

The Contractor must provide four additional virtual machine (VM) servers and the associated software licenses to the existing OFA systems. The additional servers are required to provide sufficient processing capacity to develop and operate the four Medicaid premiums management systems (MIHA, FTW, MICHild and MI Marketplace Option).

The Contractor must procure and stage hardware including memory and storage devices, any necessary software licenses and the labor to stand the environments up. Server hosting and Operations Support must begin immediately following functional use of the new environments and adhere to the same level of service and deliverables as defined within the Contract and CCNs.

The Contractor must work with the State on maximizing utilization of the OFA systems, and will plan use of OFA environments and infrastructure in a mutually agreeable manner. Collaboration will occur by Contractor and State team review of impact statements that are submitted by the Contractor for each project requested and initiated by the State. Impact

statements will be leveraged for current and future planning of infrastructure demand by documenting the current CPU, RAM and Storage utilization, what the projected utilization of these metrics will be with the implementation of the project, and what the recommended maximum values of these parameters should be for optimum performance.

#### **4. Two Factor Authentication (2FA)**

BIC Work Request 4014

To remediate findings relating to the Identity and Authentication family of controls from the 2016 CMS Security Audit, the Contractor must implement a process that requires users to take an additional step to prove their identity on the MAGI Viewer and the DCT MAXIMUS Systems.

Using a multi digit “Hard” Token device carried by the user, a six-digit number is generated at the time the user wishes to login. This six digit number is entered in addition to the user name and password in the login page. The server tests the user name and password as before and additionally tests the six-digit code.

- a. When a user logs into DCT and MAGI Viewer, a multi digit token will required along with the user name and password.
- b. If a web page is inactive for a period of 20 minutes, the web page will automatically redirect and the user will be required to login again.

#### **WORK and DELIVERABLES:**

Services, Work and Deliverables are directed and governed under the DTMB and BIC assigned PMO. The purpose of the PMO is to support the State as specified in the Contract between the parties in enhancing, implementing and supporting MAXEB functionality and requirements as identified in the PMO objectives and the project charter. Contractor must support the PMO objectives in accordance with the State Unified Information Technology Environment (SUITE) and Systems Engineering Methodology (SEM) for SDLC.

Contractor must adhere to standards and quality controls as outlined within the Contract.

The Contractor must provide services to support the State’s effort in completing a Project Security Plan and Assessment, or DTMB-0170, for the MAXEB and the MI Marketplace Option OFA systems. Services include Contractor Security technical specialists attending State facilitated meetings, addressing specific questions and controls, and providing documentation or evidence as requested. This service is to enable State staff to complete an internal system security registry, called LOCKPATH.

LOCKPATH is the State’s Governance, Risk and Compliance (GRC) tool. The LOCKPATH process replaces the paper-based DTMB-0170 form and process using a web-based system to collect application system security information and the application’s security compliance with requirements such as PCI, NIST, CJIS, HIPAA, IRS, and Fed RAMP security standards. However, only NIST and HIPAA will apply to this project. Much of the information gathering is accomplished using questionnaires similar to the DTMB-0170. LOCKPATH reports all of the security controls where the application/system fails to comply with State and/or federal standards. A reported gap or finding that MAXEB and/or the MI Marketplace Option OFA systems fail to comply with NIST and/or HIPAA standards must be addressed by the Contractor as an operational support service at no additional cost to the State.

## **MAXEB SDLC**

The Contractor must implement MAXEB according to State and CMS security requirements. Services as identified in the Contract and CCNs must continue throughout the transition and implementation period. Contractor must ensure that integrated and program end to end testing with State systems occurs for applicable levels of development prior to implementation of MAXEB. Milestones and deliverables for projects described herein are scheduled consistent with the PMO Project Charter(s). Deliverables and acceptance of deliverables for this project must adhere to the State SDLC processes and methodologies as described within the Contract and CCNs.

### **Increase OFA Staffing Resources**

The Contractor must increase the staffing resources dedicated to the OFA system SDLC Enhancement and Maintenance team by 1.0 FTE, and the Operations Support team by 1.5 FTE to support the MI Marketplace Option (Medicaid Expansion Waiver Part 2) system. Associated team capacity has been increased as described above under Scope (2) Table 1a, 2a and 2b. Staffing resources will support the State as described within CCN18.

### **Additional OFA Infrastructure**

- Contractor must build, host and support four additional application and database servers for the OFA platform pursuant to Eligibility Change Control 4408. These are in addition to the existing twelve OFA application and database servers and must support Production and Staging environments. These servers must be load balanced with existing servers and be upgraded to flash storage to minimize database contention among the four OFA programs.

In addition, three lower environments that include Development (DEV), Quality Analysis Testing (QAT) and User Acceptance Testing (UAT) must be created on existing servers. These environments will be on an independent path leading to the common Staging environment where code will be merged.

- Additional storage, processors and random access memory (RAM) must be added to all existing servers to support the processing load.

The new environments must allow parallel development and testing, and a staging (pre-production) area which is isolated from the development process and the production environment. These additional environments must allow for another single DEV/QAT/UAT stream to occur simultaneously to eliminate competition for simultaneous development activities. All streams must flow through the staging environment prior to production.

The staging server must provide the environment to perform code branching and merging between the all parallel environments. The staging environment must mirror the production environment and provide a stable platform for preparing the deployment packages for production deployment after the code branching and merging has been performed.

#### **Deliverables:**

The Contractor must provide a screen shot of each new additional server that clearly indicates date, base operating system (OS), RAM, storage area network (SAN) storage and backups. The Contractor must provide the URLs and IP address for the lower environments.



Upon State PMO confirmation and acceptance of the four additional servers and the lower environments, the Operations Services and Deliverables and Warranty as defined within CCN 17 must apply to all the MAXIMUS Systems environments hosted by the Contractor. The additional OFA environments must be available Monday through Friday from 8 AM to 7 PM Eastern Standard Time (EST) and as necessary and requested by the State PMO.

### **Two Factor Authentication (2FA)**

The Contractor must implement 2FA utilizing a product called Dell Defender GO-7 that comprises of the multi digit Hard Token and the corresponding software. The Contractor is the only signatory to the software license agreement and is accountable for compliance to that agreement. State users of the tokens/multifactor authentication system will not accept any end user licensing agreement.

The Contractor must create a new login page that will be used by F5 (perimeter security) hardware. Once a user successfully authenticates, the website can be accessed. If an unauthenticated user tries to access the website, the F5 directs them to the login page. The Contractor will also provide a network diagram describing where the F5 is and how the data flows to the PMO for this change.

Milestones and deliverables are scheduled consistent with the PMM-0014. Deliverables and acceptance of deliverables for this project must adhere to the State SDLC processes and methodologies as described within the Contract.

### **Project Management**

Contractor must provide project management services and Deliverables as described within the Contract, section 1.041 for the identified Scope within this SOW. Contractor must collaborate with the State PMO Project Manager(s) to achieve PMO project objectives. The Contractor Management Information Systems Manager is ultimately accountable for the overall quality of Services and Deliverables as described within this SOW.

### **STATE STANDARDS**

The State requires all services, products, software, work and hosted services that are completed in conjunction with this SOW, and as required per the Contract, to be in compliance with the State policies, standards and procedures as set out in this section (see hyperlinks/URLs below) of the SOW (the "State Standards").

All MAXIMUS Systems identified in this SOW and in CCN18 that have enhancements made on or after the date of this issued CCN must comply to the State standards. The Contractor must review all systems and create a State Standards plan that will align MAXIMUS Systems to the State Standards. The plan must identify each system, the gaps and propose a schedule that includes a work break down for closing those gaps. The Contractor must submit the plan to the State Project Contacts within 3 months of issuance of this SOW. The State and the Contractor will collaborate on finalizing and implementing the State Standards plan.

### Change Management Process and State policies, standards and procedures

Change management is an ongoing iterative process which may involve many individuals at different levels within the organization. This section describes the Change Management Process (CMP). The purpose of the CMP is to ensure standardized methods and procedures are used for efficient and prompt handling of all changes. A formal, repeatable process minimizes risk when introducing change to the State's IT environment and helps improve quality. The CMP defines the activities, roles and responsibilities necessary to effectively and efficiently manage and coordinate all changes.

The links below provide information on the applicable State Standards.

### Enterprise IT Policies, Standards and Procedures

Contractors are advised that the State has methods, policies, standards and procedures that have been developed over the years. Contractors are expected to provide proposals that conform to State IT policies and standards. All services and products provided as a result of this Contract must comply with all applicable State IT policies and standards. Contractor is required to review all applicable links provided below and state compliance in their response.

Enterprise IT Policies, Standards and Procedures: [http://michigan.gov/dtmb/0,4568,7-150-56355\\_56579\\_56755---,00.html](http://michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html)

### Acceptable Use Policy

To the extent that Contractor has access to the State's computer system, Contractor must comply with the State's Acceptable Use Policy, see [http://michigan.gov/dtmb/0,4568,7-150-56355\\_56579\\_56755---,00.html](http://michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html). All Contractor Personnel will be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State's system. The State reserves the right to terminate Contractor's access to the State's system if a violation occurs.

### Look and Feel Standard

All software items provided by the Contractor must adhere to the Look and Feel Standards [http://www.michigan.gov/documents/som/Look\\_and\\_Feel\\_Standards](http://www.michigan.gov/documents/som/Look_and_Feel_Standards).

### ADA Compliance

The State is required to comply with the Americans with Disabilities Act of 1990 (ADA), and has adopted a formal policy regarding accessibility requirements for websites and software applications. The State is requiring that the Contractor's Solution, where relevant, to level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0. The Contractor may consider, where relevant, the W3C's Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT) for non-web software and content. The State may require that Contractor complete a Voluntary Product Accessibility Template for WCAG 2.0 (WCAG 2.0 VPAT) or other comparable document for the proposed Solution. [http://www.michigan.gov/documents/dmb/1650.00\\_209567\\_7.pdf?20151026134621](http://www.michigan.gov/documents/dmb/1650.00_209567_7.pdf?20151026134621)

### Note:

In all policies, standards and procedures, whereas DTMB Development team is stated, in a vendor developed solution, the vendor assumes those responsibilities.

Proof of steps must be maintained and delivered as requested by DTMB.

### **ASSUMPTIONS:**

1. Projects must follow the standard SUITE SEM and PMM methodologies.

2. Current MAXSTAR hardware capacity will be maintained for MAXEB to provide functionality that will meet the State needs.
3. Contractor support of production deployments occurs concurrently with Services provided as part of this SOW.
4. All security patches and system and Software configuration changes must be tested before deployment.
5. There must be separate development, test and production environments.
6. Interdependencies between State systems will be identified and defined in collaboration with the PMO during the requirements and the initial design phase.

**PROJECT CONTROL AND REPORTS:**

A Weekly Progress Report must be submitted in a format mutually agreed upon to the PMO Project Manager(s) throughout the life of this project. Each weekly progress report must contain the following:

1. Status: Indicate performance on the scope, schedule, milestones and Deliverables.
2. Current Activities: Indicate the projected tasks and activities that will be worked on over the next reporting period in relation to the scope, schedule, milestones and Deliverables.
3. Key Accomplishments: Indicate activities and tasks worked on and what was completed during the current reporting period.
4. Issues and Risks: Indicate any concerns or topics that may jeopardize the scope, schedule, milestones and Deliverables.

**PAYMENT SCHEDULE:**

**1. Project Security Plan and Assessment Support Services**

Payment will be made on a Time and Materials (T&M) basis. Total hours are estimated, and the State is under no obligation to utilize all the hours. This SOW includes a total of 500 hours, or **\$60,000.00**, for Project Security Plan and Assessment Support Services, not to exceed \$120 per hour. The Contractor will document date, time and effort description on the monthly Deliverables Acceptance Document (DAD) submitted with that month’s invoice.

**2. SDLC enhancements to MAXEB:**

Payment will be made as SDLC milestones are achieved and accepted by the State. The Contractor must bill the fixed, one-time cost on the invoice for the month in which the deliverables are accepted by the State as acknowledged within the Deliverable Acceptance Document (DAD) and included on the Stage Exit Process (SEM-0189).

MAXEB MI Marketplace Option (Medicaid Expansion Waiver Part 2)

BIC Work Request 2492

Table 3a:

Milestone	Planned Hours of Effort	Est Cost Amount*	Percentage of Total Payment	Payment Milestone
Detailed Business and Technical Requirements	173	\$20,760.00	10%	\$22,296.00
Application Design			10%	\$22,296.00

Application Development	731	\$87,720.00	20%	\$44,592.00
Testing			20%	\$44,592.00
Quality Analysis Testing (QA)	842	\$101,040.00		
System Integration Testing (SIT) User Acceptance Testing (UAT)	76	\$9,120.00		
Implementation/Deployment	36	\$4,320.00	40%	\$89,184.00
<b>TOTAL</b>	1,858	\$222,960.00	100%	<b>\$222,960.00</b>

MAXEB Medicare New Card Project/SSNRI  
BIC Work Request 2378

Table 3b:

Milestone	Planned Hours of Effort	Est Cost Amount*	Percentage of Total Payment	Payment Milestone
Detailed Business and Technical Requirements	44	\$5,280.00	10%	\$2,880.00
Application Design			10%	\$2,880.00
Application Development	48	\$5,760.00	20%	\$5,760.00
Testing			20%	\$5,760.00
Quality Analysis Testing (QA)	48	\$5,760.00		
System Integration Testing (SIT) User Acceptance Testing (UAT)	84	\$10,080.00		
Implementation/Deployment	16	\$1,920.00	40%	\$11,520.00
<b>TOTAL</b>	240	\$28,800.00	100%	<b>\$28,800.00</b>

MAXEB Choice in Dental Health Plans ((HKD) Health Plan Enrollment)  
BIC Work Request 11396

Table 3c:

Milestone	Planned Hours of Effort	Est Cost Amount*	Percentage of Payment	Payment Milestone
Detailed Business and Technical Requirements	241	\$28,920.00	10%	\$19,992.00
Application Design			10%	\$19,992.00
Application Development	577	\$69,240.00	20%	\$39,984.00
Testing			20%	\$39,984.00
Quality Analysis Testing (QA)	640	\$76,800.00		
System Integration Testing (SIT) User Acceptance Testing (UAT)	168	\$20,160.00		

Implementation/Deployment	40	\$4,800.00	40%	\$79,968.00
<b>TOTAL</b>	1,666	\$199,920.00	100%	<b>\$199,920.00</b>

\*Estimated cost amount is calculated with the planned hours of effort using a blended rated consistent with the prices provided in CCN17 and CCN18

**3. 2FA (Multifactor Authentication) – BIC Work Request 4014:**

The following costs are in addition to the existing costs in the Contract (CCN18).

Payment for the multi digit “Hard” Token device and associated software will be made as a fixed, one-time cost payable upon execution of this SOW as issued under a Contract Change Notice:

‘Hard’ Token w/license (Defender GO-7), quantity = 300	\$17,300.00
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The following Total annual maintenance cost is payable one year from the date of State acceptance of 2FA functionality:

‘Hard’ Token w/license annual maintenance (starting after first year)	\$3,460.00
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There are no additional costs to pass to the State for Contractor to administer the tokens.

Annual maintenance provides for the latest version of the software. The Contractor is responsible to maintain and provide the latest version and address any “bugs” or issues with the software. The State may cancel 2FA at any time with an alternative solution and mutually agreed upon schedule from the State Project Contacts.

**4. Additional OFA environments**

Eligibility Change Request 4808

Payment for standing up the four new OFA servers and the lower environments will be made on a, firm fixed deliverable cost basis and invoiced in two phases once confirmed as Operational per Table 4.1.

Table 4:

One Time Activity	Cost
Software License Costs	\$192,590.00
Labor to setup the environments	\$24,000.00
Flash Storage	\$148,376.00
<b>Total</b>	<b>\$364,966.00</b>

Table 4.1:

Payment #	Phase	Cost
1	Install and configure 2 servers to be load balanced with existing servers in the Staging environment	\$182,483.00

2	Install and configure 2 servers to be load balanced with existing servers in the Production environment	\$182,483.00
<b>TOTAL:</b>		<b>\$364,966.00</b>

**5. COST REVISIONS FROM CCN18:**

The costs for the increasing Contractor staffing resources are anticipated to be increased as of the date of the CCN issuance. Fixed monthly payments scheduled under CCN18 are hereby revised and extended through September 31, 2018. Payment for the additional resources will be pro-rated daily as necessary to term with the initial first full month of services. Date of resources beginning on the Enhancement Team, Maintenance Team and Operations Support Team for which costs are incurred will be documented on the DAD and must align to that month's invoice. The increases in the monthly costs on Table 7 are reflective of the new hardware and four new servers and will be also detailed in the DAD.

The following tables are revised and replace those tables in CCN18 as indicated below:

CCN18 Payment Schedule **Enhancement Resources**, Table 5, is revised and extended as shown below:

<b>Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Enhancements*</b>	<b>OFA Enhancements</b>
1	October 2017	\$114,400.00	\$338,000.00
2	November 2017	\$114,400.00	\$338,000.00
3	December 2017	\$114,400.00	\$348,400.00
4	January 2018	\$114,400.00	\$348,400.00
5	February 2018	\$114,400.00	\$358,800.00
6	March 2018	\$114,400.00	\$358,800.00
7	April 2018	\$114,400.00	\$358,800.00
8	May 2017	\$114,400.00	\$358,800.00
9	June 2018	\$114,400.00	\$358,800.00
10	July 2018	\$114,400.00	\$358,800.00
11	August 2018	\$114,400.00	\$358,800.00
12	September 2018	\$114,400.00	\$358,800.00

<b>TOTALS:</b>	<b>\$1,372,800.00</b>	<b>\$4,243,200.00</b>
ACA and OFA Totals	\$5,616,000.00	

\*No change under this SOW to the ACA Enhancement Support team

CCN18 Payment Schedule **Operations Support Resources**, Table 6, is revised and extended as shown below:

<b>Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Operations*</b>	<b>OFA Operations</b>
1	October 2017	\$36,400.00	\$202,800.00
2	November 2017	\$36,400.00	\$202,800.00
3	December 2017	\$36,400.00	\$202,800.00
4	January 2018	\$36,400.00	\$202,800.00
5	February 2018	\$36,400.00	\$202,800.00
6	March 2018	\$36,400.00	\$234,000.00
7	April 2018	\$36,400.00	\$234,000.00
8	May 2017	\$36,400.00	\$234,000.00
9	June 2018	\$36,400.00	\$234,000.00
10	July 2018	\$36,400.00	\$234,000.00
11	August 2018	\$36,400.00	\$234,000.00
12	September 2018	\$36,400.00	\$234,000.00
<b>TOTALS:</b>		<b>\$436,800.00</b>	<b>\$2,652,000.00</b>
ACA and OFA Totals		\$3,088,800.00	

\*No change under this SOW to the ACA Operations Support team

CCN18 Payment Schedule **Server Management**, Table 7, is extended as shown below:

<b>Payment #</b>	<b>Month of Service Payment</b>	<b>ACA Server Mgmt</b>	<b>OFA Server Mgmt</b>
1	October 2017	\$31,895.00	\$34,894.00
2	November 2017	\$31,895.00	\$34,894.00
3	December 2017	\$31,895.00	\$34,894.00
4	January 2018	\$31,895.00	\$36,809.00
5	February 2018	\$31,895.00	\$41,886.00
6	March 2018	\$31,895.00	\$48,879.00
7	April 2018	\$31,895.00	\$48,879.00
8	May 2017	\$31,895.00	\$48,879.00
9	June 2018	\$31,895.00	\$48,879.00
10	July 2018	\$31,895.00	\$48,879.00
11	August 2018	\$31,895.00	\$48,879.00
12	September 2018	\$31,895.00	\$48,879.00
<b>TOTALS:</b>		<b>\$382,740.00</b>	<b>\$525,530.00</b>
ACA and OFA Totals		\$908,270.00	

\*No change under this SOW to the Server Management costs



**SOW VALUE SUMMARY:**

<b>Payment Schedule #</b>	<b>Payment Description</b>	<b>TOTAL</b>
<b>Time &amp; Material (T&amp;M) Cost Not to Exceed</b>		
1	Project Security Plan and Assessment Support Services	<b>\$60,000.00</b>
<b>Project – One-time Fixed Deliverable Cost</b>		
2	MI Marketplace Option (BIC#2492) Table 3a	\$222,960.00
2	Social Security Number Removal Initiative (BIC#2378) Table 3b	\$28,800.00
2	Healthy Kids Dental (BIC#11396) Table 3c	\$199,920.00
3	2FA (Multifactor Authentication) (BIC#4014)	\$17,300.00
4	OFA Environments (CR#4808) Table 4	\$364,966.00
TOTAL PROJECT – One-time Fixed Deliverable Cost		<b>\$833,946.00</b>
<b>Recurrent – Monthly Costs (October 1, 2017 – September 31, 2018)</b>		
5	Enhancement Resources Table 5	\$5,616,000.00
5	Operations Support Resources Table 6	\$3,088,800.00
5	Server Management Table 7	\$908,270.00
TOTAL Recurrent Monthly Cost		<b>\$9,613,070.00</b>
<b>Annual Cost - 2FA (Multifactor Authentication) (BIC#4014)</b>		
3	TOTAL Annual Cost (SOM FY19)	<b>\$3,460.00</b>
<b>SUMMARY</b>		
TOTAL SOW VALUE		\$10,510,476.00
Less CCN18 Value for October 2017 to March 2018 Monthly Costs		\$4,550,334.00
<b>TOTAL CONTRACT VALUE ADDITION</b>		<b>\$5,960,142.00</b>

This SOW does not constitute any commitment from the State to utilize additional Contractor Services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services

Director, Medicaid Services Administration

(517) 241-7556

[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**

Michigan Department of Technology, Management and Budget

Agency Services supporting Department of Health and Human Services,

Director, Eligibility Division

(517) 241-5779

[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 22

to

Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	<a href="mailto:brucecaswell@maximus.com">brucecaswell@maximus.com</a>
*****7682	

<b>STATE</b>	Program Manager	Kevin Dunn	MDHHS
		517-335-5096	
		dunnk3@Michigan.gov	
	Contract Administrator	Joshua Wilson	DTMB
		(517) 284-7027	
		wilsonj31@michigan.gov	

### CONTRACT SUMMARY

<b>ENROLLMENT BROKER SERVICES – DCH</b>			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
0.3NET5, 0.2NET7, 0.1NET10 and NET45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>MINIMUM DELIVERY REQUIREMENTS</b>			
N/A			

### DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input checked="" type="checkbox"/>	5 Years	March 31, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$239,015,727.00	\$215,000,000.00	\$454,015,727.00		

### DESCRIPTION

Effective October 1, 2017 the Contract is hereby amended as follows:

- Ten, one-year options are hereby added per Policy 5.7.6 Useful Life. The first five option years available are hereby exercised, and the revised expiration date is March 31, 2023. All Contract Change Notices apply to extension except numbers 12, 14 and 16 (MCP and Public Assistance Call Center Proof of Concept)
- Value is increased \$215,000,000.00
- Attachment A, Pricing is replaced with the attached
- Prompt-pay discount terms of 0.3NET5, 0.2NET7 and 0.1NET10 are added to Payment Terms
- Article 1 – Statement of Work is updated as follows:
  - Sections 1.071.C(a)1 through 4 and (b) - Service Level Agreements (SLAs)
    - The language in Change Notice 8, regarding Performance Standards is changed from “200,000 calls” to “450,000

calls”, specifically, “If the total call volume exceeds 450,000 calls per month, the State agrees that the SLAs applicable to the call center services will not be enforced until Contractor and State jointly develop and approve a plan to address the increased call volumes.”

5.1.2 The language in Change Notice 15, regarding Performance Standards is changed from “200,000 calls” to “450,000 calls”, specifically, “If the total call volume exceeds 450,000 calls per month, the State agrees that the SLAs applicable to the call center services will not be enforced until Contractor and State jointly develop and approve a plan to address the increased call volumes.”

5.2 Section 1.022 E. Outreach and Cooperation with Agencies: The previous fixed prices based on volume of beneficiaries for outreach services will be replaced with the following:

- (1) Reminder Mailings at \$1.10/each
- (2) Rate Per call of \$0.25/each
- (3) Reserved
- (4) Outreach event participation at \$500.00/event
- (5) Removal of 1.071 C (f) Beneficiary Education SLA, which is no longer applicable as the State does not have the Contractor convene education events.

Note: The Enrollment price is Reserved until State and Contractor agree upon services scope.

5.3 Section 1.031.A Contractor Staff, Roles and Responsibilities; Key Personnel: The following are the current Key Personnel and managers supporting the Contract:

Jacqueline Otto, Project Director  
Laurthel Hayes, Operations Manager  
Craig Ashby, Sr. Finance Manager  
Roger Ettema, Systems/Telecom Manager  
Kevin Smith, IT Project Manager  
Brian Morgan, IT Project Manager  
Darlene Holt, Sr. Human Capital Manager  
Sandy Carpenter, Training and Quality Assurance Manager  
Terri Reid, Call Center Manager  
Joshua Curtis, Call Center Manager  
Dara Ford, MI Health Account Manager  
Tara Clark, Business Analytics Manager.

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, State Administrative Board approval 9/25/2017 and DTMB Central Procurement approval.

### Attachment A, Pricing

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241	a) \$3,684,241
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842	b) \$3,826,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225	c) \$4,068,225
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137	d) \$4,347,137
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684	e) \$4,701,684
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595	f) \$5,041,595
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111	g) \$5,894,111
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846	h) \$6,724,846
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958	i) \$7,740,958
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862	j) \$8,458,862
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373	k) \$9,212,373
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567	l) \$9,950,567
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676	m) \$10,673,676
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933	n) \$11,381,933
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965	o) \$12,085,965
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340	p) \$12,765,340		
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133	q) \$13,429,133		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440	r) \$14,133,440		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397	s) \$14,828,397
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169	t) \$15,545,169
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708	u) \$16,255,708
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015	v) \$16,960,015

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265	a) \$5,398,265
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043	b) \$5,715,043
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356	c) \$6,131,356
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494	d) \$6,526,494
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813	e) \$7,110,813
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509	f) \$7,622,509
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307	g) \$8,875,307
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734	h) \$10,106,734
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532	i) \$11,696,532
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289	j) \$12,757,289
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238	k) \$13,894,238
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941	l) \$15,007,941
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749	m) \$16,098,749
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015	n) \$17,167,015
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810	o) \$18,279,810
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246	p) \$19,322,246
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867	q) \$20,342,867		
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673	r) \$21,341,673		
n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876	s) \$22,377,876		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497	t) \$23,398,497
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536	u) \$24,403,536
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993	v) \$25,392,993



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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194	a) \$7,434,194
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763	b) \$7,868,763
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128	c) \$8,520,128
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872	d) \$9,150,872
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523	e) \$9,909,523
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951	f) \$10,653,951
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432	g) \$12,373,432
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449	h) \$14,129,449
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516	i) \$16,301,516
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974	j) \$17,711,974
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736	k) \$19,291,736
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249	l) \$20,839,249
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007	m) \$22,355,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494	n) \$23,839,494
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083	o) \$25,315,083
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743	p) \$26,751,743
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240	q) \$28,157,240
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572	r) \$29,531,572		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952	s) \$30,933,952
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729	t) \$32,373,729
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363	u) \$33,729,363
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627	v) \$35,128,627
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894	\$ 87,894
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282	\$ 136,282
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812	\$ 123,812
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720	\$ 0.720
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283	\$ 49,283

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005	a) \$4,275,005
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274	b) \$4,376,274
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756	c) \$4,544,756
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498	d) \$4,738,498
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583	e) \$5,043,583
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756	f) \$5,274,756
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479	g) \$5,499,479
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902	h) \$5,769,902
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486	i) \$6,032,486
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660	j) \$6,305,660
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883	k) \$6,589,883
l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638	l) \$6,885,638		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773	a) \$4,917,773
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690	b) \$5,092,690
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365	c) \$5,334,365
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994	d) \$5,571,994
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080	e) \$6,041,080
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411	f) \$6,403,411
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057	g) \$6,767,057
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226	h) \$7,141,226
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478	i) \$7,542,478
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418	j) \$7,955,418
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436	k) \$8,398,436
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435	l) \$8,854,435



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435	a) \$5,552,435
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726	b) \$5,808,726
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321	c) \$6,131,321
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063	d) \$6,450,063
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198	e) \$7,031,198
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203	f) \$7,473,203
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517	g) \$7,968,517
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254	h) \$8,474,254
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095	i) \$9,029,095
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703	j) \$9,595,703
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740	k) \$10,217,740
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061	l) \$10,853,061
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0

**MAXIMUS Attachment A**  
**DTMB Contract No. 071B1300215**

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860	\$ 1,551,860
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404	\$ 1,616,404
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177	\$ 1,744,177
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949	\$ 1,871,949
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189	\$ 2,001,189
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070	\$ 2,132,070
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272	\$ 2,459,272
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475	\$ 2,786,475
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703	\$ 3,158,703
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010	\$ 3,483,010
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986	\$ 3,801,986
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630	\$ 4,115,630
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942	\$ 4,423,942

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922	\$ 4,726,922
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570	\$ 5,024,570
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887	\$ 5,316,887

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871	\$ 5,603,871
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524	\$ 5,885,524
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844	\$ 6,161,844
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152	\$ 6,486,152
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97	\$ 0.97
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		MIHA Hearing Packets (Gamishments): PRICE PER MAILING	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34	\$ 1.34
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778	\$ 1,383,778
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057	\$ 1,483,057
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337	\$ 1,582,337
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616	\$ 1,681,616
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525	\$ 1,794,525
		Automated Outbound Outreach Calls PRICE PER CALL	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Outreach and Cooperation with Agencies	1.022.E	Outreach Event Participation PRICE PER EVENT	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00
		Outreach Mailings PRICE PER MAILING	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.10
		Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158	\$ 2,158
Health Care Program Administration	1.022.G & 1.022.M						



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
a) Administrative Support for co-located DHS staff, including space used for call center operations.		a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690	a) \$190,690

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617	b1.1) \$606,617
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564	b1.2) \$642,564
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463	b1.3) \$701,463
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656	b1.4) \$769,656
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332	b1.5) \$820,332
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271	b1.6) \$1,013,271
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997	b1.7) \$1,145,997
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715	b1.1) \$845,715
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591	b1.2) \$911,591
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272	b1.3) \$1,000,272
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642	b1.4) \$1,068,642
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696	b1.5) \$1,178,696
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797	b1.6) \$1,431,797
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902	b1.7) \$1,653,902

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979	b1.1) \$998,979
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893	b1.2) \$1,094,893
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436	b1.3) \$1,213,436
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851	b1.4) \$1,311,851
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134	b1.5) \$1,393,134
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723	b1.6) \$1,736,723
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673	b1.7) \$1,989,673
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755	e) \$178,755
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397	e.1) \$187,397
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244	e.2) \$205,244
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092	e.3) \$223,092
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939	e.4) \$240,939
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785	e.5) \$258,785
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910	e.6) \$290,910
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529	e.7) \$335,529
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470	e.8) \$377,470
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411	e.9) \$419,411
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352	e.10) \$461,352

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293	e.11) \$503,293
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235	3.12) \$545,235
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175	e.13) \$587,175
		ACA Missing Information Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		ACA Eligibility Decision Letter PRICE PER MAILING	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43	\$ 1.43
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12	\$ 1.12
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	\$1,051	\$1,051	\$1,051	\$1,051	\$1,051
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$93,180	\$93,180	\$93,180	\$93,180	\$93,180
Online Presumptive Application	1.022.H.a	Fixed annual price	\$106,848	\$106,848	\$106,848	\$106,848	\$106,848
Interactive Voice Response System	1.022.I	Fixed annual price	\$51,767	\$51,767	\$51,767	\$51,767	\$51,767

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
Premium Collection – MIChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695	a) \$383,695
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138	b) \$386,138
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239	c) \$393,239
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340	d) \$400,340
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187	a) \$155,187
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644	b) \$162,644
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100	c) \$170,100
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555	d) \$177,555
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531	a) \$610,531
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106	b) \$638,106
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23	c) \$1.23
Health Risk Assessment or MI Health Link / Integrated Care	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	\$ 2.879	\$ 2.879	\$ 2.879	\$ 2.879	\$ 2.879
		Automated Service Completed Survey PRICE PER SURVEY	\$ 0.200	\$ 0.200	\$ 0.200	\$ 0.200	\$ 0.200
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089	a) \$2,003,089
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568	b) \$2,155,568
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047	c) \$2,308,047
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930	d) \$2,602,930
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410	e) \$2,755,410



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889	f) \$2,907,889
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367	g) \$3,060,367
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846	h) \$3,212,846
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730	i) \$3,507,730
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209	j) \$3,660,209
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688	k) \$3,812,688
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468	a) \$2,756,468
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306	b) \$3,008,306
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316	c) \$3,212,316
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733	d) \$3,558,733
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744	e) \$3,762,744
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582	f) \$4,014,582
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997	g) \$4,360,997
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008	h) \$4,565,008
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020	i) \$4,769,020
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031	j) \$4,973,031
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273	k) \$5,367,273
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795	a) \$3,610,795
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694	b) \$3,914,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997	c) \$4,360,997
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070	d) \$4,617,070
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969	e) \$4,920,969
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273	f) \$5,367,273

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345	g) \$5,623,345
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244	h) \$5,927,244
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548	i) \$6,373,548
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621	j) \$6,629,621
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924	k) \$7,075,924
Provider Services	1.022.Q.b1	MONTHLY price for mail services	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063	\$ 1,063
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818	a) \$902,818
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526	b) \$959,526
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234	c) \$1,016,234
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941	d) \$1,072,941
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650	e) \$1,129,650
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357	f) \$1,186,357
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344	g) \$1,191,344
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051	h) \$1,248,051
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760	i) \$1,304,760
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467	j) \$1,361,467
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788	k) \$1,646,788
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788	a) \$1,646,788
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204	b) \$1,760,204
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620	c) \$1,873,620
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314	d) \$1,935,314
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730	e) \$2,048,730
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145	f) \$2,162,145
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561	g) \$2,275,561

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113	h) \$2,449,113
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807	i) \$2,510,807
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223	j) \$2,624,223
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640	k) \$2,737,640
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145	a) \$2,162,145
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406	b) \$2,392,406
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807	c) \$2,510,807
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931	d) \$2,680,931
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055	e) \$2,851,055
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178	f) \$3,021,178
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717	g) \$3,199,717
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841	h) \$3,369,841
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964	i) \$3,539,964
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032	j) \$3,716,032
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767	k) \$4,114,767
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31	\$ 0.31
		DTP Formatting PRICE PER HOUR	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00	\$ 442.00
		Arabic Translation of Script for IVR PRICE PER HOUR	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373	a) \$352,373
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946	b) \$430,946
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518	c) \$509,518
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091	d) \$588,091



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664	e) \$666,664
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236	f) \$745,236
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809	g) \$823,809
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382	h) \$902,382
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954	i) \$980,954
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527	j) \$1,059,527
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100	k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197	a) \$421,197
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594	b) \$568,594
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991	c) \$715,991
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388	d) \$863,388
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785	e) \$1,010,785
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182	f) \$1,158,182
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573	g) \$1,368,573
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471	h) \$1,583,471
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868	i) \$1,730,868
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264	j) \$1,878,264
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661	k) \$2,025,661
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097	a) \$549,097
		b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242	b) \$706,242
		c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388	c) \$863,388
		d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533	d) \$1,020,533
		e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679	e) \$1,177,679

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818	f) \$1,397,818
		g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465	g) \$1,622,465
		h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610	h) \$1,779,610
		i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755	i) \$1,936,755
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362	k) \$5,450,362
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325	e) \$5,795,325

MAXIMUS Attachment A  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239	k) \$8,094,239
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247	c) \$6,487,247
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459	g) \$8,604,459
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989	k) \$10,865,989
		Paper Application Reprint Requests PRICE PER MAIL PIECE	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38	\$ 1.38



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 21  
 to  
 Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	(703) 251-8500
	brucecaswell@maximus.com
*****7682	

<b>STATE</b>	Program Manager	Kevin Dunn	MDHHS
		(517) 335-5096	
		dunnk3@Michigan.gov	
	Contract Administrator	Joshua Wilson	DTMB
		(517) 284-7027	
		wilsonj31@michigan.gov	

**CONTRACT SUMMARY**

<b>ENROLLMENT BROKER SERVICES - DCH</b>			
<b>INITIAL EFFECTIVE DATE</b>	<b>INITIAL EXPIRATION DATE</b>	<b>INITIAL AVAILABLE OPTIONS</b>	<b>EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW</b>
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2018
<b>PAYMENT TERMS</b>		<b>DELIVERY TIMEFRAME</b>	
NET 45		N/A	
<b>ALTERNATE PAYMENT OPTIONS</b>			<b>EXTENDED PURCHASING</b>
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**  
 N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
<b>CURRENT VALUE</b>	<b>VALUE OF CHANGE NOTICE</b>	<b>ESTIMATED AGGREGATE CONTRACT VALUE</b>		
\$239,015,727.00	\$0.00	\$239,015,727.00		

**DESCRIPTION**

Effective August 23, 2017, the attached Maximus Statement of Work to Amend the Michigan Enrollment Broker Services Contract No. 071B1300215 to Operate ISD Portal Support Contact Center is hereby amended to this Contract.

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, and DTMB Procurement approval.





## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 TO OPERATE ISD PORTAL SUPPORT CONTACT CENTER**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract in order for MAXIMUS to provide Integrated Service Delivery (ISD) Portal Support Contact Center. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this SOW will continue to be provided based on the approved contract, including approved change orders, as appropriate. The prices presented reflect this SOW and the information available and decisions made as of June 28, 2017.

### **BACKGROUND:**

Michigan Department of Health and Human Services (MDHHS) developed an ISD Portal that will improve user experience based on person-centric design and self-service features that provide links to existing MDHHS programs and community resources in a holistic application. The ISD Portal will launch as a Pilot project and then extend to a State-wide Rollout of the Portal to all residents of the State of Michigan. As part of the Pilot and State-wide Rollout, MAXIMUS will provide Tier One technical and functional navigation support and streamline the Tier Two technical support. The Pilot will start September 11, 2017, through January 19, 2018, in Muskegon County, Michigan and State-wide Rollout will start January 22, 2018, through March 9, 2018. The routing of these calls to a centralized contact center will assist with streamlining support calls, reduce the volume of repeat calls, decrease the length of response times, and overall improve the efficiency of addressing customer needs.

### **SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the MI EBS contract involved in this change notice.

- 1) Operations
  - a) MAXIMUS will operate the ISD Portal Support Contact Center at its East Lansing, Michigan, facility in space approved under Change Order number 11 to the MI EBS contract.
  - b) For the Pilot, the hours of operation are Monday through Friday 8:00 am to 5:00 pm Eastern Time for Tier One support.
  - c) For the State-wide Rollout, the hours of operation are Monday through Friday 8:00 am to 7:00 pm Eastern Time for Tier One support.
- 2) Staffing
  - a) Staffing for the call center will be a combination of Help Desk and Client Service Representatives to address the uniqueness of the technical and functional navigational support calls.
  - b) At the onset of the implementation, MAXIMUS will need to recruit, hire, and train new staff. If MAXIMUS has hired staff in accordance with an approved project schedule and the project go-live date is extended at the fault of MDHHS, MDHHS will cover the costs to retain these staff until the new go-live date.
- 3) Call Handling and Application Request Mailings
  - a) MAXIMUS will receive all technical and functional navigational Tier One support calls.
  - b) MAXIMUS will document, triage and route as approved by MDHHS for Tier Two support calls.

- c) MAXIMUS will have access to the ISD Portal (MIBridges), SOM Customer Relationship Management (CRM), and MILogin via the SOM VPN.
    - i) Perform MILogin specific user account management operations including password reset, user account updates using MILogin console provided by MILogin.
    - ii) Perform assisted ID Proofing for users using a SOM MILogin service console.
  - d) A MAXIMUS Toll Free Phone Line will be used for calls that come into the ISD Portal Support Contact Center.
  - e) MAXIMUS Toll Free Phone Number will be used for a telecommunications device for the hearing impaired (TTY/TTD).
  - f) MDHHS will define and approve Tier One and Tier Two call types to address business needs.
  - g) The type of calls and application reprint requests that MAXIMUS will handle are:
    - i) Tier One calls - technical and functional support calls.
    - ii) Application Reprint Requests
      - (1) Additional calls may come in for Application reprints. The reprints will be fulfilled using MDHHS application forms and pre-paid postage envelopes with a six month inventory stock. For ISD Portal reprints, it is estimated that the total number of reprint requests would range 10% on the low end and not exceed 25% of the Universal Case Load (UCL) Call Center application reprint request volume.
      - (2) Individuals can call and request application reprints. Total calls requesting application reprint requests are annualized – reference Section 10, Application Reprint Process:
        - (a) Volumes estimated to be 600 to 1,500 from January 2018 through March 2019 (formula based on 6,200 UCL multiplied by 10% on the low end and 25% on the high end).
    - iii) Volumes estimated to be 1,000 to 2,600 from April 2019 through March 2020 (formula based on 10,300 UCL multiplied by 10% on the low end and 25% on the high end).
    - iv) Triage Tier Two calls
      - (1) Calls are more technically complex in nature as well as calls that are more feature specific. MAXIMUS will document the call in SOM CRM and cold transfer to MDHHS.
      - (2) For beneficiary case related calls, that need to be addressed by the local county offices, MAXIMUS will transfer the call to the local county office, or to their voice mail if not available leaving a structured message format with the information, and let the beneficiary finish the messaging (without MAXIMUS on the line).
    - v) All calls will be documented in SOM CRM system using approved call types and reasons.
  - h) On-site phone counselors will provide services in English, and when available, in Spanish and in Arabic.
  - i) On-site phone counselors will also utilize a language translation service to provide services for other languages or Spanish and Arabic if on-site phone counselors are not available. This is consistent with current call center operations.
  - j) On-site phone counselors will use the call flow scripts approved by MDHHS.
  - k) MAXIMUS phone counselors will authenticate callers, when they are an existing beneficiary and for appropriate calls, using the MDHHS Authorized Representative chart.
  - l) All calls will be recorded for quality assurance purposes. Retention of these recordings will follow the current three months storage requirements.
- 4) Call Volume – Pilot and State-wide Rollout
- a) The Pilot will be in Muskegon County.
    - i) There are 10,000 potential users during the Pilot targeted for September 11, 2017, through January 19, 2018) – 10% are expected to call into the contact center.
    - ii) MAXIMUS will handle an average of 250 calls per month with an average call length of 10 to 20 minutes.
    - iii) MDHHS will mail an introductory letter and FAQ regarding the ISD Portal in October 2017. The mailing is expected to be sent to 25,000 beneficiaries and will include the new toll free phone numbers.
  - b) The State-wide Rollout
    - i) Targeted State-wide Rollout starting January 22, 2018, through March 9, 2018.
    - ii) Based on MDHHS MIBridges Transactional Reports, there are 225,000 monthly transactions – 10% are expected to call into the contact center.

- iii) MAXIMUS will handle an average of 22,500 calls per month with an average call length of 10 to 20 minutes or longer due to warm transfers.
  - iv) Customers will use the new toll free numbers (Regular and TTY numbers), which will be published on the ISD Portal and potentially on other marketing collateral (such as introduction letter on the ISD Portal and FAQ).
    - (1) MDHHS may mail an introductory portal beneficiary launch mailing at the time of the State-wide Rollout.
    - (2) The potential mailing is expected to be around 1.15 million letters and will include the new toll free phone numbers.
    - (3) Depending on the type of communication plan at the onset of the State-side Rollout to include mailings, the start-up pricing may need to be adjusted to accommodate bringing on more staff to handle the increased call volume.
  - c) MAXIMUS will staff the operation to support the base call volume expected for the Pilot and the State-wide Rollout. If it is determined that the call volumes are trending higher than the projected base volume, MAXIMUS will increase staff accordingly by the third full month after go-live.
  - d) Since the go-live dates are not at the first of the month, MAXIMUS will prorate the first month's invoice for the Pilot and the State-wide Rollout. MAXIMUS will also prorate the last month for the Pilot that ends on January 21, 2018.
    - i) Pilot will be billed at 75% of the appropriate call tier based on call volume and average call length based on the September 11, 2017, go-live date.
    - ii) Pilot will transition into the State-wide Rollout in January, 2018. Pilot will be billed for the first part of the month through January 21, 2018, at 62% of appropriate call tier based on call volume and average call length.
    - iii) State-wide Rollout will be billed at 38% of the appropriate call tier based on call volume and average call length based on the January 22, 2018, go-live date.
  - e) Operating additional ISD Portal Support Contact Center services will increase the number of staff located in the East Lansing, Michigan facility. Based on the call volumes projected in this agreement, the additional staff will be located in the facility space approved under Change Notice #11. Should volumes increase or additional services be added to this scope, facility space would need to be assessed for capacity.
- 5) Interactive Voice Response (IVR) system
  - a) MAXIMUS will develop and implement an IVR based on MDHHS approved call flows and call handling procedures to effectively and efficiently triage and refer calls.
    - i) Should IVR changes be deemed necessary post implementation, MAXIMUS will modify the IVR as described in Change Notice #11. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.
  - b) A MAXIMUS toll free number will be routed into the MAXIMUS-provided IVR.
  - c) The ISD Portal Support Contact Center IVR is separate from the IVR required by and operated by MAXIMUS under Section 1.022.I of the MI EBS contract.
  - d) The IVR will be available in English, Spanish and Arabic.
- 6) Desk Reference
  - a) MAXIMUS will develop and maintain an electronic desk reference, with revisions made within seven business days of MDHHS approval, or in the case of an emergent request as expeditiously as possible. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
  - b) MAXIMUS will conduct regular meetings with stakeholders as identified by MDHHS to ensure that the Desk Reference meets MDHHS' needs.
  - c) The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer calls.
  - d) MDHHS will be provided with the electronic Desk Reference and all updates on a monthly basis to ensure MDHHS is aware of MAXIMUS' call handling procedures.
- 7) Integrated Quality Assurance (QA) Program

- a) MAXIMUS will develop and maintain a QA program for the ISD Portal Support Contact Center similar to the QA program used for the other MI EBS call center operations.
  - b) MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.
- 8) Reports
- a) MAXIMUS will work with MDHHS to develop new reports using current MI EBS samples as a baseline.
  - b) The portal reports will not be part of the standard set of MI EBS reports and will be standalone reports.
- 9) Performance Standards
- a) The service level agreements (SLAs) set forth in Section 1.071.C (a), 1 through 4, and Section 1.071.C (b) of the MI EBS contract apply to the ISD Portal Support Contact Center services and tasks described in this SOW.
  - b) MAXIMUS will continue to conduct the post call surveys that assess the quality of call handling similar to the surveys conducted for all other calls handled by MAXIMUS through the MI EBS contract.
  - c) A grace period waiving SLAs, for performance, will be in effect until two full months after State-wide Rollout go-live date to allow time to adjust to call volume trends.
- 10) MDHHS UCL Contact Center - Supplemental Services
- a) MAXIMUS to provide additional supplementation services to support both the Pilot (Shiawassee and Gratiot counties) and State-wide Rollout of the MDHHS UCL Contact Center. Services include:
    - i) Translation and recordings for the implementation of the SOM IVR. Translations will be made in Spanish and Arabic. Should the SOM require additional IVR translation and/or recording services in the future, pricing for those changes will be submitted to the MDHHS for review and approval.
      - (1) MAXIMUS will waive the one-time cost of the translation (Spanish and Arabic) and recording (English, Spanish and Arabic) of initial IVR set-up based on an average of 2500 words for each recording.
      - (2) Should additional requirements increase the scope, reference Attachment A, Section 1.022.Q.c.1, for pricing.
    - ii) MAXIMUS will handle reprint request calls and will handle application request fulfillment.
      - (1) MAXIMUS to provide unpublished Toll Free Phone Number for SOM IVR to transfer beneficiary reprint requests. These calls will be included and invoiced under the ISD Portal State-wide Rollout call tiers.
      - (2) All requests for MDHHS-approved reprints will be routed to MAXIMUS ISD Portal Support Contact Center from an option in the SOM IVR or referred from the MDHHS UCL Contact Center.
      - (3) MAXIMUS will request reprints in Bridges, with the exception of application reprints. The request will be routed to the MDHHS, who will handle the fulfillment of the requests.
      - (4) For application reprint requests, MAXIMUS will fulfill and mail the request internally via the MAXIMUS Mailroom through a CRM request.
        - (a) For MAXIMUS to access reprints in Bridges, the Inquiry/Update mode is required.
    - iii) Paper application reprints will be fulfilled using MDHHS application forms and pre-paid postage envelopes with a six month inventory stock.
      - (1) Assistance Application (DHS -1171)
      - (2) Medicaid Application Patient of Nursing Home (DHS-4572)
      - (3) Spanish Medicaid Application Patient of Nursing Home (DHS-4572-B-SP)
      - (4) Retroactive Medicaid Application (DHS-3242)
      - (5) Spanish Retroactive Medicaid Application (DHS-3242-SP)
      - (6) Application for State Emergency Relief (DHS-1514)
      - (7) Spanish Application for State Emergency Relief (DHS-1514-SP)



- b) SOM provided volumes for reprint requests below (annualized fulfillment volume estimated at 6,200 to 10,300 application requests):
  - i) Based on the estimated volumes, the percentage of the callers for request reprints for paper applications are 25% of the total reprint requests equating to approximately 85 application requests per month in the Pilot. Applications reprint requests will be equal to or less than the overall request for reprint volumes.
  - ii) The Pilot will be rolled out in two counties – Shiawassee and Gratiot:
    - (1) The two county Pilot will go-live on January 22, 2018, through March 31 2018 – estimated reprint request calls at 80 per week or 960 calls for the three months.
- c) Operating this additional support will increase the number of staff located in the East Lansing, Michigan, facility. However, based on the mail volumes projected in this SOW, the staff will be located in the existing facility space. Should volumes increase or additional services be added to this scope, the mail room support would need to be assessed for capacity. The change in facility capacity will not increase the price quoted.

**PRICING:**

**One-time Pricing:**

1) Implementation:

\*Pilot: \$120,000.00

\*\*State-wide Rollout: \$85,000.00

\*Cost includes implementation support, IVR development and integration, and all other development work required to implement this call center (including TTY, Toll Free Phone Lines, reporting requirement/set-up, staff training, documentation, additional Training Room Build-out, etc.).

\*\*State-wide Rollout pricing includes staff training only.

2) ISD State-wide Rollout Go-live Delay (Pilot not applicable) – Reference Section 2,

Item b:

\$8,932.00 per business day

If there is a delay with the State-wide Rollout, MAXIMUS will continue with the Pilot and pro-rate the billing according to the revised go-live date. Pilot resource costs are not included in the State-wide Rollout Go-live Delay pricing.

**Ongoing Monthly Price:**

See Attachment A - Section 1.022.Q.c.1, 1.022.R and 1.022.R.1 for ongoing pricing.

Note: MDHHS Universal Case Load (UCL) Contact Center - Supplemental Services: Voice Recordings are done with a one hour minimum and expedited requests in two to three business days with a 20% rush fee applied.

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228	a) \$3,972,228
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,386,226	c) \$4,386,226	c) \$4,386,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682	f) \$5,435,682
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837	g) \$6,354,837
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508	h) \$7,250,508
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,346,046	i) \$8,346,046	i) \$8,346,046
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,120,067	j) \$9,120,067	j) \$9,120,067
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	k) \$9,932,478	k) \$9,932,478	k) \$9,932,478
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	l) \$10,728,374	l) \$10,728,374	l) \$10,728,374
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	m) \$11,508,007	m) \$11,508,007	m) \$11,508,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	n) \$12,271,626	n) \$12,271,626	n) \$12,271,626
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	o) \$13,030,690	o) \$13,030,690	o) \$13,030,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	p) \$13,763,170	p) \$13,763,170	p) \$13,763,170
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	q) \$14,478,850	q) \$14,478,850	q) \$14,478,850
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	r) \$15,238,210	r) \$15,238,210	r) \$15,238,210		
s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	s) \$15,987,490	s) \$15,987,490	s) \$15,987,490		
t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	t) \$16,760,290	t) \$16,760,290	t) \$16,760,290		
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	u) \$17,526,370	u) \$17,526,370	u) \$17,526,370		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	v) \$18,285,730	v) \$18,285,730	v) \$18,285,730		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Year	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,820,232	a) \$5,820,232	a) \$5,820,232
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,161,771	b) \$6,161,771	b) \$6,161,771
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,610,626	c) \$6,610,626	c) \$6,610,626
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,036,651	d) \$7,036,651	d) \$7,036,651
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,666,645	e) \$7,666,645	e) \$7,666,645
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,218,339	f) \$8,218,339	f) \$8,218,339
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064	g) \$9,569,064
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748	h) \$10,896,748
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,610,816	i) \$12,610,816	i) \$12,610,816
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489	j) \$13,754,489
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$14,980,311	k) \$14,980,311	k) \$14,980,311
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068	l) \$16,181,068
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142	m) \$17,357,142
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911	n) \$18,508,911
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	o) \$19,708,690	o) \$19,708,690	o) \$19,708,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	p) \$20,832,610	p) \$20,832,610	p) \$20,832,610
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	q) \$21,933,010	q) \$21,933,010	q) \$21,933,010
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	r) \$23,009,890	r) \$23,009,890	r) \$23,009,890
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	s) \$24,127,090	s) \$24,127,090	s) \$24,127,090
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	t) \$25,227,490	t) \$25,227,490	t) \$25,227,490
n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	u) \$26,311,090	u) \$26,311,090	u) \$26,311,090		
n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	v) \$27,377,890	v) \$27,377,890	v) \$27,377,890		

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DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$8,015,303	a) \$8,015,303	a) \$8,015,303
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,483,842	b) \$8,483,842	b) \$8,483,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,186,122	c) \$9,186,122	c) \$9,186,122
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169	d) \$9,866,169
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,684,122	e) \$10,684,122	e) \$10,684,122
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,486,740	f) \$11,486,740	f) \$11,486,740
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628	g) \$13,340,628
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907	h) \$15,233,907
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758	i) \$17,575,758
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468	j) \$19,096,468
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA				k) \$20,799,715	k) \$20,799,715	k) \$20,799,715
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA				l) \$22,468,193	l) \$22,468,193	l) \$22,468,193
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA				m) \$24,102,433	m) \$24,102,433	m) \$24,102,433
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA				n) \$25,702,958	n) \$25,702,958	n) \$25,702,958
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA				o) \$27,293,890	o) \$27,293,890	o) \$27,293,890
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA				p) \$28,842,850	p) \$28,842,850	p) \$28,842,850
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA				q) \$30,358,210	q) \$30,358,210	q) \$30,358,210
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA				r) \$31,839,970	r) \$31,839,970	r) \$31,839,970
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA				s) \$33,351,970	s) \$33,351,970	s) \$33,351,970
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA				t) \$34,904,290	t) \$34,904,290	t) \$34,904,290
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA				u) \$36,365,890	u) \$36,365,890	u) \$36,365,890		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA				v) \$37,874,530	v) \$37,874,530	v) \$37,874,530		
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,609,170	a) \$4,609,170	a) \$4,609,170
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,718,355	b) \$4,718,355	b) \$4,718,355
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,900,007	c) \$4,900,007	c) \$4,900,007
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,108,893	d) \$5,108,893	d) \$5,108,893
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,437,825	e) \$5,437,825	e) \$5,437,825
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,687,069	f) \$5,687,069	f) \$5,687,069
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,948,752	g) \$5,929,357	g) \$5,929,357
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,220,919	h) \$6,220,919	h) \$6,220,919
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$6,504,028	i) \$6,504,028	i) \$6,504,028
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,798,555	j) \$6,798,555	j) \$6,798,555
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,104,995	k) \$7,104,995	k) \$7,104,995
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,423,868	l) \$7,423,868	l) \$7,423,868

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,302,181	a) \$5,302,181	a) \$5,302,181
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,490,771	b) \$5,490,771	b) \$5,490,771
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,751,337	c) \$5,751,337	c) \$5,751,337
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$6,007,541	d) \$6,007,541	d) \$6,007,541
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,513,294	e) \$6,513,294	e) \$6,513,294
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,947	f) \$6,903,947	f) \$6,903,947
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018	g) \$7,296,018
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435	h) \$7,699,435
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,132,052	i) \$8,132,052	i) \$8,132,052
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,577,270	j) \$8,577,270	j) \$8,577,270
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$9,054,918	k) \$9,054,918	k) \$9,054,918
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$9,546,561	l) \$9,546,561	l) \$9,546,561

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGHTS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,986,453	a) \$5,986,453	a) \$5,986,453
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,848,868	b) \$6,262,777	b) \$6,262,777	b) \$6,262,777
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,610,589	c) \$6,610,589	c) \$6,610,589
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,954,246	d) \$6,954,246	d) \$6,954,246
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,580,807	e) \$7,580,807	e) \$7,580,807
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362	f) \$8,057,362
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,591,393	g) \$8,591,393	g) \$8,591,393
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,136,662	h) \$9,136,662	h) \$9,136,662
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,734,873	i) \$9,734,873	i) \$9,734,873
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,345,771	j) \$10,345,771	j) \$10,345,771
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$11,016,431	k) \$11,016,431	k) \$11,016,431
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,701,414	l) \$11,701,414	l) \$11,701,414
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price	
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings				\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings				\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings				\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings				\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	NA	NA	NA	NA	\$1.45	\$1.45	\$1.45	\$1.45
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
b) MIChild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$654,035	b1.1) \$654,035	b1.1) \$654,035
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$692,791	b1.2) \$692,791	b1.2) \$692,791
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$756,294	b1.3) \$756,294	b1.3) \$756,294
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$829,818	b1.4) \$829,818	b1.4) \$829,818
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$884,455	b1.5) \$884,455	b1.5) \$884,455
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,092,476	b1.6) \$1,092,476	b1.6) \$1,092,476
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,235,576	b1.7) \$1,235,576	b1.7) \$1,235,576
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$911,822	b1.1) \$911,822	b1.1) \$911,822
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$982,847	b1.2) \$982,847	b1.2) \$982,847
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,078,460	b1.3) \$1,078,460	b1.3) \$1,078,460
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,152,175	b1.4) \$1,152,175	b1.4) \$1,152,175
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,270,831	b1.5) \$1,270,831	b1.5) \$1,270,831
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,543,716	b1.6) \$1,543,716	b1.6) \$1,543,716
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,783,183	b1.7) \$1,783,183	b1.7) \$1,783,183

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066	b1.1) \$1,077,066
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478	b1.2) \$1,180,478
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,287	b1.3) \$1,308,287	b1.3) \$1,308,287
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395	b1.4) \$1,414,395
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031	b1.5) \$1,502,031
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478	b1.6) \$1,872,478
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200	b1.7) \$2,145,200
		b2) Fixed price for <b>all other enrollment related</b> sub-tasks – bidder should also include volume tiers or other quantity measures for pricing								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,356,763	b2.7) \$2,419,217	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.4) \$246,302	e.4) \$253,999	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.5) \$264,547	e.5) \$272,814	e.35) \$279,014	e.5) \$279,014	e.5) \$279,014	e.5) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.6) \$297,387	e.6) \$306,680	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.7) \$342,999	e.7) \$353,717	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976	e.8) \$406,976
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.9) \$452,195	e.9) \$452,195	e.9) \$452,195
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.10) \$497,415	e.10) \$497,415	e.10) \$497,415

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.11) \$542,634	e.11) \$542,634	e.11) \$542,634
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.12) \$587,854	e.12) \$587,854	e.12) \$587,854
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.13) \$633,073	e.13) \$633,073	e.13) \$633,073
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$ 1.18	\$ 1.21	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$67,934	\$67,934	\$67,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$71,649	\$71,649	\$71,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$413,687	a) \$413,687	a) \$413,687
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$416,321	b) \$416,321	b) \$416,321
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$423,977	c) \$423,977	c) \$423,977
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$431,633	d) \$431,633	d) \$431,633
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA	NA
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	NA	NA	NA
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA	NA
		a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$167,318	a) \$167,318	a) \$167,318
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$175,357	b) \$175,357	b) \$175,357
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$183,396	c) \$183,396	c) \$183,396
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$191,434	d) \$191,434	d) \$191,434
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104
		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$953,281	a) \$953,281	a) \$953,281
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,011,161	b) \$1,011,161	b) \$1,011,161
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,017,475	c) \$1,017,475	c) \$1,017,475
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,075,354	d) \$1,075,354	d) \$1,075,354
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,133,234	e) \$1,133,234	e) \$1,133,234
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,191,113	f) \$1,191,113	f) \$1,191,113
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,197,427	g) \$1,197,427	g) \$1,197,427
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,255,307	h) \$1,255,307	h) \$1,255,307
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,313,186	i) \$1,313,186	i) \$1,313,186
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,319,500	j) \$1,319,500	j) \$1,319,500





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		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,836,901	j) \$1,836,901	j) \$1,836,901
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,896,885	k) \$1,896,885	k) \$1,896,885
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,896,885	a) \$1,896,885	a) \$1,896,885
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,016,854	b) \$2,016,854	b) \$2,016,854
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,136,822	c) \$2,136,822	c) \$2,136,822
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,476,375	d) \$2,476,375	d) \$2,476,375
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,596,343	e) \$2,596,343	e) \$2,596,343
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,716,312	f) \$2,716,312	f) \$2,716,312
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,836,280	g) \$2,836,280	g) \$2,836,280
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,956,248	h) \$2,956,248	h) \$2,956,248
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,295,801	i) \$3,295,801	i) \$3,295,801
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,415,770	j) \$3,415,770	j) \$3,415,770
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$3,535,738	k) \$3,535,738	k) \$3,535,738
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,716,312	a) \$2,716,312	a) \$2,716,312
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,896,264	b) \$2,896,264	b) \$2,896,264
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,295,801	c) \$3,295,801	c) \$3,295,801
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,475,754	d) \$3,475,754	d) \$3,475,754
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,655,706	e) \$3,655,706	e) \$3,655,706
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,106,809	f) \$4,106,809	f) \$4,106,809
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,235,196	g) \$4,235,196	g) \$4,235,196
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,415,148	h) \$4,415,148	h) \$4,415,148
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$4,595,101	i) \$4,595,101	i) \$4,595,101
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,994,638	j) \$4,994,638	j) \$4,994,638
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,174,590	k) \$5,174,590	k) \$5,174,590
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,267,721	a) \$1,267,721	a) \$1,267,721
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,336,418	b) \$1,336,418	b) \$1,336,418
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,405,115	c) \$1,405,115	c) \$1,405,115
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,473,812	d) \$1,473,812	d) \$1,473,812
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,542,510	e) \$1,542,510	e) \$1,542,510
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,662,772	f) \$1,662,772	f) \$1,662,772
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,731,469	g) \$1,731,469	g) \$1,731,469
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,800,167	h) \$1,800,167	h) \$1,800,167

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,868,864	j) \$1,868,864	i) \$1,868,864
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,937,561	j) \$1,937,561	j) \$1,937,561
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,006,258	k) \$2,006,258	k) \$2,006,258
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,006,258	a) \$2,006,258	a) \$2,006,258
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,414,803	b) \$2,414,803	b) \$2,414,803
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,552,197	c) \$2,552,197	c) \$2,552,197
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,741,157	d) \$2,741,157	d) \$2,741,157
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,878,552	e) \$2,878,552	e) \$2,878,552
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,015,946	f) \$3,015,946	f) \$3,015,946
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,153,341	g) \$3,153,341	g) \$3,153,341
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,290,735	h) \$3,290,735	h) \$3,290,735
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,750,845	i) \$3,750,845	i) \$3,750,845
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,888,239	j) \$3,888,239	j) \$3,888,239
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,025,634	k) \$4,025,634	k) \$4,025,634
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,015,946	a) \$3,015,946	a) \$3,015,946
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,222,038	b) \$3,222,038	b) \$3,222,038
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,750,845	c) \$3,750,845	c) \$3,750,845
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,956,937	d) \$3,956,937	d) \$3,956,937
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,163,028	e) \$4,163,028	e) \$4,163,028
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,420,685	f) \$4,420,685	f) \$4,420,685
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,897,927	g) \$4,897,927	g) \$4,897,927
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,104,019	h) \$5,104,019	h) \$5,104,019
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,310,111	i) \$5,310,111	i) \$5,310,111
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,567,767	j) \$5,567,767	j) \$5,567,767
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,773,859	k) \$5,773,859	k) \$5,773,859
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,325,815	a) \$1,325,815	a) \$1,325,815
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,390,008	b) \$1,390,008	b) \$1,390,008
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,505,767	c) \$1,505,767	c) \$1,505,767
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,569,961	d) \$1,569,961	d) \$1,569,961
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,634,154	e) \$1,634,154	e) \$1,634,154
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,749,913	f) \$1,749,913	f) \$1,749,913
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,814,107	g) \$1,814,107	g) \$1,814,107

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,878,300	h) \$1,878,300	h) \$1,878,300
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,213,644	i) \$2,213,644	i) \$2,213,644
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,329,403	j) \$2,329,403	j) \$2,329,403
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,393,596	k) \$2,393,596	k) \$2,393,596
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,393,596	a) \$2,393,596	a) \$2,393,596
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,573,549	b) \$2,573,549	b) \$2,573,549
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,701,936	c) \$2,701,936	c) \$2,701,936
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,881,888	d) \$2,881,888	d) \$2,881,888
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,010,276	e) \$3,010,276	e) \$3,010,276
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,461,378	f) \$3,461,378	f) \$3,461,378
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,641,330	g) \$3,641,330	g) \$3,641,330
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,769,718	h) \$3,769,718	h) \$3,769,718
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,949,670	i) \$3,949,670	i) \$3,949,670
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,078,057	j) \$4,078,057	j) \$4,078,057
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,258,010	k) \$4,258,010	k) \$4,258,010
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,461,378	a) \$3,461,378	a) \$3,461,378
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,705,524	b) \$3,705,524	b) \$3,705,524
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,949,670	c) \$3,949,670	c) \$3,949,670
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,193,816	d) \$4,193,816	d) \$4,193,816
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,709,112	e) \$4,709,112	e) \$4,709,112
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,953,258	f) \$4,953,258	f) \$4,953,258
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$5,145,839	g) \$5,145,839	g) \$5,145,839
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,389,985	h) \$5,389,985	h) \$5,389,985
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,905,281	i) \$5,905,281	i) \$5,905,281
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$6,149,427	j) \$6,149,427	j) \$6,149,427
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$6,393,573	k) \$6,393,573	k) \$6,393,573
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$2,159,665	a) \$2,159,665	a) \$2,159,665
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,324,063	b) \$2,324,063	b) \$2,324,063
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,488,460	c) \$2,488,460	c) \$2,488,460
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,806,394	d) \$2,806,394	d) \$2,806,394
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,970,792	e) \$2,970,792	e) \$2,970,792
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,135,190	f) \$3,135,190	f) \$3,135,190

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,299,587	g) \$3,299,587	g) \$3,299,587
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,463,985	h) \$3,463,985	h) \$3,463,985
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,781,919	i) \$3,781,919	i) \$3,781,919
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,946,317	j) \$3,946,317	j) \$3,946,317
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,110,715	k) \$4,110,715	k) \$4,110,715
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,971,933	a) \$2,971,933	a) \$2,971,933
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,243,457	b) \$3,243,457	b) \$3,243,457
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,463,414	c) \$3,463,414	c) \$3,463,414
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,836,909	d) \$3,836,909	d) \$3,836,909
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,056,867	e) \$4,056,867	e) \$4,056,867
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,328,390	f) \$4,328,390	f) \$4,328,390
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,701,884	g) \$4,701,884	g) \$4,701,884
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,921,842	h) \$4,921,842	h) \$4,921,842
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,141,800	i) \$5,141,800	i) \$5,141,800
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,361,758	j) \$5,361,758	j) \$5,361,758
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,786,817	k) \$5,786,817	k) \$5,786,817
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,893,040	a) \$3,893,040	a) \$3,893,040
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$4,220,694	b) \$4,220,694	b) \$4,220,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$4,701,884	c) \$4,701,884	c) \$4,701,884
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,977,973	d) \$4,977,973	d) \$4,977,973
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$5,305,627	e) \$5,305,627	e) \$5,305,627
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$5,786,817	f) \$5,786,817	f) \$5,786,817
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$6,062,906	g) \$6,062,906	g) \$6,062,906
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$6,390,560	h) \$6,390,560	h) \$6,390,560
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$6,871,750	i) \$6,871,750	i) \$6,871,750
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$7,147,839	j) \$7,147,839	j) \$7,147,839
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$7,629,029	k) \$7,629,029	k) \$7,629,029
Provider Services	1.022.Q.b1	MONTHLY price for mail services	NA	NA	NA	NA	NA	\$ 1,146	\$ 1,146	\$ 1,146
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	NA	a) \$973,389
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$1,034,529
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$1,095,670
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$1,156,810

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$1,217,951
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$1,279,091
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$1,284,468
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$1,345,608
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$1,406,749
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$1,467,889
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$1,775,513
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$1,775,513
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$1,897,794
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$2,020,075
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$2,086,592
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$2,208,873
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$2,331,154
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$2,453,435
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$2,640,553
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$2,707,070
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$2,829,351
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,951,633
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$2,331,154
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$2,579,413
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$2,707,070
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$2,890,492
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$3,073,914
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$3,257,335
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$3,449,830
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$3,633,252
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$3,816,673
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$4,006,503
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$4,436,407
MDHHS Call Center Universal Case Load Supplemental Services	1.022.Q.c.1	Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	\$ 1.38
		IVR Support Translation Spanish PRICE PER WORD	NA	NA	NA	NA	NA	NA	NA	\$ 0.22
		IVR Support Translation Arabic PRICE PER WORD	NA	NA	NA	NA	NA	NA	NA	\$ 0.31
		DTP Formatting PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 82.00
		English Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 442.00
		Spanish Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 442.00



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		Arabic Translation of Script for IVR PRICE PER HOUR	NA	NA	NA	NA	NA	NA	NA	\$ 620.00
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL.</b> b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	a) \$352,373 b) \$430,946 c) \$509,518 d) \$588,091 e) \$666,664 f) \$745,236 g) \$823,809 h) \$902,382 i) \$980,954 j) \$1,059,527 k) \$1,138,100
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.</b> b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	a) \$421,197 b) \$568,594 c) \$715,991 d) \$863,388 e) \$1,010,785 f) \$1,158,182 g) \$1,368,573 h) \$1,583,471 i) \$1,730,868 j) \$1,878,264 k) \$2,025,661
ISD Portal Support Pilot	1.022.R	a) Fixed price for monthly call volume up to 250, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.</b> b) Fixed price for monthly call volume at least 100% greater than 250, including all related sub-tasks c) Fixed price for monthly call volume at least 200% greater than 250, including all related sub-tasks d) Fixed price for monthly call volume at least 300% greater than 250, including all related sub-tasks e) Fixed price for monthly call volume at least 400% greater than 250, including all related sub-tasks f) Fixed price for monthly call volume at least 500% greater than 250, including all related sub-tasks g) Fixed price for monthly call volume at least 600% greater than 250, including all related sub-tasks h) Fixed price for monthly call volume at least 700% greater than 250, including all related sub-tasks i) Fixed price for monthly call volume at least 800% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	a) \$549,097 b) \$706,242 c) \$863,388 d) \$1,020,533 e) \$1,177,679 f) \$1,397,818 g) \$1,622,465 h) \$1,779,610 i) \$1,936,755

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		j) Fixed price for monthly call volume at least 900% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$2,157,837
		k) Fixed price for monthly call volume at least 1000% greater than 250, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,407,179
		Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	\$ 1.38
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 10.0 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	NA	a) \$2,834,744
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$3,083,947
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$3,344,964
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$3,594,167
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$3,843,369
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$4,248,221
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$4,441,737
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$4,690,939
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$5,007,643
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$5,201,159
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$5,450,362
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 10.1 AND 15.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$4,184,284
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$4,502,402
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$4,943,707
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$5,261,824
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$5,795,325
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$6,113,443
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$6,487,247
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$6,961,013
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$7,334,817
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$7,720,435
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$8,094,239
ISD Portal Support	1.022.R.1	a) Fixed price for monthly call volume up to 22,500, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 15.1 AND 20.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$5,386,426
		b) Fixed price for monthly call volume at least 10% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$5,988,842
		c) Fixed price for monthly call volume at least 20% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$6,487,247
		d) Fixed price for monthly call volume at least 30% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$7,085,614
		e) Fixed price for monthly call volume at least 40% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$7,651,521
		f) Fixed price for monthly call volume at least 50% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$8,094,239
		g) Fixed price for monthly call volume at least 60% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$8,604,459



MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		h) Fixed price for monthly call volume at least 70% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$9,262,562
		i) Fixed price for monthly call volume at least 80% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$9,793,428
		j) Fixed price for monthly call volume at least 90% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$10,423,271
		k) Fixed price for monthly call volume at least 100% greater than 22,500, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$10,865,989
		Paper Application Reprint Requests PRICE PER MAIL PIECE	NA	NA	NA	NA	NA	NA	NA	\$ 1.38



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 20

to

Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		517-335-5096	
		dunnk3@Michigan.gov	
	<b>Contract Administrator</b>	Joshua Wilson	DTMB
		(517) 248-7027	
		wilsonj31@michigan.gov	

**CONTRACT SUMMARY**

ENROLLMENT BROKER SERVICES – MICHIGAN DEPARTMENT OF HEALTH & HUMAN SERVICES (MDHHS)

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
NET 45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$239,015,727.00	\$0.00	\$239,015,727.00		

**DESCRIPTION**

Effective August 1, 2017 the attached Maximus Statement of Work to Amend the Michigan Enrollment Broker Services Contract No. 071B1300215 in Support of the MDHHS BIC Project Control Office and Alignment with State and Federal Technology Changes is amended to this Contract. This work statement includes support for the 2017 independent audit of Medicaid systems.

All other terms, conditions, specifications and pricing remain the same. Per Contractor and Agency agreement, and DTMB Procurement approval.



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 IN SUPPORT OF THE MDHHS BIC PROJECT CONTROL OFFICE AND ALIGNMENT WITH STATE AND FEDERAL TECHNOLOGY CHANGES**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract to describe the MAXIMUS Health Services, Inc. ("Contractor") effort in support of the State of Michigan's 2017 independent audit of Medicaid systems as required by the Centers for Medicare and Medicaid Services (CMS).

**BACKGROUND:**

This SOW amends the MI EBS contract 071B1300215 (Contract) in relation to the Contractor information systems that are governed by the Business Integration Center (BIC) in support of the Michigan Department of Health and Human Services (MDHHS) programs. All terms, conditions, and specifications contained in the existing Contract and subsequent Contract Change Notices remain in full force and effect unless specifically set out herein. Contract and Contract Change Notices sections that are affected by this amendment are specifically referenced in this SOW.

The State of Michigan (State) currently serves approximately two million recipients for income and eligibility based medical programs throughout the State. Contractor provides information technology services that support MDHHS healthcare programs application acceptance/processing, health plan enrollment correspondence, and payment collection and processing services. To fulfill the service requirements, Contractor hosts multiple technology applications and systems (collectively called "MAXIMUS Systems") that integrate with multiple State applications and systems.

The State has Medicaid systems that are interoperable with, and dependent on, the Federal Facilitated Marketplace and its federal trusted data sources. The State must ensure compliance with the Patient Protection & Affordable Care Act and other applicable federal laws to maintain this interoperability and the Authority to Connect (ATC) to the Federal Exchange. These systems provide Medicaid eligibility determination as well as enrollment services for the citizens of the State.

The CMS Security Audit 2017 project is designed to assess multiple State information systems to determine their level of compliance (gap analysis) against the CMS Minimal Acceptable Risk Standards for Exchanges (MARS-E 2.0) security framework.

**BRIEF DESCRIPTION of SERVICES to be PROVIDED:**

This SOW details the Services, Work and Deliverables that the Contractor must perform to support the BIC MDHHS Eligibility Project Control Office (PCO) compliance to the 2017 CMS Security Audit. The Contractor resources are in addition to those described and defined within CCN18.

**PROJECT OBJECTIVE:**

1. Review and update all 303 control responses via the CMS 2017 audit questionnaires for in-scope systems.
2. Collect and submit all corresponding pieces of evidence for each of the 303 controls.

**SCOPE of WORK:**

The term of this SOW is from the SOW approval date through 9/30/2017.

1. The MAXIMUS System referred to as the MAGI Viewer and the Contractor's physical data center that hosts the MAGI Viewer located in Englewood, Colorado are the only MAXIMUS Systems and data centers in scope within this SOW.
2. The Contractor must review, update and provide artifacts as evidence in response to the 2017 Audit checklist.

3. The Contractor must submit detailed responses to all questions within the Contractor questionnaires and participate in any follow-up reviews requested by the CMS Auditor as facilitated by the MDHHS BIC Eligibility Project Management Office (PMO).

**WORK and DELIVERABLES:**

The Contractor must:

1. Questionnaire: Review and update the 2017 Audit questionnaires provided by the MDHHS BIC Eligibility PMO. The questionnaires contain 303 controls.
  - a. Each control must include a detailed response as to how the control is met.
  - b. Supporting evidence must be provided for each control as directed by MDHHS BIC Eligibility PMO.
  - c. Evidence includes, but is not limited to: configuration screenshots, photos of physical security applications, or copies of existing policies.
2. Evidence: Collect and submit evidence to MDHHS BIC Eligibility PMO under Deliverable Acceptance. The State may request additional evidence.
3. Follow-up: Be available for in-person interviews, conference/WebEx calls, or email communication as coordinated by the MDHHS BIC Eligibility PMO.

**Deliverables Acceptance:**

1. Questionnaires – Will be reviewed for completeness by the State.
2. Evidence – Will be reviewed by the State for completeness. Failure to submit evidence will result in a gap/finding causing a remediation effort that must be addressed by the Contractor as an operational support service at no additional cost to the State.
3. Completion of the Deliverables Acceptance Document (DAD) constituting State acceptance of the Contractors deliverables. The DAD will be prepared by the State.

**Project Deliverables**

Deliverables	Estimated Effort in Hours
Questionnaires distributed and evidence submitted	430
Audit review Contractor must be available for individual and collaborative review and must update and provide evidence as required by MDHHS BIC Eligibility PMO	

**Project Management**

Contractor must provide project management services and Deliverables as described within the Contract, section 1.041 for the identified scope within this SOW. Contractor must collaborate with the State PMO Project Manager(s) to achieve PMO project objectives. The Contractor Management Information Systems Manager is ultimately accountable for the overall quality of Services and Deliverables as described within this SOW.

**ASSUMPTIONS:**

1. The Contractor must have appropriate resources with appropriate access to perform the activities outlined within this SOW.
2. The Contractor must document all non-compliance, but no remediation effort will take place under this SOW.

**PROJECT CONTROL AND REPORTS:**

A Weekly Progress Report must be submitted in a format mutually agreed upon to the PMO Project Manager(s) throughout the life

of this SOW. Each weekly progress report must contain the following:

1. Status: Indicate performance on the scope, and Deliverables.
2. Current Activities: Indicate the projected tasks and activities that will be worked on over the next reporting period in relation to the scope and Deliverables.
3. Key Accomplishments: Indicate activities and tasks worked on and what was completed during the current reporting period.
4. Issues and Risks: Indicate any concerns or topics that may jeopardize the scope, and Deliverables.

#### **PAYMENT SCHEDULE:**

Payment of \$51,600.00 is Deliverable based and will occur upon receipt of a properly completed invoice and the executed DAD by the MDHHS Project Manager and the DTMB Project Manager and in accordance with the State's standard payment procedure.

<b>Deliverable:</b>	<b>Completion Date:</b>	<b>Cost:</b>
Questionnaires, Evidence, and Follow-up Fulfillment	08/25/17	\$51,600.00
<b>TOTAL AMOUNT:</b>		<b>\$51,600.00</b>

In the event that MAXIMUS does not reach the maximum allowable hours of 430 hours, MAXIMUS will only invoice the State for the actual hours worked.

This SOW does not constitute any commitment from the State to utilize additional Contractor Services.

#### **STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services  
 Director, Medicaid Services Administration  
 (517) 241-7556  
[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**

Michigan Department of Technology, Management and Budget  
 Agency Services supporting Department of Health and Human Services,  
 Director, Eligibility Division  
 (517) 241-5779  
[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



**STATE OF MICHIGAN  
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **19**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	(703) 251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		(517) 335-5096	
	dunnk3@Michigan.gov		
	<b>Contract Administrator</b>	Joshua Wilson	DTMB
(517) 284-7027			
wilsonj31@michigan.gov			

**CONTRACT SUMMARY**

**ENROLLMENT BROKER SERVICES - DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
NET45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$227,015,727.00	\$12,000,000.00	\$239,015,727.00		

**DESCRIPTION**

Effective May 23, 2017, this Contract is hereby increased by \$12,000,000.00.

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, DTMB Procurement approval and State Administrative Board approval on May 23, 2017.



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number **18**  
 to  
 Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	(703) 251-8500
	brucecaswell@maximus.com
*****7682	

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		(517) 335-5096	
		dunnk3@Michigan.gov	
	<b>Contract Administrator</b>	Joshua Wilson	DTMB
		(517) 284-7027	
		wilsonj31@michigan.gov	

**CONTRACT SUMMARY**

**ENROLLMENT BROKER SERVICES - DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)**

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME
NET45	N/A

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>	N/A	<input type="checkbox"/>	N/A	

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
\$227,015,727.00	\$0.00	\$227,015,727.00

**DESCRIPTION**

Effective April 18, 2017, the Contract is hereby amended to incorporate the attached Statement of Work for MDHHS BIC project control office and alignment with state and federal technology changes, the attached Statement of Work for Customer Support Call Center operations and the updated Attachment A, Pricing Table.

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, and per DTMB Procurement approval.



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 IN SUPPORT OF THE MDHHS BIC PROJECT CONTROL OFFICE AND ALIGNMENT WITH STATE AND FEDERAL TECHNOLOGY CHANGES**

**INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract to describe the MAXIMUS MAXSTAR system transition to the MAXeb system, increase system environments and necessary resources to support ongoing development of the MI Health Account (MIHA), MIChild, and Freedom to Work systems which run on the Oracle Financial Application (OFA) platforms, and to make MI Health Account Correspondence Electronically Available.

**BACKGROUND:**

This SOW amends the MI EBS contract 071B1300215 in relation to the MAXIMUS Health Services, Inc. ("Contractor") information systems that are governed by the Business Integration Center (BIC) in support of the State of Michigan Department of Health and Human Services (MDHHS) programs. All terms, conditions, and specifications contained in the existing Contract and subsequent Contract Change Notices must remain in full force and effect. Contract and Contract Change Notices sections that are affected by this amendment are specifically referenced in this SOW.

The State of Michigan (State) currently serves approximately two million recipients for income and eligibility based medical programs throughout the state. MAXIMUS provides Information Technology services that support MDHHS healthcare programs application acceptance/processing, health plan enrollment correspondence, and payment collection and processing services. To fulfill the service requirements, Contractor hosts multiple technology applications and systems (collectively called "MAXIMUS Systems") that integrate with multiple State applications and systems.

During the development and use of the various MAXIMUS Systems approved to implement and support MIHA and ACA requirements, the State has identified additional Enhancements needed to MAXIMUS Systems. Contractor must develop and implement Enhancements based on the BIC assigned Project Management Office (PMO) direction and approval. "Enhancements" include any modification (e.g. work request, change request) to MAXIMUS Systems as part of any release activity ("releases") identified, prioritized, and approved by the PCO, MDHHS and budget areas.

The Contractor's proprietary enrollment broker legacy system called MAXSTAR is being replaced with a new Contractor proprietary system called MAXeb. The Contractor is developing MAXeb with the same functionality that the MAXSTAR production environment provides as of March 31, 2017. Concurrent with the Contractor development and implementation of MAXeb, through the BIC governance process, MDHHS has approved additional system Enhancements that must be designed, tested, and developed for inclusion with the MAXeb implementation.



## DEFINITIONS:

1. "Capacity" means the total maximum amount of hours that the team can provide work effort.
2. "Charter" means an approved work plan (via the Governance Process) for both parties to maintain and service the Software. The Charter may change over time through the Governance Process.
3. "Deliverables" means all documents, Work Product, and other materials that Contractor is required to or otherwise does provide to the State under this Contract and otherwise in connection with any Services, including all items specifically identified as Deliverables in the SOW.
4. "Documentation" means all user manuals, operating manuals, technical manuals and any other instructions, specifications, documents and materials, in any form or media, that describe the functionality, installation, testing, operation, use, Maintenance, support and technical and other components, features and requirements of any Software.
5. "Environment" means the combination of server hardware and Software to support a functional technical solution. The operating systems for the projects set out herein must minimally include three environments: development, testing (allows for Contractor and State testing), and production (daily user environment).
6. "Governance Process" means the governance used to serve as a mechanism for ensuring that all audiences and stakeholders are aware of their responsibilities for managing BIC Eligibility PMO Project information in order to effectively manage the following:
  - Program & Project Management (Including all Business and Technical projects)
  - Vendor management and monitoring
  - Project Control and monitoring
  - Project status and risk reporting to executive management
  - System integration for all participating vendors
  - Technical requirements and system level design development that advance MDHSS towards future systems goals and objectives
  - Technical testing of State systems and interactions with outside systems
7. "Implementation" means activities required to install the Software, databases, and/or data that comprise the product onto the hardware platform.
8. "Maintenance and Operations (M&O)" means changes to software consisting of code and/or configuration modifications necessary to continue stable operation of the environment by correcting faults and improving performance or other attributes such as adaptations to a changed environment.
9. "Operational Support" means activities that use or modify software for the purpose of providing services as required by current contracts with the State. Operational Support activities are managed exclusively by the Contractor and may include, but are not limited to creating ad-hoc reports, resolving Operational Defects, developing code to support call center or premiums collection operations, and executing operational processes (e.g. statement generation). Operational support must not affect any State system without direct State PMO involvement and management of the change.

10. "Risk" means a circumstance or event that, if it occurs, may have a positive or negative impact on the project and/or Contractor's Services and Deliverables.
11. "Server Management" also referred to as "Hosting" means to maintain the physical server and environments to the operational standard, providing hardware and operating system upgrades, and Maintenance on the infrastructure/architecture.
12. "Software" means any computer program(s), including programming tools, scripts and routines, the Contractor is required to or otherwise does or otherwise provides under this Contract including all updates, upgrades, new versions, new releases, Enhancements, improvements, and other modifications made or provided under the Maintenance and Support Services.
13. "Support" means Contractor's resolution of any and all concerns from the DTMB and Agency Project Manager regarding Project Services and Deliverables.
14. "Testing" includes creation and execution of a DTMB approved Testing Plan. Testing, at a minimum, must include Unit, Integration, System (SIT) and User Acceptance (UAT) testing at a Project and Program level.
15. Any terms or concepts in this SOW that are not defined in the Contract are governed by their plain meaning. Capitalized terms herein that are not otherwise defined shall have the meaning ascribed in the Contract, Contract Change Notices and Amendments.

#### **BRIEF DESCRIPTION of SERVICES to be PROVIDED:**

This SOW details the Services, Work and Deliverables that the Contractor must perform and include in three areas of effort: Development of the MAXeb system in support of the Modernizing Continuum of Care (MCC) project, State required increase of server environments to support development of MIHA, MICHild, and Freedom To Work which run on the OFA platforms, collectively referred to as MAXIMUS OFA systems, and to provide electronic availability of MIHA beneficiary correspondence.

#### **PROJECT OBJECTIVE:**

1. Implement MAXeb with functionality that meets the MCC project requirements.
2. Provide additional environments to align with State's system development methodologies that include requirements for multiple parallel development paths and allow best practices for code management.
3. Update the OFA system to allow electronic correspondence to be viewable via the MIHA portal.

#### **SCOPE of WORK:**

The term of this SOW will expire March 31, 2018.

##### **1. MCC Project (BIC Work Request 2345)**

MAXeb will replace the MAXSTAR system and continue to be hosted within the Contractor's data centers adhering to the Contract and subsequent Contract Change Notices services, terms and conditions. MAXeb is currently being developed by a specialized team internal to the Contractor and shall be implemented and fully operational

to replace MAXSTAR on a schedule to be agreed by both parties. There is no additional cost to the State for the conversion effort of MAXSTAR to MAXeb for the same functionality as the production environment as of March 31, 2017. MAXeb is proprietary to Contractor and is not a Deliverable under the Contract for purposes of conveying ownership. However, MAXeb can be referred to as a Deliverable under this SOW for all other purposes. For avoidance of doubt the MAXeb shall at all times remain the property of MAXIMUS.

Contractor must ensure that the planned transition of the MAXSTAR system to the MAXeb system includes the requirements and functionality to support the MCC project. The MCC project involves necessary MAXeb Enhancements and coordinated integration across multiple State and third-party vendor systems. The functionality of the MAXSTAR production environment is not currently configured to support the requirements of the MCC project as of March 31, 2017.

The specialized, internal MAXSTAR/MAXeb development team is not represented within the SOW incorporated under Contract Change Notice 17 (CCN17) that provides fixed resources and capacity to the State in support of MAXIMUS System development of Enhancements and for ongoing Maintenance and support of the following systems:

ACA Systems, referred to as systems supporting Eligibility:

MAGI Inquiry Viewer Tool

Data Collection Tool (DCT)

Presumptive Eligibility (PE) (healthcare4mi.com)

OFA and Enrollment Systems:

MI Health Account Oracle Financials Application (MIHA OFA)

Freedom to Work Oracle Financials Application (FTW OFA)

MiChild Oracle Financials Application (MiChild OFA)

MIHA

MI Enrolls Portal (healthcare4mi.com)

For purposes of clarity and alignment to functionality of the systems, the above ACA and OFA classifications may be referenced as systems supporting Eligibility (ACA) and OFA and Enrollment (previously OFA) systems.

## **2. Additional OFA Environments (BIC Work Request 7056)**

The OFA system currently supports 3 programs for the State: MIHA, Freedom To Work and MiChild. The underlying databases are the central component of financial applications that must adhere to strict accounting rules. OFA utilizes standard financial modules like accounts receivable and accounts payable upon which is built complex premium calculation and beneficiary communication logic - logic that is continuously changing as new work requests are developed and implemented at the direction of MDHHS.

The State has standards related to Software development environments. The Contractor is required to provide seven additional environments, on four servers, to align with the State's best practice methodology for development and code management. The

Contractor must build and host additional development environments to support the OFA MIHA, MICHild and Freedom to Work systems. The new environments must allow parallel development, testing, and staging (pre-production) which are isolated from the production environment. User Acceptance Testing (UAT) environments must be accessible to the State.

Server hosting and Maintenance support must begin immediately following operational use.

CCN17 Enhancement team is reallocated to provide services that align with the State PMO allocation of System Development Life Cycle (SDLC) work effort for either Enhancement or Maintenance changes. Maintenance changes are enhancement efforts typically less than 200 hours, classified as minor enhancements and generally scheduled monthly. The State PMO manages capacity for both teams as a combined resource pool and designates classification of enhancement work effort. The PMO will prioritize work to be assigned to the combined resource pool, but no capacity shall be held in reserve to separate enhancements and maintenance.

CCN17 M&O team is now referenced as an “Operations” team whose capacity is not available for State PMO planning. The Operations Team performs Operational Support managed exclusively by the Contractor and as deemed necessary by the Contractor’s operations staff to meet obligations as defined in the Contract and applicable amendments. Operations Team responsibilities do not include Server Management as defined above which is a separate function of the Contractor’s IT services group.

An additional 1.5 FTEs to support the additional environments, will be added to the OFA teams as identified in CCN17; 1.25 FTE assigned to the Enhancement and Maintenance team, and .25 FTE to the Operations team. Capacity managed Enhancement and Maintenance teams (Tables 1a and 2a) have each been increased to reflect this change.

The State PMO will classify whether changes are delivered within a major, minor, or independent release as an Enhancement or a Maintenance change. The State PMO will utilize the Enhancement and Maintenance teams to manage capacity for MAXIMUS System Enhancement and Maintenance effort planning. Contractor will report actual capacity available for the combined Enhancement and Maintenance teams to the PMO on a monthly basis or as requested.

The Contractor Enhancement team will consist of at least the following roles as needed for enrollment and eligibility related support systems and will provide the State PMO with an annual capacity to be scheduled and managed following SEM, SUITE, and PMO standards:

Table 1a (CCN18 Enhancement SDLC Team table reflecting FTE available for capacity planning)

Enhancement SDLC Roles	ACA Eligibility Annual Capacity	OFA Enrollment Annual Capacity
<ol style="list-style-type: none"> <li>1. Project Management Analyst</li> <li>2. IT Project Manager</li> <li>3. Business Analyst</li> </ol>	7,779	22,984

<ul style="list-style-type: none"> <li>4. System Administrator</li> <li>5. System Architect</li> <li>6. Database Administrator</li> <li>7. Technical Lead</li> <li>8. Tester</li> <li>9. Developer</li> </ul>		
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As a portion of the Contractor Enhancement team, the State will allocate effort for a Maintenance team that will consist of at least the following roles as needed for enrollment and eligibility related support systems and will provide the State PMO with an annual capacity to be scheduled and managed following SEM, SUITE, and PMO standards:

Table 2a (CCN18 Maintenance table reflecting FTE available for capacity planning)

Maintenance SDLC Roles	ACA Capacity	OFA Capacity
<ul style="list-style-type: none"> <li>1. Project Management Analyst</li> <li>2. IT Project Manager</li> <li>3. System Analyst</li> <li>4. System Administrator</li> <li>5. Database Administrator</li> <li>6. Technical Lead</li> <li>7. Developer</li> <li>8. Tester</li> </ul>	1,945	5,746

Tables 1a and 2a, including an additional 1.25 FTEs, hereby replace the Enhancement SDLC Team identified in CCN17.

Table 2b below, providing an additional .25 DBA, hereby replaces the M&O Team identified in CCN17.

Operations Support Team	ACA	OFA
Project Management Analyst	0.0	0.5
IT Project Manager	0.25	0.5
System Analyst	0.0	1.0
System Administrator	0.125	0.0
Database Administrator (CCN18 increases OFA by .25)	0.125	0.75
Technical Lead	0.0	0.5
Developer	1.0	5.0
Tester	0.25	1.5
<b>Total Contractor Operations Resources</b>	<b>1.75</b>	<b>9.75</b>

### **3. MIHA Correspondence Electronically Available (BIC Work Request 6470)**

All MIHA correspondence to beneficiary must be electronically available on demand for viewing and printing. The correspondence must include: Quarterly Statement, Change Letter, Adjustment Letter, Voucher Letter, Refund Letter and Pre-offset Letter. These letters will be accessible via the MIHA web portal whereby the user will be able to print specific letters.

SDLC Enhancements to support electronic correspondence and effort will be applied to the OFA Enhancement team capacity as allotted within CCN17. All past correspondence dating back to October 2014 must be made available to the date of the implementation of the necessary changes to support electronic correspondence.

The vendor mail house must reprocess all letters that have been previously mailed and future letters will be available via the MIHA portal.

#### **WORK and DELIVERABLES:**

Services, Work and Deliverables for MAXIMUS Systems SDLC Enhancements and ongoing Maintenance are directed and governed under the DTMB and BIC assigned PMO. The purpose of the PMO is to support the State as specified in the Contract between the parties in enhancing, implementing, and supporting MAXIMUS System functionality as identified in the PMO objectives. Contractor must support the PMO objectives in accordance with the State of Michigan State Unified Information Technology Environment (SUITE) and Systems Engineering Methodology (SEM) for SDLC.

#### **Project Management**

Contractor must provide project management services and Deliverables as described within the Contract, section 1.041 for the identified Scope within this SOW. Contractor must collaborate with the State PMO Project Manager(s) to achieve PMO project objectives. The Contractor Management Information Systems Manager is ultimately accountable for the overall quality of Services and Deliverables as described within this SOW.

#### **SDLC Services**

##### **1. MCC Project (BIC Work Request 2345):**

###### **Services:**

The Contractor must provide the Enhancement SDLC services for Eligibility (ACA) and Enrollment (OFA) systems as described within CCN17. The State PMO has allocated effort and hours appropriate for OFA and Eligibility systems team to be applied to the MCC project. The MCC project entails additional Enhancements to the current functionality of MAXSTAR that must be developed during the transitioning from MAXSTAR to MAXeb.

The Contractor must implement MAXeb according to State and CMS security requirements. Services as identified in the existing Contract must continue throughout the transition and implementation period. Contractor must ensure

that integrated and program end to end testing with State systems occurs for applicable levels of development prior to implementation of MAXeb.

Enhancements to the MAXeb system that are beyond the functionality of MAXSTAR production as of March 31, 2017 may incur State costs. In anticipation of MAXeb replacement of the MAXSTAR system scheduled for December 2017, the Contractor's specialized internal development team must include requirements for additional functionality to support MCC (BIC 2345) project objectives. Contractor must develop MAXeb to include Enhancements to meet MCC (BIC 2345) project requirements and plan for MCC (BIC 2345) implementation in alignment with the State PMO SUITE and SEM methodologies and SDLC phases as described in CCN17.

MAXeb must properly interoperate with changes to the downstream State system CHAMPS that incorporates the changes to Medicaid policy to use benefit plan (BP) instead of scope/coverage combined with the new Mandatory Voluntary eXcluded (MVX) code to identify the beneficiary's Medicaid eligibility.

A future SOW will address the need for the MAXeb system to comply with imminent PMO project objectives and requirements beyond the MCC (BIC 2345) project. The Contractor will allocate a set capacity in hours per month for State PMO planning in the Enhancement and development effort for the MAXeb system. MAXeb will be classified as an Enrollment System (system supporting enrollment). Standard M&O support and Warranty services will apply to MAXeb upon implementation as described in CCN17.

The additional Enhancements to MAXeb implemented pursuant to BIC 2345 are proprietary technologies owned by Contractor and while it does not constitute a Deliverable under the Contract for purposes of conveying ownership it will be treated as a Deliverable for all other purposes under this SOW. For avoidance of doubt the additional Enhancements to MAXeb shall at all times remain the property of MAXIMUS.

#### Deliverables:

Milestones and deliverables for MCC (BIC 2345) project development are scheduled consistent with the State PMO MCC Program Charter. As described within CCN17, deliverables and acceptance of deliverables for this project will adhere to the State SDLC processes and methodologies.

#### Assumptions:

1. MCC (BIC 2345) specific development done in MAXeb will have milestones, especially UAT/E2E (including regression testing as applicable), that align with MCC (BIC 2345) milestones.
2. MCC (BIC 2345) is dependent upon, and must be released in conjunction with, an integrated release of Bridges.

## **2. Additional OFA Environments (BIC Work Request 7056):**

#### Services:

Contractor must build and host seven additional environments on four servers to support OFA MIHA, MICHild and Freedom to Work programs. The following environments will be added to existing infrastructure:

1. Major Release Path 2: Development, QA, UAT, Staging
2. Minor Release Path: Development, QA, UAT

The new environments must allow parallel development and testing, and a staging (pre-production) area which is isolated from the development process and the production environment. These additional environments must allow for two development/QA/UAT streams to occur simultaneously to eliminate contention for simultaneous development activities.

The staging server must provide the environment to perform code branching and merging between the two parallel environments. The staging environment must provide a stable platform for preparing the deployment packages for production deployment after the code branching and merging has been performed. Hot fixes and emergency patches may be performed in the staging environment without impacting the current development and testing efforts.

**Deliverables:**

Upon State PMO confirmation and acceptance of the seven additional environments, the M&O Services and Deliverables and Warranty as defined within CCN 17 must apply to all of the MAXIMUS Systems environments hosted by the Contractor as listed above in this SOW. The additional OFA environments must be available Monday through Friday from 8 AM to 7 PM Eastern Standard Time (EST) and as necessary and requested by the State PMO.

The Contractor will provide a screen shot of each new additional server that clearly indicates date, base operating system (OS), random access memory (RAM) storage area network (SAN) storage and backups.

**3. MIHA Correspondence Electronically Available (BIC Work Request 6470):**

**Services:**

The Contractor must provide the Enhancement SDLC services for OFA systems as described within CCN17. The State PMO has allocated effort and hours in planning capacity for program objectives.

In addition to the services above, this work request has a one-time effort and cost for the Contractor's mail house vendor to reprocess historical beneficiary correspondence dating back October 1, 2014. The effort priced in this document includes completion until go-live.

**Deliverables:**

Milestones and Deliverables for this project are scheduled consistent with the State PMO release cycles. As described within CCN17, Deliverables and



acceptance of Deliverables for this project will adhere to the State SDLC processes and methodologies. The State will confirm electronic access of a portion of the electronic historical correspondence.

#### **ASSUMPTIONS:**

1. Projects must follow the standard SUITE SEM and PMM methodologies as agreed during the Initiation and Planning Phase.
2. Current MAXSTAR hardware capacity will be maintained for MAXeb to provide same functionality to meet State needs.
3. Contractor support of production deployments occurs concurrently with Services provided as part of this SOW.
4. All security patches and system and Software configuration changes must be tested before deployment.
5. There must be separate development, test and production environments.
6. The Contractor will procure and stage necessary additional hardware necessary for the new environments which includes servers and storage devices, all necessary Software licensing, the labor to bring the environments up to operational status, and continue to host MAXIMUS Systems.
7. The Eligibility PMO will define scope and Program level requirements. Interdependencies between state systems will be identified and defined in collaboration with the PMO during the requirements and the initial design phase.

#### **PROJECT CONTROL AND REPORTS:**

A Weekly Progress Report must be submitted in a format mutually agreed upon to the PMO Project Manager(s) throughout the life of this project. Each weekly progress report must contain the following:

1. Status: Indicate performance on the scope, schedule, milestones and Deliverables.
2. Current Activities: Indicate the projected tasks and activities that will be worked on over the next reporting period in relation to the scope, schedule, milestones and Deliverables.
3. Key Accomplishments: Indicate activities and tasks worked on and what was completed during the current reporting period.
4. Issues and Risks: Indicate any concerns or topics that may jeopardize the scope, schedule, milestones and Deliverables.

#### **PAYMENT SCHEDULE:**

Payment will occur upon receipt of properly completed invoices and the executed Deliverable Acceptance Document (DAD) by the MDHHS Project Manager and the DTMB Project Manager and in accordance with the State's standard payment procedure.

Per the Deliverable process detailed within CCN17, if the Contractor fails to complete the Deliverables as agreed by both parties in the Deliverable Expected Document (DED), the Contractor shall be entitled to submit a DAD with the Deliverables completed. Upon approval of the DAD the State shall pay the invoice but may withhold up to 20% to account for the incomplete Deliverables. The State shall release such 20% withhold upon completion and acceptance of the missing Deliverables.

**1. MCC Project (BIC Work Request 2345)**

Payment is firm fixed and will be made upon acceptance of each milestone activity and associated Deliverables.

Table 3:

Milestone	Planned Hours of Effort	Payment Amount
Detailed Business and Technical Requirements	534.5	\$64,140.00
Application Design	910.5	\$109,260.00
Application Development	2649.0	\$317,880.00
Testing	2713.0	\$325,560.00
<b>TOTAL</b>		<b>\$816,840.00</b>

**2. Additional OFA Environments (BIC Work Request 7056):**

Payment for standing up the seven additional OFA environments will be made on a one time, firm fixed cost basis once all environments are confirmed as Operational.

Table 4:

One Time Activity	Cost
Software License Costs	\$113,719.00
Labor Setup of the environments	\$25,200.00
<b>Total</b>	<b>\$138,919.00</b>

The costs for hosting the additional servers and the additional supporting resources are anticipated to be increased as of April 2017 and payments are now scheduled through March 2018 under CCN18. Payment for the additional servers will be pro-rated on a daily basis as necessary to term with the initial first full month of services. Date of implementation and date of beginning Server Management, Enhancement, and Operation services for which costs are incurred will be documented on the DAD and must align to that months invoice.

**COST REVISIONS FROM CCN17:**

The following tables with sections marked in grey from CCN17 are revised and replaced in their entirety with this SOW as follows and issued with CCN18:

Table 5:

**Project Management, Preliminary Analysis and SDLC Services**

**CCN18 refers to this team as Enhancement Resources**

CCN17 Payment Schedule Table 1 replaced as shown with CCN 18 REVISED:

CCN17 Payment Schedule Table 1 REPLACED Affected months are struck-out			CCN18 REVISED Affected months are italicized	
Payment	ACA Enhancements	OFA Enhancements	ACA Enhancements	OFA Enhancements
October 2016	\$119,600	\$312,000	<i>\$114,400</i>	\$312,000
November 2016	\$119,600	\$312,000	<i>\$114,400</i>	\$312,000
December 2016	\$119,600	\$312,000	<i>\$114,400</i>	\$312,000
January 2017	\$119,600	\$312,000	<i>\$114,400</i>	\$312,000
February 2017	\$119,600	\$312,000	<i>\$114,400</i>	\$312,000

March 2017	\$119,600	\$312,000	\$114,400	\$312,000
April 2017	\$119,600	\$312,000	\$114,400	\$338,000
May 2017	\$119,600	\$312,000	\$114,400	\$338,000
June 2017	\$119,600	\$312,000	\$114,400	\$338,000
July 2017	\$119,600	\$312,000	\$114,400	\$338,000
August 2017	\$119,600	\$312,000	\$114,400	\$338,000
September 2017	\$119,600	\$312,000	\$114,400	\$338,000
<b>FY17 TOTAL</b>	<b>\$1,435,200</b>	<b>3,744,000</b>	<b>\$1,372,800</b>	<b>\$3,900,000</b>
<b>FY17 TOTAL SUMMARY</b>	<b>\$5,179,200</b>		<b>\$5,272,800</b>	
October 2017	N/A - costs for these months were not included on the CCN17 and are included on the CCN18		\$114,400	\$338,000
November 2017			\$114,400	\$338,000
December 2017			\$114,400	\$338,000
January 2018			\$114,400	\$338,000
February 2018			\$114,400	\$338,000
March 2018			\$114,400	\$338,000
Total Enhancement Resources Oct 2017 – March 2018			\$686,400	\$2,028,000
<b>Total Enhancement Resources Oct 2016 – March 2018</b>			<b>\$2,059,200</b>	<b>\$5,928,000</b>
<b>Summary of Total Enhancement Resources</b>			<b>\$7,987,200</b>	

Table 6:

**Maintenance and Operations Resources**

**CCN18 refers to this team as Operational Resources**

CCN17 Payment Schedule Table 2a replaced as shown with CCN 18 REVISED:

<b>CCN17 Payment Schedule Table 2a REPLACED</b>			<b>CCN18 REVISED</b>	
Affected months are struck-out			Affected months are italicized	
Payment	ACA Operations & Maintenance	OFA Operations & Maintenance	ACA Operations	OFA Operations
October 2016	\$36,400	\$197,600	\$36,400	\$197,600
November 2016	\$36,400	\$197,600	\$36,400	\$197,600
December 2016	\$36,400	\$197,600	\$36,400	\$197,600
January 2017	\$36,400	\$197,600	\$36,400	\$197,600
February 2017	\$36,400	\$197,600	\$36,400	\$197,600
March 2017	\$36,400	\$197,600	\$36,400	\$197,600
April 2017	\$36,400	\$197,600	\$36,400	\$202,800
May 2017	\$36,400	\$197,600	\$36,400	\$202,800
June 2017	\$36,400	\$197,600	\$36,400	\$202,800

July 2017	\$36,400	\$197,600	\$36,400	\$202,800
August 2017	\$36,400	\$197,600	\$36,400	\$202,800
September 2017	\$36,400	\$197,600	\$36,400	\$202,800
<b>FY17TOTAL</b>	<b>\$436,800</b>	<b>\$2,371,200</b>	<b>\$436,800</b>	<b>\$2,402,400</b>
<b>FY17 TOTAL SUMMARY</b>	<b>\$2,808,000</b>		<b>\$2,839,200</b>	
October 2017	N/A - costs for these months were not included on the CCN17 and are included on the CCN18		\$36,400	\$202,800
November 2017			\$36,400	\$202,800
December 2017			\$36,400	\$202,800
January 2018			\$36,400	\$202,800
February 2018			\$36,400	\$202,800
March 2018			\$36,400	\$202,800
Total M&O Resources Oct 2017 – March 2018				
<b>Total M&amp;O Resources Oct 2016 – March 2018</b>			<b>\$655,200</b>	<b>\$3,619,200</b>
<b>Summary of Total Operational Resources</b>			<b>\$4,274,400</b>	

Table 7:

**Server Management**

CCN17 Payment Schedule Table 2b replaced as shown with CCN 18 REVISED:

<b>CCN17 ORIGINAL REPLACED</b> Affected months are struck-out			<b>CCN18 REVISED</b> Affected months are italicized	
Payment	ACA Server Management	OFA Server Management	ACA Server Management	OFA Server Management
October 2016	\$31,895	\$23,173	\$31,895	\$23,173
November 2016	\$31,895	\$23,173	\$31,895	\$23,173
December 2016	\$31,895	\$23,173	\$31,895	\$23,173
January 2017	\$31,895	\$23,173	\$31,895	\$23,173
February 2017	\$31,895	\$23,173	\$31,895	\$23,173
March 2017	\$31,895	\$23,173	\$31,895	\$23,173
April 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
May 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
June 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
July 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
August 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
September 2017	\$31,895	<i>\$23,173</i>	\$31,895	<i>\$34,894</i>
<b>Total FY17</b>	<b>\$382,740</b>	<b>\$278,076</b>	<b>\$382,740</b>	<b>\$348,402</b>

FY17 TOTAL SUMMARY	\$660,816	\$731,142	
October 2017	N/A - costs for these months were not included on the CCN17 and are included on the CCN18	\$31,895	\$34,894
November 2017		\$31,895	\$34,894
December 2017		\$31,895	\$34,894
January 2018		\$31,895	\$34,894
February 2018		\$31,895	\$34,894
March 2018		\$31,895	\$34,894
Total Server Management Oct 2017 – March 2018		\$191,370	\$209,364
<b>Total Server Management (Hosting)</b> Oct 2016 – March 2018		<b>\$574,110</b>	<b>\$557,766</b>
<b>Summary of Total Server Management (Hosting)</b>		<b>\$1,131,876</b>	

**3. MIHA Correspondence Electronically Available (BIC Work Request 6470):**

Payment of **\$49,005** is one time firm fixed cost and will be made upon accepted milestones and Deliverables upon implementation in the MIHA OFA system.

**SOW VALUE SUMMARIES:**

Table 8:

**CCN17 SOW Value Summary of Changes for CCN18 Revisions:**

Work and Deliverable Description	CCN17 Original	CCN18 Revised	Difference
Enhancement Resources Payment	\$5,179,200	\$7,987,200.00	\$2,808,000.00
(M&O) Operational Resources Payment	\$2,808,000	\$4,274,400.00	\$1,466,400.00
Server Mgmt (Hosting) Payment	\$660,816	\$1,131,876.00	\$471,060.00
<b>TOTAL VALUE Increase necessary for Revised services</b> (Increase of the Enhancement and Operations resource teams, and for ongoing Server Management [Hosting] to support the additional OFA environments)			\$4,745,460.00
<b>TOTAL VALUE necessary for New work</b> (One-time fixed deliverable costs for the MCC Project, Additional OFA Environments, and the MIHA Correspondence to be electronically available)			\$1,004,764.00
<b>TOTAL SOW VALUE INCREASE</b>			<b>\$5,750,224.00</b>

Table 9:

**TOTAL SOW Value Summary**

New Cost or Existing Cost from CCN17 that is being Revised	Payment Schedule #	Work and Deliverables Description	Total SOW Value
New	1	MCC Project - deliverable based on milestones Table 3	\$816,840.00

New	2	Additional OFA Environments - fixed one time cost Table 4	\$138,919.00
Revised	2	Enhancement Resources Payment – revised monthly Table 5	\$7,987,200.00
Revised	2	Operations Resource Payment – revised monthly Table 6	\$4,274,400.00
Revised	2	Server Management (Hosting) – revised monthly Table 7	\$1,131,876.00
New	3	MIHA Correspondence Electronic Availability fixed one time cost	\$49,005.00
<b>Total SOW Value</b>			<b>\$14,398,240.00</b>

This SOW does not constitute any commitment from the State to utilize additional Contractor Services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**  
Michigan Department of Health and Human Services  
Director, Medicaid Services Administration  
(517) 241-7556  
[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**  
Michigan Department of Technology, Management and Budget  
Agency Services supporting Department of Health and Human Services,  
Director, Eligibility Division  
(517) 241-5779  
[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



## **MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 TO OPERATE THE CUSTOMER SUPPORT CALL CENTER**

### **INTRODUCTION:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract in order for MAXIMUS to provide Customer Support Call Center services. This SOW and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this SOW will continue to be provided based on the approved contract, including approved change orders, as appropriate. The prices presented reflect this SOW and the information available and decisions made as of March 22, 2017.

### **BACKGROUND:**

Currently, Michigan Department of Health and Human Services (MDHHS) staff handle telephone calls routed to the Specialized Action Center (SAC). Inquiries include general requests related to Medicaid, food assistance, beneficiary support, and so forth. In an effort to more effectively and efficiently handle these inquiries that don't require the expertise of the SAC, these calls will be routed to MAXIMUS for Tier One support. If a particular inquiry requires the expertise of the SAC, MAXIMUS will transfer the call to MDHHS staff for Tier Two support. The diversion of these calls to a centralized call center will assist with streamlining operations of the SAC, reduce the volume of repeat calls, decrease the length of response times, and overall improve the efficiency of addressing customer needs.

### **SCOPE OF WORK:**

The following sections describe changes to the SOW in Section 1.022 of the MI EBS contract involved in this change notice.

1. Operations
  - a. MAXIMUS will operate the Customer Support Call Center at its East Lansing facility in space approved under Change Order number 11 to the MI EBS contract.
  - b. Hours of operation are Monday through Friday 8:00 am to 4:30 pm Eastern Time for Tier One support to align with Tier Two hours of operation where the call queue is open from 8:00 am to 4:45 pm. Calls that arrive in the MAXIMUS queue prior to and up to the close of business will be appropriately handled and resolved.
  - c. MAXIMUS will provide onsite and remote technical support. Technical issues will be reported to MDHHS and added to the monthly tracking report. MAXIMUS will provide an estimated time for resolving the issue and a follow up that includes the root cause of the issue and if applicable a corrective action of the issue.

## 2. Call Handling

- a. Calls routed to four of the SAC's phone numbers will be routed to MAXIMUS to handle. The numbers MAXIMUS will handle are:
  - i. Public Access
  - ii. Customer Service
  - iii. Payment Information
  - iv. Welfare Fraud
- b. All calls will be documented in MDHHS' Customer Relationship Management (CRM) system using approved call types and reasons.
- c. On-site phone counselors will provide services in English and when available in Spanish and Arabic.
- d. On-site phone counselors will also utilize a language translation service to provide services for other languages. This is consistent with current call center operations.
- e. On-site phone counselors will use the call flow scripts approved by MDHHS.
- f. MAXIMUS phone counselors will authenticate callers using the MDHHS Authorized Representative chart.
- g. MDHHS will define and approve Tier One and Tier Two call types to address business needs as well as Federal and State regulatory requirements.
- h. All calls will be recorded for quality assurance purposes.

## 3. Call Volume

- a. MAXIMUS will handle an average of 17,000 calls per month with an average call length of 6 minutes. MAXIMUS will staff the operation to support the base call volume expected for months 1-2. Should the call volumes trend lower than forecasted, and per MDHHS direction, MAXIMUS will reduce staffing in month 2 to align with the call volumes and will bill for the lower volume tier in month 3 of operations and ongoing as volumes dictate.
- b. Operating additional customer support services will increase the number of staff located in the East Lansing facility. Based on the call volumes projected in this agreement, the additional staff will be located in the facility space approved under Change Notice number 11. Should volumes increase or additional services be added to this scope, facility space would need to be assessed for capacity.

## 4. Interactive Voice Response (IVR) system

- a. MAXIMUS will develop and implement an IVR based on MDHHS approved call flows and call handling procedures to effectively and efficiently triage and refer calls.
  - i. Should IVR changes be deemed necessary post implementation, MAXIMUS will modify the IVR as described in Change Notice #11. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.
- b. MDHHS will redirect the four SAC phone numbers to a MAXIMUS provided toll free number in order for MAXIMUS to point those numbers to the MAXIMUS-provided IVR. Customers will continue to use the DHHS published numbers.
- c. The Customer Support Call Center IVR is separate from the IVR required by and operated by MAXIMUS under Section 1.022.I of the MI EBS contract.



- d. MDHHS will develop a queue with a new phone number to accept Tier Two calls. MAXIMUS will follow the Tier One-Tier Two call matrix approved by MDHHS to either:
  - i. Directly route designated calls via IVR that bypass Tier One and go directly to Tier Two, or
  - ii. MAXIMUS CSR's will cold transfer calls determined to require Tier Two assistance.
- 5. Desk Reference
  - a. MAXIMUS will develop and maintain an electronic desk reference, with revisions made within 7 days of the request. MDHHS will provide specific information, input and approval of content to ensure the information provided to customers is consistent.
  - b. MAXIMUS will conduct regular meetings with stakeholders as identified by MDHHS to ensure that the Desk Reference meets MDHHS' needs.
  - c. The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer calls.
  - d. MDHHS will be provided with the electronic Desk Reference and all updates on a monthly basis to ensure they are aware of MAXIMUS call handling procedures.
- 6. Integrated Quality Assurance (QA) Program
  - a. MAXIMUS will develop and maintain a QA program for the Customer Support Call Center similar to the QA program used for the other MI EBS call center operations.
  - b. MDHHS will provide the information about work procedures and requirements that are necessary to develop the QA program.
- 7. Reports
  - a. MAXIMUS will modify existing enrollment broker reports as necessary to reflect any changes in telephone calls handled by MAXIMUS as a result of this change notice. MAXIMUS will work with MDHHS to develop new reports, if necessary.
- 8. Performance Standards
  - a. The service level agreements (SLAs) set forth in Section 1.071.C (a), 1 through 4, and Section 1.071.C (b) of the MI EBS contract apply to the Customer Support Call Center services and tasks described in this SOW. In addition, MAXIMUS will continue to conduct the post call surveys that assess the quality of call handling similar to the surveys conducted for all other calls handled by MAXIMUS through the MI EBS contract.

**PRICING:**

**One-time Implementation Price:** \$135,000. Cost includes implementation support, IVR development, and all other development work required to implement this call center (including reports, training, documentation, etc.).

**Ongoing Monthly Price:** See Attachment A. Pricing for the facility and infrastructure are included in Sections 1.022.A, 1.022.B, and 1.022.G.b.1 as approved under Change Order number 11, therefore, the ongoing facility and infrastructure costs are \$0.

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228	a) \$3,972,228
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,386,226	c) \$4,386,226	c) \$4,386,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682	f) \$5,435,682
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837	g) \$6,354,837
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508	h) \$7,250,508
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,346,046	i) \$8,346,046	i) \$8,346,046
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,120,067	j) \$9,120,067	j) \$9,120,067
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	k) \$9,932,478	k) \$9,932,478	k) \$9,932,478
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	l) \$10,728,374	l) \$10,728,374	l) \$10,728,374
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	m) \$11,508,007	m) \$11,508,007	m) \$11,508,007
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	n) \$12,271,626	n) \$12,271,626	n) \$12,271,626
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	o) \$13,030,690	o) \$13,030,690	o) \$13,030,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	p) \$13,763,170	p) \$13,763,170	p) \$13,763,170
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	q) \$14,478,850	q) \$14,478,850	q) \$14,478,850
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	r) \$15,238,210	r) \$15,238,210	r) \$15,238,210
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	s) \$15,987,490	s) \$15,987,490	s) \$15,987,490
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	t) \$16,760,290	t) \$16,760,290	t) \$16,760,290
n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	u) \$17,526,370	u) \$17,526,370	u) \$17,526,370		
n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	v) \$18,285,730	v) \$18,285,730	v) \$18,285,730		

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Year	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,820,232	a) \$5,820,232	a) \$5,820,232
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,161,771	b) \$6,161,771	b) \$6,161,771
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,610,626	c) \$6,610,626	c) \$6,610,626
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,036,651	d) \$7,036,651	d) \$7,036,651
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,666,645	e) \$7,666,645	e) \$7,666,645
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,218,339	f) \$8,218,339	f) \$8,218,339
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064	g) \$9,569,064
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748	h) \$10,896,748
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,610,816	i) \$12,610,816	i) \$12,610,816
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489	j) \$13,754,489
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$14,980,311	k) \$14,980,311	k) \$14,980,311
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068	l) \$16,181,068
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142	m) \$17,357,142
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911	n) \$18,508,911
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	o) \$19,708,690	o) \$19,708,690	o) \$19,708,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	p) \$20,832,610	p) \$20,832,610	p) \$20,832,610
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	q) \$21,933,010	q) \$21,933,010	q) \$21,933,010
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	r) \$23,009,890	r) \$23,009,890	r) \$23,009,890
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	s) \$24,127,090	s) \$24,127,090	s) \$24,127,090
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	t) \$25,227,490	t) \$25,227,490	t) \$25,227,490
n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	u) \$26,311,090	u) \$26,311,090	u) \$26,311,090		
n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	v) \$27,377,890	v) \$27,377,890	v) \$27,377,890		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$8,015,303	a) \$8,015,303	a) \$8,015,303
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,483,842	b) \$8,483,842	b) \$8,483,842
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,186,122	c) \$9,186,122	c) \$9,186,122
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169	d) \$9,866,169
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,684,122	e) \$10,684,122	e) \$10,684,122
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,486,740	f) \$11,486,740	f) \$11,486,740
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628	g) \$13,340,628
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907	h) \$15,233,907
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758	i) \$17,575,758
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468	j) \$19,096,468
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$20,799,715	k) \$20,799,715	k) \$20,799,715
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$22,468,193	l) \$22,468,193	l) \$22,468,193
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$24,102,433	m) \$24,102,433	m) \$24,102,433
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$25,702,958	n) \$25,702,958	n) \$25,702,958
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	o) \$27,293,890	o) \$27,293,890	o) \$27,293,890
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	p) \$28,842,850	p) \$28,842,850	p) \$28,842,850
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	q) \$30,358,210	q) \$30,358,210	q) \$30,358,210
		r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	r) \$31,839,970	r) \$31,839,970	r) \$31,839,970
		s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$33,351,970	s) \$33,351,970	s) \$33,351,970
		t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$34,904,290	t) \$34,904,290	t) \$34,904,290
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$36,365,890	u) \$36,365,890	u) \$36,365,890		
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$37,874,530	v) \$37,874,530	v) \$37,874,530		
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,609,170	a) \$4,609,170	a) \$4,609,170
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,718,355	b) \$4,718,355	b) \$4,718,355
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,900,007	c) \$4,900,007	c) \$4,900,007
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,108,893	d) \$5,108,893	d) \$5,108,893
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,437,825	e) \$5,437,825	e) \$5,437,825
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,687,069	f) \$5,687,069	f) \$5,687,069
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,948,752	g) \$5,929,357	g) \$5,929,357
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,220,919	h) \$6,220,919	h) \$6,220,919
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$6,504,028	i) \$6,504,028	i) \$6,504,028
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,798,555	j) \$6,798,555	j) \$6,798,555
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,104,995	k) \$7,104,995	k) \$7,104,995
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,423,868	l) \$7,423,868	l) \$7,423,868

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,302,181	a) \$5,302,181	a) \$5,302,181
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,490,771	b) \$5,490,771	b) \$5,490,771
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,751,337	c) \$5,751,337	c) \$5,751,337
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$6,007,541	d) \$6,007,541	d) \$6,007,541
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,513,294	e) \$6,513,294	e) \$6,513,294
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,947	f) \$6,903,947	f) \$6,903,947
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018	g) \$7,296,018
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435	h) \$7,699,435
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,132,052	i) \$8,132,052	i) \$8,132,052
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,577,270	j) \$8,577,270	j) \$8,577,270
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$9,054,918	k) \$9,054,918	k) \$9,054,918
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$9,546,561	l) \$9,546,561	l) \$9,546,561



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,986,453	a) \$5,986,453	a) \$5,986,453
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,848,868	b) \$6,262,777	b) \$6,262,777	b) \$6,262,777
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,610,589	c) \$6,610,589	c) \$6,610,589
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,954,246	d) \$6,954,246	d) \$6,954,246
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,580,807	e) \$7,580,807	e) \$7,580,807
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362	f) \$8,057,362
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,591,393	g) \$8,591,393	g) \$8,591,393
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,136,662	h) \$9,136,662	h) \$9,136,662
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,734,873	i) \$9,734,873	i) \$9,734,873
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,345,771	j) \$10,345,771	j) \$10,345,771
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$11,016,431	k) \$11,016,431	k) \$11,016,431
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,701,414	l) \$11,701,414	l) \$11,701,414
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price	
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings				\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings				\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings				\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings				\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492		

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	NA	NA	NA	NA	\$1.45	\$1.45	\$1.45	\$1.45
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798
		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Outreach and Cooperation with Agencies		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
a) Administrative Support for co-located DHS staff, including space used for call center operations.										

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
b) MIChild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$654,035	b1.1) \$654,035	b1.1) \$654,035
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$692,791	b1.2) \$692,791	b1.2) \$692,791
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$756,294	b1.3) \$756,294	b1.3) \$756,294
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$829,818	b1.4) \$829,818	b1.4) \$829,818
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$884,455	b1.5) \$884,455	b1.5) \$884,455
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,092,476	b1.6) \$1,092,476	b1.6) \$1,092,476
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,235,576	b1.7) \$1,235,576	b1.7) \$1,235,576
		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$911,822	b1.1) \$911,822	b1.1) \$911,822
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$982,847	b1.2) \$982,847	b1.2) \$982,847
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,078,460	b1.3) \$1,078,460	b1.3) \$1,078,460
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,152,175	b1.4) \$1,152,175	b1.4) \$1,152,175
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,270,831	b1.5) \$1,270,831	b1.5) \$1,270,831
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,543,716	b1.6) \$1,543,716	b1.6) \$1,543,716
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,783,183	b1.7) \$1,783,183	b1.7) \$1,783,183

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066	b1.1) \$1,077,066
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478	b1.2) \$1,180,478
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,287	b1.3) \$1,308,287	b1.3) \$1,308,287
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395	b1.4) \$1,414,395
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031	b1.5) \$1,502,031
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478	b1.6) \$1,872,478
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200	b1.7) \$2,145,200
		b2) Fixed price for <b>all other enrollment related</b> sub-tasks – bidder should also include volume tiers or other quantity measures for pricing								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research								
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,356,763	b2.7) \$2,419,217	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.4) \$246,302	e.4) \$253,999	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.5) \$264,547	e.5) \$272,814	e.35) \$279,014	e.5) \$279,014	e.5) \$279,014	e.5) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.6) \$297,387	e.6) \$306,680	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.7) \$342,999	e.7) \$353,717	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756
		Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976	e.8) \$406,976
		Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.9) \$452,195	e.9) \$452,195	e.9) \$452,195
		Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.10) \$497,415	e.10) \$497,415	e.10) \$497,415

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.11) \$542,634	e.11) \$542,634	e.11) \$542,634
		Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.12) \$587,854	e.12) \$587,854	e.12) \$587,854
		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.13) \$633,073	e.13) \$633,073	e.13) \$633,073
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$ 1.18	\$ 1.21	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$67,934	\$67,934	\$67,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$71,649	\$71,649	\$71,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$413,687	a) \$413,687	a) \$413,687
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$416,321	b) \$416,321	b) \$416,321
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$423,977	c) \$423,977	c) \$423,977
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$431,633	d) \$431,633	d) \$431,633
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA	NA
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	NA	NA	NA
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA	NA
		a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$167,318	a) \$167,318	a) \$167,318
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$175,357	b) \$175,357	b) \$175,357
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$183,396	c) \$183,396	c) \$183,396
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$191,434	d) \$191,434	d) \$191,434
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104
		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$953,281	a) \$953,281	a) \$953,281
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,011,161	b) \$1,011,161	b) \$1,011,161
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,017,475	c) \$1,017,475	c) \$1,017,475
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,075,354	d) \$1,075,354	d) \$1,075,354
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,133,234	e) \$1,133,234	e) \$1,133,234
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,191,113	f) \$1,191,113	f) \$1,191,113
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,197,427	g) \$1,197,427	g) \$1,197,427
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,255,307	h) \$1,255,307	h) \$1,255,307
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,313,186	i) \$1,313,186	i) \$1,313,186
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,319,500	j) \$1,319,500	j) \$1,319,500



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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,836,901	j) \$1,836,901	j) \$1,836,901
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,896,885	k) \$1,896,885	k) \$1,896,885
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,896,885	a) \$1,896,885	a) \$1,896,885
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,016,854	b) \$2,016,854	b) \$2,016,854
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,136,822	c) \$2,136,822	c) \$2,136,822
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,476,375	d) \$2,476,375	d) \$2,476,375
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,596,343	e) \$2,596,343	e) \$2,596,343
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,716,312	f) \$2,716,312	f) \$2,716,312
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,836,280	g) \$2,836,280	g) \$2,836,280
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,956,248	h) \$2,956,248	h) \$2,956,248
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,295,801	i) \$3,295,801	i) \$3,295,801
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,415,770	j) \$3,415,770	j) \$3,415,770
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$3,535,738	k) \$3,535,738	k) \$3,535,738
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,716,312	a) \$2,716,312	a) \$2,716,312
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,896,264	b) \$2,896,264	b) \$2,896,264
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,295,801	c) \$3,295,801	c) \$3,295,801
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,475,754	d) \$3,475,754	d) \$3,475,754
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,655,706	e) \$3,655,706	e) \$3,655,706
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,106,809	f) \$4,106,809	f) \$4,106,809
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,235,196	g) \$4,235,196	g) \$4,235,196
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,415,148	h) \$4,415,148	h) \$4,415,148
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$4,595,101	i) \$4,595,101	i) \$4,595,101
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,994,638	j) \$4,994,638	j) \$4,994,638
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,174,590	k) \$5,174,590	k) \$5,174,590
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,267,721	a) \$1,267,721	a) \$1,267,721
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,336,418	b) \$1,336,418	b) \$1,336,418
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,405,115	c) \$1,405,115	c) \$1,405,115
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,473,812	d) \$1,473,812	d) \$1,473,812
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,542,510	e) \$1,542,510	e) \$1,542,510
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,662,772	f) \$1,662,772	f) \$1,662,772
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,731,469	g) \$1,731,469	g) \$1,731,469
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,800,167	h) \$1,800,167	h) \$1,800,167

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,868,864	j) \$1,868,864	i) \$1,868,864
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,937,561	j) \$1,937,561	j) \$1,937,561
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,006,258	k) \$2,006,258	k) \$2,006,258
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,006,258	a) \$2,006,258	a) \$2,006,258
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,414,803	b) \$2,414,803	b) \$2,414,803
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,552,197	c) \$2,552,197	c) \$2,552,197
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,741,157	d) \$2,741,157	d) \$2,741,157
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,878,552	e) \$2,878,552	e) \$2,878,552
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,015,946	f) \$3,015,946	f) \$3,015,946
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,153,341	g) \$3,153,341	g) \$3,153,341
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,290,735	h) \$3,290,735	h) \$3,290,735
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,750,845	i) \$3,750,845	i) \$3,750,845
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,888,239	j) \$3,888,239	j) \$3,888,239
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,025,634	k) \$4,025,634	k) \$4,025,634
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,015,946	a) \$3,015,946	a) \$3,015,946
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,222,038	b) \$3,222,038	b) \$3,222,038
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,750,845	c) \$3,750,845	c) \$3,750,845
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,956,937	d) \$3,956,937	d) \$3,956,937
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,163,028	e) \$4,163,028	e) \$4,163,028
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,420,685	f) \$4,420,685	f) \$4,420,685
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,897,927	g) \$4,897,927	g) \$4,897,927
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,104,019	h) \$5,104,019	h) \$5,104,019
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,310,111	i) \$5,310,111	i) \$5,310,111
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,567,767	j) \$5,567,767	j) \$5,567,767
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,773,859	k) \$5,773,859	k) \$5,773,859
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,325,815	a) \$1,325,815	a) \$1,325,815
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,390,008	b) \$1,390,008	b) \$1,390,008
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,505,767	c) \$1,505,767	c) \$1,505,767
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,569,961	d) \$1,569,961	d) \$1,569,961
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,634,154	e) \$1,634,154	e) \$1,634,154
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,749,913	f) \$1,749,913	f) \$1,749,913
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,814,107	g) \$1,814,107	g) \$1,814,107

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,878,300	h) \$1,878,300	h) \$1,878,300
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,213,644	i) \$2,213,644	i) \$2,213,644
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,329,403	j) \$2,329,403	j) \$2,329,403
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,393,596	k) \$2,393,596	k) \$2,393,596
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,393,596	a) \$2,393,596	a) \$2,393,596
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,573,549	b) \$2,573,549	b) \$2,573,549
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,701,936	c) \$2,701,936	c) \$2,701,936
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,881,888	d) \$2,881,888	d) \$2,881,888
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,010,276	e) \$3,010,276	e) \$3,010,276
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,461,378	f) \$3,461,378	f) \$3,461,378
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,641,330	g) \$3,641,330	g) \$3,641,330
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,769,718	h) \$3,769,718	h) \$3,769,718
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,949,670	i) \$3,949,670	i) \$3,949,670
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,078,057	j) \$4,078,057	j) \$4,078,057
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,258,010	k) \$4,258,010	k) \$4,258,010
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,461,378	a) \$3,461,378	a) \$3,461,378
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,705,524	b) \$3,705,524	b) \$3,705,524
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,949,670	c) \$3,949,670	c) \$3,949,670
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,193,816	d) \$4,193,816	d) \$4,193,816
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,709,112	e) \$4,709,112	e) \$4,709,112
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,953,258	f) \$4,953,258	f) \$4,953,258
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$5,145,839	g) \$5,145,839	g) \$5,145,839
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,389,985	h) \$5,389,985	h) \$5,389,985
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,905,281	i) \$5,905,281	i) \$5,905,281
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$6,149,427	j) \$6,149,427	j) \$6,149,427
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$6,393,573	k) \$6,393,573	k) \$6,393,573
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$2,159,665	a) \$2,159,665	a) \$2,159,665
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,324,063	b) \$2,324,063	b) \$2,324,063
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,488,460	c) \$2,488,460	c) \$2,488,460
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,806,394	d) \$2,806,394	d) \$2,806,394
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,970,792	e) \$2,970,792	e) \$2,970,792
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,135,190	f) \$3,135,190	f) \$3,135,190

MAXIMUS Revised Attachment A -- ACA Related Changes  
DTMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,299,587	g) \$3,299,587	g) \$3,299,587
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,463,985	h) \$3,463,985	h) \$3,463,985
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,781,919	i) \$3,781,919	i) \$3,781,919
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,946,317	j) \$3,946,317	j) \$3,946,317
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,110,715	k) \$4,110,715	k) \$4,110,715
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,971,933	a) \$2,971,933	a) \$2,971,933
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,243,457	b) \$3,243,457	b) \$3,243,457
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,463,414	c) \$3,463,414	c) \$3,463,414
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,836,909	d) \$3,836,909	d) \$3,836,909
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,056,867	e) \$4,056,867	e) \$4,056,867
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,328,390	f) \$4,328,390	f) \$4,328,390
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,701,884	g) \$4,701,884	g) \$4,701,884
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,921,842	h) \$4,921,842	h) \$4,921,842
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,141,800	i) \$5,141,800	i) \$5,141,800
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,361,758	j) \$5,361,758	j) \$5,361,758
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,786,817	k) \$5,786,817	k) \$5,786,817
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,893,040	a) \$3,893,040	a) \$3,893,040
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$4,220,694	b) \$4,220,694	b) \$4,220,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$4,701,884	c) \$4,701,884	c) \$4,701,884
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,977,973	d) \$4,977,973	d) \$4,977,973
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$5,305,627	e) \$5,305,627	e) \$5,305,627
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$5,786,817	f) \$5,786,817	f) \$5,786,817
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$6,062,906	g) \$6,062,906	g) \$6,062,906
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$6,390,560	h) \$6,390,560	h) \$6,390,560
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$6,871,750	i) \$6,871,750	i) \$6,871,750
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$7,147,839	j) \$7,147,839	j) \$7,147,839
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$7,629,029	k) \$7,629,029	k) \$7,629,029
Provider Services	1.022.Q.b1	MONTHLY price for paper service verification logs (Includes 0.5 FTE)	NA	NA	NA	NA	NA	\$ 2,292	\$ 2,292	\$ 2,292
		MONTHLY price for paper service verification logs (Includes 1.0 FTE)	NA	NA	NA	NA	NA	\$ 4,584	\$ 4,584	\$ 4,584
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 3.0 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	NA	a) \$973,389
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$1,034,529
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$1,095,670



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price	Seventh Year Price
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$1,156,810
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$1,217,951
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$1,279,091
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$1,284,468
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$1,345,608
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$1,406,749
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$1,467,889
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$1,775,513
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 3.1 AND 6 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$1,775,513
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$1,897,794
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$2,020,075
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$2,086,592
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$2,208,873
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$2,331,154
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$2,453,435
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$2,640,553
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$2,707,070
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$2,829,351
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$2,951,633
DHHS Call Center Support	1.022.Q.c	a) Fixed price for monthly call volume up to 17,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 6.1 AND 9.0 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	NA	a) \$2,331,154
		b) Fixed price for monthly call volume at least 10% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	b) \$2,579,413
		c) Fixed price for monthly call volume at least 20% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	c) \$2,707,070
		d) Fixed price for monthly call volume at least 30% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	d) \$2,890,492
		e) Fixed price for monthly call volume at least 40% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	e) \$3,073,914
		f) Fixed price for monthly call volume at least 50% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	f) \$3,257,335
		g) Fixed price for monthly call volume at least 60% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	g) \$3,449,830
		h) Fixed price for monthly call volume at least 70% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	h) \$3,633,252
		i) Fixed price for monthly call volume at least 80% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	i) \$3,816,673
		j) Fixed price for monthly call volume at least 90% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	j) \$4,006,503
		k) Fixed price for monthly call volume at least 100% greater than 17,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	k) \$4,436,407



**STATE OF MICHIGAN**  
**ENTERPRISE PROCUREMENT**  
 Department of Technology, Management, and Budget  
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
 P.O. BOX 30026 LANSING, MICHIGAN 48909

**CONTRACT CHANGE NOTICE**

Change Notice Number 17  
 to  
 Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	(703) 251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	<b>Program Manager</b>	Kevin Dunn	MDHHS
		(517) 335-5096	
		dunnk3@Michigan.gov	
	<b>Contract Administrator</b>	Joshua Wilson	DTMB
		(517) 284-7027	
		wilsonj31@michigan.gov	

**CONTRACT SUMMARY**

ENROLLMENT BROKER SERVICES - DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	
PAYMENT TERMS		DELIVERY TIMEFRAME	
NET45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**MINIMUM DELIVERY REQUIREMENTS**

N/A

**DESCRIPTION OF CHANGE NOTICE**

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	1 Year	<input type="checkbox"/>	N/A	March 31, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$187,015,727.00	\$40,000,000.00	\$227,015,727.00		

**DESCRIPTION**

Effective March 14, 2017, the Contract is hereby increased \$40,000,000.00 and amended to incorporate the attached FY17 Statement of Work for MDHHS BIC eligibility project control office in support of The Healthy Michigan Plan and alignment with state and federal technology changes for system enhancements, ongoing maintenance and operations system support.

Effective April 1, 2017, the available option year on this Contract is hereby exercised. The revised Contract expiration date is March 31, 2018.

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, State Administrative Board approval on March 14, 2017 and per DTMB Procurement approval.





**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT  
BROKER SERVICES CONTRACT NO. 071B1300215 FOR MDHHS BIC ELIGIBILITY  
PROJECT CONTROL OFFICE IN SUPPORT OF THE HEALTHY MICHIGAN PLAN, AND  
ALIGNMENT WITH STATE AND FEDERAL TECHNOLOGY CHANGES**

**Introduction:**

This Statement of Work (SOW) amends the Michigan Enrollment Broker Services (MI EBS) contract to provide funding for Fiscal Year 2017 costs associated with MAXIMUS system development, and maintenance and operation (M&O) system support for the State of Michigan ("State"). The changes align the development and M&O effort with State methodology and provides a fixed monthly cost in consideration of a defined set of roles provided by MAXIMUS (Contractor).

**Background:**

This SOW is relevant to the MI EBS contract 071B1300215 in relation to the Contractor information systems that support the State of Michigan Department of Health and Human Services (MDHHS) Eligibility programs. All terms, conditions, and specifications contained in the existing Contract must remain in full force and effect. Contract sections affected by this amendment are referenced specifically in this SOW.

The State currently serves approximately two million recipients for income and eligibility based medical programs across several populations throughout the state. MAXIMUS provides Information Technology services that support MDHHS medical programs application acceptance/processing, correspondence, and accounting services. To fulfill the service requirements, Contractor hosts multiple technology applications and systems (collectively called MAXIMUS Systems) that integrate with multiple State applications and systems.

During the development and use of the various MAXIMUS Systems approved to implement and support the Federal Affordable Care Act (ACA) and Healthy Michigan Plan (HMP) requirements, enhancements to MAXIMUS Systems have been completed as releases and as approved in the MI EBS contract change notices. The technical complexity and components of MAXIMUS Systems have increased due to additional State and Federal requirements.

**Brief Description of Services to be provided:**

For MAXIMUS Systems listed herein, Contractor will provide the following services: Project Management, Preliminary Analysis, System Development Lifecycle (SDLC) work effort, ongoing M&O support, and warranty coverage of above. Services are directed and governed under the Department of Technology, Management, and Budget (DTMB) Business Integration Center (BIC) assigned Project Management Office (PMO).

The purpose of the PMO is to support the State as specified in the Contract between the parties in enhancing, implementing, and supporting MAXIMUS System functionality as identified in the PMO objectives. Contractor must support the PMO objectives in accordance with the State of Michigan State Unified Information Technology Environment (SUITE) and Systems Engineering Methodology (SEM) for SDLC.

**PROJECT OBJECTIVE:**

Perform identified and approved MAXIMUS System Releases and maintain operational functionality of MAXIMUS Systems to:

- Fulfill requirements of the ACA
- Provide MAXIMUS System compliance with State and Federal laws and regulations
- Configure and operate Oracle Financial Applications (OFA) to meet MDHHS business needs and policies

**SCOPE OF WORK:**

Contractor must provide the following services in relation to the MAXIMUS Systems:

1. Project management in collaboration with the DTMB BIC assigned PMO in support of MDHHS. The assigned governing PMO is directed by the State based on the MAXIMUS System functionality.
2. Preliminary Analysis (a.k.a. Impact Analysis).
3. Enhancement SDLC Services
4. Maintenance and Operational Support Services
  - a. Defect resolution as a part of Warranty Services
5. Remediation effort for the 2016 CMS audit related to MAXIMUS System security.

Further details and specifications are listed in the section titled "Work and Deliverables."

MAXIMUS Systems, as defined by this SOW, include:

- ACA Systems as governed by the Eligibility PMO:
  - MAXSTAR application and database
  - MAGI Inquiry Viewer Tool
  - Data Collection Tool (DCT)
  - Presumptive Eligibility (PE) (healthcare4mi.com)
  - MI Enrolls Portal (healthcare4mi.com)
- OFA Systems as governed by the Medicaid Management Information Systems (MMIS) PMO:
  - MI Health Account Oracle Financials Application (MIHA OFA)
  - Freedom To Work Oracle Financials Application (FTW OFA)
  - MICHild Oracle Financials Application (MICHild OFA)
  - MI Health Account Portal (MIHA)

The term of this SOW is October 1, 2016 through September 30, 2017. The proposed major release schedule is as follows:

Release Title	Release Date
Release 16.12	December 2016
Release 17.03	March 2017
Release 17.06	June 2017



Release 17.09	September 2017
Release Independent (Ri) change or work request	As determined by the PMO
Release M&O change, work request, or defect resolution	As determined by the PMO

The purpose of these releases is to implement MAXIMUS System functionality to production use which was not included in previous releases, R1-R16.09. Each subsequent release focuses on top priority ranked requests and time sensitive functionality items as directed by the PMO governance.

MAXIMUS System changes will be necessary throughout the term of this Contract. The State will classify whether changes are delivered within a major, minor, or independent release, or as a M&O/defect resolution release. In order to be classified as a defect, the subject of the change must meet the definition of 'defect' on page 11 below. The State reserves the right to modify the projects, change controls, work requests, or defects identified for work. Any such modifications or changes must be managed through the established project change control process, including defects that impact other integrated State system components.

Work and Deliverables for Project Management, Preliminary Analysis, and SDLC services as specified in this SOW must be performed by 20.75 FTEs to be provided by Contractor. Required roles supporting the FY17 staffing levels are as follows:

- Project Management Analyst - Manages project scope and schedule and provides status reports. Works with Development and Operations teams to ensure seamless integration of development projects into Contractor operational environment. Interfaces with the State PMO Project Manager to communicate issues, needs, responses and to provide required project documentation, reports and other deliverables. This role is necessary to ensure overall solution quality and timely submission of deliverables as defined in this SOW.
- IT Project Manager - Provides oversight to the technical team. Management and analysis functions include task definition, resource assignments, budget tracking, financial forecasting, project evaluation and monitoring, corporate and public regulation compliance. Staff allocation for this role is unchanged from FY16.
- Business Analyst - Subject matter expert who participates in requirements and design meetings with the State to gain in-depth understanding of business rules as well as new and existing processes. Creates project requirements and design document content. Assists with creation of test cases. Interfaces with the State PMO Business Analyst to ensure mutual understanding in these areas. Staff allocation for this role is reduced for ACA and unchanged for OFA from FY16.
- System Administrator - Responsible for provisioning, installation, configuration, operation, and maintenance of systems hardware, software, and related infrastructure. Staff allocation for this role is reduced for ACA and unchanged for OFA from FY16.
- System Architect - Develops technical solutions that ensure business requirements fully satisfy project requirements. Staff allocation for this role is unchanged for ACA and increased for OFA from FY16. The OFA increase is necessary to prevent over-allocation of resources under current and forecasted workload.
- Database Administrator - Responsible for the performance, integrity and security of databases. Contributes to planning and development of database design. Troubleshoots any issues as required. Staff allocation for this role is reduced for ACA and increased for OFA from FY16.

- Technical Lead - Expert developer who provides overall technical leadership to the development team. Staff allocation for this role is unchanged for ACA and OFA from FY16.
- Tester - Plans and designs testing scenarios for usability testing. Executes test cases, analyzes results, and submits observations back to the development team. Staff allocation for this role is reduced for ACA and increased for OFA from FY16. The increase for OFA is necessary to support the extended testing cycle requested by the State.
- Developer – Creates, modifies, and tests computer code and programs to meet business requirements. Staff allocation for this role is increased for both ACA and OFA from FY16. The increases are necessary to prevent over-allocation of resources under current and forecasted workload.
- Systems Analyst - Plans O&M work. Ensures operational processes are executed timely, efficiently, and in the proper order. Analyzes code and technical requirements to determine possible downstream impacts. Staff allocation for this role is increased for both ACA and OFA from FY16. The increases are necessary to support expanded operations associated with the addition of MIChild and Freedom To Work programs and to ensure quality and minimize code defects.

Resource effort must be primarily dedicated within two teams 1) ACA Enhancements and 2) OFA Enhancements as specified below:

<b>Enhancement SDLC Team</b>	<b>ACA</b>	<b>OFA</b>
Project Management Analyst	0.5	0.5
IT Project Manager	0.5	1.0
Business Analyst	0.75	1.0
System Administrator	0.25	0.0
System Architect	0.5	1.0
Database Administrator	0.25	1.0
Technical Lead	0.5	1.0
Tester	0.5	3.0
Developer	2.0	6.5
<b>Total Contractor Enhancement Resources</b>	<b>5.75</b>	<b>15.0</b>

Work and Deliverables for M&O services as specified in this SOW must be performed by 11.25 FTEs to be provided by Contractor. These resources must be assigned to the ongoing maintenance and operational support of MAXIMUS Systems. The M&O Team may be leveraged for Enhancement work with PMO approval as documented within a Change Request or other designated approval form agreed by the parties. Resource effort must be primarily dedicated within two teams 1) ACA M&O and 2) OFA M&O as specified below:

<b>M&amp;O Team</b>	<b>ACA</b>	<b>OFA</b>
Project Management Analyst	0.0	0.5
IT Project Manager	0.25	0.5



System Analyst	0.0	1.0
System Administrator	0.125	0.0
Database Administrator	0.125	0.5
Technical Lead	0.0	0.5
Developer	1.0	5.0
Tester	0.25	1.5
<b>Total Contractor M&amp;O Resources</b>	1.75	9.5

For the purpose of this SOW, the role of IT Project Manager are considered Key Personnel and identified as Brian Morgan and Kevin Smith. The IT Project Manager(s) must collaborate services with the assigned PMO Project Manager. Contractor must adhere to the Contract, section 2.060 in regards to personnel management. Key Personnel as identified within the Contract, section 1.031 remain applicable to this SOW.

## **WORK and DELIVERABLES:**

### **1. Project Management**

Contractor must provide project management for all Work and Deliverables as described within this SOW. In addition to the description within the Contract, section 1.041, Contractor must collaborate with the PMO Project Manager(s) to achieve PMO project objectives. The Contractor Management Information Systems Manager is ultimately accountable for the overall quality of services and deliverables as described within this SOW.

### **2. Preliminary Analysis (a.k.a. Impact Analysis)**

**Services:** Contractor must perform Preliminary Analysis/Impact Analysis as requested and prioritized by the State for any release and non-operational defects. Preliminary Analysis/Impact Analysis is defined as determination of cost, schedule, and impact to integrated systems.

Impact Analysis for identified production defects must be conducted at no additional cost to the State, and must be addressed by Contractor using the existing, planned team resources. The Contractor must communicate to the PMO Project Manager any concerns about these activities impacting established timelines. If necessary to protect established timelines, the State will determine and communicate work priority to the Contractor.

**Deliverables:** Impact Analysis results/response must be provided consistent with a 2-business day objective for items deemed high priority and where practical. Contractor must perform Impact Analysis as reasonably requested and reasonably prioritized by the State. Contractor must provide a written impact statement to the PMO Project Manager that includes impacts to costs, schedule and resources, as well as impact to work in progress. Impact analysis must primarily be conducted for proposed changes, new/altered business requirements, new projects and non-operational defects. For the purpose of this SOW, Contractor must document in any Impact Analysis delivered, additional impact to any system components including hardware, software, interfaces, services, data, and databases, where appropriate as determined by the PMO.

### **3. SDLC Services**

**Services:** With the exception of Operational Defects as defined in the Warranty section below, all MAXIMUS System releases must be identified and documented through an approved Project Charter (as defined in SUITE) or through the established Project Change Control request process.

As directed by the PMO, Contractor must develop system enhancements and plan for releases in alignment with State Project Management SUITE and SEM and must include all of the following SDLC phases:

- **Initiation and Planning Activities**  
 For example, participating in creation and review of Project Charter, Project Plan (as defined in SUITE), documenting risks, assumptions, critical success factors, resource needs, quality expectations, communication expectations.
- **Detailed Business and Technical Requirements**  
 For example, participating in Joint Application Design (JAD) sessions.
- **Application Functional and System Design**  
 Required with any technical change
- **Application Construction/Development**
- **Testing**  
 MAXIMUS System releases must include Development (DEV) testing, Quality Assurance (QAT) testing, Integration (INT) testing, System testing, performance testing, User Acceptance Testing (UAT), regression testing as directed by the PMO.  
  
 Contractor must also support State testing of integrated systems as directed by the PMO. This may include, project level and program level testing for releases that may not have full MAXIMUS Systems development SDLC activities. Contractor and the PMO must work together to determine onsite testing support requirements in advance to allow for resource planning.
- **Implementation**  
 Moving releases into the production environment once testing and subsequent changes have been made and accepted, and meeting business and technical requirements set forth as approved by the PMO.

**Deliverables:** Contractor must deliver final Project artifacts and deliverables that will be identified and agreed to during the Initiation and Planning SDLC Phase for each release. Deliverables must be submitted in a format specified by the PMO. As directed by the PMO, Contractor must update existing project documentation to incorporate changes. The PMO Project Manager may request support in drafting, editing, reviewing and finalizing project artifacts that are not necessarily a deliverable that Contractor is responsible to submit. Work effort and deliverables must align with the SUITE Project Management Methodologies (PMM) and SEM processes as determined by the PMO. Manuals and forms referenced herein are available on <http://www.michigan.gov/suite/>. Contractor must provide support and Deliverables for each release as listed below or as agreed by the PMO and defined in the Project Charter or Plan.

Required SUITE Phases and Deliverables	Document
Initiation and Planning	
Maintenance Plan, iterative and updated with any changes	SEM-0301
Software Configuration Management Plan, iterative and updated with any changes	SEM-0302

Project Change Request	PMM-0014
Stage Exit Approval	SEM-0189
Project Monitoring and Control	
Risk log	Status Report
Issue Log	Status Report
Quality Plan, updated as necessary	PMM-0102
Defect Summary	Status Report
Requirements	
Requirements Traceability Matrix	SEM-0401
Stage Exit Approval	SEM-0189
System Maintenance Document	SEM-0931
Design	
Verified Requirements Specifications	SEM-0402
Functional Design Standards Summary	SEM-0501
System Design	SEM-0604
Test Plan / Strategy	SEM-0602
Test Cases	SEM-0606
Development	
Installation/Implementation Plan	SEM-0702
User Acceptance Test Scenarios	SEM-0606
Testing	
Integration / Data Conversion Summary	
Testing Summary	SEM-0603
Implementation	
Installation Plan, Final	SEM-0702
Support	
Project Security Plan and Assessment	DTMB-0170

Deliverables due each month are determined based upon the mutually agreed upon documented schedule, milestones, and Project Charter. The PMO Project Manager(s) will document and provide to the Contractor Management Information Systems Manger expected Deliverables (“Monthly Deliverables Expected document” or “DED”) for both ACA and OFA components of the MAXIMUS Systems each month.

The Contractor Systems Project Management Analyst will review and respond with either proposed changes or acceptance. The Contractor Management Information Systems Manager must notify the MDHHS Agency Project Manager listed herein if the Monthly DED document is not provided by the fifth day of each month. The MDHHS Agency Project Manager may waive or

delay the Monthly DED Deliverables document allowing for monthly payment in the absence of the DED.

The Monthly Deliverables Acceptance Document (“DAD”) will be completed by the PMO Project Manager(s) reconciling against the DED. The DAD will provide approved evidence of justification when the requirements of the DED are not met

- Contractor Management Information Systems Manager must perform a final quality control review and is ultimately responsible for the overall quality of all Deliverables.
- The Monthly DAD will constitute State acceptance of the Deliverables listed within and will be approved in writing by the MDHHS Agency Project Manager and DTMB Project Manager. The DAD shall contain information regarding portions of Deliverables as set out in the DED to allow for payment to Contractor of the monthly invoice.

The criteria for evaluation is that all necessary project documentation has been created and is complete, accurate and appropriate. The State shall act reasonably when determining acceptance of Deliverables and shall use objective criteria based upon the requirements for such Deliverables. All Deliverables (written Deliverables and release Deliverables) require formal written approval by the PMO Project Manager, the PMO Technical Owner, the State MDHHS Agency Project Manager and the DTMB Project Manager. Formal approval indicates Deliverable met its specifications, which, in the case of releases, must include the successful completion of State UAT and completion of all prerequisite SDLC tasks leading up to the completion of UAT.

#### PROCESS FOR APPROVAL OF MAXIMUS SYSTEM RELEASES:

The State may conduct UAT of each MAXIMUS System non-operational release in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

Within thirty (30) days (or such other number of days as the parties may agree to in writing) prior to Contractor delivery of any release to the State for approval, Contractor shall provide to the State a set of proposed test plans, including test cases, scripts, data and expected outcomes, for the State’s use (which the State may supplement in its own discretion) in conducting UAT of the releases. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

The State’s UAT process will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines during the UAT that the release contains any deficiencies, the State will notify Contractor of the deficiency. Contractor must modify promptly the release to correct the reported deficiencies, conduct appropriate system testing to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor must coordinate the re-delivery of corrected versions of release with the State to minimize any disruption to the State’s UAT process. The State will promptly re-test the corrected version of the release after receiving it from Contractor.

The State will provide Contractor written notice indicating the State’s approval or rejection of the release according to the criteria and process set out in this Section.

#### **4. Maintenance and Operational Services:**

This SOW consolidates MAXIMUS Systems identified herein for ongoing consistency of M&O services and deliverables. In addition to the existing commitments and descriptions of MAXIMUS Systems services within the Contract, the following must apply:



### **Maintenance Services:**

Contractor must provide for concurrent maintenance, support and additional development for Systems identified herein as outlined below.

- All maintenance is performed by qualified personnel familiar with the MAXIMUS Systems and hardware.
- Contractor provides a hosted solution, they will use their standard diagnostic tools to provide diagnostic capabilities. Contractor does not need remote access to the State data center.
- Contractor must provide the PMO a contact list of staff that the PMO may contact after normal business hours. Normal business hours are Monday through Friday, 8 AM to 7 PM Eastern Standard Time (EST).
- The MI Enrolls and the Presumptive Eligibility portals must be available 24 hours a day, 7 days a week, and 365 days a year, not including scheduled downtime. When made aware of an outage, the Contractor will triage the nature of the call and will contact the appropriate technical or management resources to investigate and resolve the issue.
- The Contractor will notify the following State personnel of the outage as soon as reasonably practical once an outage is discovered by the Contractor: Dan Ridge, Julie Denny, and Kemal Tekinal. Contractor shall periodically update the status of the resolution of the outage until service is restored
- Provide data extracts from the MAXIMUS System to research and confirm program/contract compliance as directed by the PMO.

Contractor is working with the State to achieve full compliance with CMS MARS-E 2.0 security requirements. This work is being planned and executed as directed by the PMO. Contractor will implement the Plan of Action and Milestones (POAM) as documented by the State for the 2016 CMS audit. The parties have agreed on the items that are included in the POAM and such items shall be changed only upon mutual agreement of the parties.

Contractor must perform regular Maintenance and Support services including standard status reporting. Contractor must perform business continuity and disaster recovery testing for MAXIMUS Systems once yearly. Contractor must manage the MAXIMUS Systems technical infrastructure for the life of the Contract. Contractor must provide dependable and reliable maintenance services to the State. Contractor must deliver a SEM-0301 Maintenance Plan and update the plan as determined by the PMO. The Maintenance Plan must include the attributes such as defect identification and resolution, uptime requirements, and release management for all MAXIMUS Systems.

Data maintenance activities are the responsibility of the Contractor Database Administration (DBA) team reporting to the technical lead. The DBAs shall monitor the databases.

Contractor must ensure MAXIMUS System security as required by the Contract.

Summary of Services:

- Maintenance of hardware
- Maintenance of software
- Technical Support
- Maintenance of MAXIMUS Systems

### **Deliverable(s)**

At a minimum the Contractor must provide the requirements stated above and provide the following deliverables:

- Maintenance Plan, updated (SEM-0301)
- Creation of ad-hoc reports as requested by the State

**Operation Services:**

Contractor must ensure that the Public facing systems Presumptive Eligibility (PE) and MiEnrolls Enrollment portal will be available 24 hours a day, 7 days a week, 365 days a year. Two exceptions to this expectation would be coordinated and agreed maintenance periods, or planned outages, and in the case of PE, outages due to integrated systems outside of Contractor's control. Standard system maintenance windows will be coordinated between Contractor and the PMO. Any outages to public facing systems will be remediated as an urgent issue following the production defect procedure outlined in the defect section.

Nonpublic facing systems such as the Data Collection Tool, Magi Viewer, MAXSTAR, MICHild OFA, MIHA OFA, and Freedom to Work OFA will be available Monday through Friday during normal business hours of 8:00 am to 7:00 pm Eastern Standard Time (EST) with the exception of coordinated and agreed maintenance periods, or planned outages. The State may also request MAXIMUS System(s) and support to be available outside of normal business hours for testing and implementation activities as needed.

**Summary of Services:**

- Hosting
- Systems management
- Disaster recovery
- Security administration services
- Storage services
- Management of hardware at the MAXIMUS site, that is owned by MAXIMUS and dedicated to the State

**Deliverable(s)**

At a minimum the Contractor must provide the requirements stated above and provide the following deliverables:

- Creation of ad-hoc reports as requested by the State

Costs for services listed below are replaced in full by the costs as agreed to in this SOW. The following existing fixed monthly price as defined within the Contract will no longer be applicable after the effective date of October 1, 2016:

Contract Section:	Description	Contract Cost:
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1.022G(f)	User Account Maintenance for MAGI Viewer and Test Environments	\$6,000 month
1.022G(f)(1)	MAGI Viewer Systems Support	\$7,150 month
1.022H(a)	Presumptive Eligibility Online	\$9,600 month
1.022(h)	ACA-related Systems Support (cc784) Phase 1	\$67,934 month
<b>Total Prior Committed M&amp;O Services Monthly Cost:</b>		<b>\$90,684</b>

**Warranty Services:**

Contractor represents and warrants that releases will perform and operate in compliance with the requirements and other standards of performance contained in the release documentation (including all descriptions, specifications and drawings made) and Contract for a period of (90) ninety days. The MAXIMUS System go-live date in production will constitute the commencement of the performance warranty period. In the event of a breach of this warranty, Contractor must promptly resolve the affected Deliverable(s) at no charge to the State. Contractor must ensure that warranty defect resolution work will not affect schedule, or resources assigned to Enhancements or M&O team and must be performed at no additional cost to the State.

“Releases” are defined as work requests, service requests, change controls, or configuration changes with defined requirements that have been approved by the State to change the current production environment functionality.

“Defects” are errors that may be due to code or improper configuration changes, which produce a result inconsistent or not in accordance with State approved requirements as written. Resolution includes, but is not limited to: code analysis, development, testing and, as directed by the PMO, provision of data extracts from the system to research and confirm program/contract compliance.

Defects are categorized as Operational or Non-Operational:

Operational Defects:

- Are specific to Contractor operations and systems.
- Do not integrate with or impact State integrated systems.
- May require expedited resolution due to Contractor operational Service Level Agreements (SLAs).
- Defects affecting SLAs will be reported to the PMO following initial confirmation of Defect status and impact analysis

Non-Operational Defects:

- Have the potential to impact State integrated systems
- Will be tracked, delivered, and follow the PMO defined defect management and approval processes.
- Post warranty period will be prioritized by the PMO governance for capacity planning and follow SDLC deliverable processes.

Non-Operational defects must be further defined to indicate either:

Release defects:

- Found during testing leading up to implementation of a release and related to the changes being tested.
- Will be tracked, delivered, and follow the PMO defined release defect management process as defined within the Release Test Plan and the SDLC methodologies.

Release Production defects are defects found in production:

- Found at anytime during testing leading up to the implementation of a release and not directly related to the changes being tested.

## **5. Remediation effort for 2016 CMS Audit**

The State shall allocate 500 or more hours per release for the implementation of the POAM remediation as it relates to the following MAXIMUS Systems using capacity in the existing Payment Schedule Table 1, ACA Enhancement section:

- MAXSTAR application and database
- MAGI Inquiry Viewer Tool
- Data Collection Tool (DCT)
- Presumptive Eligibility (PE) (healthcare4mi.com)
- MI Enrolls Portal (healthcare4mi.com)

The State shall prioritize the remediation items from the POAM for each quarterly release until complete. Additionally, the State shall hold Contractor harmless for any and all consequences, damages or penalties issued by CMS as a result of the failure to meet any CMS required deadlines as documented within the POAM and directed by the State. The POAM remediation items are agreed by the parties as of the effective date of this SOW and are incorporated herein by reference.

Infrastructure changes required by CMS audit findings and set out in the POAM will be performed at no charge to the State. The Contractor Project Manager will notify the State PMO Project Manager and details will be included in the Project Charter.

## **ASSUMPTIONS:**

- a. Projects must follow the standard SUITE SEM and PMM methodologies as agreed during the Initiation and Planning Phase.
- b. Current hardware capacity will be maintained for current functionality to meet State needs.
- c. Contractor support of production deployments occurs concurrently with enhancement, M&O, and defect resolution release services provided as part of this SOW.
- d. All security patches and system and software configuration changes must be tested before deployment.
- e. There must be separate development, test and production environments. "Environment" means the combination of server hardware and software to support a functional technical solution.
- f. The Eligibility PMO will define scope and Program level requirements. Inter-dependencies between state systems will be identified and defined in collaboration with the PMO during the requirements and the initial design phase.
- g. If the scope of work requested of Contractor by the Eligibility PMO necessitates an increase or decrease in staff resources to accommodate, Contractor must recommend staffing changes, including associated pricing adjustments, and initiate the established Project



Change Request approval process. The State and Contractor will mutually agree to a Contract Change Notice to amend this SOW.

- h. In the event Contractor identifies a State and federal policy and/or standard that may have security requirements or security impact on the MAXIMUS Systems, Contractor must immediately notify the State. Contractor and the State will follow the established change control process.

**PROJECT CONTROL AND REPORTS:**

A Monthly Report detailing MAXIMUS Systems (including the phone lines) of scheduled and unscheduled downtime, including totals must be submitted to the MDHHS Agency Project Manager and the DTMB Project Manager throughout the life of this project. This report will contain notes regarding the reasons for unscheduled downtime and remediation strategies. The report is mandatory regardless if there were any changes made, or releases implemented, on any MAXIMUS System.

A Weekly Progress Report must be submitted in a format mutually agreed upon to the PMO Project Manager(s) throughout the life of this project. Each weekly progress report must contain the following:

- **Status:** Indicate performance on the scope, schedule, milestones and deliverables. Include metrics, capacity, and performance of MAXIMUS Systems.
- **Current Activities:** Indicate the projected tasks and activities that will be worked on over the next reporting period in relation to the scope, schedule, milestones and deliverables.
- **Key Accomplishments:** Indicate activities and tasks worked on and what was completed during the current reporting period.
- **Issues and Risks:** Indicate any concerns or topics that may jeopardize the scope, schedule, milestones and deliverables.

**PAYMENT SCHEDULE:**

Payment will occur upon receipt of properly completed invoices and the executed DAD by the MDHHS Agency Project Manager and the DTMB Project Manager and in accordance with the State’s standard payment procedure.

The ACA and OFA team staffing will ramp up to meet the levels as specified in this SOW during the first quarter of FY17. Contractor invoices will be prorated based on actual staffing levels during the ramp up period. In no case, will charges exceed those specified in the tables below. Because the full complement of staff may not be available during the ramp up, the hours available for development may be reduced. Contractor will report actual capacity available for both teams to the PMO on a monthly basis or as requested.

Work and Deliverables for (1)Project Management, (2)Preliminary Analysis and (3)SDLC Services:

Payment of \$431,600 will be made on a firm fixed cost basis, billed monthly for twelve months for a total yearly cost of \$5,179,200. If the Contractor fails to complete the deliverables as agreed by both parties in the DED, the Contractor shall be entitled to submit a DAD with the deliverables completed. Upon approval of the DAD the State shall pay the invoice but may withhold up to 20 percent to account for the incomplete deliverables. The State shall release such 20% withhold upon completion and acceptance of the missing deliverables.

Payment Schedule Table 1:

Payment	ACA	OFA
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	Enhancements	Enhancements
October 2016	\$119,600	\$312,000
November 2016	\$119,600	\$312,000
December 2016	\$119,600	\$312,000
January 2017	\$119,600	\$312,000
February 2017	\$119,600	\$312,000
March 2017	\$119,600	\$312,000
April 2017	\$119,600	\$312,000
May 2017	\$119,600	\$312,000
June 2017	\$119,600	\$312,000
July 2017	\$119,600	\$312,000
August 2017	\$119,600	\$312,000
September 2017	\$119,600	\$312,000
<b>TOTAL</b>	<b>\$1,435,200</b>	<b>\$3,744,000</b>
<b>Total Work and Deliverable 1-3</b>	<b>\$5,179,200</b>	

Work and Deliverables for (4) M&O: Payment of \$234,000 will be made on a firm fixed cost basis, billed monthly for twelve months in the following manner:

Payment Schedule Table 2a:

Payment	ACA Operations & Maintenance	OFA Operations & Maintenance
October 2016	\$36,400	\$197,600
November 2016	\$36,400	\$197,600
December 2016	\$36,400	\$197,600
January 2017	\$36,400	\$197,600
February 2017	\$36,400	\$197,600
March 2017	\$36,400	\$197,600
April 2017	\$36,400	\$197,600
May 2017	\$36,400	\$197,600
June 2017	\$36,400	\$197,600
July 2017	\$36,400	\$197,600
August 2017	\$36,400	\$197,600
September 2017	\$36,400	\$197,600
<b>TOTAL</b>	<b>\$436,800</b>	<b>\$2,371,200</b>
<b>Total Work and Deliverable 5</b>	<b>\$2,808,000</b>	

A sub-service of M&O is Server Management (4): Payment of \$55,068 will be made on a firm fixed cost basis, billed monthly for twelve months in the following manner:

Payment Schedule Table 2b:

Payment	ACA Server Management	OFA Server Management
---------	-----------------------	-----------------------



October 2016	\$31,895	\$23,173
November 2016	\$31,895	\$23,173
December 2016	\$31,895	\$23,173
January 2017	\$31,895	\$23,173
February 2017	\$31,895	\$23,173
March 2017	\$31,895	\$23,173
April 2017	\$31,895	\$23,173
May 2017	\$31,895	\$23,173
June 2017	\$31,895	\$23,173
July 2017	\$31,895	\$23,173
August 2017	\$31,895	\$23,173
September 2017	\$31,895	\$23,173
<b>TOTAL</b>	<b>\$382,740</b>	<b>\$278,076</b>
<b>Total Server Management 4</b>		<b>\$660,816</b>

**SOW Value Summary**

Payment Schedule Table 3:

Total Value of Work and Deliverables (1-3) within this SOW	\$5,179,200.00
Total Value of M&O Work and Deliverables (4a) within this SOW	\$2,808,000.00
Total Value of Server Management (4b) within this SOW	\$660,816.00
<b>Total SOW Value</b>	<b>\$8,648,016.00</b>
Total Value carried forward from CCN 12 and 16	\$651,315.00
Total Value carried forward from the Contract for replacement costs within this SOW of existing fixed monthly prices for one year term (table page 11)	\$1,088,208.00
<b>Total Increase necessary to fund Work and Deliverables within this SOW</b>	<b>\$6,908,493.00</b>

This SOW does not constitute any commitment from the State to utilize additional Contractor services.

**STATE PROJECT CONTACTS:**

The designated MDHHS Agency Project Manager is:

**Dan Ridge**

Michigan Department of Health and Human Services

Director, Medicaid Services Administration

(517) 241-7556

[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

**Kemal Tekinel**

Michigan Department of Technology, Management and Budget

Agency Services supporting Department of Health and Human Services,

Director, Eligibility Division

(517) 241-5779

[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **16**

to

Contract Number **071B1300215**

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	(703) 251-8500
	brucecaswell@maximus.com

<b>STATE</b>	Program Manager	Kevin Dunn	MDHHS
		(517) 335-5096	
	dunnk3@michigan.gov		
	Contract Administrator	Joshua Wilson	DTMB
(517) 284-7037			
wilsonj31@michigan.gov			

CONTRACT SUMMARY				
ENROLLMENT BROKER SERVICES - DCH				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2017	
PAYMENT TERMS		DELIVERY TIMEFRAME		
Net 45				
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		March 31, 2017
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$187,015,727.00	\$0.00	\$187,015,727.00		
DESCRIPTION				
<p>Effective September 29, 2016 the Contract is hereby Amended to incorporate the attached Statement of Work for MDHHS BIC eligibility project control office in support of The Healthy Michigan Plan and alignment with CMS technology changes.</p> <p>Please note that the contract administrator is hereby changed to Joshua Wilson per Section 2.021 of the Contract.</p> <p>All other terms, conditions, specifications and pricing remain the same. Per Agency request, Contractor agreement, and DTMB Procurement approval.</p>				





## **STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR MDHHS BIC ELIGIBILITY PROJECT CONTROL OFFICE IN SUPPORT OF THE HEALTHY MICHIGAN PLAN, AND ALIGNMENT WITH CMS TECHNOLOGY CHANGES**

### **Introduction:**

This Statement of Work (SOW) and associated prices for system changes is as a result of the Affordable Care Act (ACA) requirements and for alignment with CMS technology changes through enhancements. Pricing and scope of the work effort are based on information and decisions made as of June 8, 2016. This SOW provides additional details and funding for work in current and future releases listed below that were not included in Change Notice #12. Any changes to the requirements and or pricing will follow the Project Change Request process.

### **Brief Description of Services to be provided:**

Systems enhancements for releases and changes are directed and governed by the Department of Health and Human Services (DHHS) Business Integration Center (BIC) Eligibility Project Control Office (PCO). This PCO was previously titled the Medicaid Compliance Program (MCP), and herein after referred to as "Eligibility PCO". Contractor will support the Eligibility PCO in the following efforts:

1. Release 16.03 (March)
2. Release 16.04 (April) Medicaid Waiver rights to citizens effected by the Flint water crisis
3. Release 16.06 (June)
4. Release 16.09 (September)
5. Release Independent (Ri) work orders or change controls
6. Release Maintenance and Operations (M&O) work orders or change controls  
The purpose of these releases is to implement enhanced system functionality to production use which was not included in previous releases, R1- R8. Each subsequent release focuses on top priority ranked change controls or work orders and time sensitive functionality items as directed by Eligibility PCO governance. Scope of the releases are based on information and decisions made as of May 31, 2016.
7. Testing support for Contractor's systems have no development impact or changes, but may be affected by other, integrated, system enhancements.
8. Maintenance and Operations (M&O) support for the Contractor's OFA Systems.
9. The term of this Statement of Work for Eligibility PCO System Development Lifecycle (SDLC) work effort to be performed by Contractor on Contractor's systems as identified by the Eligibility PCO is through September 30, 2016.

### **BACKGROUND:**

This SOW is relevant to the Enrollment Broker Services (EBS) contract in relation to the information systems. Contract sections not affected by this amendment are not referenced in this SOW.

"Michigan Department of Community Health", "Community Health", and "DCH" in this SOW and the existing Contract mean the Michigan Department of Health and Human Services (MDHHS). Under the recently effectuated State Executive Order No. 2015-4, the entities formerly known as the separate Michigan Department of Community Health ("MDCH" or "DCH") and the Michigan Department of Human Services ("MDHS" or "DHS") have merged to become one department named the Michigan Department of Health and Human Services ("MDHHS" or "DHHS"). In response to this merger, the Medicaid Compliance Program (MCP) has evolved to the Eligibility

PCO to direct and govern eligibility systems enhancements, changes and integration.

**PROJECT OBJECTIVE:**

Continue to meet Healthy Michigan plan objectives, implement requirements of the federal ACA and align with the Centers for Medicare and Medicaid Services (CMS) technology objectives by implementing Contractor’s system enhancements.

Contractor systems, as defined by this SOW, include:

- MAXSTAR
- MAGI Viewer
- Data Collection Tool (DCT)
- Presumptive Eligibility (PE)
- MI Enrolls Portal
- Quality Analyses Check (QA)
- MI Health Account Oracle Financials Application (MIHA OFA)
- MI Health Account Portal (MIHA)
- Freedom To Work Oracle Financials Application (FTW OFA)
- Freedom To Work Portal (FTW)
- MICHild Oracle Financials Application (MICHild OFA)
- MICHild Portal.

During the development and use of the various Contractor systems approved to implement and support MI Health Account (MIHA) and ACA requirements, additional enhancements have been identified by the State of Michigan (State) to Contractor systems as approved in the Michigan Enrollment Broker Services (MI EBS) contract change notices. Contractor must develop and implement enhancements based on Eligibility PCO direction. “Enhancements” include any modification (e.g. work request, change request) to Contractor systems as part of any release activity (“releases”) identified and approved by the Eligibility PCO.

**SCOPE OF WORK:**

The following tables identify the enhancements approved or pending approval by the Eligibility PCO. Contractor must implement each based on Eligibility PCO direction.

Descriptions here detail the high level effort and deliverables expected from Contractor on a technical perspective in relation to Eligibility systems.

**1. The following list identifies enhancements included within Release 16.03:**

Item #	CC	Brief Description (In-Scope)	Contractor Systems Impacted	Not To Exceed Cost
1	2637	CMS Security Audit 2016 - SOM Systems Audit	DCT, MAGI Viewer, PE, MAXSTAR	\$186,000
2	2640	Complete any work where the MIHA Portal is displaying incorrect data regarding the beneficiary and the current amount owed, paid, if past due, CFP, Garnishment and Garnishment Amount	MIHA OFA	\$0
<b>Total Release 16.03</b>				<b>\$186,000</b>

**2. The following list identifies enhancements included within Release 16.04:**

Item #	CC	Brief Description (In-Scope)	Contractor Systems	Not To Exceed
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			Impacted	Cost
3	2722	Communication provided to DHHS when hearing is requested for Freedom-To-Work	FTW OFA	\$58,873
4	n/a	Medicaid Special Waiver Expansion Phase 1: add a new exempted population for MIChild and Freedom To Work (Cost Share Suppression) as well as create new reporting for MIHA beneficiaries	MIHA OFA	\$119,370
5	3135	Medicaid Special Waiver Expansion Phase 1	MAGI Viewer, DCT, PE, MAXSTAR	\$56,314
<b>Total Release 16.04</b>				<b>\$234,557</b>

**3. The following list identifies enhancements included within Release 16.06**

Item #	CC	Brief Description (In-Scope)	Contractor Systems Impacted	Not To Exceed Cost
6	2057 / 2842	GARNISHMENT: Payment and Tax Grouping Updates Required to 1038.14 interface – This WR was part of 16.06 Program Charter but is Release Independent and following a separate schedule than R16.06	MIHA OFA	\$221,540
7	2641	Identify and appropriately adjust the MIHA for beneficiaries with Medicare – This WR was part of 16.06 Program Charter but is Release Independent and following a separate schedule than R16.06 – This will not implement until 10/8/16	MIHA OFA	\$216,742
8	2647	GARNISHMENT: Omit beneficiaries from garnishment AFTER initial file is sent but before file sent to treasury due to: bankruptcy, bad address, missing or invalid SSN, or death. – This WR was part of 16.06 Program Charter but is Release Independent and following a separate schedule than R16.06	MIHA OFA	\$72,644
9	2458	DCT is not capturing if applicants are eligible for another applicants ESI	DCT	\$0
10	2848	Remove temporary solution for incentives and gifts cards pertaining to the MI Health Account and implement permanent solution. – This WR was part of 16.06 Program Charter but is Release Independent and following a separate schedule than R16.06	MIHA OFA	\$341,716
11	1637	Update State healthcare applications to provide new informational text for reporting existing healthcare coverage	DCT, PE	\$21,825
12	TBD	Medicaid Special Waiver Expansion Phase 2	MAGI Viewer, DCT, PE, MAXSTAR	\$56,314

13	TBD	Medicaid Special Waiver Expansion Phase 2	MIHA OFA	\$ 0
<b>Total Release 16.06</b>				<b>\$930,781</b>

**4. The following list identifies enhancements included within Release 16.09**

Item #	CC	Brief Description (In-Scope)	Contractor Systems Impacted	Not To Exceed Cost
14	2642	Implement MIHealth Account Health Plan contributions disbursements	MIHA OFA	\$322,000
15	TBD	Medicaid Special Waiver Expansion Phase 3 <i>At the date of this SOW, requirements and associated costs are unknown; the objective of this item is to provide funding for use as approved by the established Eligibility PCO process</i>	MIHA OFA, MAGI Viewer, DCT, PE, MAXSTAR	\$70,000
<b>Total Release 16.09</b>				<b>\$392,000</b>

**5. The following list identifies enhancements included within Release Independent (Ri) or Release Maintenance and Operation (M&O):**

Item #	CC	Brief Description (In-Scope)	Contractor Systems Impacted	Not To Exceed Cost
16	2110	Remove link to display raw AT/Determination results in MAGI viewer	MAGI Viewer, MAXSTAR	\$14,014
17	2135	Provide a solution for exceptions between DW cohort list and OFA cohort list	MIHA OFA	\$194,700
18	2366	DCT handling of American Indian / Alaskan Native question is incorrect	DCT	\$29,079
19	2728	MAXIMUS Update Maximus DCT for Non-ESI Limited Coverage (R8)	MAGI Viewer, MAXSTAR	\$13,050
20	2797	Communication provided to DHHS when hearing is requested for MICHild	MIHA OFA	\$31,589
21	2841	Modify MIHA Quarterly Statement in response to U of M and Dept. Feedback	MIHA OFA	\$85,500
<b>Total Release Independent</b>				<b>\$367,932</b>

The price provided is a not-to-exceed cost Any final costs will follow the established project change control process

Any work listed with zero cost means that there is either 1) no development impact or systems change, and only testing support may be required or 2) the cost is covered under the ongoing budget. If testing support is required, Contractor will support testing, including user acceptance testing of integrated components, performance testing, project level and program level testing. Contractor and Eligibility PCO will work together to determine onsite testing support requirements in advance to allow for resource planning. These services are provided at no additional cost to the State. For any additional work, a change request will be created and managed through the established change control process.

**6. Maintenance and Operation (M&O) Support for Oracle Financial Application (OFA) Systems**

Contractor must provide services to support the ongoing maintenance and operations of the expanded Contractor’s Oracle Financials Application system that includes the following programs:

- MI Health Account Oracle Financials Application (MIHA OFA)
- MICHild Oracle Financials Application (MICHild OFA)
- Freedom to Work Oracle Financials Application (FTW OFA).

Ongoing cost for M&O support services are \$77,375 per month beginning June 1, 2016, and ending September 30, 2016. The support services will include the following staff:

- Developer (2 FTEs)
- Lead Developer (0.5 FTE)
- QA Specialist (1 FTE)

These staff will be assigned to the ongoing maintenance and operational support of the OFA systems. The M&O staff must not perform work funded by any other provision in this SOW (e.g. Change Controls) or its master agreement without the express permission from the State and appropriate financial adjustments. The M&O staff will provide ongoing M&O support across the OFA environments including the following:

- Remediation of defects identified in Production code including code analysis, development, and testing.
- Enhancements to Production code that will not be charged to any other funding source.
- Provision of data extracts from the system to research and confirm program/contract compliance.
- Creation of ad-hoc reports as requested by the State or Health Plans

**7. BIC Eligibility Requested Changes to MAXIMUS Systems Costs**

CCN#10 approved \$2,080,000 for future enhancements. CCN#10 funds those listed within CCN#10 totaling \$558,791 (some of the Total One Times costs listed within CCN#10 were reduced for reduced work effort). CCN#12 work effort totaled \$1,443,424. The total remaining funds from CCN#10 carried forward to CCN#12 was \$77,785:

Total Value of CCN#10 MCP and HMP SOW	\$2,080,000.00
Total Cost of MCP (Eligibility) Enhancements within CCN#10	\$558,791.00
Total Cost of MCP (Eligibility) Enhancements within CCN#12	\$1,443,424.00
Total Remaining Value from CCN#10 for future MCP (Eligibility) Enhancements	\$77,785.00

In addition to the remaining value from CCN#10, CCN#12 included \$500,000 to be available for future Contractor system enhancements as approved by Eligibility PCO governance through September 30, 2016. The total value carried forward for future MAXIMUS system enhancements is \$577,785. The value of this SOW dated March 31, 2016 is \$1,491,526.00:

Total Value carried forward from CCN#12	\$577,785.00
Total Value of Eligibility Enhancements within this SOW	\$2,041,270.00
Total Value Increase necessary to fund Eligibility Enhancements within this SOW	\$1,463,485.00
Estimated Value necessary for Item 15 Medicaid Special Waiver Phase 3	\$70,000.00
Total M&O support for OFA Systems (4 Months June – September)	\$309,500.00
<b>TOTAL SOW VALUE</b>	<b>\$1,842,985.00</b>

Any and all additional enhancements, services and costs not included in this SOW must follow the Eligibility PCO Project Charter approval or Project Change Request approval process prior to beginning work effort.

The State is under no obligation to utilize all estimated effort and final cost will be adjusted if effort is reduced or increased. Any changes must have a Project Change Request (PMM-0014) approval and Contract Change Notice if not within scope prior to beginning work effort.

The State is under no obligation to utilize all of the work within this SOW. This SOW does not constitute any commitment from the State to utilize additional Contractor services.

#### **ASSUMPTIONS:**

1. Projects will follow the standard SUITE SEM and PMM methodologies, where applicable.
2. Current hardware capacity is available to support the scope of releases. Future work may require additional hardware capacity and if necessary, will follow the established Project Change Request approval process.
3. System dependencies will be defined, validated, and accommodated to enable Release functionality.

#### **WORK and DELIVERABLES:**

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them.

##### **A. Preliminary Analysis (a.k.a. Impact Analysis)**

1. **Services:** The Contractor must perform preliminary analysis/impact analysis as requested and prioritized by the State. Impact Analysis for identified production defects must be conducted at no additional cost to the State, and will be addressed by Contractor using the existing, planned team resources. The Contractor will communicate to the DTMB Project Manager any concerns about these activities impacting established timelines. If necessary to protect established timelines, the State will determine and communicate work priority to the Contractor.
2. **Deliverables:** Impact Analysis results/response must be provided consistent with a 48-hour objective for items deemed high priority and where practical. The Contractor must perform preliminary analysis/impact analysis as requested and prioritized by the State. The Contractor will provide a written impact statement to the State, propose alternative solutions and describe impacts to costs, schedule, resources and other Medicaid system components for proposed work, as well as impact to work in progress. Impact analysis will primarily be conducted for proposed changes, new/altered business requirements, new projects and defects. For the purpose of this SOW, Contractor is required to document in any Impact Analysis delivered, additional impact to any system components including hardware, software, interfaces, services, data, and databases.

##### **B. Enhancements or Changes to MAXIMUS Systems will utilize standard SDLC based on State SEM and PMM methodologies for the following milestones:**

1. Initiation Stage Exit Review
2. Requirements Stage Exit Review
3. Design Stage Exit Review
4. Development Stage Exit Review
5. Test Stage Exit Review
6. Production Deployment Stage Exit Review

The content of the project artifacts will be approved by stakeholders and in scope of the project charter. The criteria for evaluation is that all necessary project documentation has been created and is complete and appropriate.

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of Custom Software Deliverables, will include the successful completion of State User Acceptance Testing (UAT) and completion of all prerequisite System Development Lifecycle (SDLC) tasks leading up to the completion of UAT.

**PAYMENT SCHEDULE:**

Contractor will bill one-time prices on the invoice for the month in which Contractor implements the milestones described in this SOW.

The State will pay a fixed cost for Eligibility enhancements approved by the Eligibility PCO approval process. Contractor may invoice for partial work completed and receive payment for Deliverables accepted by the State as documented in the Deliverable Acceptance Document and as governed in the base Contract. Payment will be made on a deliverable basis and will occur in accordance with the State’s standard payment procedure.

<b>Deliverable</b>	<b>Payment Schedule</b>
Initiation and Planning	10%
Detailed Business and Technical Requirements	10%
Application Design	10%
Application Development	20%
Testing	20%
Implementation and Documentation	30%

**PROJECT CONTACTS:**

The designated DHHS Agency Project Manager is:

Dan Ridge  
Michigan Department of Health and Human Services  
Medicaid Services Administration  
(517) 241-7556  
[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

Kemal Tekinel  
Michigan Department of Technology, Management and Budget  
Agency Services supporting Department of Health and Human Services,  
Director, Eligibility Division  
(517) 241-5779  
[tekinelk@michigan.gov](mailto:tekinelk@michigan.gov)



# STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget  
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913  
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number 15  
to  
Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	Program Manager	Kevin Dunn	DHHS
		517-335-5096	
		DunnK@Michigan.gov	
	Contract Administrator	Michael Kennedy	DTMB
(517) 284-6397			
KennedyM6@michigan.gov			

CONTRACT SUMMARY				
<b>DESCRIPTION:</b> Enrollment Broker Services - DHHS				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2017	
PAYMENT TERMS		DELIVERY TIMEFRAME		
NET 45		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$181,725,519.00		\$ 5,290,208.00	\$187,015,727.00	

**DESCRIPTION:** Effective June 21, 2016, the Contract is Amended as follows:

- Increase contract \$5,290,208.
- Incorporate the Statement of Work (SOW) for Atypical Provider Services which includes answering calls/questions from MDHHS adult foster care beneficiaries, beneficiaries needing a home help provider and from atypical health care providers (\$3,139,526 per attached cost breakdown) (Section 1.022.Q and 1.042)
- Add pool of money to cover and expedite future changes similar to Change Notice 9. MDHHS is requesting that an additional \$350,682 be added to the contract for future changes associated with the Flint Medicaid waiver program and an additional \$1,800,000 for future Medicaid Compliance Program (MCP) changes. MDHHS will provide the SOWs associated with these



requests for inclusion into the contract when they are finalized (\$2,150,682).

All other terms, conditions, specifications and pricing remain the same. Per Agency request, Contractor agreement, State Ad Board approval 6-21-16 and DTMB Procurement approval.

**MAXIMUS STATEMENT OF WORK TO AMEND  
THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR ATYPICAL  
PROVIDER SERVICES**

This SOW is organized by Contract component. Only the subsections of section 1.022 involved in this change order are included in this SOW. Tasks in sections not included in this change notice will continue to be provided based on the approved Contract, including approved change notices, as appropriate. The prices presented are based on this SOW and the information available and decisions made as of April 26, 2016.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration systems functionality or services that are not described in this SOW or in the Michigan Enrollment Broker Services Contract, including approved change orders.

The following sections describe changes to the SOW in Section 1.022 of the MI EBS Contract involved in this change order.

**A. Additional Enrollment Broker Services (1.022.Q)**

To facilitate efficient call handling for MDHHS beneficiaries and the health care providers that serve those beneficiaries, MAXIMUS will:

1. Transfer ownership (from MPHI to MAXIMUS) of the Atypical Provider Support Services toll-free telephone number (800-979-4664) which supports the Home Help and Adult Foster Care programs no later than July 1, 2016.
2. Develop and implement interactive voice response (IVR) technology to efficiently assist callers and route calls to the appropriate destination as directed by MDHHS no later than July 1, 2016. This includes options described in A.3. IVR requirements are described and priced under section B below (1.022.I).
3. Operate the Atypical Provider Support Services Helpline
  - a. Hours of operation will be 8:00 am EST to 7:00 pm EST, Monday through Friday, excluding State holidays.
  - b. Phone counselors will:
    - i. Provide customer support to callers with questions or concerns related to becoming an enrolled provider, and assisting callers with the online enrollment process.
    - ii. Provide customer support to callers with other inquiries for Home Help and Adult Foster Care to include the following:
      - a. Claims processing
      - b. Status of payment(s)
      - c. Electronic Service Verification (ESV) and Paper Service Verification (PSV) questions
      - d. W-2 reissuance.
    - iii. Transfers to MDHHS will be warm transfers. If MDHHS staff is not available, phone counselors will transfer Service Requests (SRs) to the appropriate MDHHS section.
    - iv. Create a Siebel Customer Relationship Management (CRM) service request (SR) documenting each call based on MDHHS policies and procedures
    - v. Refer callers, as appropriate, to [www.michigan.gov/homehelp](http://www.michigan.gov/homehelp) for more information online
  - c. The call length is projected to be between 13-16 minutes per call.
  - d. The average call volume is projected to be 25,000 calls per month. The average call volume may increase temporarily when program changes occur.
  - e. Phone Counselors will need access to provider screens in CHAMPS including the enrollment, ESV, and the Adult Services Authorized Payment system (ASAP).

4. Train phone counselors to provide customer support services consistent with the standards required for the operation of the Beneficiary Helpline in section 1.022.A.
5. Work with MDHHS to develop and maintain a provider desk reference similar to the desk reference required for the Beneficiary Helpline under section 1.022. A of the contract.
6. Provide a PO Box to receive Paper Service Verification forms (PSV), sort the mail with logs and returned mail and document the number of pieces of each, prepare a package for the logs to be picked up by GSI and when they are returned, and will have the logs as well as any returned mail ready for DHHS pick up.

Implementing and operating customer support for providers will increase the number of phone counselors located in the East Lansing, MI facility. Based on the call volumes projected, the additional phone counselors will be located in the facility space approved under Change Notice number 11. Should volumes increase or additional services be added to this scope, facility space would need to be assessed for capacity.

#### Performance Standards

The service level agreements (SLAs) set forth in Section 1.071.C (a), 1 through 4, and Section 1.071.C (b) of the MI EBS Contract apply to the Atypical Provider Support Services Helpline services and tasks described in this SOW. In addition, MAXIMUS will continue to conduct the post call surveys that assess the quality of call handling similar to the surveys conducted for all other calls handled by MAXIMUS through the MI EBS Contract.

If the total call volume for the Beneficiary Helpline, MI ENROLLS, MICHild, Michigan Healthcare Helpline and the Atypical Provider Support Services Helpline exceeds 225,000 calls per month, the State agrees that the SLAs set forth in section 1.071.C of the MI EBS Contract applicable to the call center services will not be enforced until MAXIMUS and MDHHS jointly develop and approve a plan to address the increased call volumes. As necessary, MDHHS and MAXIMUS will develop a plan to address the volume of callers accessing call center services.

**One-time Development Price:** \$0.00

**Ongoing Monthly Price:** See Attachment A. The pricing in section 1.022.Q includes the prices associated with the reconfigured IVR services described in section B below, in addition to the changes described in this section.

#### **B. Interactive Voice Response Services (IVR)**

MAXIMUS will design, implement, and operate IVR services to route callers using the Atypical Provider Support Services toll-free number to the appropriate options selected by the caller, such as:

1. Frequently Asked Questions
2. Provide a self-service option for Home Help providers to check the status of their payment and date of payments through the ASAP system
3. Referrals to the Automated Claims System
4. Assistance with CHAMPS, ESV, or the Home Help Registry
5. W-2 Reissuance
6. Route callers to MDHHS staff for the following issues as per MDHHS approved procedures:
  - a. Enrollment processing delays
  - b. End dated or inactive providers
7. Front end messages regarding online resources
8. Provide a self-service option for providers to submit their claims for Adult Foster Care.

**One-time Development Price:** \$191,100

**Ongoing Monthly Price:** See Attachment A. The pricing in section 1.022.Q includes the prices associated with the IVR services described in this section in addition to the changes described in A. above.

**Unit Price to Change IVR Services (post implementation):**

- Category 1: \$1,830.00
- Category 2: \$6,335.00

- Category 3: \$15,200.00

**C. Maintain the Provider Registry Database**

1. The registry database is used to inform beneficiaries of Home Help providers in their area.
2. The database will have the ability to provide searches based on distance from a given address.
3. MAXIMUS will provide up to 10 providers to beneficiaries upon a successful search. The provider list can be communicated to the beneficiary via phone, mail or email.
4. MDHHS Provider Enrollment will send MAXIMUS a weekly provider report that contains all providers that should be included in the database.

**One-time Development Price:** \$58,100.00

**Ongoing Monthly Price:** MAXIMUS will charge \$1.16 per letter set forth under Attachment A section 1.022.E for all mailed provider lists.

**D. Mail Services**

**One-time Development Price:** \$0

**Ongoing monthly price:** See attachment A under 1.022.Q.b1 for monthly mail services. Services are described in Section A, number 6 above.

**E. Reports (1.042)**

MAXIMUS will modify existing enrollment broker reports as necessary to reflect any changes in telephone calls handled by MAXIMUS as a result of this change notice. MAXIMUS will work with MDHHS to develop new reports, if necessary.

**One-time Development Price:** \$0.00

**Ongoing Monthly Price:** \$0.00

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,386,226	c) \$4,386,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,346,046	i) \$8,346,046
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,120,067	j) \$9,120,067

	k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	k) \$9,932,478	k) \$9,932,478
	l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	l) \$10,728,374	l) \$10,728,374
	m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	m) \$11,508,007	m) \$11,508,007
	n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	n) \$12,271,626	n) \$12,271,626
	o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	o) \$13,030,690	o) \$13,030,690
	p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	p) \$13,763,170	p) \$13,763,170
	q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	q) \$14,478,850	q) \$14,478,850
	n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	r) \$15,238,210	r) \$15,238,210
	n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	s) \$15,987,490	s) \$15,987,490
	n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	t) \$16,760,290	t) \$16,760,290
	n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	u) \$17,526,370	u) \$17,526,370
	n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	v) \$18,285,730	v) \$18,285,730

Beneficiary Helpline(includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,820,232	a) \$5,820,232
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,161,771	b) \$6,161,771
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,610,626	c) \$6,610,626
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,036,651	d) \$7,036,651
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,666,645	e) \$7,666,645
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,218,339	f) \$8,218,339
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,610,816	i) \$12,610,816
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$14,980,311	k) \$14,980,311
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068		

		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911
		o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	o) \$19,708,690	o) \$19,708,690
		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	p) \$20,832,610	p) \$20,832,610
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	q) \$21,933,010	q) \$21,933,010
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	r) \$23,009,890	r) \$23,009,890
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$24,127,090	s) \$24,127,090
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$25,227,490	t) \$25,227,490
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$26,311,090	u) \$26,311,090
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$27,377,890	v) \$27,377,890
Beneficiary Helpline(includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$8,015,303	a) \$8,015,303
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,483,842	b) \$8,483,842



c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,186,122	c) \$9,186,122
d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169
e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,684,122	e) \$10,684,122
f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,486,740	f) \$11,486,740
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$20,799,715	k) \$20,799,715
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$22,468,193	l) \$22,468,193
m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$24,102,433	m) \$24,102,433
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$25,702,958	n) \$25,702,958
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	o) \$27,293,890	o) \$27,293,890

		p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	p) \$28,842,850	p) \$28,842,850
		q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	q) \$30,358,210	q) \$30,358,210
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	r) \$31,839,970	r) \$31,839,970
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$33,351,970	s) \$33,351,970
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$34,904,290	t) \$34,904,290
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$36,365,890	u) \$36,365,890
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$37,874,530	v) \$37,874,530
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135

Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,609,170	a) \$4,609,170
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,718,355	b) \$4,718,355
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,900,007	c) \$4,900,007
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,108,893	d) \$5,108,893
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,437,825	e) \$5,437,825
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,687,069	f) \$5,687,069
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,948,752	g) \$5,929,357
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,220,919	h) \$6,220,919
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$6,504,028	i) \$6,504,028

		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,798,555	j) \$6,798,555
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,104,995	k) \$7,104,995
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,423,868	l) \$7,423,868
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,302,181	a) \$5,302,181
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,490,771	b) \$5,490,771
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,751,337	c) \$5,751,337
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$6,007,541	d) \$6,007,541
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,513,294	e) \$6,513,294
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,947	f) \$6,903,947

		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,132,052	i) \$8,132,052
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,577,270	j) \$8,577,270
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$9,054,918	k) \$9,054,918
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$9,546,561	l) \$9,546,561
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,986,453	a) \$5,986,453
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,848,868	b) \$6,262,777	b) \$6,262,777
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,610,589	c) \$6,610,589

	d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,954,246	d) \$6,954,246
	e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,580,807	e) \$7,580,807
	f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362
	g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,591,393	g) \$8,591,393
	h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,136,662	h) \$9,136,662
	i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,734,873	i) \$9,734,873
	j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,345,771	j) \$10,345,771
	k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$11,016,431	k) \$11,016,431
	l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,701,414	l) \$11,701,414

Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285

		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909



Mailing Services UNIT PRICING	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	
	HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	
	Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54	
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	NA	NA	NA	NA	\$1.45	\$1.45	\$1.45
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023

		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space used for call center operations.	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES</b>	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$654,035	b1.1) \$654,035
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$692,791	b1.2) \$692,791
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$756,294	b1.3) \$756,294
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$829,818	b1.4) \$829,818

		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$	\$	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$884,455	b1.5) \$884,455
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$	\$	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,092,476	b1.6) \$1,092,476
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$	\$	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,235,576	b1.7) \$1,235,576
		<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$911,822	b1.1) \$911,822
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$982,847	b1.2) \$982,847
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,078,460	b1.3) \$1,078,460
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,152,175	b1.4) \$1,152,175
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,270,831	b1.5) \$1,270,831
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,543,716	b1.6) \$1,543,716
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,783,183	b1.7) \$1,783,183
		<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478

	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,287	b1.3) \$1,308,287
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200
	<b>b2) Fixed price for all other enrollment related sub-tasks – bidder should also include volume tiers or other quantity measures for pricing</b>							
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
	b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285

		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>							
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>							

	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
	b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
	b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
	b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384
	<b>b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research</b>							
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060

		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,356,763	b2.7) \$2,419,217	b2.7) \$2,483,326	b2.7) \$2,483,326	b2.7) \$2,483,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530

including all related sub-tasks									
Fixed price for MIChild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.4) \$246,302	e.4) \$253,999	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772	
Fixed price for MIChild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.5) \$264,547	e.5) \$272,814	e.35 \$279,014	e.5) \$279,014	e.5) \$279,014	e.5) \$279,014	
Fixed price for MIChild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.6) \$297,387	e.6) \$306,680	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650	
Fixed price for MIChild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.7) \$342,999	e.7) \$353,717	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756	
Fixed price for MIChild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976	e.8) \$406,976	
Fixed price for MIChild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.9) \$452,195	e.9) \$452,195	e.9) \$452,195	
Fixed price for MIChild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.10) \$497,415	e.10) \$497,415	e.10) \$497,415	
Fixed price for MIChild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.11) \$542,634	e.11) \$542,634	e.11) \$542,634	
Fixed price for MIChild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.12) \$587,854	e.12) \$587,854	e.12) \$587,854	



		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.13) \$633,073	e.13) \$633,073
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$1.18	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$67,934	\$67,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$71,649	\$71,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464

Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$413,687	a) \$413,687
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$416,321	b) \$416,321
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$423,977	c) \$423,977
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$431,633	d) \$431,633
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	NA	NA
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA
		a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	a) \$167,318

		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$175,357	b) \$175,357
		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$183,396	c) \$183,396
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$191,434	d) \$191,434
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104
		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$953,281	a) \$953,281
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,011,161	b) \$1,011,161

		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,017,475	c) \$1,017,475
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,075,354	d) \$1,075,354
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,133,234	e) \$1,133,234
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,191,113	f) \$1,191,113
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,197,427	g) \$1,197,427
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,255,307	h) \$1,255,307
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,313,186	i) \$1,313,186
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,319,500	j) \$1,319,500
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,648,530	k) \$1,648,530
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,648,530	a) \$1,648,530
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,712,724	b) \$1,712,724
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,828,482	c) \$1,828,482
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related	NA	NA	NA	NA	NA	d) \$1,892,676	d) \$1,892,676

		sub-tasks							
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,008,435	e) \$2,008,435
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,072,628	f) \$2,072,628
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,136,822	g) \$2,136,822
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,523,731	h) \$2,523,731
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,587,924	i) \$2,587,924
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,703,683	j) \$2,703,683
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,767,877	k) \$2,767,877
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,072,628	a) \$2,072,628
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,465,851	b) \$2,465,851
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,587,924	c) \$2,587,924
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,709,997	d) \$2,709,997
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related	NA	NA	NA	NA	NA	e) \$2,832,070	e) \$2,832,070

		sub-tasks							
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,276,859	f) \$3,276,859
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,398,932	g) \$3,398,932
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,521,005	h) \$3,521,005
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,643,078	i) \$3,643,078
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,765,151	j) \$3,765,151
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,158,374	k) \$4,158,374
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,077,459	a) \$1,077,459
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,137,443	b) \$1,137,443
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,197,427	c) \$1,197,427
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,257,412	d) \$1,257,412
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,317,396	e) \$1,317,396
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related	NA	NA	NA	NA	NA	f) \$1,648,530	f) \$1,648,530

		sub-tasks							
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,656,949	g) \$1,656,949
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,716,933	h) \$1,716,933
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,776,917	i) \$1,776,917
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,836,901	j) \$1,836,901
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,896,885	k) \$1,896,885
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,896,885	a) \$1,896,885
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,016,854	b) \$2,016,854
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,136,822	c) \$2,136,822
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,476,375	d) \$2,476,375
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,596,343	e) \$2,596,343
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,716,312	f) \$2,716,312
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related	NA	NA	NA	NA	NA	g) \$2,836,280	g) \$2,836,280

		sub-tasks							
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,956,248	h) \$2,956,248
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,295,801	i) \$3,295,801
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,415,770	j) \$3,415,770
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$3,535,738	k) \$3,535,738
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,716,312	a) \$2,716,312
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,896,264	b) \$2,896,264
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,295,801	c) \$3,295,801
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,475,754	d) \$3,475,754
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,655,706	e) \$3,655,706
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,106,809	f) \$4,106,809
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,235,196	g) \$4,235,196
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related	NA	NA	NA	NA	NA	h) \$4,415,148	h) \$4,415,148



		sub-tasks							
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$4,595,101	i) \$4,595,101
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,994,638	j) \$4,994,638
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,174,590	k) \$5,174,590
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,267,721	a) \$1,267,721
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,336,418	b) \$1,336,418
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,405,115	c) \$1,405,115
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,473,812	d) \$1,473,812
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,542,510	e) \$1,542,510
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,662,772	f) \$1,662,772
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,731,469	g) \$1,731,469
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,800,167	h) \$1,800,167
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related	NA	NA	NA	NA	NA	i) \$1,868,864	i) \$1,868,864

		sub-tasks								
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$1,937,561	j) \$1,937,561
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$2,006,258	k) \$2,006,258
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	a) \$2,006,258	a) \$2,006,258
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$2,414,803	b) \$2,414,803
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$2,552,197	c) \$2,552,197
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$2,741,157	d) \$2,741,157
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$2,878,552	e) \$2,878,552
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$3,015,946	f) \$3,015,946
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$3,153,341	g) \$3,153,341
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$3,290,735	h) \$3,290,735
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$3,750,845	i) \$3,750,845
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related	NA	NA	NA	NA	NA	NA	j) \$3,888,239	j) \$3,888,239

		sub-tasks								
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$4,025,634	k) \$4,025,634
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	a) \$3,015,946	a) \$3,015,946
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$3,222,038	b) \$3,222,038
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$3,750,845	c) \$3,750,845
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$3,956,937	d) \$3,956,937
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$4,163,028	e) \$4,163,028
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$4,420,685	f) \$4,420,685
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$4,897,927	g) \$4,897,927
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$5,104,019	h) \$5,104,019
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$5,310,111	i) \$5,310,111
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$5,567,767	j) \$5,567,767

		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,773,859	k) \$5,773,859
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$1,325,815	a) \$1,325,815
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$1,390,008	b) \$1,390,008
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$1,505,767	c) \$1,505,767
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$1,569,961	d) \$1,569,961
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$1,634,154	e) \$1,634,154
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$1,749,913	f) \$1,749,913
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,814,107	g) \$1,814,107
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,878,300	h) \$1,878,300
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,213,644	i) \$2,213,644
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,329,403	j) \$2,329,403
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,393,596	k) \$2,393,596

Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,393,596	a) \$2,393,596
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,573,549	b) \$2,573,549
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,701,936	c) \$2,701,936
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,881,888	d) \$2,881,888
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$3,010,276	e) \$3,010,276
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,461,378	f) \$3,461,378
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,641,330	g) \$3,641,330
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,769,718	h) \$3,769,718
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,949,670	i) \$3,949,670
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$4,078,057	j) \$4,078,057
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,258,010	k) \$4,258,010
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,461,378	a) \$3,461,378

		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,705,524	b) \$3,705,524
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,949,670	c) \$3,949,670
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,193,816	d) \$4,193,816
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,709,112	e) \$4,709,112
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,953,258	f) \$4,953,258
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$5,145,839	g) \$5,145,839
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$5,389,985	h) \$5,389,985
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,905,281	i) \$5,905,281
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$6,149,427	j) \$6,149,427
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$6,393,573	k) \$6,393,573
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 8.5 MINUTES PER CALL	NA	NA	NA	NA	NA	a) \$2,159,665	a) \$2,159,665
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$2,324,063	b) \$2,324,063

		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,488,460	c) \$2,488,460
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,806,394	d) \$2,806,394
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,970,792	e) \$2,970,792
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$3,135,190	f) \$3,135,190
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$3,299,587	g) \$3,299,587
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$3,463,985	h) \$3,463,985
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$3,781,919	i) \$3,781,919
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$3,946,317	j) \$3,946,317
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$4,110,715	k) \$4,110,715
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,971,933	a) \$2,971,933
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$3,243,457	b) \$3,243,457
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$3,463,414	c) \$3,463,414

		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$3,836,909	d) \$3,836,909
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$4,056,867	e) \$4,056,867
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$4,328,390	f) \$4,328,390
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$4,701,884	g) \$4,701,884
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$4,921,842	h) \$4,921,842
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$5,141,800	i) \$5,141,800
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$5,361,758	j) \$5,361,758
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$5,786,817	k) \$5,786,817
Provider Services	1.022.Q.b	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 12.1 AND 16 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$3,893,040	a) \$3,893,040
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$4,220,694	b) \$4,220,694
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$4,701,884	c) \$4,701,884
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$4,977,973	d) \$4,977,973



		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$5,305,627	e) \$5,305,627
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$5,786,817	f) \$5,786,817
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$6,062,906	g) \$6,062,906
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$6,390,560	h) \$6,390,560
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$6,871,750	i) \$6,871,750
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$7,147,839	j) \$7,147,839
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$7,629,029	k) \$7,629,029
Provider Services	1.022.Q.b1	MONTHLY price for mail services.	NA	NA	NA	NA	NA	\$ 1,146	\$ 1,146





## CONTRACT CHANGE NOTICE

Change Notice Number 14  
to  
Contract Number 071B1300215

<b>CONTRACTOR</b>	Maximus Health Services, Inc.
	11419 Sunset Hills Road
	Reston, VA 20190
	Bruce Caswell
	703-251-8500
	brucecaswell@maximus.com
	*****7682

<b>STATE</b>	Program Manager	Kevin Dunn	DHHS
		517-241-4686	
	DunnK@Michigan.gov		
	Contract Administrator	Michael Kennedy	DTMB
(517) 284-6397			
KennedyM6@michigan.gov			

CONTRACT SUMMARY				
<b>DESCRIPTION:</b> Enrollment Broker Services - DHHS				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2017	
PAYMENT TERMS		DELIVERY TIMEFRAME		
NET45		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$181,725,519.00		\$ 0.00	\$181,725,519.00	

**DESCRIPTION:** Effective May 23, 2016, the Contract is Amended as follows:

1. Change Contract Administrator to Michael Kennedy (Section 2.021)
2. Incorporate attached Statement of Work to Amend for Public Assistance Call Center Services
3. Incorporate revised Attachment A – Pricing Table for new Section 1.022.Q.a.

All other terms, conditions, specifications and pricing remain the same. Per Agency request, Contractor agreement and DTMB Procurement approval.

**STATEMENT OF WORK TO AMEND  
THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO.  
071B1300215 FOR PUBLIC ASSISTANCE CALL CENTER SERVICES**

Introduction

This Statement of Work (SOW), and associated prices set forth in Attachment A, modifies the scope of work and deliverables in section 1.022. This SOW will execute a Proof of Concept (POC) project to gather information to assist in the development of a long term strategy related to improving the customer experience and providing caseworker relief via a Public Assistance Call Center (PACC).

Background

At present, MDHHS caseworkers handle telephone calls from beneficiaries that could more effectively and efficiently be handled by resources that do not require the expertise, training and experience of state caseworkers. Diverting inquiry calls related to program eligibility, the application process, program determinations, and verifications or correspondence to a centralized call center is expected to provide caseworkers with additional time to provide core eligibility services to applicants and beneficiaries.

Proof of Concept Components:

**A Centralized Call Center**

1. Operations
  - a. MAXIMUS will operate the PACC at its East Lansing, MI facility in space approved under Change Notice number 11 to contract number 071B1300215.
  - b. Hours of operation will align with current MDHHS field operations business hours, which are Monday through Friday, 8 am to 5 pm Eastern Time.
  - c. MAXIMUS will obtain a new toll-free number to be used for the Public Assistance Call Center.
    - i. MDHHS will publish the new number on all appropriate beneficiary and advocate resources.
    - ii. The toll-free number will be transferred to MDHHS ownership at the end of the POC project.
  - d. The proof of concept is designed to avoid any disruption to ongoing field operations.
2. Call Handling
  - a. All calls to the new toll-free telephone number from the POC counties will be handled by MAXIMUS.
    - i. On-site phone counselors will provide services in English, Spanish and Arabic.
    - ii. On-site phone counselors will utilize a language translation service to provide PACC services for all other languages. This is consistent with current call center operations.
    - iii. On-site phone counselors will use the call flow scripts approved by MDHHS and leverage the direction of the Changes Requiring Action guidelines

- iv. MAXIMUS phone counselors will authenticate callers using the MDHHS Authorized Representative chart
- v. Calls that require the expertise of state caseworkers will be transferred by MAXIMUS to MDHHS.
- vi. Federal USDA Food and Nutrition Service Agency will determine the level of MAXIMUS participation in resolving food assistance inquiries.
  - 1. Approval would grant MAXIMUS the ability to address all inquiry questions related to the application process and program eligibility.
  - 2. Denial of request would result in routing all food assistance inquiries to the MDHHS worker for response.
- vii. 100% of PACC calls will be recorded for Quality Assurance
- b. Mandatory Reporter Process:
  - i. All call center staff who have reasonable cause to suspect abuse or neglect shall make immediately, by telephone or otherwise, an oral report of the suspected child abuse or neglect to the MDHHS Central Intake Department.

### 3. Call Volume

- a. During the proof of concept period, it is estimated MAXIMUS will handle an average of 25,000 calls per month with an average call length of 5 minutes. MAXIMUS will staff the operation to support the base call volume expected for months 1-2. Due to the initial short duration of the POC, should the call volumes trend lower than forecasted, and per MDHHS direction, MAXIMUS will reduce staffing in month 2 to align with the call volumes and will bill for the lower volume tier in month 3 of the POC.
  - i. Attachment A 1.022.Q.a to the contract provides pricing based on the anticipated average call length and call volume.
  - ii. Attachment A 1.022.Q.a to the contract also provides pricing for additional call volumes and call lengths available to MDHHS for this POC.
  - iii. Post month 2 of the POC, actual call volume as well as call length will dictate which tier is billed in a given month.
- b. Should call volume far exceed forecasted volumes, MDHHS and MAXIMUS will work together to assess the best course of action to include rerouting calls back to MDHHS staff, reducing the number of counties supported, or if necessary repricing the tiers.
- c. MDHHS can modify staff and alter the Tier 2 process as needed to ensure desired result.

### 4. Staff

- a. During the proof of concept period, the following PACC staff will be under the direction of the MAXIMUS Project Director.
  - i. Call Center supervisor and Customer Service Representatives
  - ii. Business Analyst
  - iii. Reporting Specialist
  - iv. In addition to the PACC staff, MI Enrollment Broker Services (EBS) staff from ancillary departments will provide support services as necessary

during the proof of concept phase. This includes Systems/Telecommunications, Quality Assurance and Training, and Human Resources. This allows the ability to maximize the use of existing resources.

## **B. Proof of Concept Counties and Period of Service**

### **1. Counties Served under this POC project**

a. PACC services will be available for Cass and St. Joseph counties with the possibility of adding Newaygo & Lake counties during the proof of concept period as needed to maintain a 20,000 monthly call volume target.

b. The State of Michigan (State) and MAXIMUS may mutually agree to expand the proof of concept to include other counties.

c. Calls from counties other than POC counties will continue to be routed to the appropriate county office based on existing procedures.

### **2. Period of Service**

a. The POC will operate for a period of three full calendar months with the option to renew for nine additional months and is projected to begin operation on the first business day of the calendar month following the formal execution of this statement of work.

b. MDHHS will provide MAXIMUS 30 calendar days' notice of the intent cancel this POC project with or without cause at any time, either during the initial 3 month period or during any extended operations mutually agreed to previously by MDHHS and MAXIMUS (also see Section 2.153, Termination for Convenience of contract number 071B1300215).

## **C. Operational Resources**

### **1. Existing Resources:**

a. MDHHS and MAXIMUS will use the current CRM system (used for the Beneficiary Helpline) allowing for a common call tracking system to be used by state caseworkers and MAXIMUS phone counselors to access the same beneficiary data at the same time.

b. MAXIMUS will utilize Bridges as necessary to support the POC. MDHHS will provide the required Bridges access and training to MAXIMUS prior to the projected start date.

### **2. New Resources:**

a. MAXIMUS and MDHHS will jointly operate a tiered call center model as diagramed in Attachment I which provides the specific options and call types by tier outlined below.

i. MAXIMUS will provide self-service options via IVR (see details below)

a. Tier 1 calls will be handled by MAXIMUS phone counselors

b. Tier 2 calls will be transferred to MDHHS

b. Interactive Voice Response (IVR) system

i. MAXIMUS will develop and implement an IVR based on MDHHS approved call flows and call handling procedures (see Attachment I Call Flow diagram) to effectively and efficiently triage and refer calls.

ii. The PACC IVR is separate from the IVR required by and operated by MAXIMUS under Section 1.022.I of the MI EBS contract.

- iii. MDHHS will develop and implement a telephony solution to which MAXIMUS will transfer calls to state caseworkers contingent upon denial from Food Nutrition Services.
    - c. Desk Reference
      - i. MAXIMUS will develop and maintain an electronic desk reference, with revisions made within seven days of request. MDHHS will provide specific information, input and approval of content to ensure the information provided to caseworkers and beneficiaries is consistent.
      - ii. MAXIMUS will conduct regular meetings with stakeholders as identified by MDHHS to ensure that the Desk Reference meets MDHHS caseworker and beneficiary needs.
      - iii. The Desk Reference will provide all necessary information, call scripts, policies and work instruction that MAXIMUS phone counselors will use to handle, triage or refer PACC calls. The Desk Reference must be completed prior to the implementation of the POC project.
      - iv. State caseworkers will be provided with the electronic Desk Reference and all updates to ensure they are aware of MAXIMUS call handling procedures
    - d. Integrated Quality Assurance (QA) Program
      - i. MAXIMUS will develop and maintain a QA program for the POC project similar to the QA program used for the other MI EBS call center operations.
      - ii. MDHHS will provide the information about caseworker work procedures and requirements that are necessary to develop a PACC QA program.
      - iii. MDHHS will work with MAXIMUS to modify QA requirements to meet the needs of this POC.
3. Performance
- a. Data Analytics
    - i. MAXIMUS will work with MDHHS to develop POC project reports.
    - ii. MAXIMUS will provide daily, weekly, monthly and other reports upon request based on data from MAXIMUS telecommunications and the CRM system.
    - iii. These reports will be similar to what is provided for current operations and will meet the data requirements and measures defined by MDHHS in the Requirements Traceability Matrix document and agreed upon by MAXIMUS.
  - b. Service Level Agreements (SLAs)
    - i. The following SLAs will apply to the operation of the POC
1. Performance Category: Public Assistance Call Center (PACC)                      Customer Service
- a. Performance Commitment(s):
    - i. One hundred percent of incoming telephone calls will be answered within four rings (a call pick-up system which places the calls in a queue may be used)
    - ii. The average wait time for calls in the queue will not exceed three minutes

- iii. The abandoned (dropped) call rate will not exceed five percent of the Contractor's total PACC call volume.
  - b. Measurement: Daily, Weekly, and Monthly Reports
- 2. Performance Category: PACC Customer Service
  - a. Performance Commitment(s): The Contractor will notify MDHHS of any questions or changes needed to its phone counselor desk reference for the PACC. Any desk reference changes for the PACC will be done with MDHHS approval. The Contractor will make available to MDHHS a copy of its desk reference on a monthly basis and each time changes are made.
  - b. Measurement: Monthly notification
- 3. Due to the limited engagement for this scope of work, At Risk Fees for failure to meet a Performance Commitment for two or more consecutive reporting periods does not apply.
  - a. If the total call volume for the PACC proof of concept exceeds 30,000 calls per month, SOM agrees that the service level agreements (SLAs) set forth above will not be enforced until MAXIMUS and SOM jointly develop and approve a plan to address the increased call volumes. As necessary, MDHHS and MAXIMUS will develop a plan to address the volume of callers.

#### **D. PACC POC Project Management**

- 1. In order to ensure positive outcomes, MAXIMUS and MDHHS will jointly participate in the activities listed below.
  - a. MAXIMUS will take the lead in establishing meeting schedules, recording minutes, with action items and timelines, and other tasks related to these activities.
    - i. Develop an implementation project plan with deliverables and timelines for MAXIMUS, MDHHS, and MDTMB.
    - ii. Develop a communication plan for county offices and business owners
    - iii. Establish integrated workflow processes
    - iv. Establish guidelines for escalations and transfers
    - v. Design an integrated training plan
    - vi. Utilize the current CRM as an integrated call tracking system for MAXIMUS and MDHHS staff
    - vii. Involve MDHHS in quality feedback loop

#### **E. Pricing**

- 1. One-time Development Price: \$0. MAXIMUS will provide the implementation support, initial IVR development, and all other development work required to ensure the success of this POC project (including reports, training, documentation, etc.) at no cost to MDHHS.
- 2. Ongoing Monthly Price: See Attachment A. Pricing for the facility and infrastructure are included in Sections 1.022.A, 1.022.B, and 1.022.G.b.1 as approved under Change Notice number 11, therefore, the ongoing facility and infrastructure costs are \$0. MDHHS costs



resulting from this POC project are limited to the volume and duration of calls answered by MAXIMUS per Attachment A 1.022.Q.a (also see Section A.3, Call Volume)

3. Invoicing: Fixed price for monthly call volume will be prorated monthly based on the Fifth and Sixth Year Price in Attachment A.

**F. Reports (1.042)**

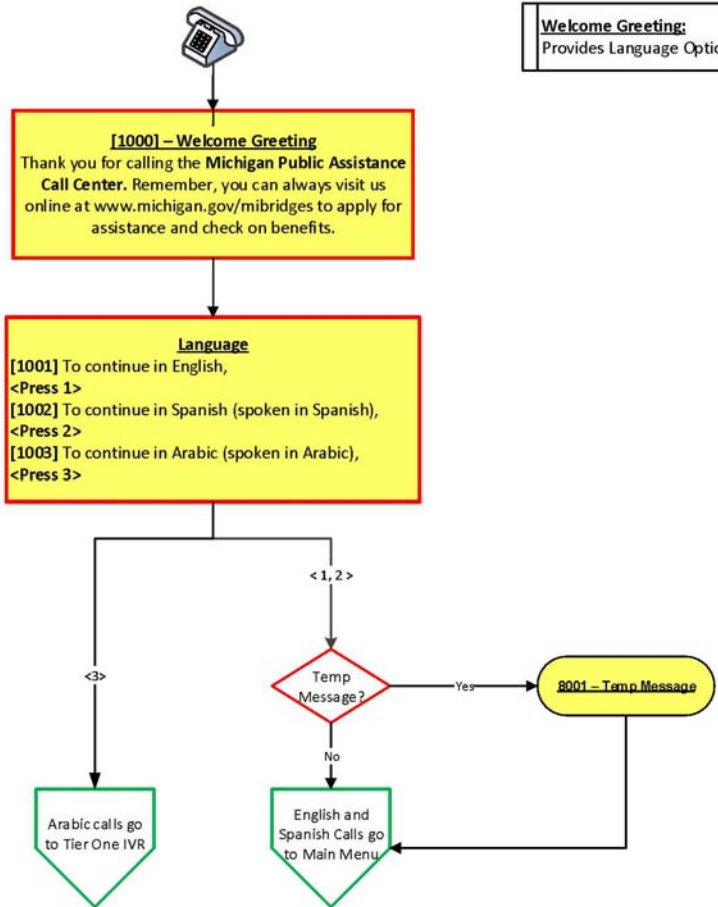
1. MAXIMUS will modify existing call center reports as necessary to document operation of the POC project for purposes of evaluating:
  - a. Compliance with applicable Section 1.071.C service level agreements

# ATTACHMENT I

**Public Assistance Call Center**  
(844) 799-6060

Repeat menu for timeout and errors, then default to English

**Welcome Greeting:**  
Provides Language Options



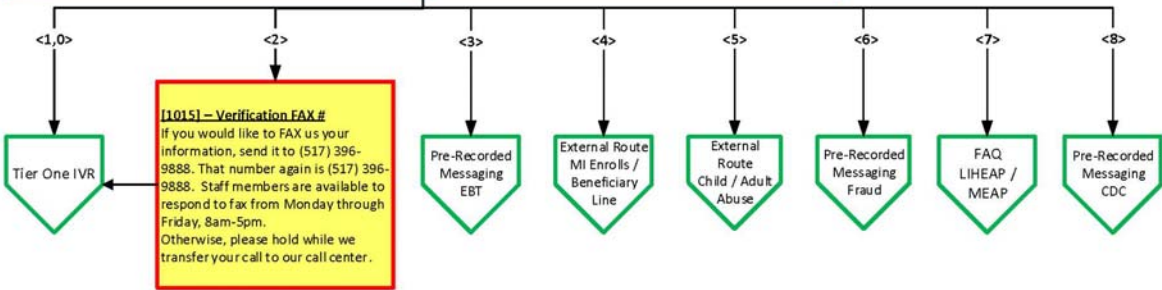
From  
Welcome

**Main Menu:**  
Routes callers to Self-Service options  
and Tier 1 (Tier 2 when closed)

**Main Menu**  
[1004] So we may better direct your call, please listen carefully to all of the options before making your selection.  
  
[1005] To tell us about changes in your income, job, address, household, or other circumstances,  
<Press 1>  
[1006] If you are calling about your verification status, to give us information we asked for, or to check that we got your information,  
<Press 2>  
[1007] To get your Bridge Card information or order a new Bridge Card,  
<Press 3>  
[1008] To apply for health benefits, enroll in a health plan, or ask questions about your health benefits,  
<Press 4>  
[1009] To report suspected abuse, neglect, or exploitation of children or vulnerable adults,  
<Press 5>  
[1010] To report member or provider fraud,  
<Press 6>  
[1011] To learn about the State Emergency Relief, Heating and Weatherization programs,  
<Press 7>  
[1012] If you are a licensed child care provider or want to become one,  
<Press 8>  
[1013] All other callers,  
<Press 0>  
[1014] To hear these options again,  
<Press \*>

This menu will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

Repeat menu for timeout and errors, then default to Tier One IVR routing in the language selected



**[10151] - Verification FAX #**  
If you would like to FAX us your information, send it to (517) 396-9888. That number again is (517) 396-9888. Staff members are available to respond to fax from Monday through Friday, 8am-5pm. Otherwise, please hold while we transfer your call to our call center.

These messages will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

Repeat EBT and CDC menus for timeout and errors, then return to the Main Menu in the language selected

**Pre-Recorded Message:**  
Provides Self-Service Information

From Main Menu - EBT

<3>

**[1016] – EBT / Bridge Card**  
To get your Bridge Card information, or order a new card, please call 1-888-678-8914. You can call 24 hours a day, 7 days a week.  
  
You'll need to give your Personal Identification Number, also called your PIN. If you are ordering a replacement card, your old card will no longer work after you order a new card.  
  
Again, the number to call is 1-888-678-8914  
  
**[1023]** To hear this information again,  
<Press \*>  
**[1033]** To return to the previous menu,  
<Press 9>

From Main Menu - Fraud

<6>

**[1032] – Fraud and Abuse Hotline**  
Committing fraud or breaking program rules on purpose to get or keep getting extra benefits may disqualify a person from getting benefits. Lying, making misleading statements, hiding or withholding facts, or trading and selling benefits are examples of fraud. They may also be considered a felony.  
  
If you believe someone has committed fraud, call 1-800-222-8558. That number again is 1-800-222-8558.  
  
**[1023]** To hear this information again,  
<Press \*>  
**[1033]** To return to the previous menu,  
<Press 9>

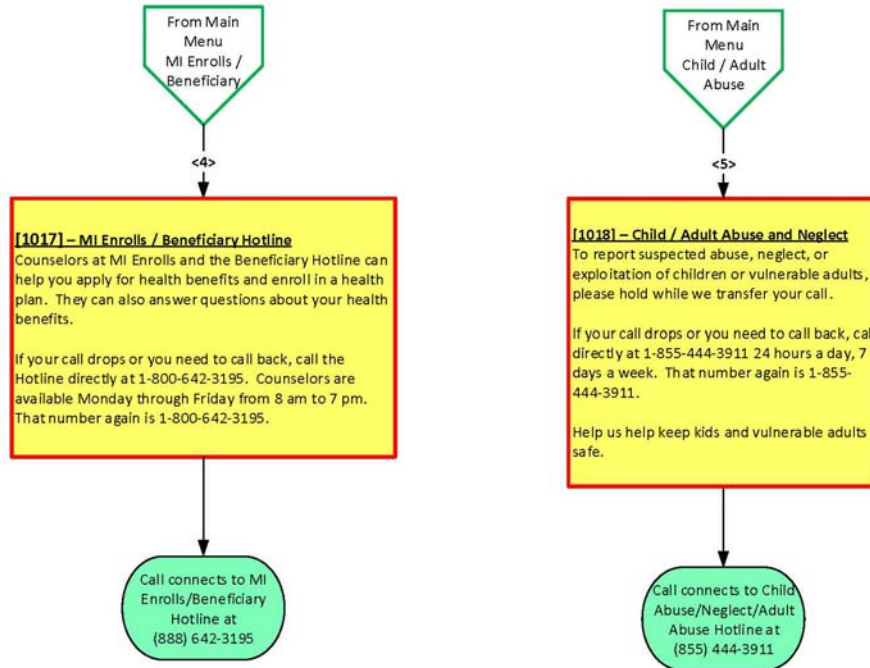
From Main Menu – CDC

<8>

**[1019] – Child Development and Care**  
If you are applying to be a licensed child care provider, you may apply online at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare). That website again is [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare).  
  
To apply by phone, call the Bureau of Community Health Systems at 1-866-685-0006. That number again is 1-866-685-0006.  
  
If you are already a licensed child care provider and need help with Internet billing, call 1-866-990-3227, Monday through Friday, 7:30am to 5:00pm. That number again is 1-866-990-3227.  
  
If you have non-billing questions, call 1-877-614-7328. That number again 1-877-614-7328.  
  
**[1023]** To hear this information again,  
<Press \*>  
**[1033]** To return to the previous menu,  
<Press 9>

These messages will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

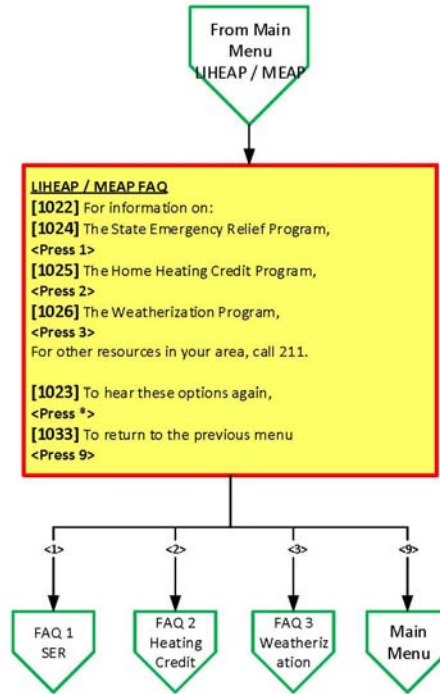
**External Route:**  
Transfers callers to Abuse / Neglect Hotline and MI Enrolls



This menu will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

Repeat menu for timeout and errors, then return to the Main Menu in the language selected

**FAQ Menu:**  
Provides Self-Service Information



This information will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

From FAQ  
SER

**FAQ 1:**  
State Emergency Relief Program

<1>

**[1030] – State Emergency Relief Program**

The State Emergency Relief Program is a crisis intervention program. It pays for heating fuel, electricity and home repairs. It can include furnace repair or replacement or provide emergency funding help with eviction, mortgage, moving expenses, and burials.

People qualify based on income. You must also show an immediate need, such as a shut off notice, a declared need for a deliverable fuel such as propane, or proof of a need for furnace repair. For energy-related emergencies, the State Emergency Relief crisis season runs from November 1<sup>st</sup> through May 31<sup>st</sup>. Requests for those services will be denied from June 1<sup>st</sup> through October 31<sup>st</sup>.

To apply online, go to [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). That website again is [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges).

You need to use service providers that are part of MEAP, the Michigan Energy Assistance Program. To find a MEAP service provider in your area, call 1-800-292-9555. Again, that number is 1-800-292-9555.

For other resources in your area, call 211.

**[1023]** To hear this information again,

<Press \*>

**[1033]** To return to the previous menu,

<Press 9>

This information will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

From FAQ  
Heating Credit

FAQ 2:  
Child Development and Care

<2>

**[1029] – Home Heating Credit Program**  
The Home Heating Credit is a tax credit to help pay for household heating expenses. People qualify based on income, number of exemptions, and household heating costs.

You can get application forms from the Michigan Department of Treasury and local Department of Health & Human Services offices. You can also get the application anywhere Michigan tax forms are available, such as the public library. If you got a tax credit last year, you will get an application in the mail. You do not need to file a state income tax return to apply. You may choose to apply for the Home Heating Credit only. You must apply between January 1<sup>st</sup> and September 30<sup>th</sup>.

To learn more, go to [www.michigan.gov/treasury](http://www.michigan.gov/treasury) and search for form number 1040C (as in Charlie) R (as in Romeo) -7. That website again is [www.michigan.gov/treasury](http://www.michigan.gov/treasury) and the form number is 1040CR-7.

For other resources in your area, call 211.

**[1023]** To hear this information again,  
<Press \*>

**[1033]** To return to the previous menu,  
<Press 9>



This information will be presented in both English and Spanish based upon the language selected in the Welcome Greeting.

**FAQ 3:**  
Submit Verifications via FAX



<3>

**[1031] – Weatherization Program**

The Weatherization Program gives people ways to use less energy and lower their energy costs. Services can include insulating walls and attics, adding smoke detectors and dryer venting, and other ways to lower energy costs.

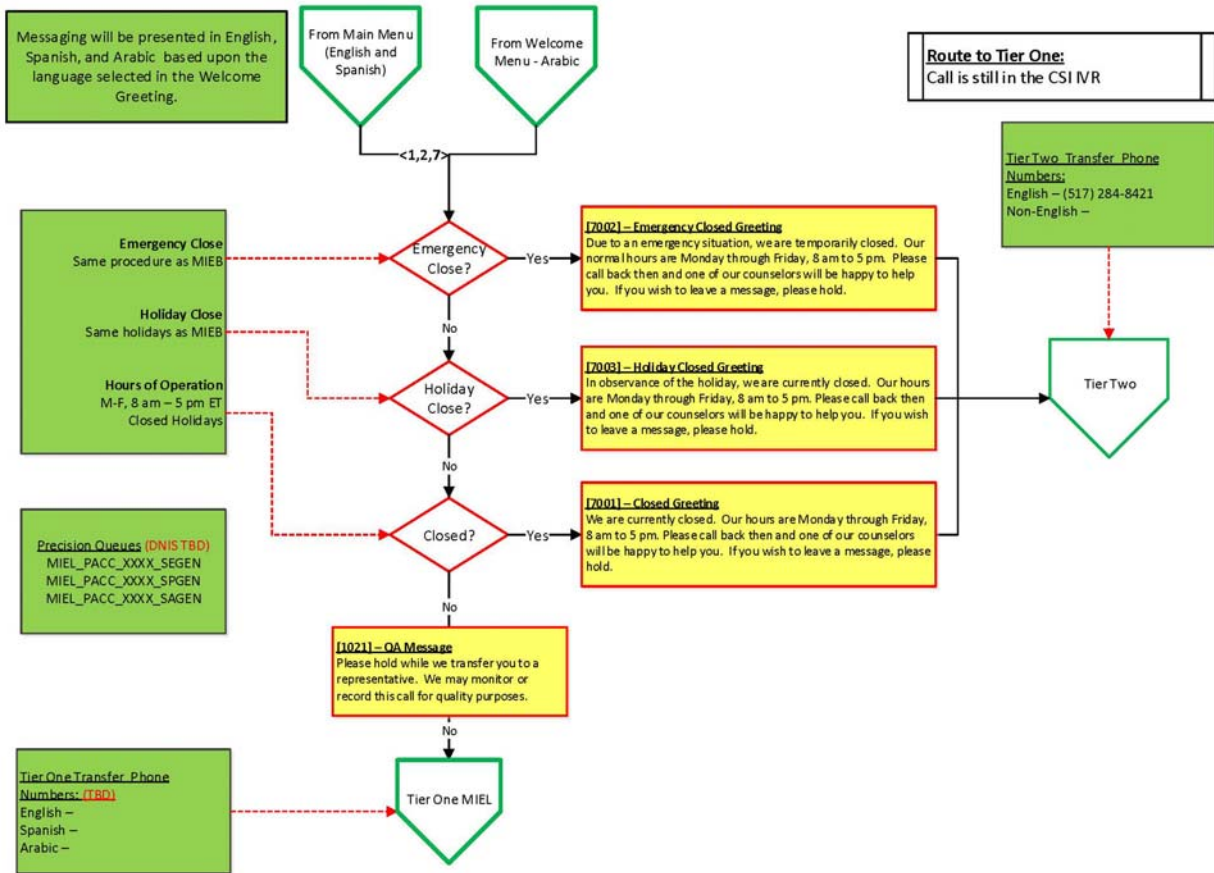
People qualify based on household income. People getting cash assistance automatically qualify for this free program. Community agencies throughout Michigan run this program. You can get an application at a community action agency. To get a list of agencies in your area, call 211.

**[1023]** To hear this information again,

<Press \*>

**[1033]** To return to the previous menu,

<Press 9>



**Tier One Transfer Phone Numbers from CSI IVR:**  
 English – TBD  
 Spanish – TBD  
 Arabic – TBD

**Emergency Close**  
 Same procedure as MIEB

**Holiday Close**  
 Same holidays as MIEB

**Hours of Operation**  
 M-F, 8 am – 5 pm ET  
 Closed Holidays

**Precision Queues (DNIS TBD)**  
 MIEL\_PACC\_XXXX\_SEGEN  
 MIEL\_PACC\_XXXX\_SPGEN  
 MIEL\_PACC\_XXXX\_SAGEN

From Tier One IVR

Emergency Close?

**[4000x] – Emergency Closed Greeting**  
 Due to an emergency situation, we are temporarily closed. Our normal hours are Monday through Friday, 8 am to 5 pm. Please call back then and one of our counselors will be happy to help you. If you wish to leave a message, please hold.

Holiday Close?

**[4000x] – Holiday Closed Greeting**  
 In observance of the holiday, we are currently closed. Our hours are Monday through Friday, 8 am to 5 pm. Please call back then and one of our counselors will be happy to help you. If you wish to leave a message, please hold.

Closed?

**[4000x] – Closed Greeting**  
 We are currently closed. Our hours are Monday through Friday, 8 am to 5 pm. Please call back then and one of our counselors will be happy to help you. If you wish to leave a message, please hold.

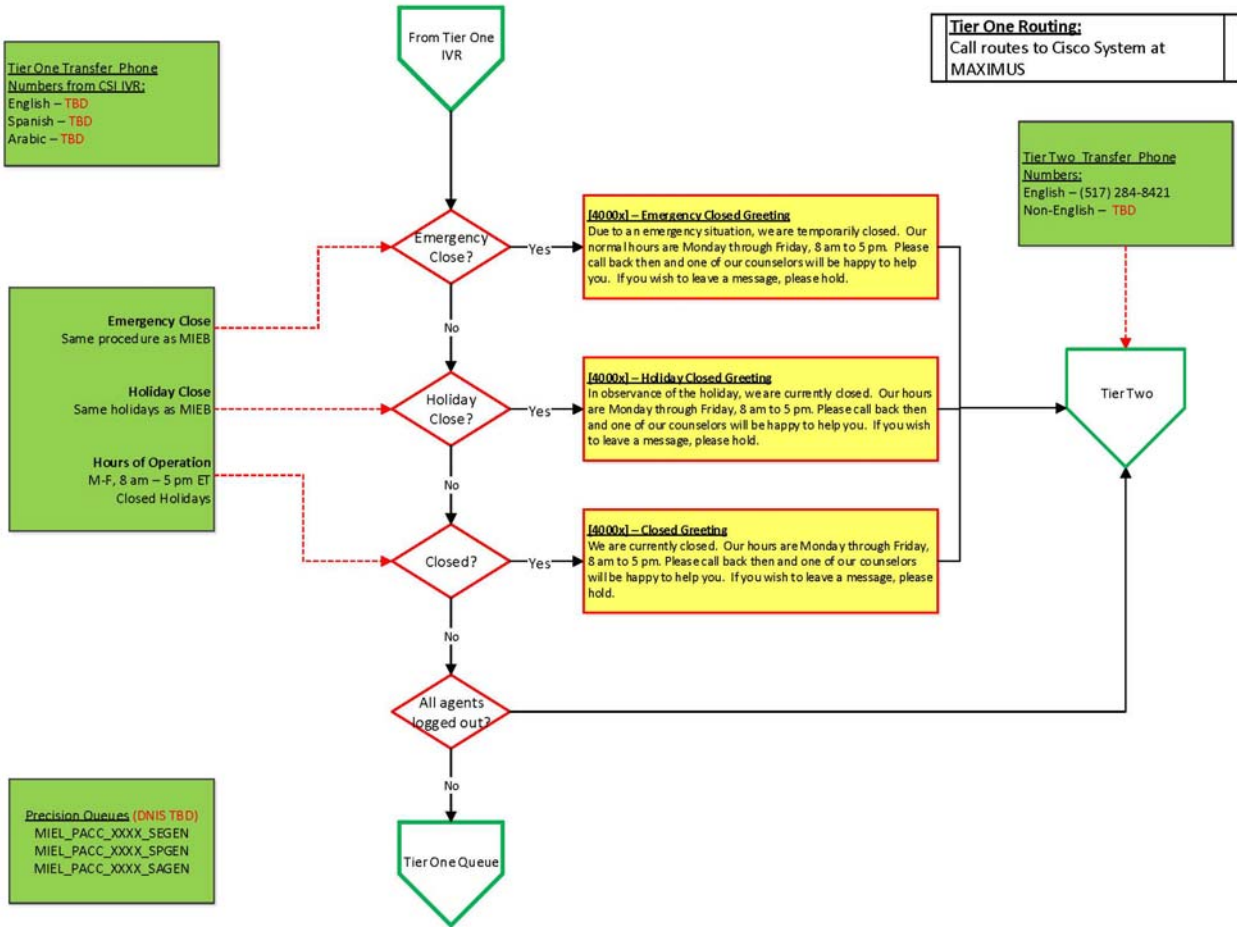
All agents logged out?

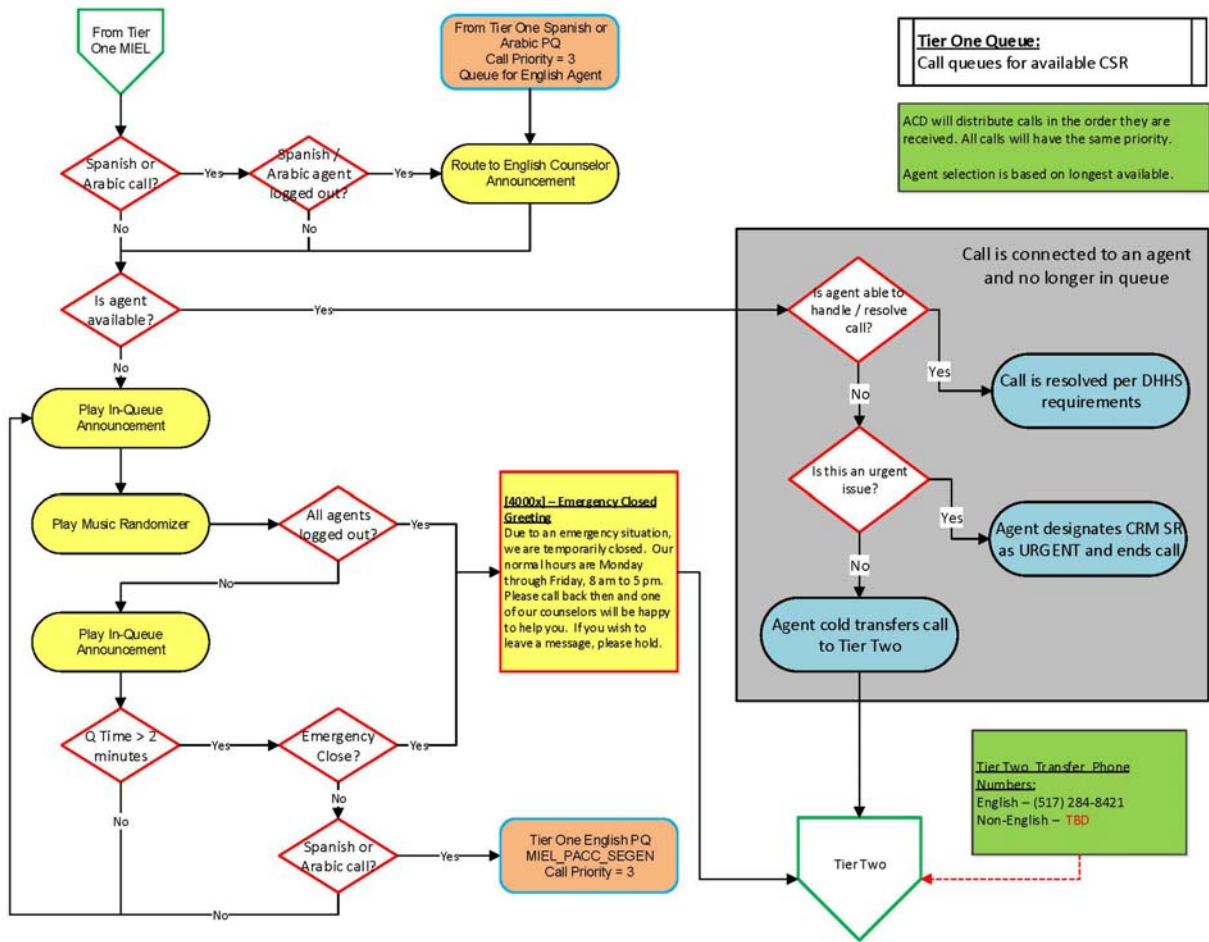
Tier One Queue

**Tier One Routing:**  
 Call routes to Cisco System at MAXIMUS

**Tier Two Transfer Phone Numbers:**  
 English – (517) 284-8421  
 Non-English – TBD

Tier Two





**Tier One Queue:**  
Call queues for available CSR

ACD will distribute calls in the order they are received. All calls will have the same priority.  
Agent selection is based on longest available.

Call is connected to an agent and no longer in queue

is agent able to handle / resolve call?

Yes -> Call is resolved per DHHS requirements

No -> Is this an urgent issue?

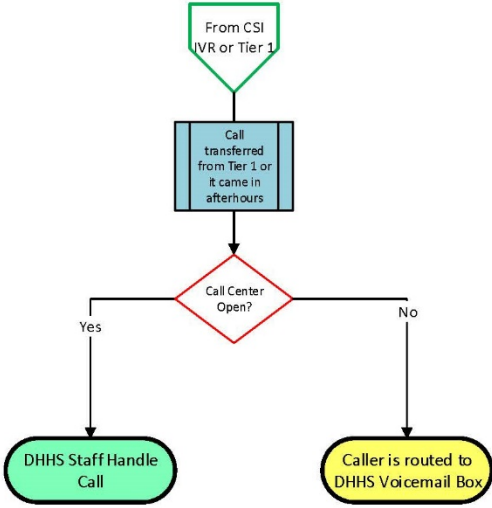
Yes -> Agent designates CRM SR as URGENT and ends call

No -> Agent cold transfers call to Tier Two

**Tier Two Transfer Phone Numbers:**  
English - (517) 284-8421  
Non-English - TBD

Tier Two Transfer Phone Numbers:  
English – (517) 284-8421  
Non-English – TBD

**Tier Two:**  
Call Routes to State of Michigan Call Center



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,386,226	c) \$4,386,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682

56,000, including all related sub-tasks									
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$	-	\$	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837	
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$	-	\$	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508	
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$	-	\$	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,346,046	i) \$8,346,046	
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$	-	\$	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,120,067	j) \$9,120,067	
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$	-	\$		\$ -	\$ -	k) \$9,932,478	k) \$9,932,478	
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$	-	\$		\$ -	\$ -	l) \$10,728,374	l) \$10,728,374	
m) Fixed price for monthly call volume at least 225% greater than 56,000,	\$	-	\$		\$ -	\$ -	m) \$11,508,007	m) \$11,508,007	

including all related sub-tasks

n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks  
 o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks  
 p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks  
 q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks  
 n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks  
 n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks  
 n) Fixed price for monthly call volume at least 400% greater than 56,000,

\$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ -

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n) \$12,271,626  
 o) \$13,030,690  
 p) \$13,763,170  
 q) \$14,478,850  
 r) \$15,238,210  
 s) \$15,987,490  
 t) \$16,760,290

n) \$12,271,626  
 o) \$13,030,690  
 p) \$13,763,170  
 q) \$14,478,850  
 r) \$15,238,210  
 s) \$15,987,490  
 t) \$16,760,290



		including all related sub-tasks								
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	u) \$17,526,370	u) \$17,526,370
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	v) \$18,285,730	v) \$18,285,730
Beneficiary Helpline(include s MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,820,232	a) \$5,820,232	a) \$5,820,232
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,161,771	b) \$6,161,771	b) \$6,161,771
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,610,626	c) \$6,610,626	c) \$6,610,626
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,036,651	d) \$7,036,651	d) \$7,036,651

e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,666,645	e) \$7,666,645
f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,218,339	f) \$8,218,339
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,610,816	i) \$12,610,816
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$14,980,311	k) \$14,980,311

l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068
m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	o) \$19,708,690	o) \$19,708,690
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	p) \$20,832,610	p) \$20,832,610
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	q) \$21,933,010	q) \$21,933,010
n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	r) \$23,009,890	r) \$23,009,890

		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$24,127,090	s) \$24,127,090
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$25,227,490	t) \$25,227,490
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$26,311,090	u) \$26,311,090
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$27,377,890	v) \$27,377,890
Beneficiary Helpline(include s MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasksBASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$8,015,303	a) \$8,015,303
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,483,842	b) \$8,483,842
		c) Fixed price for monthly call volume at least	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,186,122	c) \$9,186,122

20% greater than 56,000, including all related sub-tasks								
d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169	
e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,684,122	e) \$10,684,122	
f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,486,740	f) \$11,486,740	
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628	
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907	
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758	
j) Fixed price for monthly call volume at least 150% greater	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468	

than 56,000,  
including all  
related sub-tasks

k) Fixed price for  
monthly call  
volume at least  
175% greater  
than 56,000,  
including all  
related sub-tasks

l) Fixed price for  
monthly call  
volume at least  
200% greater  
than 56,000,  
including all  
related sub-tasks

m) Fixed price for  
monthly call  
volume at least  
225% greater  
than 56,000,  
including all  
related sub-tasks

n) Fixed price for  
monthly call  
volume at least  
250% greater  
than 56,000,  
including all  
related sub-tasks

o) Fixed price for  
monthly call  
volume at least  
275% greater  
than 56,000,  
including all  
related sub-tasks

p) Fixed price for  
monthly call  
volume at least  
300% greater  
than 56,000,  
including all  
related sub-tasks

q) Fixed price for  
monthly call  
volume at least  
325% greater  
than 56,000,

NA

NA

NA

NA

NA

k) \$20,799,715

k) \$20,799,715

NA

NA

NA

NA

NA

l) \$22,468,193

l) \$22,468,193

NA

NA

NA

NA

NA

m) \$24,102,433

m) \$24,102,433

NA

NA

NA

NA

NA

n) \$25,702,958

n) \$25,702,958

NA

NA

NA

NA

NA

o) \$27,293,890

o) \$27,293,890

NA

NA

NA

NA

NA

p) \$28,842,850

p) \$28,842,850

NA

NA

NA

NA

NA

q) \$30,358,210

q) \$30,358,210

		including all related sub-tasks							
		n) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	r) \$31,839,970	r) \$31,839,970
		n) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$33,351,970	s) \$33,351,970
		n) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$34,904,290	t) \$34,904,290
		n) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$36,365,890	u) \$36,365,890
		n) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$37,874,530	v) \$37,874,530
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935

Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasksBASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,609,170	a) \$4,609,170
		b) Fixed price for monthly enrollment information, education and assistance	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,718,355	b) \$4,718,355



volume at least 10% greater than 70,000 transactions, including all related sub-tasks  
 c) Fixed price for monthly enrollment information, education and assistance  
 volume at least 20% greater than 70,000 transactions, including all related sub-tasks  
 d) Fixed price for monthly enrollment information, education and assistance  
 volume at least 30% greater than 70,000 transactions, including all related sub-tasks  
 e) Fixed price for monthly enrollment information, education and assistance  
 volume at least 40% greater than 70,000 transactions, including all related sub-tasks  
 f) Fixed price for monthly enrollment information, education and assistance  
 volume at least 50% greater than

c) \$4,452,296

c) \$4,419,397

c) \$4,437,114

c) \$4,467,098

c) \$4,508,365

c) \$4,900,007

c) \$4,900,007

d) \$4,632,778

d) \$4,602,829

d) \$4,615,990

d) \$4,650,934

d) \$4,697,638

d) \$5,108,893

d) \$5,108,893

NA

NA

e) \$4,853,466

e) \$4,926,268

e) \$5,000,162

e) \$5,437,825

e) \$5,437,825

NA

NA

f) \$5,074,142

f) \$5,150,254

f) \$5,227,508

f) \$5,687,069

f) \$5,687,069

70,000 transactions, including all related sub-tasks

g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks

NA

NA

g) \$5,294,867

g) \$5,374,290

g) \$5,454,905

g) \$5,948,752

g) \$5,929,357

h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks

NA

NA

h) \$5,525,194

h) \$5,608,072

h) \$5,692,193

h) \$6,220,919

h) \$6,220,919

i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks

i) \$5,765,540

i) \$5,852,023

i) \$5,939,803

i) \$6,504,028

i) \$6,504,028

j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions,

j) \$6,016,341

j) \$6,106,586

j) \$6,198,185

j) \$6,798,555

j) \$6,798,555

		including all related sub-tasks							
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,104,995	k) \$7,104,995
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,423,868	l) \$7,423,868
Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,302,181	a) \$5,302,181

b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks  
 c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks  
 d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks  
 e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks

NA

NA

b) \$5,015,470

b) \$5,058,321

b) \$5,101,171

b) \$5,490,771

b) \$5,490,771

NA

NA

c) \$5,241,839

c) \$5,290,714

c) \$5,339,590

c) \$5,751,337

c) \$5,751,337

NA

NA

d) \$5,463,025

d) \$5,518,440

d) \$5,573,855

d) \$6,007,541

d) \$6,007,541

NA

NA

e) \$5,867,093

e) \$5,956,439

e) \$6,045,786

e) \$6,513,294

e) \$6,513,294

f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,947	f) \$6,903,947
g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018
h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435
i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,132,052	i) \$8,132,052

		<p>j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,577,270	j) \$8,577,270
					k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$9,054,918	k) \$9,054,918
					l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$9,546,561	l) \$9,546,561
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGHTS	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,986,453	a) \$5,986,453

**BETWEEN 9.6  
AND 13  
MINUTES PER  
ENROLLMENT  
CALL**

b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks  
 c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks  
 d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks  
 e3) Fixed price for monthly enrollment information, education and assistance volume at least

NA

NA

b) \$5,750,605

b) \$5,799,736

b) \$5,848,868

b) \$6,262,777

b) \$6,262,777

NA

NA

c) \$6,056,556

c) \$6,113,028

c) \$6,169,501

c) \$6,610,589

c) \$6,610,589

NA

NA

d) \$6,357,168

d) \$6,421,653

d) \$6,486,138

d) \$6,954,246

d) \$6,954,246

NA

NA

e) \$6,865,691

e) \$6,970,245

e) \$7,074,798

e) \$7,580,807

e) \$7,580,807

<p>40% greater than 70,000 transactions, including all related sub-tasks  f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362
<p>g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,591,393	g) \$8,591,393
<p>h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,136,662	h) \$9,136,662
<p>i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks</p>			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,734,873	i) \$9,734,873



		<p>transactions, including all related sub-tasks</p> <p>j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,345,771	j) \$10,345,771
					k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$11,016,431	k) \$11,016,431
					l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,701,414	l) \$11,701,414
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and	\$0	\$0	\$0	\$0	\$0	\$0	\$0

		disenrollment process							
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274

Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
Fixed price for monthly mailings across all types except that a separate piece rate is required	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610

for special mailings – at least 125% greater than 93,425 mailings Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749

		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578

		for special mailings – at least 350% greater than 93,425 mailings Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		MIHA Hearing Packets (Garnishments): PRICE PER MAILING	NA	NA	NA	NA	\$1.45	\$1.45	\$1.45

Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of April 1, 2011	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 40% more than mandatory beneficiaries as of April 1, 2011	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 50% more than mandatory beneficiaries as of April 1, 2011	NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798

		40% more than mandatory beneficiaries as of April 1, 2011							
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration	1.022.G & 1.022.M								
a) Administrative Support for co-located DHS staff, including space used for call center operations.		a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including	b1.1) \$484,982  b1.2) \$576,005  b1.3) \$632,591	b1.1) \$492,166  b1.2) \$583,452  b1.3) \$640,792	b1.1) \$541,728  b1.2) \$586,835  b1.3) \$643,023	b1.1) \$557,082  b1.2) \$590,198  b1.3) \$646,021	b1.1) \$574,105  b1.2) \$607,999  b1.3) \$665,462	b1.1) \$654,035  b1.2) \$692,791  b1.3) \$756,294	b1.1) \$654,035  b1.2) \$692,791  b1.3) \$756,294



	all related sub-tasks								
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$829,818	b1.4) \$829,818	
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$884,455	b1.5) \$884,455	
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,092,476	b1.6) \$1,092,476	
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,235,576	b1.7) \$1,235,576	
	b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$911,822	b1.1) \$911,822	
	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$982,847	b1.2) \$982,847	

tasks								
b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,078,460	b1.3) \$1,078,460	b1.3) \$1,078,460
b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,152,175	b1.4) \$1,152,175	b1.4) \$1,152,175
b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,270,831	b1.5) \$1,270,831	b1.5) \$1,270,831
b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,543,716	b1.6) \$1,543,716	b1.6) \$1,543,716
b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,783,183	b1.7) \$1,783,183	b1.7) \$1,783,183
b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066	b1.1) \$1,077,066

	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,287	b1.3) \$1,308,287
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200
	b2) Fixed price for <b>all other enrollment related</b> sub-tasks – bidder should also include volume tiers or other quantity							

measures for pricing

b2.1) Fixed price for Enrollments monthly volumes up to 12,600  
 b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600  
 b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600  
 b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600  
 b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600  
 b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600  
 b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600  
 b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600

b2.1)  
\$1,317,053

b2.2)  
\$1,361,915

b2.3)  
\$1,452,786

b2.4)  
\$1,543,658

NA

NA

NA

NA

b2.1)  
\$1,342,633

b2.2)  
\$1,389,738

b2.3)  
\$1,482,575

b2.4)  
\$1,575,412

NA

NA

NA

NA

b2.1)  
\$1,359,740

b2.2)  
\$1,401,791

b2.3)  
\$1,501,174

b2.4)  
\$1,589,557

b2.5)  
\$1,645,987

b2.6)  
\$1,723,574

b2.7)  
\$2,023,763

b2.8)  
\$2,251,368

b2.1)  
\$1,372,157

b2.2)  
\$1,419,180

b2.3)  
\$1,514,133

b2.4)  
\$1,609,087

b2.5)  
\$1,696,939

b2.6)  
\$1,777,747

b2.7)  
\$2,059,217

b2.8)  
\$2,321,875

b2.1)  
\$1,414,669

b2.2)  
\$1,463,082

b2.3)  
\$1,561,060

b2.4)  
\$1,659,037

b2.5)  
\$1,749,185

b2.6)  
\$1,833,328

b2.7)  
\$2,123,326

b2.8)  
\$2,394,285

b2.1) \$1,414,669

b2.2) \$1,463,082

b2.3) \$1,561,060

b2.4) \$1,659,037

b2.5) \$1,749,185

b2.6) \$1,833,328

b2.7) \$2,123,326

b2.8) \$2,394,285

b2.1)  
\$1,414,669

b2.2)  
\$1,463,082

b2.3)  
\$1,561,060

b2.4)  
\$1,659,037

b2.5)  
\$1,749,185

b2.6)  
\$1,833,328

b2.7)  
\$2,123,326

b2.8)  
\$2,394,285

		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>							
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185

	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
	b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
	b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384
	<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>							
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082

	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
	b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
	b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
	b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384

b2) **\$360,000**  
**has been added**  
**annually to each**  
**remaining**  
**contract year**  
**for ACA**  
**Interface**  
**Management**  
**and ACA-related**  
**systems issue**  
**research**

b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1)	b2.1)	b2.1)	b2.1)	b2.1)	b2.1) \$1,774,669	b2.1)
	\$1,317,053	\$1,342,633	\$1,719,740	\$1,732,157	\$1,774,669		\$1,774,669
b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2)	b2.2)	b2.2)	b2.2)	b2.2)	b2.2) \$1,823,082	b2.2)
	\$1,361,915	\$1,389,738	\$1,761,791	\$1,779,180	\$1,823,082		\$1,823,082
b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3)	b2.3)	b2.3)	b2.3)	b2.3)	b2.3) \$1,921,060	b2.3)
	\$1,452,786	\$1,482,575	\$1,861,174	\$1,874,133	\$1,921,060		\$1,921,060
b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4)	b2.4)	b2.4)	b2.4)	b2.4)	b2.4) \$2,019,037	b2.4)
	\$1,543,658	\$1,575,412	\$1,949,557	\$1,969,087	\$2,019,037		\$2,019,037
b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5)	b2.5)	b2.5)	b2.5) \$2,109,185	b2.5)
			\$2,005,987	\$2,056,939	\$2,109,185		\$2,109,185
b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6)	b2.6)	b2.6)	b2.6) \$2,193,328	b2.6)
			\$2,083,574	\$2,137,747	\$2,193,328		\$2,193,328
b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than	NA	NA	b2.7)	b2.7)	b2.7)	b2.7) \$2,483,326	b2.7)
			\$2,356,763	\$2,419,217	\$2,483,326		\$2,483,326



		12,600							
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728
		Fixed price for MIChild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
		Fixed price for MIChild Mailings	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287

monthly volumes at least 20% greater than 12,800 including all related sub-tasks

Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks

Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks

Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks

Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks

Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-

e.3) \$226,276

e.3) \$231,621

e.3) \$232,058

e.3) \$235,184

e.3) \$240,530

e.3) \$240,530

e.3) \$240,530

NA

NA

e.4) \$246,302

e.4) \$253,999

e.4) \$259,772

e.4) \$259,772

e.4) \$259,772

NA

NA

e.5) \$264,547

e.5) \$272,814

e.35) \$279,014

e.5) \$279,014

e.5) \$279,014

NA

NA

e.6) \$297,387

e.6) \$306,680

e.6) \$313,650

e.6) \$313,650

e.6) \$313,650

NA

NA

e.7) \$342,999

e.7) \$353,717

e.7) \$361,756

e.7) \$361,756

e.7) \$361,756

tasks									
Fixed price for MICHild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976	
Fixed price for MICHild Mailings monthly volumes at least 150% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	e.9) \$452,195	e.9) \$452,195	
Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	e.10) \$497,415	e.10) \$497,415	
Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	e.11) \$542,634	e.11) \$542,634	
Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	e.12) \$587,854	e.12) \$587,854	

		Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.13) \$633,073	e.13) \$633,073
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$1.18	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA

		TOOL							
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$67,934	\$67,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$71,649	\$71,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MIChild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MIChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks  b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks  c) Fixed price for monthly premium volume at least 20% greater than 22,000, including	a) \$337,778  b) \$340,417  c) \$347,545	a) \$340,456  b) \$344,420  c) \$351,812	a) \$343,556  b) \$348,844  c) \$353,236	a) \$347,159  b) \$352,177  c) \$359,833	a) \$354,056  b) \$356,690  c) \$364,346	a) \$413,687  b) \$416,321  c) \$423,977	a) \$413,687  b) \$416,321  c) \$423,977

		all related sub-tasks								
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$431,633	d) \$431,633	
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA	
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	NA	NA	
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA	
		a) Fixed price for monthly premium volume up to 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	a) \$167,318	a) \$167,318	
		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	b) \$175,357	b) \$175,357	

		b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$183,396	c) \$183,396
		b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$191,434	d) \$191,434
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104
		Automated Service Completed Survey PRICE	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216

		PER SURVEY								
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	a) \$953,281	a) \$953,281
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$1,011,161	b) \$1,011,161
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$1,017,475	c) \$1,017,475
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$1,075,354	d) \$1,075,354
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$1,133,234	e) \$1,133,234
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$1,191,113	f) \$1,191,113
		g) Fixed price for monthly call	NA	NA	NA	NA	NA	NA	g) \$1,197,427	g) \$1,197,427



		<p>volume at least 60% greater than 15,000, including all related sub-tasks</p> <p>h) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks</p>	NA	NA	NA	NA	NA	h) \$1,255,307	h) \$1,255,307
		<p>i) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks</p>	NA	NA	NA	NA	NA	i) \$1,313,186	i) \$1,313,186
		<p>j) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks</p>	NA	NA	NA	NA	NA	j) \$1,319,500	j) \$1,319,500
		<p>k) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks</p>	NA	NA	NA	NA	NA	k) \$1,648,530	k) \$1,648,530
		<p>l) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks</p>	NA	NA	NA	NA	NA		
Public Assistance Call Center	1.022.Q.a	<p>a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks  <b>BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.</b></p>	NA	NA	NA	NA	NA	a) \$1,648,530	a) \$1,648,530
		<p>b) Fixed price for monthly call volume at least 10% greater than 15,000, including</p>	NA	NA	NA	NA	NA	b) \$1,712,724	b) \$1,712,724

		all related sub-tasks								
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$1,828,482	c) \$1,828,482
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$1,892,676	d) \$1,892,676
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$2,008,435	e) \$2,008,435
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$2,072,628	f) \$2,072,628
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$2,136,822	g) \$2,136,822
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$2,523,731	h) \$2,523,731
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including	NA	NA	NA	NA	NA	NA	i) \$2,587,924	i) \$2,587,924

		all related sub-tasks								
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$2,703,683	j) \$2,703,683
		k) Fixed price for monthly call volume at least 100% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$2,767,877	k) \$2,767,877
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 15,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	a) \$2,072,628	a) \$2,072,628
		b) Fixed price for monthly call volume at least 10% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$2,465,851	b) \$2,465,851
		c) Fixed price for monthly call volume at least 20% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$2,587,924	c) \$2,587,924
		d) Fixed price for monthly call volume at least 30% greater than 15,000, including all related sub-	NA	NA	NA	NA	NA	NA	d) \$2,709,997	d) \$2,709,997

		tasks								
		e) Fixed price for monthly call volume at least 40% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$2,832,070	e) \$2,832,070
		f) Fixed price for monthly call volume at least 50% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$3,276,859	f) \$3,276,859
		g) Fixed price for monthly call volume at least 60% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$3,398,932	g) \$3,398,932
		h) Fixed price for monthly call volume at least 70% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$3,521,005	h) \$3,521,005
		i) Fixed price for monthly call volume at least 80% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$3,643,078	i) \$3,643,078
		j) Fixed price for monthly call volume at least 90% greater than 15,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$3,765,151	j) \$3,765,151
		k) Fixed price for monthly call volume at least 100% greater than 15,000,	NA	NA	NA	NA	NA	NA	k) \$4,158,374	k) \$4,158,374

		including all related sub-tasks								
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	a) \$1,077,459	a) \$1,077,459
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$1,137,443	b) \$1,137,443
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$1,197,427	c) \$1,197,427
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$1,257,412	d) \$1,257,412
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$1,317,396	e) \$1,317,396
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$1,648,530	f) \$1,648,530

		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,656,949	g) \$1,656,949
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,716,933	h) \$1,716,933
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,776,917	i) \$1,776,917
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,836,901	j) \$1,836,901
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$1,896,885	k) \$1,896,885
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$1,896,885	a) \$1,896,885
		b) Fixed price for monthly call volume at least	NA	NA	NA	NA	NA	b) \$2,016,854	b) \$2,016,854

		10% greater than 20,000, including all related sub-tasks							
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	c) \$2,136,822	c) \$2,136,822
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	d) \$2,476,375	d) \$2,476,375
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	e) \$2,596,343	e) \$2,596,343
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	f) \$2,716,312	f) \$2,716,312
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$2,836,280	g) \$2,836,280
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$2,956,248	h) \$2,956,248
		i) Fixed price for monthly call volume at least	NA	NA	NA	NA	NA	i) \$3,295,801	i) \$3,295,801

		80% greater than 20,000, including all related sub-tasks											
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		j) \$3,415,770	j) \$3,415,770		
		k) Fixed price for monthly call volume at least 100% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		k) \$3,535,738	k) \$3,535,738		
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 20,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA		a) \$2,716,312	a) \$2,716,312		
		b) Fixed price for monthly call volume at least 10% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		b) \$2,896,264	b) \$2,896,264		
		c) Fixed price for monthly call volume at least 20% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		c) \$3,295,801	c) \$3,295,801		
		d) Fixed price for monthly call volume at least 30% greater than 20,000, including	NA	NA	NA	NA	NA	NA		d) \$3,475,754	d) \$3,475,754		



		all related sub-tasks									
		e) Fixed price for monthly call volume at least 40% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$3,655,706	e) \$3,655,706	
		f) Fixed price for monthly call volume at least 50% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$4,106,809	f) \$4,106,809	
		g) Fixed price for monthly call volume at least 60% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$4,235,196	g) \$4,235,196	
		h) Fixed price for monthly call volume at least 70% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$4,415,148	h) \$4,415,148	
		i) Fixed price for monthly call volume at least 80% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$4,595,101	i) \$4,595,101	
		j) Fixed price for monthly call volume at least 90% greater than 20,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$4,994,638	j) \$4,994,638	
		k) Fixed price for monthly call volume at least 100% greater than 20,000,	NA	NA	NA	NA	NA	NA	k) \$5,174,590	k) \$5,174,590	

		including all related sub-tasks								
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	a) \$1,267,721	a) \$1,267,721
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$1,336,418	b) \$1,336,418
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$1,405,115	c) \$1,405,115
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$1,473,812	d) \$1,473,812
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$1,542,510	e) \$1,542,510
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$1,662,772	f) \$1,662,772

		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,731,469	g) \$1,731,469
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,800,167	h) \$1,800,167
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$1,868,864	i) \$1,868,864
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$1,937,561	j) \$1,937,561
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,006,258	k) \$2,006,258
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,006,258	a) \$2,006,258
		b) Fixed price for monthly call volume at least	NA	NA	NA	NA	NA	b) \$2,414,803	b) \$2,414,803

10% greater than 25,000, including all related sub-tasks

c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks

d) Fixed price for monthly call volume at least 30% greater than 25,000, including all related sub-tasks

e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks

f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks

g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks

h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks

i) Fixed price for monthly call volume at least

NA

NA

NA

NA

NA

c) \$2,552,197

c) \$2,552,197

NA

NA

NA

NA

NA

d) \$2,741,157

d) \$2,741,157

NA

NA

NA

NA

NA

e) \$2,878,552

e) \$2,878,552

NA

NA

NA

NA

NA

f) \$3,015,946

f) \$3,015,946

NA

NA

NA

NA

NA

g) \$3,153,341

g) \$3,153,341

NA

NA

NA

NA

NA

h) \$3,290,735

h) \$3,290,735

NA

NA

NA

NA

NA

i) \$3,750,845

i) \$3,750,845

		80% greater than 25,000, including all related sub-tasks								
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$3,888,239	j) \$3,888,239
		k) Fixed price for monthly call volume at least 100% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	k) \$4,025,634	k) \$4,025,634
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 25,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA	a) \$3,015,946	a) \$3,015,946
		b) Fixed price for monthly call volume at least 10% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$3,222,038	b) \$3,222,038
		c) Fixed price for monthly call volume at least 20% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$3,750,845	c) \$3,750,845
		d) Fixed price for monthly call volume at least 30% greater than 25,000, including	NA	NA	NA	NA	NA	NA	d) \$3,956,937	d) \$3,956,937

		all related sub-tasks									
		e) Fixed price for monthly call volume at least 40% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$4,163,028	e) \$4,163,028	
		f) Fixed price for monthly call volume at least 50% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$4,420,685	f) \$4,420,685	
		g) Fixed price for monthly call volume at least 60% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$4,897,927	g) \$4,897,927	
		h) Fixed price for monthly call volume at least 70% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$5,104,019	h) \$5,104,019	
		i) Fixed price for monthly call volume at least 80% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$5,310,111	i) \$5,310,111	
		j) Fixed price for monthly call volume at least 90% greater than 25,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$5,567,767	j) \$5,567,767	
		k) Fixed price for monthly call volume at least 100% greater than 25,000,	NA	NA	NA	NA	NA	NA	k) \$5,773,859	k) \$5,773,859	

		including all related sub-tasks								
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 2.5 MINUTES PER CALL	NA	NA	NA	NA	NA	NA	a) \$1,325,815	a) \$1,325,815
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$1,390,008	b) \$1,390,008
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$1,505,767	c) \$1,505,767
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$1,569,961	d) \$1,569,961
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$1,634,154	e) \$1,634,154
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$1,749,913	f) \$1,749,913

		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	g) \$1,814,107	g) \$1,814,107
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	h) \$1,878,300	h) \$1,878,300
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	i) \$2,213,644	i) \$2,213,644
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	j) \$2,329,403	j) \$2,329,403
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$2,393,596	k) \$2,393,596
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 2.6 AND 5 MINUTES PER CALL.	NA	NA	NA	NA	NA	a) \$2,393,596	a) \$2,393,596
		b) Fixed price for monthly call volume at least	NA	NA	NA	NA	NA	b) \$2,573,549	b) \$2,573,549



		10% greater than 30,000, including all related sub-tasks										
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	c) \$2,701,936	c) \$2,701,936		
		d) Fixed price for monthly call volume at least 30% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	d) \$2,881,888	d) \$2,881,888		
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$3,010,276	e) \$3,010,276		
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$3,461,378	f) \$3,461,378		
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$3,641,330	g) \$3,641,330		
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$3,769,718	h) \$3,769,718		
		i) Fixed price for monthly call volume at least	NA	NA	NA	NA	NA	NA	i) \$3,949,670	i) \$3,949,670		

		80% greater than 30,000, including all related sub-tasks											
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		j) \$4,078,057	j) \$4,078,057		
		k) Fixed price for monthly call volume at least 100% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		k) \$4,258,010	k) \$4,258,010		
Public Assistance Call Center	1.022.Q.a	a) Fixed price for monthly call volume up to 30,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.1 AND 7.5 MINUTES PER CALL.	NA	NA	NA	NA	NA	NA		a) \$3,461,378	a) \$3,461,378		
		b) Fixed price for monthly call volume at least 10% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		b) \$3,705,524	b) \$3,705,524		
		c) Fixed price for monthly call volume at least 20% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA		c) \$3,949,670	c) \$3,949,670		
		d) Fixed price for monthly call volume at least 30% greater than	NA	NA	NA	NA	NA	NA		d) \$4,193,816	d) \$4,193,816		

		30,000, including all related sub-tasks											
		e) Fixed price for monthly call volume at least 40% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	e) \$4,709,112	e) \$4,709,112			
		f) Fixed price for monthly call volume at least 50% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	f) \$4,953,258	f) \$4,953,258			
		g) Fixed price for monthly call volume at least 60% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	g) \$5,145,839	g) \$5,145,839			
		h) Fixed price for monthly call volume at least 70% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	h) \$5,389,985	h) \$5,389,985			
		i) Fixed price for monthly call volume at least 80% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	i) \$5,905,281	i) \$5,905,281			
		j) Fixed price for monthly call volume at least 90% greater than 30,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	j) \$6,149,427	j) \$6,149,427			
		k) Fixed price for monthly call volume at least 100% greater	NA	NA	NA	NA	NA	NA	k) \$6,393,573	k) \$6,393,573			



than 30,000,  
including all  
related sub-tasks

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**STATE OF MICHIGAN**  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET  
 PROCUREMENT

525 W. ALLEGAN STREET  
 LANSING, MI 48226

P.O. BOX 30026  
 LANSING, MI 48209

CHANGE NOTICE NO. 13  
 to  
 CONTRACT NO. 071B1300215  
 between  
 THE STATE OF MICHIGAN  
 and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Maximus Health Services, Inc. 11419 Sunset Hills Road Reston, VA 20190	Bruce Caswell	brucecaswell@maximux.com
	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
	703-251-8500	****7682

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DHHS	Kevin Dunn	517-241-4686	dunnk3@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Lance Kingsbury	517-284-7017	kingsburyl@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Enrollment Broker Services - DHHS			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2017
PAYMENT TERMS		DELIVERY TIMEFRAME	
NET 45		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$181,725,519.00	\$ \$0.00	\$181,725,519.00		
<b>DESCRIPTION:</b> Effective April 1, 2016, the following amendment is hereby incorporated into the Contract per attached Statement of Work to Amend the Health Care Program Administration Services, Attachment 1 and Revised Attachment A – ACA Related Charges for MICHild conversion to a Medicaid Expansion Program.				
All other terms, conditions, specifications, and pricing remain the same. Per agency request, contractor agreement and DTMB Procurement approval.				

**MAXIMUS STATEMENT OF WORK TO AMEND  
THE MICHIGAN ENROLLMENT BROKER SERVICES  
CONTRACT NO. 071B1300215 RELATED TO  
HEALTH CARE PROGRAM ADMINISTRATION SERVICES**

**Introduction**

MAXIMUS is pleased to submit this Statement of Work (SOW) and associated prices, one-time and ongoing monthly set forth in Attachment A, for changes to the scope of work and deliverables in section 1.022 of the Michigan Enrollment Broker Services contract (MI EBS) that are necessary to convert administration of the application and eligibility components of the MICHild program from MAXIMUS to the Michigan Department of Health and Human Services (MDHHS) as well as tasks related to the MI Health Account.

This SOW is organized by contract component. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this change notice will continue to be provided based on the approved Contract, including approved change orders, as appropriate. The prices presented reflect this SOW, Attachment 1, Revised Attachment A - ACA Related Charges and the information available and decisions made as of October 14, 2015.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration systems functionality or services that are not described in this SOW or in the Michigan Enrollment Broker Services Contract, including approved change notices.

The following sections describe changes to the SOW in Section 1.022 of the MI EBS Contract involved in this change notice. MDHHS and MAXIMUS will mutually develop the implementation timelines and effective dates for the various activities involved in this conversion.

**A. Health Plan Enrollment Information, Education and Assistance (Section 1.022.B)**

MAXIMUS will enroll new or renewal MICHild beneficiaries, including those with Children's Special Health Care Services (CSHCS) eligibility, into Medicaid health plans based on the requirements of Section 1.022.B, the enrollment (excluded) grid used to enroll Medicaid and CSHCS beneficiaries, and the MICHild Conversion Requirements. MICHild Conversion Requirements are outlined in Contract Change Notice 12 and related requirements sessions (MCP Change Controls 1681, 1833, 2183 and 2228).

Mandatory MICHild beneficiaries will be given an opportunity to change health plans (e.g., open enrollment) based on the same process and procedures used for mandatory Medicaid beneficiaries.

MAXIMUS will perform an annual Statement of Auditing Standards (SAS-70) Level II review (SSAE 16) of its enrollment broker responsibilities in addition to the MICHild administrative responsibilities that continue after the conversion. MAXIMUS will meet the requirements of this audit as specified in the contract.

One-Time Development Price: \$0.00

Ongoing Pricing: Attachment A, 1.022.A, 1.022.B, and 1.022.G.b1 prices have been revised to reflect system changes as a result of the conversion.

**B. Automated Enrollment/Disenrollment (Section 1.022.C)**

MAXIMUS will utilize the same auto assignment algorithm and process that is used for mandatory Medicaid beneficiaries to enroll mandatory MICHild eligible beneficiaries that do not make a health plan choice.

One-Time Development Price: \$0.00

Ongoing Pricing: \$0.00

**C. Medicaid Mailings (1.022.D)**

Pursuant to Change Notice 7, MAXIMUS administers the MI Health Account (MIHA) tasks for the Healthy Michigan Plan. This SOW amends those tasks to produce and distribute MIHA hearing packets

One-Time Development Price: \$0.00

Ongoing Pricing: Attachment A has been amended to include a price of \$1.45 per MI HA hearing packet.

**D. Outreach and Agency Cooperation (Section 1.022.E)**

Mandatory MICHild beneficiaries will have an opportunity for enrollment education and assistance through field enrollment agencies.

One-Time Development Price: \$0.00

Ongoing Pricing: Attachment A has been revised to add a tier for up to 40% of the base number of Medicaid beneficiaries due to the increase in beneficiaries.

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**E. Health Care Program Administration (Section 1.022.G)**

MDHHS is converting administration of the MICHild program from MAXIMUS to MDHHS. As a result, the tasks and responsibilities described in section 1.022.G. of the MI EBS Contract are modified as set forth below.

Administrative Support

MAXIMUS will utilize the facility space used by co-located MDHHS staff to provide MAXIMUS call center operations. This includes space used by the MDHHS Healthy Kids and Plan First Central Unit.

One-Time Development Price: \$0.00

Ongoing Pricing: MAXIMUS will continue to bill the monthly price set forth in Attachment A, section 1.022.G.a. whether this space is used by MAXIMUS to provide services under this Contract or by MDHHS. The tiered call pricing in Attachment A (i.e., 1.022.A. Beneficiary Helpline; 1.022.B. Michigan ENROLLS; and 1.022.G.b.1. MICHild) does not include pricing for the MDHHS space. Therefore, MAXIMUS will continue to bill for this space.

Management Information System

MAXIMUS will restructure its management information systems developed and operated in support of the health care program administrative responsibilities included within this task as summarized below. The MICHild Conversion Requirements provide detailed information.

1. MAXIMUS will not be responsible for ensuring that MICHild beneficiaries are not receiving Medicaid benefits (i.e., Medicaid match).
2. MAXIMUS will not enroll MICHild beneficiaries in health and dental plans contracted with MDHHS exclusively for MICHild beneficiaries. MICHild beneficiaries will be enrolled into Medicaid Health Plans using the enrollment broker system and processes established for Medicaid beneficiaries (see section 1.022.B). Two new sets of letters (e.g., MICHild-Medicaid and MICHild-Medicaid with CSHCS) and additional enrollment statuses for reporting purposes will be added. The MICHild Conversion Requirements provides more details of the MAXSTAR changes.
3. MAXIMUS will not maintain a system to process applications or determine eligibility for MICHild. MAXIMUS will continue to maintain a system for determining presumptive eligibility as described in this SOW and the MICHild Conversion Requirements. MAXIMUS will continue to operate the Data Collection Tool (DCT) which will accommodate MICHild eligible beneficiaries. These changes are detailed in the MICHild Conversion Requirements.
4. MAXIMUS will develop and maintain interfaces with MDHHS or its contractors to exchange eligibility and enrollment information necessary to support the tasks set forth in this SOW.
5. MAXIMUS will provide MDHHS with a file of active MICHild beneficiaries that will be converted to the Medicaid system of record using a format mutually agreed upon. Inactive or closed cases will not be included in the conversion file.
6. MAXIMUS will maintain a system to collect and process MICHild premiums as described in section 1.022.J below. This includes identifying MICHild members for whom required premium payments have not been made.

One-Time Development Price: \$18,000.00 for MAXSTAR-related costs only as other system costs are covered under the MCP Change Controls listed in this SOW.

Ongoing Pricing: Attachment A, 1.022.G price has been revised to reflect system changes as a result of the conversion.

Audit Access

MAXIMUS will continue to provide specified MDHHS staff with access to all MICHild case files for the period required for retaining records under this Contract.

MICHild Education and Assistance Services

MAXIMUS will utilize the enrollment systems, processes and operations related to Medicaid beneficiaries under section 1.022.B to enroll MICHild beneficiaries.

MAXIMUS will maintain the MICHild toll-free telephone line, 1-888-988-6300, and the TTY/TDD telephone number, 1-888-263-5697, with necessary staffing and supports for families and other individuals calling to ask questions about MICHild program coverage or health plan enrollment. The general requirements and standards of promptness and quality that apply to the Beneficiary Helpline, as outlined in Sections 1.022.A.1 and A.3, also apply to the MICHild telephone system and call center.

Application Process

MAXIMUS will not be responsible for processing applications for MICHild or Healthy Kids with the exception of presumptive eligibility applications as detailed in the MICHild Conversion Requirements. MAXIMUS will continue to accept phone applications as approved in Change Notice 5.

MICHild Eligibility Activities

MAXIMUS will not be responsible for determining eligibility for MICHild or Healthy Kids programs or applicant/member mailings associated with eligibility. The exception is identifying MICHild cases for which required premiums have not been paid and for which MAXIMUS has notified the MICHild case members using the appropriate letter set forth in

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Attachment 1 to this SOW (Mailings, Notices and Correspondence list updates). As described in the "MICHild Eligibility and Enrollment Information" section below, MAXIMUS will notify MDHHS when this occurs. MAXIMUS will continue to maintain and operate the online presumptive eligibility application approved under Change Notice 6. MAXIMUS will reprogram the online PE application, DCT, and MAGI Viewer to incorporate information about other comprehensive health insurance coverage as per MCP Change Control 2101. MAXIMUS will reprogram the account transfer file sent to the SOM as specified in the MICHild Conversion Requirements.

MAXIMUS will continue the current process to train and certify agencies and maintain a registry of certified agencies approved to submit a presumptive eligibility application.

MAXIMUS will not conduct a survey of families that did not return MICHild renewal applications resulting in case closure.

#### MICHild Eligibility and Enrollment Information

MAXIMUS will electronically transmit MICHild health plan enrollment and disenrollment information to CHAMPS on a daily basis in the established MDHHS file format. MAXIMUS will electronically transmit MICHild failure to pay premium case closure recommendation information to CHAMPS on a monthly basis in a yet-to-be-determined MDHHS file format.

Children's Special Health Care Services (CSHCS): MAXIMUS will enroll MICHild eligible children with the CSHCS program, in the same health plans as beneficiaries that have Medicaid eligibility and the CSHCS program.

One-Time Development Price: \$0.00

Ongoing Pricing: As of the month following the MICHild conversion, MAXIMUS will no longer bill the prices set forth in Attachment A, 1.022.G & M. b.2.

#### Healthy Kids Medicaid

MAXIMUS will enroll beneficiaries eligible for Healthy Kids Medicaid into health plans under section 1.022.B. MAXIMUS is not responsible for any tasks related to Healthy Kids Medicaid eligibility determinations.

One-Time Development Price: \$0.00

Ongoing Pricing: As of the month following the MICHild conversion, MAXIMUS will no longer bill the prices set forth in Attachment A, 1.022.G & M. b.2.

#### Plan First Eligibility Support Services

As of February 1, 2014, MAXIMUS is not responsible for the tasks described in section 1.022.G.6 related to Plan First except for the following:

- Provide telephone support for co-located MDHHS staff
- Provide a central file area for Plan First case files until MDHHS removes the files to offsite storage
- Mail a letter to applicants that use the obsolete PLAN FIRST1 application (MSA-1582) informing them how to apply for health care coverage (e.g., ACA application/DCH -1426, MIBridges or phone)

One-Time Development Price: \$0.00

Ongoing Pricing: MAXIMUS will continue to bill the price set forth in Attachment A, 1.022.G. & M. c. until Plan First Services described above are no longer provided.

#### MOMS Eligibility Support Services

As of the January 2014 implementation of the ACA application and eligibility processes, MAXIMUS is no longer responsible for the tasks described in section 1.022.G.7 of the contract.

One-Time Development Price: \$0.00

Ongoing Pricing: MAXIMUS has not billed this price as of the February 2014 Invoice.

#### MICHild, Healthy Kids Medicaid, Plan First and MOMS Program Mailings

During the conversion to administer the MICHild application and eligibility program from MAXIMUS to MDHHS, MAXIMUS will be responsible for mailing notices to active, inactive and closed MICHild members according to a mutually agreed upon timetable. Notices MAXIMUS are responsible for are listed in Attachment 1.

MAXIMUS will continue to distribute applications, upon request, to apply for health care coverage under the MICHild program.

MAXIMUS will develop, print, distribute, maintain and update (this will include printing and mailing costs, as appropriate) the documents and notices listed in the MICHild Conversion Requirements. MAXIMUS will obtain MDHHS approval for all written materials.

MAXIMUS will continue to mail required materials in the same manner and with the same standards for promptness and quality as the requirements in Section 1.022.D. Materials must be mailed no later than three business days of the request.

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Forms and other materials include, but are not necessarily limited to the following:

- Certificate of Creditable Coverage forms for beneficiaries leaving the MiChild program (MDHHS will create a new MiChild template in CRM)
- MiChild/U19 brochure
- EPSDT/Michigan Free Health Check-up brochure

In addition to the forms and informational material that MAXIMUS must develop and print, MAXIMUS will order and keep an adequate supply of other forms, pamphlets and literature for use as needed. The Contractor must mail the appropriate pamphlet, literature and/or form at the request of MDHHS or any other individual and include the program-appropriate pamphlet, literature and/or form in each enrollment-related packet. The Contractor will be responsible for mailing costs.

One-Time Development Price: \$0.00

Ongoing Pricing: Attachment A, 1.022.G and M price has been revised to increase the tiers to accommodate increased mailing volumes.

#### **F. Premium Collection (Section 1.022.J)**

MAXIMUS will continue to provide premium collection services for the MiChild program in accordance with section 1.022.J of the Contract, current MDHHS policies and procedures, and the MiChild Conversion Requirements.

MiChild beneficiaries may receive health care benefits through a fee for service system. With the exception of MiChild beneficiaries that are exempt from paying a monthly premium based on MDHHS policies (e.g., Native Americans), active beneficiaries are required to pay the monthly premium amount per family (\$10.00 as of September 2015) whether enrolled in a health plan or receiving benefits through fee for service. MAXIMUS will notify MDHHS via a yet-to-be-determined interface when an active member does not make a required premium payment or via the current CRM contact process when a beneficiary has health coverage from another source so that MDHHS can close the case.

MAXIMUS will redesign a premium collection database to incorporate the changes set forth in the MiChild Conversion Requirements, such as modifying which beneficiaries are exempt from paying a premium, when the first premium payment is due, revising beneficiary notices and letters, the failure to pay process, and creating a portal to be used by MAXIMUS and specified MDHHS staff to determine the current status of premium payments. The tasks associated with this work are detailed in MCP Change Control 1681.

MAXIMUS will continue to provide premium collection services for the Freedom to Work (FTW) program. The tasks and responsibilities described in the contract have been modified as detailed in MCP Change Control 1833, 2183, and 2226.

One-Time Development Price: Included in Change Controls listed above.

Ongoing Pricing: Attachment A, 1.022.J.1 and 2 prices have been revised to reflect system changes as a result of the conversion. Freedom to Work prices have been revised to incorporate the changes required under the MCP change control.

#### **G. Mihealth Card Service (Section 1.022.K)**

MAXIMUS will print and mail a mihealth card for any MiChild beneficiary active at the time of conversion that has not previously been issued a mihealth card.

MAXIMUS will print and mail a mihealth card for each new MiChild beneficiary approved on or after the conversion effective date if that beneficiary has not previously been issued a mihealth card.

MAXIMUS will issue replacement mihealth cards for MiChild beneficiaries in the same manner as used for Medicaid and other MDHHS program beneficiaries that receive mihealth cards.

One-Time Development Price: \$0.00

Ongoing Pricing: Attachment A pricing. *Note:* a category (1.022.K.c) has been added to reflect the change approved in Change Notice 4 for annual card volumes that exceed 517,000.

#### **H. Interactive Voice Response System (IVRS)**

MAXIMUS will continue the premium payment status functionality. A new interface will need to be developed to cull this information from the premium payment database. Costs for this interface are included in the applicable MCP Change Control.

#### **I. Reports (1.042)**

MAXIMUS will modify existing enrollment broker reports as necessary to reflect changes related to the conversion of the MiChild program. MAXIMUS will work with MDHHS to develop new reports, if necessary.

One-time Development Price: \$0.00

Ongoing Monthly Price: \$0.00

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**J. Service Level Agreements (SLAs)**

Section 1.071 of the Contract establishes performance standards and At Risk fees for tasks required under this Contract. The SLAs set forth in this section remain in effect except as modified below:

- (i) MICHild Program Activities – deleted as of the conversion effective date
- (j) MICHild Program Activities – deleted as of the conversion effective date
- (k) MICHild Program Activities – deleted as of the conversion effective date
- (l) MICHild Program Activities – deleted as of the conversion effective date
- (m) MICHild Program and Enrollment Broker Activities – MAXIMUS will conduct a SSAE 16 (SAS-70 Level II) review for each annual period, or part thereof, during which MAXIMUS provided MICHild Program application and eligibility services. For the duration of the Contract, MAXIMUS will conduct a SSAE 16 review for all services provided under the MI EBS Contract (e.g., enrollment broker, health care program administration, MI Health Account and premium collection services) for the period beginning with the month after the MICHild conversion is completed.
- (n) MOMS, Plan First and Healthy Kids Medicaid Eligibility – deleted as of the implementation of the ACA application and eligibility processes in January 2014.

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Attachment 1

Attachment 1 lists the mailings, notices and other correspondence for which MAXIMUS is responsible for producing and mailing after the administration of the MICHild program is converted to MDHHS. This list replaces the list of mailings for which MAXIMUS was responsible for prior to the conversion.

MICHild	CSHCS/MICHild
Auto Assignment Confirmation Letter	Enrollment Reminder Letter
Conversion Letter - Active	Re-enrollment Letter
Conversion Letter – Inactive	Rural Confirmation Letter
Conversion Letter - Golden	
Coupon Replacement Letter	Open Enrollment Letter
FFS Confirmation Letter	Auto Assignment Confirmation Letter
Incomplete Enrollment Form Letter	Mandatory Enrollment Letter
Due Diligence Letter	Incomplete Enrollment Form Letter
Late Pay Letter	FFS Confirmation Letter
Monthly Statement	Voluntary Enrollment Confirmation for Mandatory Beneficiary Letter
Mandatory Enrollment Letter	Voluntary Enrollment Confirmation for Voluntary Beneficiary Letter
Open Enrollment Letter	Voluntary Migrant Letter
Re-apply Letter	
Re-enrollment Letter	
Refund Letter	
Enrollment Reminder Letter	
Rural Confirmation Letter	
Voluntary Enrollment Confirmation for Mandatory Beneficiary Letter	
Voluntary Enrollment Confirmation for Voluntary Beneficiary Letter	
Voluntary Migrant Letter	
Welcome Letter - Payer	
Non-Sufficient Funds Letter	
Partial Payment Letter	
Check Return Letter	
Original Document Received Letter	
Bridges Holding Tank Letter	
Change Letter – Payer to Non-Payer	
Welcome Letter – Non Payer	

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Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price
Beneficiary Component (includes MI, Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL	a) \$3,136,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,972,228	a) \$3,972,228
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,488,207	b) \$3,498,892	b) \$3,515,851	b) \$3,545,590	b) \$3,600,739	b) \$4,125,975	b) \$4,125,975
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,366,226	c) \$4,366,226
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,583	d) \$4,037,988	d) \$4,106,870	d) \$4,686,940	d) \$4,686,940
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,069,201	e) \$5,069,201
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,867	f) \$4,709,820	f) \$4,790,150	f) \$5,435,682	f) \$5,435,682
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,354,837	g) \$6,354,837
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,250,508	h) \$7,250,508

i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	i) \$7,443,454	i) \$6,346,046	i) \$6,346,046
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	j) \$9,150,582	j) \$9,120,067	j) \$9,120,067
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	k) \$9,832,478	k) \$9,832,478
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	l) \$10,728,374	l) \$10,728,374
m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	m) \$11,508,007	m) \$11,508,007
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	n) \$12,271,626	n) \$12,271,626
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	o) \$13,030,690	o) \$13,030,690
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	p) \$13,763,170	p) \$13,763,170
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	q) \$14,478,850	q) \$14,478,850
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	\$	-	\$	\$	-	r) \$15,238,210	r) \$15,238,210

	<p>m) Fixed price for monthly call volume at least 37.5% greater than \$6,000, including all related sub-tasks</p> <p>n) Fixed price for monthly call volume at least 40% greater than \$6,000, including all related sub-tasks</p> <p>o) Fixed price for monthly call volume at least 42.5% greater than \$6,000, including all related sub-tasks</p> <p>p) Fixed price for monthly call volume at least 45% greater than \$6,000, including all related sub-tasks</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>\$ -</p> <p>\$ -</p> <p>\$ -</p> <p>\$ -</p>	<p>s) \$15,987,490</p> <p>t) \$16,760,290</p> <p>u) \$17,526,370</p> <p>v) \$18,285,730</p>	<p>s) \$15,987,490</p> <p>t) \$16,760,290</p> <p>u) \$17,526,370</p> <p>v) \$18,285,730</p>
<p>Beneficiary Helpline (includes Mil Health Care Helpline calls)</p>	<p>1.022.A</p>	<p>a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL</p> <p>b) Fixed price for monthly call volume at least 10% greater than \$6,000, including all related sub-tasks</p> <p>c) Fixed price for monthly call volume at least 20% greater than \$6,000, including all related sub-tasks</p> <p>d) Fixed price for monthly call volume at least 30% greater than \$6,000, including all related sub-tasks</p> <p>e) Fixed price for monthly call volume at least 40% greater than \$6,000, including all related sub-tasks</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>a) \$5,109,638</p> <p>b) \$5,419,752</p> <p>c) \$5,814,790</p> <p>d) \$6,187,368</p> <p>e) \$6,758,244</p>	<p>a) \$5,193,864</p> <p>b) \$5,505,385</p> <p>c) \$5,911,161</p> <p>d) \$6,294,731</p> <p>e) \$6,875,512</p>
								<p>a) \$5,277,691</p> <p>b) \$5,991,017</p> <p>c) \$6,007,531</p> <p>d) \$6,402,094</p> <p>e) \$6,992,790</p>	<p>a) \$5,820,232</p> <p>b) \$6,161,771</p> <p>c) \$6,610,626</p> <p>d) \$7,036,661</p> <p>e) \$7,666,645</p>
								<p>a) \$5,620,232</p> <p>b) \$6,161,771</p> <p>c) \$6,610,626</p> <p>d) \$7,036,661</p> <p>e) \$7,666,645</p>	<p>a) \$5,620,232</p> <p>b) \$6,161,771</p> <p>c) \$6,610,626</p> <p>d) \$7,036,661</p> <p>e) \$7,666,645</p>

f) Fixed price for monthly call volume at least 50% greater than 50,000, including all related sub-tasks	NA	NA	f) \$7,392,267	g) \$7,508,178	f) \$8,218,339	g) \$8,218,339
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$8,622,499	g) \$8,769,260	g) \$9,569,064	g) \$9,569,064
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$9,840,348	h) \$10,008,186	h) \$10,896,748	h) \$10,896,748
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$11,416,379	i) \$11,611,098	i) \$12,610,818	i) \$12,610,818
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$12,467,975	j) \$12,680,629	j) \$13,754,489	j) \$13,754,489
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	k) \$14,960,311	k) \$14,960,311
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	l) \$16,181,068	l) \$16,181,068
m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	m) \$17,357,142	m) \$17,357,142
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	n) \$18,508,911	n) \$18,508,911
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	o) \$19,708,680	o) \$19,708,680





c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,166,122	c) \$9,186,122
d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$6,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,866,169	d) \$9,866,169
e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,664,122	e) \$10,664,122
f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,648,010	f) \$11,486,740	f) \$11,486,740
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,340,628	g) \$13,340,628
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,233,907	h) \$15,233,907
i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,289	i) \$16,106,008	i) \$16,382,748	i) \$17,575,758	i) \$17,575,758
j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,096,468	j) \$19,096,468
k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$20,799,745	k) \$20,799,745
l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$22,468,193	l) \$22,468,193

m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$24,102,433	m) \$24,102,433
n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$25,702,958	n) \$25,702,958
o) Fixed price for monthly call volume at least 275% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	o) \$27,293,880	o) \$27,293,880
p) Fixed price for monthly call volume at least 300% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	p) \$28,842,880	p) \$28,842,880
q) Fixed price for monthly call volume at least 325% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	q) \$30,358,210	q) \$30,358,210
r) Fixed price for monthly call volume at least 350% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	r) \$31,839,970	r) \$31,839,970
s) Fixed price for monthly call volume at least 375% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	s) \$33,351,970	s) \$33,351,970
t) Fixed price for monthly call volume at least 400% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	t) \$34,904,290	t) \$34,904,290
u) Fixed price for monthly call volume at least 425% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	u) \$36,365,890	u) \$36,365,890
v) Fixed price for monthly call volume at least 450% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	v) \$37,874,530	v) \$37,874,530

Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A.1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A.1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours			\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	a) \$4,035,185 b) \$4,290,042	a) \$3,986,566 b) \$4,254,676	a) \$4,148,065 b) \$4,282,609	a) \$4,216,648 b) \$4,308,288	a) \$4,249,570 b) \$4,344,785	a) \$4,609,170 b) \$4,718,355	a) \$4,609,170 b) \$4,718,355

c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,506,365	c) \$4,900,007	c) \$4,900,007
d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,108,893	d) \$5,108,893
e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,486	e) \$4,926,268	e) \$5,000,162	e) \$5,437,825	e) \$5,437,825
f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,687,069	f) \$5,687,069
g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,948,752	g) \$5,929,357
h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,220,919	h) \$6,220,919

Health Plan Enrollment, Education and Assistance	1.022.B	<p>i) Fixed price for monthly enrollment, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks</p> <p>j) Fixed price for monthly enrollment, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>k) Fixed price for monthly enrollment, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>l) Fixed price for monthly enrollment, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	<p>i) \$5,765,540</p> <p>j) \$6,016,341</p> <p>k) \$6,278,052</p> <p>l) \$6,551,147</p>	<p>i) \$5,852,023</p> <p>j) \$6,106,586</p> <p>k) \$6,372,223</p> <p>l) \$6,649,415</p>	<p>i) \$5,939,803</p> <p>j) \$6,196,185</p> <p>k) \$6,467,806</p> <p>l) \$6,749,156</p>	<p>i) \$6,504,028</p> <p>j) \$6,796,555</p> <p>k) \$7,104,965</p> <p>l) \$7,423,868</p>	<p>i) \$6,504,028</p> <p>j) \$6,796,555</p> <p>k) \$7,104,965</p> <p>l) \$7,423,868</p>
					<p>a) \$4,854,863</p> <p>b) \$5,015,470</p>	<p>a) \$4,893,097</p> <p>b) \$5,058,321</p>	<p>a) \$4,931,300</p> <p>b) \$5,101,171</p>	<p>a) \$5,302,181</p> <p>b) \$5,490,771</p>	<p>a) \$5,302,181</p> <p>b) \$5,490,771</p>

transactions, including all related sub-tasks	NA	NA	c) \$5,241,859	c) \$5,280,714	c) \$5,339,590	c) \$5,751,337	c) \$5,751,337
c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,453,026	d) \$5,518,440	d) \$5,573,855	d) \$6,007,541	d) \$6,007,541
d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,053	e) \$5,956,439	e) \$6,045,786	e) \$6,513,294	e) \$6,513,294
e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,903,847	f) \$6,903,847
f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,296,018	g) \$7,296,018
g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,699,435	h) \$7,699,435

Health Plan Enrollment, Education, and Assistance	1.022.B	<p>transactions, including all related sub-tasks</p> <p>(2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks</p> <p>(2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>(2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>(2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	<p>i) \$7,282,866</p> <p>j) \$7,670,722</p> <p>k) \$8,088,562</p> <p>l) \$8,518,317</p>	<p>i) \$7,393,773</p> <p>j) \$7,787,536</p> <p>k) \$8,211,729</p> <p>l) \$8,649,053</p>	<p>i) \$7,504,680</p> <p>j) \$7,904,360</p> <p>k) \$8,334,906</p> <p>l) \$8,778,790</p>	<p>i) \$8,132,052</p> <p>j) \$8,577,270</p> <p>k) \$9,054,918</p> <p>l) \$9,546,561</p>	<p>i) \$8,132,052</p> <p>j) \$8,577,270</p> <p>k) \$9,054,918</p> <p>l) \$9,546,561</p>	<p>a) \$5,988,453</p> <p>b) \$6,478,974</p> <p>c) \$6,968,483</p>
		<p>(3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL</p>	NA	NA	<p>a) \$5,510,253</p>	<p>a) \$5,553,614</p>	<p>a) \$5,596,974</p>	<p>a) \$5,988,453</p>	<p>a) \$5,988,453</p>	<p>a) \$5,988,453</p>

b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,648,868	b) \$6,262,777	b) \$6,262,777
c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,199,501	c) \$6,610,589	c) \$6,610,589
d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,954,246	d) \$6,954,246
e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,665,691	e) \$6,970,245	e) \$7,074,798	e) \$7,580,807	e) \$7,580,807
f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,406,101	f) \$7,519,222	f) \$8,057,362	f) \$8,057,362
g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,968,208	g) \$8,591,393	g) \$8,591,393



Automated Enrollment / Disenrollment	1.022.C	<p>h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks</p> <p>i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks</p> <p>j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	<p>h) \$8,237,122</p> <p>i) \$6,761,838</p> <p>j) \$9,298,393</p> <p>k) \$9,890,714</p> <p>l) \$10,496,388</p>	<p>h) \$8,352,561</p> <p>i) \$6,885,266</p> <p>j) \$9,439,994</p> <p>k) \$10,041,335</p> <p>l) \$10,656,243</p>	<p>h) \$8,488,000</p> <p>i) \$9,028,696</p> <p>j) \$9,581,694</p> <p>k) \$10,191,955</p> <p>l) \$10,816,087</p>	<p>h) \$9,136,662</p> <p>i) \$9,734,873</p> <p>j) \$10,345,771</p> <p>k) \$11,016,431</p> <p>l) \$11,701,414</p>	<p>h) \$9,136,662</p> <p>i) \$9,734,873</p> <p>j) \$10,345,771</p> <p>k) \$11,016,431</p> <p>l) \$11,701,414</p>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	1.022.C
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Mailing Services	1.022.D																		
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings		\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164	\$ 1,873,164								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 10% greater than 93,425 mailings		\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 20% greater than 93,425 mailings		\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 30% greater than 93,425 mailings		\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 40% greater than 93,425 mailings		NA	NA	NA	\$ 2,146,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 50% greater than 93,425 mailings		NA	NA	NA	\$ 2,299,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727								
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings - at least 75% greater than 93,425 mailings		NA	NA	NA	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506								

Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93.425 mailings	NA	NA	\$ 2,960,715	\$ 2,962,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93.425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,290	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93.425 mailings	NA	NA	\$ 3,045,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93.425 mailings	NA	NA	\$ 3,976,914	\$ 4,036,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93.425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93.425 mailings	NA	NA	\$ 4,629,813	\$ 4,696,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93.425 mailings	NA	NA	\$ 4,946,882	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412

	<p>Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings</p> <p>Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings</p>		<p>\$ 5,258,392</p> <p>\$ 5,337,287</p>	<p>\$ 5,417,326</p> <p>\$ 5,732,482</p>	<p>\$ 5,417,326</p> <p>\$ 5,732,482</p>	<p>\$ 5,417,326</p> <p>\$ 5,732,482</p>
<p>Mailing Services</p>	<p>1,022.D</p> <p>Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings</p> <p>Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings</p>	<p>\$ 5,952,620</p> <p>\$ 6,251,801</p>	<p>\$ 6,041,909</p> <p>\$ 6,345,578</p>	<p>\$ 6,041,909</p> <p>\$ 6,345,578</p>	<p>\$ 6,041,909</p> <p>\$ 6,345,578</p>	<p>\$ 6,041,909</p> <p>\$ 6,345,578</p>
<p>Mailing Services UNIT PRICING</p>	<p>1,022.D</p> <p>Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING HMP HRA Survey Inserts: PRICE PER INSERT</p>	<p>\$ 1.45</p> <p>\$ 1.05</p>	<p>\$ 1.45</p> <p>\$ 1.05</p>	<p>\$ 1.45</p> <p>\$ 1.05</p>	<p>\$ 1.45</p> <p>\$ 1.05</p>	<p>\$ 1.45</p> <p>\$ 1.05</p>

		ONLY (mailing included in tiers above)	\$	1.41	\$	1.45	NA	NA	NA	\$	1.54	\$	1.54	\$	1.54	\$	1.54
		Other insurance and Medicare related medicines:	PRICE PER MAILING	\$	1.41	\$	1.45	NA	NA	\$	1.45	\$	1.54	\$	1.54	\$	1.54
		MIHA Hearing Aids (Garmin) PRICE PER MAILING	PRICE PER MAILING	\$	1.41	\$	1.45	NA	NA	\$	1.45	\$	1.54	\$	1.54	\$	1.54
				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	1.022.E	Outreach and Cooperation with Agencies		\$ 1,439,901	\$ 1,451,249	NA	NA	\$ 1,462,979	\$ 1,481,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
				NA	NA	NA	NA	\$ 1,688,376	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964	\$ 1,598,964
				NA	NA	NA	NA	\$ 1,732,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023
				NA	NA	NA	NA	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
				NA	NA	NA	NA	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798	\$ 1,934,798
				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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Outreach and Cooperation with Agencies	Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.26
Family with Health Plans	Fixed monthly price	\$ 2,289	\$ 2,355	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16	\$ 1.16	\$ 1.16
Health Care Program Administration	Fixed monthly price	\$ 2,309	\$ 2,309	\$ 2.309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Administrative Support for co-located DHS staff, including space used for call center operations.	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) Michoud and Healthy Kids Medicaid	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$492,166	b1.1) \$484,982	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$590,198	b1.1) \$607,999	b1.1) \$625,791	b1.1) \$654,035
	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$503,452	b1.2) \$576,005	b1.2) \$596,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$625,791	b1.2) \$643,622	b1.2) \$661,453	b1.2) \$689,284
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$640,792	b1.3) \$632,591	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$675,294	b1.3) \$684,126	b1.3) \$692,958	b1.3) \$711,790
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$703,228	b1.4) \$694,109	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,466	b1.4) \$742,318	b1.4) \$752,170	b1.4) \$761,022	b1.4) \$770,874
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	-	\$ -	b1.5) \$753,527	b1.5) \$756,732	b1.5) \$781,487	b1.5) \$784,692	b1.5) \$793,524	b1.5) \$796,729	b1.5) \$805,561
	b1.6) Fixed price for monthly call volume at least 75% greater than	-	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$965,044	b1.6) \$971,497	b1.6) \$984,712	b1.6) \$991,927	b1.6) \$1,005,142

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14,500, including all related sub-tasks	\$	-	\$	-	\$						
b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks					\$1,068,512	b1.7)	\$1,068,823	b1.7)	\$1,087,788	b1.7)	\$1,235,576
b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks	NA	NA	b1.1)	\$770,351	b1.1)	\$794,633	b1.1)	\$818,915	b1.1)	\$911,822	
BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL											
b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2)	\$831,481	b1.2)	\$857,443	b1.2)	\$883,304	b1.2)	\$962,847	
b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3)	\$914,583	b1.3)	\$942,960	b1.3)	\$971,336	b1.3)	\$1,078,460	
b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4)	\$977,845	b1.4)	\$1,008,078	b1.4)	\$1,038,312	b1.4)	\$1,152,175	
b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5)	\$1,081,617	b1.5)	\$1,115,058	b1.5)	\$1,148,500	b1.5)	\$1,270,831	
b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6)	\$1,315,856	b1.6)	\$1,356,541	b1.6)	\$1,397,226	b1.6)	\$1,543,716	
b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7)	\$1,523,514	b1.7)	\$1,570,519	b1.7)	\$1,617,723	b1.7)	\$1,783,183	

b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,077,066	b1.1) \$1,077,066
b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,806	b1.2) \$1,066,841	b1.2) \$1,180,478	b1.2) \$1,180,478
b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,308,237	b1.3) \$1,308,237
b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,414,395	b1.4) \$1,414,395
b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,502,031	b1.5) \$1,502,031
b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,872,478	b1.6) \$1,872,478
b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,145,200	b1.7) \$2,145,200
b2) Fixed price for all other enrollment related sub-tasks - bidder should also include volume tiers or other quantity measures for pricing							
b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669



b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,381,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,453,082	b2.2) \$1,453,082	b2.2) \$1,463,082
b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,796	b2.3) \$1,462,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,599,357	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,666,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,069,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,366	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285
b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384
b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,535,180	b2.2) \$1,593,082	b2.2) \$1,593,082	b2.2) \$1,593,082

<p>b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600</p> <p>b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600</p> <p>b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600</p> <p>b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600</p> <p>b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600</p> <p>b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600</p> <p>b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600</p> <p>b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600</p>	<p>b2.3) \$1,452,786</p> <p>b2.4) \$1,543,658</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>b2.3) \$1,482,575</p> <p>b2.4) \$1,575,412</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>NA</p>	<p>b2.3) \$1,621,174</p> <p>b2.4) \$1,709,557</p> <p>b2.5) \$1,765,987</p> <p>b2.6) \$1,843,574</p> <p>b2.7) \$2,143,763</p> <p>b2.8) \$2,371,368</p> <p>b2.9) \$2,609,665</p> <p>b2.10) \$2,914,220</p>	<p>b2.3) \$1,634,133</p> <p>b2.4) \$1,729,087</p> <p>b2.5) \$1,816,939</p> <p>b2.6) \$1,897,747</p> <p>b2.7) \$2,179,217</p> <p>b2.8) \$2,441,875</p> <p>b2.9) \$2,686,596</p> <p>b2.10) \$2,914,220</p>	<p>b2.3) \$1,681,060</p> <p>b2.4) \$1,779,037</p> <p>b2.5) \$1,869,185</p> <p>b2.6) \$1,953,328</p> <p>b2.7) \$2,243,326</p> <p>b2.8) \$2,514,285</p> <p>b2.9) \$2,765,614</p> <p>b2.10) \$2,999,364</p>	<p>b2.3) \$1,681,060</p> <p>b2.4) \$1,779,037</p> <p>b2.5) \$1,869,185</p> <p>b2.6) \$1,953,328</p> <p>b2.7) \$2,243,326</p> <p>b2.8) \$2,514,285</p> <p>b2.9) \$2,765,614</p> <p>b2.10) \$2,999,364</p>	<p>b2.1) \$1,612,157</p> <p>b2.2) \$1,659,180</p> <p>b2.3) \$1,754,133</p>	<p>b2.1) \$1,654,669</p> <p>b2.2) \$1,703,082</p> <p>b2.3) \$1,801,060</p>
<p>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</p> <p>b2.1) Fixed price for Enrollments monthly volumes up to 12,600</p> <p>b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600</p> <p>b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600</p>	<p>b2.1) \$1,317,053</p> <p>b2.2) \$1,361,915</p> <p>b2.3) \$1,452,786</p>	<p>b2.1) \$1,342,633</p> <p>b2.2) \$1,389,738</p> <p>b2.3) \$1,482,575</p>	<p>b2.1) \$1,599,740</p> <p>b2.2) \$1,641,791</p> <p>b2.3) \$1,741,174</p>	<p>b2.1) \$1,612,157</p> <p>b2.2) \$1,659,180</p> <p>b2.3) \$1,754,133</p>	<p>b2.1) \$1,654,669</p> <p>b2.2) \$1,703,082</p> <p>b2.3) \$1,801,060</p>	<p>b2.1) \$1,654,669</p> <p>b2.2) \$1,703,082</p> <p>b2.3) \$1,801,060</p>	<p>b2.1) \$1,654,669</p> <p>b2.2) \$1,703,082</p> <p>b2.3) \$1,801,060</p>	<p>b2.1) \$1,654,669</p> <p>b2.2) \$1,703,082</p> <p>b2.3) \$1,801,060</p>

b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,800	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,848,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,800	NA	NA	b2.5) \$1,885,987	b2.5) \$1,935,939	b2.5) \$1,969,185	b2.5) \$1,969,185	b2.5) \$1,969,185
b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,800	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,800	NA	NA	b2.7) \$2,283,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,800	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285
b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,800	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,800	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384
b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research							
b2.1) Fixed price for Enrollments monthly volumes up to 12,800	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,137	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,800	b2.2) \$1,361,915	b2.2) \$1,389,798	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,800	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060

	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,800 b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,800 b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,800 b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,800 b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,800 b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,800 b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,800	b2.4) \$1,543,656 NA NA NA NA NA NA	b2.4) \$1,575,412 NA NA NA NA NA NA	b2.4) \$1,949,557 b2.5) \$2,005,967 b2.6) \$2,063,574 b2.7) \$2,356,763 b2.8) \$2,611,368 b2.9) \$2,849,655 b2.10) \$3,154,220	b2.4) \$1,888,067 b2.5) \$2,096,939 b2.6) \$2,137,747 b2.7) \$2,419,217 b2.8) \$2,681,875 b2.9) \$2,826,595 b2.10) \$3,154,220	b2.4) \$2,019,037 b2.5) \$2,109,185 b2.6) \$2,193,328 b2.7) \$2,463,326 b2.8) \$2,754,285 b2.9) \$3,005,614 b2.10) \$3,239,364	b2.4) \$2,019,037 b2.5) \$2,109,185 b2.6) \$2,193,328 b2.7) \$2,463,326 b2.8) \$2,754,285 b2.9) \$3,005,614 b2.10) \$3,239,364	b2.4) \$2,019,037 b2.5) \$2,109,185 b2.6) \$2,193,328 b2.7) \$2,463,326 b2.8) \$2,754,285 b2.9) \$3,005,614 b2.10) \$3,239,364	b2.4) \$2,019,037 b2.5) \$2,109,185 b2.6) \$2,193,328 b2.7) \$2,463,326 b2.8) \$2,754,285 b2.9) \$3,005,614 b2.10) \$3,239,364
c) Plan First	c) Fixed monthly price for all related sub-tasks	c) \$476,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS	d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings	e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks Fixed price for MiChild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e) \$181,333 e.1) \$190,072	e) \$185,143 e.1) \$194,582	e) \$186,011 e.1) \$195,568	e) \$187,807 e.1) \$197,555	e) \$192,728 e.1) \$202,045	e) \$192,728 e.1) \$202,045	e) \$192,728 e.1) \$202,045	e) \$192,728 e.1) \$202,045

Fixed price for MiChild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
Fixed price for MiChild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,068	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
Fixed price for MiChild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.4) \$248,302	e.4) \$253,999	e.4) \$259,772	e.4) \$259,772	e.4) \$259,772
Fixed price for MiChild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.5) \$264,547	e.5) \$272,814	e.5) \$279,014	e.5) \$279,014	e.5) \$279,014
Fixed price for MiChild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.6) \$297,387	e.6) \$306,680	e.6) \$313,650	e.6) \$313,650	e.6) \$313,650
Fixed price for MiChild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.7) \$342,999	e.7) \$353,717	e.7) \$361,756	e.7) \$361,756	e.7) \$361,756
Fixed price for MiChild Mailings monthly volumes at least 125% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	e.8) \$406,976	e.8) \$406,976

Fixed price for MICHild Mailings monthly volumes at least 150% greater than 72,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	NA	e-9) \$452,195		
Fixed price for MICHild Mailings monthly volumes at least 175% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	NA	e-10) \$497,415		
Fixed price for MICHild Mailings monthly volumes at least 200% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	NA	e-11) \$542,834		
Fixed price for MICHild Mailings monthly volumes at least 225% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	NA	e-12) \$587,854		
Fixed price for MICHild Mailings monthly volumes at least 250% greater than 12,800 including all related sub-tasks	NA	NA	NA	NA	NA	NA	NA	NA	NA	e-13) \$633,073		
ACA Missing Information Letter PRICE PER MAILING	NA	NA	NA	\$ 1.45	\$	1.50	\$	1.54	\$	1.54	\$	1.54
ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	NA	\$ 1.45	\$	1.50	\$	1.54	\$	1.54	\$	1.54
Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	NA	\$ 1.15	\$	\$1.18	\$	1.21	\$	1.21	\$	1.21
MAG Viewer Correspondence Copy PRICE PER MAILING				\$ 1.45		NA		NA		NA		NA

Item Description	Code	Fixed monthly price		NA	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G			NA	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL		NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price		NA	NA		\$77,934	\$77,934	\$77,934	\$77,934	\$77,934	\$77,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price		NA	NA		\$81,649	\$81,649	\$81,649	\$81,649	\$81,649	\$81,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price		NA	NA		\$1,133	\$1,133	\$1,133	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price		\$	\$	\$	101,722	98,899	\$	100,464	\$	100,464
Online Presumptive Application	1.022.H,a	Fixed annual price		\$	\$	\$	56,512	54,938	\$	115,200	\$	115,200
Interactive Voice Response System	1.022.I	Fixed annual price		\$	\$	\$	55,813	55,418	\$	55,813	\$	55,813
Premium Collection - MICHild	1.022.J,1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks b) Fixed price for monthly premium volume at least 10% greater than 22,000.		a) \$337,778 b) \$340,417	a) \$340,456 b) \$344,420	a) \$343,056 b) \$348,644	a) \$347,159 b) \$352,177	a) \$354,056 b) \$356,690	a) \$354,056 b) \$356,690	a) \$413,687 b) \$416,321	a) \$413,687 b) \$416,321	a) \$413,687 b) \$416,321

Premium Collection - FTW Medicaid	1.022.J.2	including all related sub-tasks	c) \$347,546 d) \$354,673	c) \$351,812 d) \$359,204	c) \$353,236 d) \$362,628	c) \$359,833 d) \$367,489	c) \$364,346 d) \$372,002	c) \$423,977 d) \$431,833	c) \$423,977 d) \$431,833
		a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,081	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	NA	NA
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,106	b) \$3,138	b) \$3,138	NA	NA
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,546	c) \$3,540	c) \$3,594	c) \$3,594	NA	NA
		a) Fixed price for monthly premium volume up to 3,000, including all related sub-tasks	NA	NA	NA	NA	NA	\$167,318	\$167,318



		b) Fixed price for monthly premium volume at least 10% greater than 8,000, including all related sub-tasks  b) Fixed price for monthly premium volume at least 20% greater than 8,000, including all related sub-tasks  b) Fixed price for monthly premium volume at least 30% greater than 8,000, including all related sub-tasks	NA	NA	NA	NA	NA	NA	b) \$175,957  c) \$193,396  d) \$191,434  e) \$658,254
mHealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks  b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks  c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)	a) \$662,923  b) \$680,499	a) \$658,254  b) \$687,985	a) \$658,254  b) \$687,985	a) \$658,254  b) \$687,985	a) \$658,254  b) \$687,985	a) \$658,254  b) \$687,985	a) \$658,254  b) \$687,985  c) \$1.33
Health Risk Assessment or MI Health Link / Integrated Care Initial Screening	1.022.Q	Call Center Completed Survey PRICE PER SURVEY  Automated Service Completed Survey PRICE PER SURVEY	NA  NA	NA  NA	NA  NA	NA  NA	NA  NA	NA  NA	a) \$3,104  b) \$0.216  c) \$0.216

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 525 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 12**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Maximus Health Services, Inc. 11419 Sunset Hills Road Reston VA, 20190	Bruce Caswell	brucecaswell@maximux.com
	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
	703-251-8500	*****7682

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DHHS	Kevin Dun	517-241-4686	Dunnk3@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Lance Kingsbury	(517) 284-7017	KingsburyL@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Enrollment Broker Services - Dch			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1 - 1 Year	March 31, 2017
PAYMENT TERMS		DELIVERY TIMEFRAME	
N/A		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		Click here to enter a date.
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$181,725,519.00		\$ 0.00	\$181,725,519.00	
DESCRIPTION: Effective November 16, 2015 the following amendment is hereby incorporated into the contract per attached Statement of Work to amend for Medicaid Compliance Project (MCP).				
All other terms, conditions, specifications, and pricing remain the same. Per agency request, contractor agreement and DTMB approval.				



**MAXIMUS STATEMENT OF WORK TO AMEND THE MICHIGAN ENROLLMENT  
BROKER SERVICES CONTRACT NO. 071B1300215 FOR MEDICAID COMPLIANCE  
PROJECT (MCP), HEALTHY MICHIGAN PLAN, AND ALIGNMENT WITH CMS  
TECHNOLOGY CHANGES**

**Introduction:**

MAXIMUS is pleased to submit this Statement of Work (SOW) and associated prices for system changes as a result of the Affordable Care Act (ACA) requirements and to align with CMS technology changes through enhancements to MAXIMUS systems. Pricing and scope of the change controls are based on information and decisions made as of November 11, 2015. Any changes to the requirements and or pricing will follow the Project Change Request process.

**Brief Description of Services to be provided:**

MAXIMUS systems development lifecycle for the following MCP releases:

1. Release 7 (R7) including Freedom to Work premiums and the MiHealth Account (MIHA) Change Control requests (CCs)
2. Release 8 (R8) including MICHild Conversion, also referred to as the Healthy Kids Exchange (HKE) Change Control requests (CCs)  
The purpose of these releases is to implement functionality to production which was not included in previous releases, R1-R6C. R7 and R8 focuses on those top priority ranked CCs and time sensitive functionality items. Scope of the CCs are based on information and decisions made as of September 9, 2015
3. Release Independent CCs as approved by the MCP governance process in conjunction with the Michigan Department of Health and Human Services (MDHHS)
4. Provide Testing support for items that have no development impact on MAXIMUS Systems
5. Extend the term of SDLC services for system enhancements as identified by MCP

**BACKGROUND:**

This (SOW) is relevant to the Enrollment Broker Services contract in relation to the information systems for the Medicaid Compliance Project (MCP). Contract sections not affected by this amendment are not referenced in this SOW.

**PROJECT OBJECTIVE:**

Continue to meet new Healthy Michigan plan objectives, implement requirements of the ACA and align with the Centers for Medicare and Medicaid Services (CMS) technology changes by enhancements of MCP systems and specific to this SOW, MAXIMUS systems.

MAXIMUS information systems, as defined by this SOW, include: MAXSTAR, MAGI Viewer, Data Collection Tool, Presumptive Eligibility (PE), MI Enrolls Portal, QA Check, MI Health Account Oracle Financials Application, and MI Health Account Portal, Freedom To Work Oracle Financials Application, Freedom To Work Portal, MICHild Oracle Financials Application, and MICHild Portal.

During the development and use of the various MAXIMUS systems approved to implement MI Health Account and ACA requirements, additional enhancements have been identified by the State of Michigan (SOM) to MAXIMUS systems as approved in the Michigan Enrollment Broker Services (MI EBS) contract change notices. MAXIMUS will develop and implement enhancements based on SOM/MDHHS direction. "Enhancements" include any modification (e.g. work request, change control request) to MAXIMUS systems as part of any release activity ("releases") identified by the SOM.

**SCOPE OF WORK:**

The following tables identify the enhancements for the MCP. MAXIMUS will implement each based on SOM/MDHHS direction and approval.

Descriptions here detail the high level effort and deliverables expected from contractor on a technical perspective in relation to the MCP.

1. The following list identifies the enhancements included within Release 7 and the MIHealth Account (MIHA) Release 7:

Table 1

Item #	CC	Brief Description (In-Scope)	Maximus Systems Impacted	One Time Cost
1	1099	Send add'l Native American information via MMS from Bridges to CHAMPS	MIHA	\$0
2	1160	Provide Bridges with MAGI denial reasons	MAGI Viewer	\$17,043
3	1197	Mid-Month PE	Presumptive Eligibility	\$0
4	1833	Freedom to Work Premium Calculations	FTW OFA	\$102,067
5	2043	Modify existing 5% Cost Share Cap	MIHA	\$32,208
6	2183	Freedom to Work Account Management	FTW OFA, MAGI Viewer	\$108,587
7	2187	Manual prevent MIHA Letter mailings when a bankruptcy is present	MIHA	\$12,687
8	2189	Adjustment Letter to be included in PDF package for disputes	MIHA	\$0
9	2244	MIHA R7: Track American Indian/Native American Cost Sharing Exemption separately for MIHA R7.	MIHA	\$37,128
10	2307	Modify existing MIHA 5% Cost Share Cap.	MIHA	\$34,197
11	n/a	Testing support for Hub and MAGI enhancements	n/a	\$0
<b>Total Release 7</b>				<b>\$343,917</b>

2. The following list identifies the enhancements included within Release 8:

Table 2

Item #	CC	Brief Description (In-Scope)	Maximus Systems Impacted	One Time Cost
12	1148	DEFECT: Long term fix for invalid hexadecimal characters in AT	MAGI Viewer	\$0

13	1681	Convert MiChild to Medicaid Expansion for Case Management	MiChild MAXSTAR, MiChild OFA, AQCheck	\$606,689
14	1751	IRS 1095 Electronic IRS Submission and Beneficiary Mailing	MAXSTAR	\$0
15	1982	Beneficiary specific MAGI denial reasons printed in 1606	MAGI Viewer	\$0
16	2101	HKE New Eligibility Factor - Existing Comprehensive Insurance	MAGI Viewer and Data Collection Tool	\$16,992
17	2431	Update R8 Program Requirements for CC2101 (New HKE Eligibility factor with Other Ins.) based on CMS guidance	MAXSTAR	\$0
18	2228	Freedom to work requirements were removed from CC 2183 and moved to tentative release on 12/12/15 with MCP Release 8.	FTW OFA	\$72,391
19	2600	Add New Exempt Welcome Letter for MiChild Conversion	MiChild OFA	\$0
<b>Total Release 8</b>				<b>\$696,072</b>

3. The following list identifies Release Independent change control requests as approved by the MCP governance process in conjunction with DHHS

Table 3

Item #	CC	Brief Description (In-Scope)	Maximus Systems Impacted	One Time Cost
20	2046	W5 SCOPE: Reporting, Business Agreements and Guides are needed to aide DCH business.	MIHA	\$0
21	2047	W5 SCOPE: Develop due process for beneficiary garnishment disputes.	MIHA	\$51,796
22	2048	W5 SCOPE: Develop interfaces to support garnishment activities.	MIHA	\$0
23	2050	W5 SCOPE: Develop letters to support garnishment activities.	MIHA	\$23,471
24	2052	W5 SCOPE: Testing MIHA Account existing payment processes and slight modifications to CFP.	MIHA	\$0
25	2053	W5 SCOPE: Modify Contribution file (1038.11) to accommodate CFP	MIHA	\$13,658
26	2056	An updated statement letter will be provided by the system as proof of any reconciliation made between quarterly statements.	MIHA	\$27,558
27	2119	Payment Amount field to be added to the 1038.14 interface to enable better reporting of garnishment	MIHA	\$0

		activity.		
28	2122	Voucher and 1st Dollar Calculation (contributions paid) Discrepancy	MIHA	\$0
29	2133	FTI – Data Cleanup - MAXIMUS systems (MAGI Viewer, QA Checker )	MAGI Viewer, QA Check	\$25,703
30	2221	Daily File Exception Errors Causing Incorrect MIHA Billing and Health Plan Payments.	MIHA	\$43,309
31	2300	Add reporting capabilities to Presumptive Eligibility	PE	\$20,451
32	1996	Modify monthly contribution for MI Health Account.	MIHA	\$96,167
33	2356/ 2387/ 2486	Reconciliation of Data Refresh for MIHA Daily File Exception Errors. / Cost Share Legacy Data Refresh / Fix MIHA Beneficiaries affected from Daily File Eligibility End Date Errors	MIHA	\$101,322
<b>Total Release Independent</b>				<b>\$403,435</b>

4. For the CCs listed below, or any CC with zero cost, it indicates that there is either 1) no development impact or systems change, and only testing support may be required or 2) the cost is covered under the ongoing budget. If testing support is required, MAXIMUS will support testing, including user acceptance testing of integrated components, performance testing, project level and program level testing. MAXIMUS and SOM will work together to determine onsite testing support requirements in advance to allow for resource planning. These services are provided at no additional cost to the State of Michigan. For any additional work, a change control request will be created and managed through the established change control request process.

Table 4

34	1045	Enhance MMIS file for TMSIS Federal Reporting
35	1263	End the Plan First Program 14 days after the beneficiary notice is sent
36	1386	Stopped income must not be used for MAGI
37	1430	DEFECT: DHS1606 not generated for MA denial
38	1960	HMP coverage being overwritten retroactively by approved SSI-related Medicaid there will be no impact to MIHA if eligibility effective dates are retro, these beneficiaries will exception out.
39	1982	Beneficiary specific MAGI denial reasons printed in 1606
40	2211	Modify education questions within healthcare coverage only application
41	2178	System changes required to recognize same sex marriages

**5. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems**

CCN#10 approved \$2,080,000 for future enhancements. CCN#10 funded CCs listed within CCN#10 totaling \$558,791. Some of the Total One Times costs for CCs within CCN#10 were reduced for corresponding reduced work effort. Project CC within this SOW total \$1,443,424. The total remaining available funds from CCN#10 is \$77,785 as follows:

Table 5

Total Value of CCN#10 MCP and HMP SOW dated April 9, 2015	\$2,080,000.00
Total Value of MCP Enhancements within CCN#10	\$558,791.00
Value of MCP Enhancements within this FY16 SOW	\$1,443,424.00
Total Remaining Value from CCN#10 for future MCP Enhancements	\$77,785.00

In addition to the remaining value from CCN#10, shown above, an additional \$500,000 is being allocated for future SDLC system enhancements as approved by MCP and MDHHS to MAXIMUS systems by September 30, 2016. This is not a commitment from the State for future enhancements. All enhancements will follow a Project Charter approval or CC approval process. The total value of this SOW is as follows:

Table 6

FY16 SOW Table 1	\$343,917.00
FY16 SOW Table 2	\$696,072.00
FY16 SOW Table 3	\$403,435.00
Total value of FY16 SOW	\$1,443,424.00
Remaining Value From CCN10*	\$77,785.00
Add'l Future FY16 MCP Funding	\$500,000.00
Total Value of FY16 SOW	\$2,021,209.00

**ASSUMPTIONS:**

1. Projects will follow the standard SUITE SEM and PMM methodologies, where applicable.
2. Current hardware capacity is available to support the scope of releases. Future work may require additional hardware capacity and if necessary, will follow the established Project Change Control Request approval process.
3. System dependencies will be defined, validated, and accommodated to enable Release functionality.

**WORK and DELIVERABLES:**

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them.

**A. Preliminary Analysis (a.k.a. Impact Analysis)**

1. **Services:** The Contractor will perform preliminary analysis/impact analysis as requested and prioritized by the State. Impact Analysis for identified production defects shall be conducted at no additional cost to the State, and will be addressed by MAXIMUS using the existing, planned team resources. The Contractor will communicate to the DTMB Project Manager any concerns about these activities impacting established timelines. If necessary to protect established timelines, the State will determine and communicate work priority to the Contractor.
2. **Deliverables:** Impact Analysis results/response shall be provided consistent with a 48-hour objective for items deemed high priority and where practical. The Contractor

will perform preliminary analysis/impact analysis as requested and prioritized by the State. The Contractor will provide a written impact statement to the State, propose alternative solutions and describe impacts to costs, schedule, resources and other Medicaid system components for proposed work, as well as impact to work in progress. Impact analysis will primarily be conducted for proposed changes, new/altered business requirements, new projects and defects. For the purpose of this SOW, vendor is required to document in any Impact Analysis delivered, additional impact to any system components including hardware, software, interfaces, services, data, and databases.

**B. Changes to MAXIMUS Systems will utilize standard State of Michigan SEM and PMM methodologies for the following milestones:**

1. Initiation Stage Exit Review
2. Requirements Stage Exit Review
3. Design Stage Exit Review
4. Development Stage Exit Review
5. Test Stage Exit Review
6. Production Deployment Stage Exit Review

The criteria for evaluation is that all necessary project documentation has been created, are complete and appropriate. The content of the project artifacts has been approved by stakeholders and is in scope of the charter.

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of Custom Software Deliverables, will include the successful completion of State User Acceptance Testing (UAT) and completion of all prerequisite System Development Lifecycle (SDLC) tasks leading up to the completion of UAT.

**PAYMENT SCHEDULE:**

MAXIMUS will bill one-time prices on the invoice for the month in which MAXIMUS implements the tasks described in this Statement of Work.

The State of Michigan will pay a fixed cost for MCP enhancements approved by the MCP approval process. MAXIMUS may invoice for partial work completed and receive payment for Deliverables accepted by the State of Michigan as documented in the Deliverable Acceptance Document and as governed in the Primary contract:

<b>Deliverable</b>	<b>Payment Schedule</b>
Initiation and Planning	10%
Detailed Business and Technical Requirements	10%
Application Design	10%
Application Development	20%
Testing	20%
Implementation and Documentation	30%

Payment will be made on a deliverable basis and will occur in accordance with the State's standard payment procedure.



**PROJECT CONTACTS:**

The designated Agency Project Manager is:

Dan Ridge  
Michigan Department of Health and Human Services  
Medicaid Services Administration  
(517) 241-7556  
[Ridged1@michigan.gov](mailto:Ridged1@michigan.gov)

The designated DTMB Project Manager is:

Kimberly Kopsch Woods  
Michigan Department of Technology, Management and Budget  
Customer Service supporting Department of Health and Human Services,  
Medicaid Compliance Program  
(517) 284-7156  
[kopsch-woodsk@michigan.gov](mailto:kopsch-woodsk@michigan.gov)

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 4890  
 OR  
 525 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 11**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Maximus Health Services, Inc. 11419 Sunset Hills Road Reston VA 20190	Bruce Caswell	brucecaswell@maximux.com
	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
	703-251-8500	7682

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI		Kevin Dunn	(517) 335-5096	dunnk3@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Lance Kingsbury	(517) 284-7017	KingsburyL@michigan.gov

**CONTRACT SUMMARY**

<b>DESCRIPTION:</b> Enrollment Broker Services - DCH			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE (S) NOTED BELOW
April 01, 2011	March 31, 2017	1, 1 year	March 31, 2017
PAYMENT TERMS		DELIVERY TIMEFRAME	
N/A		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P Card: <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>MINIMUM DELIVERY REQUIREMENTS</b>			
N/A			

**DESCRIPTION OF CHANGE NOTICE**

EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXPIRATION DATE
<input type="checkbox"/>		<input type="checkbox"/>		
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$181,725,519.00			\$181,725,519.00	

**DESCRIPTION:**  
 Effective immediately, the following documents are hereby incorporated into this contract. All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement and DTMB Procurement approval.

**MAXIMUS STATEMENT OF WORK TO AMEND  
THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR CALL  
CENTER SERVICES**

Introduction

MAXIMUS is pleased to submit this Statement of Work (SOW) and associated prices, one-time and ongoing monthly set forth in Attachment A, for changes to the scope of work and deliverables in section 1.022 of the Michigan Enrollment Broker Services Contract (MI EBS) that are necessary to:

- transfer operation of the Beneficiary Helpline from the Michigan Department of Health and Human Services (MDHHS) to MAXIMUS
- upgrade the telephone system to accommodate Affordable Care Act (ACA) related calls
- reconfigure Interactive Voice Response (IVR) services
- complete facility expansions necessary as a result of the implementation of the ACA

This SOW is organized by Contract component. Only the subsections of section 1.022 involved in this change notice are included in this SOW. Tasks in sections not included in this change order will continue to be provided based on the approved contract, including approved change notices, as appropriate. The prices presented reflect this SOW and the information available and decisions made as of July 30, 2015.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration systems functionality or services that are not described in this SOW or in the Michigan Enrollment Broker Services contract, including approved change orders.

The following sections describe changes to the SOW in Section 1.022 of the MI EBS Contract involved in this change order.

**F. Beneficiary Helpline (1.022.A)**

At present, the Beneficiary Helpline (BH) toll-free telephone number, 1-800-642-3195, is owned by the state of Michigan (SOM). The Department of Technology, Management and Budget (DTMB) transfers calls to MAXIMUS via a local telephone line maintained by MAXIMUS. Pursuant to this change order, SOM will transfer ownership of the BH toll-free telephone number to MAXIMUS. The timetable for completing this transfer will be mutually agreed upon by the parties.

SOM has functionality to throttle or limit the total number of concurrent calls that DTMB transfers to MAXIMUS from the BH. MAXIMUS will implement a similar feature mutually agreed upon feature/throttle amount to coordinate available call center staff with call volumes.

SOM now transfers BH options 1 and 4 to MAXIMUS as well as callers who indicate they speak Spanish or Arabic. With this change of ownership, all calls to the BH toll-free telephone number will be handled by MAXIMUS. MAXIMUS will handle the additional options as follows:

- Option 2 - Callers will be instructed to phone their health plan or provider. Callers will have the option to return to the main menu.
- Option 3 – Callers will be transferred to a MDHHS Eligibility Quality Assurance queue that will play a static message.
- No Option Selected – Callers will hear a message directing callers to select an option. The IVR will transfer callers to a phone counselor after an agreed upon number of unsuccessful attempts.
- Invalid Option Selected – Callers will hear a message directing callers to select a valid option. The IVR will transfer callers to a phone counselor after an agreed upon number of unsuccessful attempts.
- Repeat Menu Option – Callers will hear the menu options repeated.

MAXIMUS will reconfigure existing IVR technology to efficiently route all telephone calls from the BH number to the appropriate destination as directed by MDHHS. Changes to the IVR are described and priced under section E below (1.022.I). MAXIMUS also will update its telephone system to be able to efficiently route calls, the nature of which has changed significantly as a result of the implementation of the ACA. Changes to the telephone system are described and priced under Section D below (1.022.A, 1.022.B, and 1.022.G).

Assuming operation of the BH is expected to increase the volume of calls handled by MAXIMUS. As a result, the current approved pricing tiers set forth in Attachment A to the Contract may not reflect the expected call volumes. The following chart sets forth the call volume tiers in Attachment A as revised (*in Italics*) to accommodate call volumes after MAXIMUS assumes operation of the BH from SOM.

**BENEFICIARY HELPLINE**

Call Tier	Monthly Call Volume
Base	Up to 56,000
Base plus 10%	56,001 to 61,600
Base plus 20%	61,601 to 67,200
Base plus 30%	67,201 to 72,800
Base plus 40%	72,801 to 78,400
Base plus 50%	78,401 to 84,000
Base plus 75%	84,001 to 98,000
Base plus 100%	98,001 to 112,000
Base plus 130%	112,001 to 128,800
Base plus 150%	12,801 to 140,000
<i>Base plus 175%</i>	<i>140,001 to 154,000</i>
<i>Base plus 200%</i>	<i>154,001 to 168,000</i>
<i>Base plus 225%</i>	<i>168,001 to 182,000</i>
<i>Base plus 250%</i>	<i>182,001 to 196,000</i>

Assuming operation of the BH will increase the price to provide these services because MAXIMUS will assume all costs associated with BH calls including long distance charges. These charges are not included in the current approved Attachment A. In addition, based on the facility expansions described in section C below (1.022.G), this change notice will result in additional space to increase the number of phone counselors located in the East Lansing facility. The Attachment A that accompanies this change notice includes these additional costs and pricing for the expanded tiers.

Assuming operation of the Beneficiary Helpline will not change the operation of the ACA call center (Michigan Healthcare Helpline) approved under Change Notice number 5.

Performance Standards

The following service level agreements (SLAs) set forth in section 1.071.C of the Contract apply to the services and tasks described in this section of the SOW.

1. Call Center Customer Service Standards– Section 1.071.C (a), 1 through 4
2. Call Center Desk Reference – Section 1.071.C (b)

**One-time Development Price:** \$0

**Ongoing Monthly Price:** See Attachment A. The pricing in section 1.022.A includes the prices associated with the upgraded telephone system, network, and the reconfigured IVR services described in sections D and E below in addition to the changes described above.

## **G. Health Plan Enrollment Information, Education and Assistance (1.022.B)**

Under the MI EBS Contract, MAXIMUS routes enrollment broker calls through the IVR described in section E below (1.022.I). As a result of this change notice, MAXIMUS will reconfigure all IVR functionality as described in section E below (1.022.I). MAXIMUS does not propose any other changes to enrollment broker services or tasks as part of this change notice.

**One-time Development Price:** \$0

**Ongoing Monthly Price:** See Attachment A. The pricing in section 1.022.B includes the prices associated with the upgraded telephone system and the reconfigured IVR services described in sections D and E below.

## **H. Health Care Program Administration (1.022.G)**

Under the MI EBS Contract, MAXIMUS provides space, equipment and support for co-located DHS staff as specified within section 1.022.G.a. This includes space used for Plan First case files. The implementation of the ACA changed MDHHS functions related to the Healthy Kids, MICHild and Plan First programs. As a result, SOM no longer needs co-located MDHHS staff in the MAXIMUS East Lansing facility. SOM is responsible for relocating DHHS staff to other SOM-owned or leased space. MAXIMUS will coordinate with MDHHS to either relocate the MDHHS Plan First files that currently are housed in the East Lansing facility to another location owned or leased by SOM or to destroy files in accordance with MDHHS policies. A separate change notice will address the conversion of the administration of the MICHild program from MAXIMUS to MDHHS. The facility changes described below include space currently used for MICHild program administration services.

The cumulative effect of the implementation of the ACA and other enrollment broker changes (such as MI Health Account and MI Health Link) since the MI EBS Contract was implemented in April 2011 has significantly changed the call characteristics and volumes (such as call length and routing). As a result, MAXIMUS facilities and telephone systems in East Lansing must be updated and expanded. Changes to the telephone system are described in Section D below.

MAXIMUS currently occupies space on both the first and second floors of the East Lansing facility. Facility changes included in this SOW follow.

- MAXIMUS will utilize space on the first floor of the East Lansing facility vacated by the co-located MDHHS staff to house phone counselors that provide call center services for the Beneficiary Helpline, Michigan ENROLLS (Health Plan Enrollment), MICHild, and the ACA Call Center (Michigan Health Care Helpline). Note: As part of Change Notice number 5, MAXIMUS began using a portion of the MDHHS space for the ACA Call Center that was implemented on October 1, 2013.
- MAXIMUS will lease additional space located on the second floor of the East Lansing facility (adjacent to space currently used for call center services) for phone counselors that provide call center services for the Beneficiary Helpline, Michigan ENROLLS (Health Plan Enrollment), MICHild, and the ACA Call Center (Michigan Health Care Helpline). This is separate from the space on the first floor currently used by co-located MDHHS staff.
- MAXIMUS will reconfigure existing call center, MICHild program administration, and support space in the East Lansing facility to increase the number of phone counselors in order to handle increased call volumes.

MAXIMUS may continue to maintain the capacity to provide call center services in other call center locations (e.g., Illinois) during or after the East Lansing facility expansions described above are implemented. If MAXIMUS uses other call center locations (e.g., IL) to provide call center services, MAXIMUS will utilize existing pricing in Attachment A for the IL site.

The existing MAXIMUS IVR provides callers with the option to check the status of MICHild premium payments. A separate change notice will address the conversion of the administration of the MICHild

program from MAXIMUS to MDHHS, including providing IVR services related to the premium processing services.

As proposed, this change notice will not increase the volume of MICHild-related calls.

**One-time Development Price for Facility Changes:** \$1,485,000.00

**Ongoing Monthly Price:** See Attachment A. The pricing in section 1.022.G.b.1 includes the prices associated with the reconfigured IVR services described in section E below. MAXIMUS will continue to bill the monthly price for the co-located MDHHS space (1.022.G.a) that will be used by MAXIMUS phone counselors as a result of this change notice because the price for that space is not included in the call center prices itemized in 1.022.A, 1.022.B, or 1.022.G.b.1. MAXIMUS will continue to bill the monthly price for Plan First services until the Plan First files have been relocated or destroyed.

#### **I. Call Telephone System (1.022.A, 1.022.B and 1.022.G)**

Under the MI EBS Contract, MAXIMUS provides a telephone system capable of handling calls for multiple program areas – Beneficiary Helpline, enrollment broker, MICHild, CSHCS, MIRx, Michigan Healthcare Helpline, and the ACA Phone Application Assistance Line. The cumulative effect of the implementation of the ACA and other enrollment broker changes since the MI EBS Contract was implemented has significantly changed call volumes, call lengths, and call routing. As a result, MAXIMUS facilities including the network and telephone systems in East Lansing must be updated and expanded. Changes to the facility are described in Section C above.

MAXIMUS will upgrade its telephone system to a CISCO Enterprise Platform. The upgraded system will provide the same capabilities as the existing system, including after-hours messages, TTY, voicemail and a fully functioning Automatic Call Distributor (ACD). In addition, the upgraded system will utilize Voice Over IP (VOIP) technology. With VOIP, calls will travel through the MAXIMUS private IP network and not through standard telephone lines, negating the need for additional T1s each time new or higher call volumes are expected. Additionally, MAXIMUS will upgrade its network to support the higher volumes and increased facility space.

**One-time Development Price:** \$1,765,000.00

**Ongoing Monthly Price:** See Attachment A. The pricing in sections 1.022.A, 1.022.B and 1.022.G.b.1 include the prices associated with the upgraded telephone system and network as well as the reconfigured IVR services described in sections D and E in addition to the changes described above and the expanded call volume tiers. MAXIMUS will bill the current approved Fifth Year Prices until the implementation is completed. For the month of implementation and thereafter, MAXIMUS will bill Fifth Year (Post Implementation) and Sixth Year Prices as applicable for the month and volume of services.

#### **J. Interactive Voice Response System (1.022.I)**

Under the MI EBS Contract, MAXIMUS operates an on-premise IVR to provide beneficiary eligibility and health plan enrollment information, and to provide MICHild members with the status of their premium payments. A separate change order will address the conversion of the administration of the MICHild program from MAXIMUS to MDHHS. That change order includes IVR services provided for MICHild premium processing services. Under Change Notice number 5, MAXIMUS operates a hosted IVR solution to handle calls received on the Michigan Healthcare Helpline toll-free number and the ACA phone application assistance toll-free number and to route those callers to several options. In addition, MDHHS has authorized MAXIMUS to modify the hosted IVR solution approved by Change Notice number 4 to allow transferring callers using the Michigan ENROLLS toll-free numbers to either the East Lansing, Michigan or Chicago, Illinois call centers.

As a result of this change notice, MAXIMUS will reconfigure IVR services for all toll-free numbers operated by MAXIMUS as listed below:

800-642-3195	Beneficiary Helpline
800-975-7630 & 888-367-6557	Michigan ENROLLS
888-988-6300	MICHild
855-789-5610 & 855-278-6815	Michigan Healthcare Helpline (ACA call center)
855-276-4627	ACA Phone Application Assistance
866-755-6479	MIRx
877-274-2737	CSHCS

This change notice will result in using consistent IVR functionality for all inbound callers. The reconfigured IVR solution will allow allocating and transferring some or all of the calls for each of the toll-free numbers to other MAXIMUS call center locations as necessary (subject to change order approval). The ongoing operational prices for reconfiguring IVR functionality are included in the call and enrollment transaction volume prices in Attachment A as revised by this change notice (1.022.A, 1.022.B, or 1.022.G.b.1).

Following implementation of the IVR changes, and with MDHHS approval, MAXIMUS will modify the IVR for changes requiring up to 80 hours of development. Changes within this threshold are categorized as follows:

- Category 1 – change scripting for existing options in English, Spanish, and Arabic
- Category 2 – change scripting for existing options, add new options to the existing menu tree, reorder existing options, in English, Spanish and Arabic
- Category 3 – change the existing menu tree, add new options to the existing menu tree, change scripting for existing options, update to support new segment of caller, in English, Spanish and Arabic

MAXIMUS will submit a revised SOW and pricing with proposed changes that exceed this threshold. All IVR messaging will be submitted to MDHHS for review and approval prior to implementation.

**One-time Development Price:** \$104,000.00

**Ongoing Monthly Price:** See Attachment A. New IVR operating prices are included in the prices in sections 1.022.A, 1.022.B and 1.022.G.b.1

**Unit Price to Change IVR Services** (post implementation):

- Category 1: \$1,830.00
- Category 2: \$6,335.00
- Category 3: \$15,200.00

#### **K. Reports (1.042)**

MAXIMUS will modify existing enrollment broker reports as necessary to reflect any changes in telephone calls handled by MAXIMUS as a result of this change notice. MAXIMUS will work with MDHHS to develop new reports, if necessary.

**One-time Development Price:** \$0.00

**Ongoing Monthly Price:** \$0.00

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Fifth Year Price (Post Implementation)	Sixth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,944,738	a) \$3,944,738
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$4,098,485	b) \$4,098,485
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$4,358,736	c) \$4,358,736
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,659,450	d) \$4,659,450
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$5,041,711	e) \$5,041,711
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$5,408,192	f) \$5,408,192



	g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$6,327,347	g) \$6,327,347
	h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$7,223,018	h) \$7,223,018
	i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$8,318,556	i) \$8,318,556
	j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$9,092,577	j) \$9,092,577
	k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	k) \$9,904,988	k) \$9,904,988
	l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	l) \$10,700,884	l) \$10,700,884
	m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	m) \$11,480,517	m) \$11,480,517
	n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	\$ -	\$ -	\$ -	\$ -	\$ -	n) \$12,244,136	n) \$12,244,136

Beneficiary Helpline(includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,792,742	a) \$5,792,742
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$6,134,281	b) \$6,134,281
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,583,136	c) \$6,583,136
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$7,009,161	d) \$7,009,161
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$7,639,155	e) \$7,639,155
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$8,190,849	f) \$8,190,849
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$9,541,574	g) \$9,541,574

		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,869,258	h) \$10,869,258
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$12,583,326	i) \$12,583,326
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$13,726,999	j) \$13,726,999
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$14,952,821	k) \$14,952,821
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$16,153,578	l) \$16,153,578
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$17,329,652	m) \$17,329,652
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$18,481,421	n) \$18,481,421
Beneficiary Helpline(includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$7,987,813	a) \$7,987,813

AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL								
b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$8,456,352	b) \$8,456,352	
c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$9,158,632	c) \$9,158,632	
d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,838,679	d) \$9,838,679	
e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$10,656,632	e) \$10,656,632	
f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$11,459,250	f) \$11,459,250	
g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$13,313,138	g) \$13,313,138	
h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$15,206,417	h) \$15,206,417	

		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$17,548,268	i) \$17,548,268
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$19,068,978	j) \$19,068,978
		k) Fixed price for monthly call volume at least 175% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	k) \$20,772,225	k) \$20,772,225
		l) Fixed price for monthly call volume at least 200% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	l) \$22,440,703	l) \$22,440,703
		m) Fixed price for monthly call volume at least 225% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	m) \$24,074,943	m) \$24,074,943
		n) Fixed price for monthly call volume at least 250% greater than 56,000, including all related sub-tasks	NA	NA	NA	NA	NA	n) \$25,675,468	n) \$25,675,468
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935

Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135	\$ 53,135
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,588,719	a) \$4,588,719
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,697,904	b) \$4,697,904

c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,879,556	c) \$4,879,556
d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$5,088,442	d) \$5,088,442
e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,417,374	e) \$5,417,374
f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,666,618	f) \$5,666,618
g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,928,301	g) \$5,908,906

	h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$6,200,468	h) \$6,200,468
	i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$6,483,577	i) \$6,483,577
	j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,778,104	j) \$6,778,104
	k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$7,084,544	k) \$7,084,544
	l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$7,403,417	l) \$7,403,417



Health Plan Enrollment Information, Education and Assistance	1.022.B	a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$5,281,730	a) \$5,281,730
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,470,320	b) \$5,470,320
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,730,886	c) \$5,730,886
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$5,987,090	d) \$5,987,090
		e2) Fixed price for monthly enrollment information, education and assistance volume	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,492,843	e) \$6,492,843

at least 40% greater than 70,000 transactions, including all related sub-tasks f2) Fixed price for monthly enrollment information, education and assistance volume	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,883,496	f) \$6,883,496
at least 50% greater than 70,000 transactions, including all related sub-tasks g2) Fixed price for monthly enrollment information, education and assistance volume	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$7,275,567	g) \$7,275,567
at least 75% greater than 70,000 transactions, including all related sub-tasks h2) Fixed price for monthly enrollment information, education and assistance volume	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,678,984	h) \$7,678,984
at least 100% greater than 70,000 transactions, including all related sub-tasks i2) Fixed price for monthly enrollment information, education and assistance volume			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$8,111,601	i) \$8,111,601
at least 125% greater than 70,000 transactions, including all related sub-tasks j2) Fixed price for monthly enrollment information, education and assistance volume			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$8,556,819	j) \$8,556,819

		at least 150% greater than 70,000 transactions, including all related sub-tasks k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552  l) \$8,519,317	k) \$8,211,729  l) \$8,649,053	k) \$8,334,906  l) \$8,778,790	k) \$9,034,467  l) \$9,526,110	k) \$9,034,467  l) \$9,526,110
Health Plan Enrollment Information, Education and Assistance	1.022.B	a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT CALL  b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA  NA	NA  NA	a) \$5,510,253  b) \$5,750,605	a) \$5,553,614  b) \$5,799,736	a) \$5,596,974  b) \$5,848,868	a) \$5,966,002  b) \$6,242,326	a) \$5,966,002  b) \$6,242,326

	c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,590,138	c) \$6,590,138
	d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,933,795	d) \$6,933,795
	e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,560,356	e) \$7,560,356
	f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$8,036,911	f) \$8,036,911
	g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$8,570,942	g) \$8,570,942

<p>h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks</p> <p>i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks</p> <p>j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks</p> <p>k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks</p> <p>l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks</p>	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$9,116,211	h) \$9,116,211
			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,714,422	i) \$9,714,422
			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$10,325,320	j) \$10,325,320
			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$10,995,980	k) \$10,995,980
			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$11,680,963	l) \$11,680,963

Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274	\$ 2,018,274

Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616	\$ 2,157,616
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727	\$ 2,298,727
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506	\$ 2,651,506
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285	\$ 3,004,285
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610	\$ 3,405,610

Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267	\$ 3,755,267
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176	\$ 4,099,176
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337	\$ 4,437,337
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749	\$ 4,769,749
Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412	\$ 5,096,412



		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings		\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326	\$ 5,417,326
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings		\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492	\$ 5,732,492
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings		\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings		\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings		\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498	\$ 6,643,498

		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156	\$ 6,993,156
Mailing Services UNIT PRICING	1.022.D	Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of October 1, 2013 Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944	\$ 1,491,944
			NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984	\$ 1,598,984
			NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023	\$ 1,706,023

		mandatory beneficiaries as of October 1, 2013							
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of October 1, 2013	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063	\$ 1,813,063
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MICHild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for <b>monthly call volume</b> up to 14,500, including all related sub-tasks <b>BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES</b>	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$634,725	b1.1) \$634,725

	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$673,481	b1.2) \$673,481
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$736,984	b1.3) \$736,984
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$810,508	b1.4) \$810,508
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$865,145	b1.5) \$865,145
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$1,073,166	b1.6) \$1,073,166
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,216,266	b1.7) \$1,216,266
	<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$892,512	b1.1) \$892,512

	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$963,537	b1.2) \$963,537
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$1,059,150	b1.3) \$1,059,150
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,132,865	b1.4) \$1,132,865
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,251,521	b1.5) \$1,251,521
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,524,406	b1.6) \$1,524,406
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,763,873	b1.7) \$1,763,873
	<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$1,057,756	b1.1) \$1,057,756

	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,161,168	b1.2) \$1,161,168
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,288,977	b1.3) \$1,288,977
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,395,085	b1.4) \$1,395,085
	b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,482,721	b1.5) \$1,482,721
	b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,853,168	b1.6) \$1,853,168
	b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$2,125,890	b1.7) \$2,125,890
	b2) Fixed price for <b>all other enrollment related</b> sub-tasks – bidder should also include volume tiers or other quantity measures for pricing							
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669	b2.1) \$1,414,669

	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082	b2.2) \$1,463,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060	b2.3) \$1,561,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037	b2.4) \$1,659,037
	b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185	b2.5) \$1,749,185
	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328	b2.6) \$1,833,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326	b2.7) \$2,123,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285	b2.8) \$2,394,285
	b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614	b2.9) \$2,645,614
	b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384	b2.10) \$2,879,384
	<b>b2) \$120,000 has been added annually to each remaining contract year for ACA</b>							

	<b>Interface Management</b>								
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669	b2.1) \$1,534,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082	b2.2) \$1,583,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060	b2.3) \$1,681,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037	b2.4) \$1,779,037
	b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185	b2.5) \$1,869,185
	b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328	b2.6) \$1,953,328
	b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326	b2.7) \$2,243,326
	b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285	b2.8) \$2,514,285
	b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614	b2.9) \$2,765,614
	b2.10) Fixed price for Enrollments monthly	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384	b2.10) \$2,999,384



		volumes at least 150% greater than 12,600							
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</b>							
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185	b2.5) \$1,989,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328	b2.6) \$2,073,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326	b2.7) \$2,363,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285	b2.8) \$2,634,285

		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614	b2.9) \$2,885,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384	b2.10) \$3,119,384
		<b>b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research</b>							
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185	b2.5) \$2,109,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328	b2.6) \$2,193,328

		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600 b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600 b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600 b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA  NA  NA  NA	NA  NA  NA	b2.7) \$2,356,763  b2.8) \$2,611,368  b2.9) \$2,849,655  b2.10) \$3,154,220	b2.7) \$2,419,217  b2.8) \$2,681,875  b2.9) \$2,926,596  b2.10) \$3,154,220	b2.7) \$2,483,326  b2.8) \$2,754,285  b2.9) \$3,005,614  b2.10) \$3,239,384	b2.7) \$2,483,326  b2.8) \$2,754,285  b2.9) \$3,005,614  b2.10) \$3,239,384	b2.7) \$2,483,326  b2.8) \$2,754,285  b2.9) \$3,005,614  b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks Fixed price for MIChild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks  Fixed price for MIChild Mailings monthly volumes at least 20% greater than 12,800	e) \$181,333  e.1) \$190,072  e.2) \$208,174	e) \$185,143  e.1) \$194,562  e.2) \$213,091	e) \$186,011  e.1) \$195,568  e.2) \$214,813	e) \$187,837  e.1) \$197,555  e.2) \$216,370	e) \$192,728  e.1) \$202,045  e.2) \$221,287	e) \$192,728  e.1) \$202,045  e.2) \$221,287	e) \$192,728  e.1) \$202,045  e.2) \$221,287

	including all related sub-tasks							
	Fixed price for MIChild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
	Fixed price for MIChild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$246,302	e.3) \$253,999	e.3) \$259,772	e.3) \$259,772	e.3) \$259,772
	Fixed price for MIChild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$264,547	e.3) \$272,814	e.3) \$279,014	e.3) \$279,014	e.3) \$279,014
	Fixed price for MIChild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$297,387	e.3) \$306,680	e.3) \$313,650	e.3) \$313,650	e.3) \$313,650
	Fixed price for MIChild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$342,999	e.3) \$353,717	e.3) \$361,756	e.3) \$361,756	e.3) \$361,756
	ACA Missing	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54

		Information Letter PRICE PER MAILING ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$1.18	\$ 1.21	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150	\$7,150
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$77,934	\$77,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$81,649	\$81,649
h) MI Health Link (Integrated Care)	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133	\$1,133

Record Retention									
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$354,056	a) \$354,056
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$356,690	b) \$356,690
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$364,346	c) \$364,346
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$372,002	d) \$372,002

Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	a) \$3,023	a) \$3,023
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	b) \$3,138	b) \$3,138
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	c) \$3,594	c) \$3,594
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
		c) UNIT PRICE per card for annual card volumes that exceed 517,000 (Change Notice No. 4)				c) \$1.33	c) \$1.33	c) \$1.33	c) \$1.33
Health Risk Assessment or MI	1.022.Q	Call Center Completed Survey PRICE PER	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104	\$3.104

Health Link / Integrated Care Initial Screening		SURVEY							
		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216	\$0.216



STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 525 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 10**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Maximus Health Services, Inc.  11419 Sunset Hills Road Reston, VA 20190	Bruce L. Caswell	brucecaswell@maximus.com
	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
	(703) 251-8500	-7682

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DCH	Kevin Dunn	(517) 335-5096	Dunnk3@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Lance Kingsbury	(517) 284-7017	kingsburyl@michigan.gov

<b>CONTRACT SUMMARY</b>			
<b>DESCRIPTION: Enrollment Broker Services – Department of Community Health</b>			
<u>INITIAL EFFECTIVE DATE</u>	<u>INITIAL EXPIRATION DATE</u>	<u>INITIAL AVAILABLE OPTIONS</u>	<u>EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW</u>
April 1, 2011	March 31, 2017	1, one year	March 31, 2017
PAYMENT TERMS	F.O.B.	SHIPPED TO	
N/A	N/A	N/A	
<u>ALTERNATE PAYMENT OPTIONS</u>			<u>EXTENDED PURCHASING</u>
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

<b>DESCRIPTION OF CHANGE NOTICE</b>				
<u>EXTEND CONTRACT EXPIRATION DATE</u>	<u>EXERCISE CONTRACT OPTION YEAR(S)</u>	<u>EXTENSION BEYOND CONTRACT OPTION YEARS</u>	<u>LENGTH OF EXTENSION/OPTION</u>	<u>EXPIRATION DATE AFTER CHANGE</u>
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE		
\$181,725,519.00	\$0.00	\$181,725,519.00		

**DESCRIPTION:**  
 Effective immediately, the attached language is hereby incorporated into the contract. All other terms, conditions, pricing and specifications remain the same. Per contractor and agency agreement and the approval of DTMB Procurement.

**MAXIMUS STATEMENT OF WORK TO AMEND THE  
MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215  
FOR MEDICAID COMPLIANCE PROJECT (MCP) AND HEALTHY MICHIGAN PLAN SYSTEM  
CHANGES**

**Introduction**

MAXIMUS is pleased to submit this Statement of Work (SOW) and associated prices for system changes as a result of MI Health Account and Affordable Care Act (ACA) requirements. Pricing and scope of the change controls are based on information and decisions made as of April 9, 2015. Any changes to the pricing by MAXIMUS will follow the Project Change Request process.

**Work and Deliverables**

During the development and use of the various MAXIMUS systems approved to implement MI Health Account and ACA requirements, additional enhancements may be identified by the State of Michigan (SOM) to MAXIMUS systems as approved in the Michigan Enrollment Broker Services (MI EBS) contract change orders. MAXIMUS will develop and implement enhancements based on SOM/Michigan Department of Health and Human Services (MDHHS) direction. "Enhancements" include any modification (e.g. work request, change request) to MAXIMUS Systems as part of any release activity ("releases") identified by the SOM.

**A. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems**

The following list identifies the enhancements approved or pending approval by the MCP. MAXIMUS will implement each based on SOM/DCH direction.

CHANGE REQUEST	DESCRIPTION	ONE TIME COST	SYSTEM/PROJECT
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CHANGE REQUEST	DESCRIPTION	ONE TIME COST	SYSTEM/PROJECT
1125	<p><b>Updating Income Types</b></p> <ul style="list-style-type: none"> <li>Income types which are excluded per Modified Adjusted Gross Income (MAGI) are being incorrectly counted because they are being sent in the Account Transfer as "other income".</li> <li>Michigan specific Income types to be displayed in the MAGI viewer. In the Account Transfer (AT), the MI income code value will be provided, however, MAXIMUS can use the text value from the income description column to display the MI Specific income types in the MAGI Viewer</li> <li>MAXIMUS will display both MAGI and non-MAGI Income types in the viewer</li> </ul>	\$19,538.00	<p><b>MCP</b> MAXStar, MAGI Viewer</p>
1164	<p><b>Parent Eligible for Medical Coverage</b></p> <ul style="list-style-type: none"> <li>Parents eligible for medical coverage are denied if not applying for children/children have coverage.</li> <li>Parents are being denied coverage when applying with children on the application who already have coverage and the application does not request coverage for the children.</li> <li>MAXIMUS to update the Insurance block to send Non-Employer-Sponsored Insurance (ESI) accurately.</li> <li>MAGI Viewer to display referral activity accurately.</li> </ul>	\$29,928.00	<p><b>MCP</b> MAXStar, MAGI Viewer, Data Collection Tool (DCT)</p>

CHANGE REQUEST	DESCRIPTION	ONE TIME COST	SYSTEM/PROJECT
1222	<p><b>MI Health Account Quarterly Statement changes</b></p> <ul style="list-style-type: none"> <li>MAXIMUS Oracle Financial Application (OFA) to reflect the following from a visual and language perspective the Quarterly Statement needs to read more as document to engage the beneficiary and educate them regarding their healthy behaviors and the impact of those on their account balances.</li> <li>Additional Fraud Language needs to be added.</li> <li>The maximum contribution amount a beneficiary group will be charged needs to be added.</li> <li>The Contribution Calculation Modification change request needs to be taken in to consideration regarding how the contribution will be reflected on these individual based statements.</li> <li>Representation of the first dollar amount aka "donut hole" of \$1,000 needs to be included on the statement and reflected as a balance on the individual beneficiary account. This needs to be reflected even on those beneficiaries under 100.01% Federal Poverty Level (FPL) and/or who have no income.</li> </ul>	\$39,181.00	MI Health Account OFA
1317	<p><b>State to Federal Facilitated Marketplace (FFM) Pending for MiChild</b></p> <ul style="list-style-type: none"> <li>MAXIMUS will exclude AT's that pend for invalid relationships and same sex marriage as Bridges will work these pends. These ATs will not be ingested into MAXSTAR/MiChild</li> <li>For AT's that originate from the FFM and exception out, MAXIMUS will re-key the app using the Data Collection Tool (DCT) and resubmit to the SOM Hub for a determination. This AT must clearly denote that the application originated at the FFM.</li> </ul>	\$18,120.00	MCP MAXStar, MAGI Viewer, DCT
1344	<p><b>ESI Block</b></p> <ul style="list-style-type: none"> <li>MAGI engine reads employer insurance as comprehensive and denies instead approve with follow up flag. MAXIMUS systems will send ESI vs. Non ESI information appropriately in the AT.</li> </ul>	\$14,229.00	MCP MAXStar, DCT

<b>CHANGE REQUEST</b>	<b>DESCRIPTION</b>	<b>ONE TIME COST</b>	<b>SYSTEM/PROJECT</b>
<b>1435</b>	<b>MI Health Account Outstanding Cost Sharing</b> <ul style="list-style-type: none"> <li>Calculate at Group or Individual for Cost Sharing also known as the Temporary Solution.</li> </ul>	<b>\$32,281.00</b>	<b>MI Health Account (OFA)</b>
<b>1752</b>	<b>Garnishment expanded scope</b> <ul style="list-style-type: none"> <li>Feedback/Input Files</li> <li>New interface (103.14), Payment Dispute process</li> </ul>	<b>\$74,578.00</b>	<b>Healthy Michigan Plan (HMP) Cost Sharing (Garnishments)</b> MI Health Account OFA
<b>1757</b>	<b>New Date Fields</b> <ul style="list-style-type: none"> <li>CHAMPS to send the following 2 data elements and Maximus to ingest the 2 new data elements via the 1039.01. <ol style="list-style-type: none"> <li>Cost Share Met Flag Begin Date</li> <li>Cost Share Met Flag End Date</li> </ol> </li> </ul>	<b>\$31,412.00</b>	<b>MI Health Account and MCP OFA</b>
<b>1775</b>	<b>Modify existing MIHA Contribution Calculation</b> <ul style="list-style-type: none"> <li>Keep both the temporary and long term solution for calculating monthly contribution amounts at the Family level.</li> <li>Proposal to modify current contribution calculation to business rules vs. created look up FPL table.</li> <li>Proposal to modify temporary solution to only appear when the data needed is not in place. Not remove solution.</li> </ul>	<b>\$19,657.00</b>	<b>MI Health Account OFA</b>
<b>1790</b>	<b>Require Presumptive Eligibility (PE) application to pass Referral blocks</b> <ul style="list-style-type: none"> <li>Current requirements for PE do not require a Referral block to be sent for the PE Applicant. Both Bridges and MAGI expect to the referral block to be present and it causes an exception in the MAGI when the referral block is missing.</li> <li>The change request is to remove the requirement from PE and have the referral block added to the PE requests.</li> </ul>	<b>\$11,652.00</b>	<b>MCP</b> MAX Presumptive Eligibility (PE)
<b>1878</b>	<b>Cost Sharing Modifications for R6B</b> <ul style="list-style-type: none"> <li>Ingest the FPL Percentage to include two decimal places.</li> <li>Ingest the new data elements in 1039.01 file</li> <li>Modify MAGI Viewer to display new and updated AT data elements as defined in CC1308/1419.</li> </ul>	<b>\$8,320.00</b>	<b>MCP</b> MAXStar, MAGI Viewer

CHANGE REQUEST	DESCRIPTION	ONE TIME COST	SYSTEM/PROJECT
1879	<b>5% Cost Share</b> <ul style="list-style-type: none"> <li>Only portion of 1308/1419 was completed by MAXIMUS in R6B. Other remaining items are dependent on Community Health Automated Medicaid Processing System (CHAMPS) upcoming release schedules (5.3 and 5.4).</li> <li>MAXIMUS will need to ingest the FPL Percentage to include two decimal places.</li> <li>MAXIMUS MAGI Viewer will need to display family information sent via the AT.</li> <li>MAXIMUS will need to ingest the Group ID, the benefit plan of each individual in the group, group income, 5% cost share cap dollar amount and 5% cap met/reached flag MAXIMUS will continue to send payments made to CHAMPS.</li> </ul>	\$183,301.00	MI Health Account MAXStar, MAGI Viewer, OFA
1471/1859	<b>MAXIMUS Systems Security Validation</b> <ul style="list-style-type: none"> <li>Validation of security requirements is a commitment that was provided to Centers for Medicare and Medicaid Services (CMS) in gaining the original Authority To Connect (ATC) with the FFM</li> <li>Multiple MAXIMUS systems affected and validation performed as part of R6B testing.</li> </ul>	\$88,785.00	MCP MAXStar, MAGI Viewer, Presumptive Eligibility (PE), MI Enrolls Portal, Quality Assurance (QA) Check, MI Health Portal, OFA
	<b>Total</b>	<b>\$570,982.00</b>	

**B. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems for Release 6C - Lawsuits (R6C) and other Proposed Changes**

The following list identifies the enhancements included within R6C:

CHANGE REQUEST	DESCRIPTION
1620	<b>Refresh MAGI and non-MAGI Beneficiaries to Support Cost Sharing Go Live</b> <ul style="list-style-type: none"> <li>Ingest multiple waves of updated records from existing beneficiaries to include the data elements requested as part of 1308/1419 R6B Release.</li> </ul>
1667	<b>2200 Cases not included in Current Medicaid Emergency Service Only (ESO) Reprocessing Effort</b>
1679	<b>Reprocess potential Transitional Medical Assistance/Special Needs Support (TMA/SNS) Population after R6 March Go Live</b> <ul style="list-style-type: none"> <li>Identify the population of individuals who may be impacted by TMA/SNS not being implemented in MCP.</li> <li>Identify the impacted population, determine a technical solution to reprocess them and execute on the plan.</li> <li>Analysis and design only.</li> </ul>
1680	<b>Reprocess Remaining 4,000 Beneficiaries</b>

CHANGE REQUEST	DESCRIPTION
	<ul style="list-style-type: none"> <li>Determine the approach and implement a solution to inform the remaining 4,000 ESO Beneficiaries that were not able to be processed during the ESO reprocessing activity that occurred post-R5.</li> </ul>
<b>1684</b>	<b>Retroactive Medical Expenses</b> <ul style="list-style-type: none"> <li>Create a process/solution that would allow approval of retroactive Medical Expenses as indicated on the application.</li> <li>This is a onetime change to address applicants who were impacted prior to Retro going live on October 25th.</li> </ul>
<b>1701</b>	<b>MAGI Short Term Fix for MiCHILD pends</b>

MAXIMUS has determined these items do not have a development impact or require systems changes, but may require testing support. If testing support is required, MAXIMUS will support testing, including user acceptance testing of integrated components, performance testing, project level and program level testing. MAXIMUS and SOM will work together to determine onsite testing support requirements in advance to allow for resource planning. These services are provided at no additional cost to the State of Michigan.

For any additional work, a change request will be created and managed through the established change control process.

### C. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems

This SOW includes a total of \$2,080,000.00 that is available for MCP enhancements, which includes enhancements listed in Section A and B and future enhancements as approved by MCP and DHHS to MAXIMUS systems by September 30, 2015. This is not a commitment from the State for future enhancements. All enhancements will follow a Project Charter approval or Project Change Request approval process.

MAXIMUS systems, as defined by this SOW, include: MAXStar, MAGI Viewer, Data Collection Tool, Presumptive Eligibility, MI Enrolls Portal, QA Check, MI Health Account Oracle Financials Application, and MI Health Account Portal.

### Payment Terms

#### **One-time Development / Implementation Prices:**

MAXIMUS will bill one-time prices on the invoice for the month in which MAXIMUS implements the tasks described in this Statement of Work.

The State of Michigan will pay a fixed cost for MCP enhancements approved by the MCP approval process. MAXIMUS may invoice for partial work completed and receive payment for Deliverables accepted by the State of Michigan as governed in the Primary Contract:

Deliverable	Payment Schedule
Initiation and Planning	10%
Detailed Business and Technical Requirements	10%
Application Design	10%
Application Development	20%
Testing	20%
Implementation and Documentation	30%

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of Custom Software Deliverables, will include the successful completion of State User Acceptance Testing (UAT) and completion of all prerequisite System Development Lifecycle (SDLC) tasks leading up to the completion of UAT.

Payment will be made on a deliverable basis and will occur in accordance with the State's standard payment procedure.



STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 9**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Kevin Dunn	517-335-5096	Dunnk3@michigan.gov
BUYER	DTMB	Lance Kingsbury	517-284-7017	kingsburyl@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Enrollment Broker Services – Department of Community Health			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$12,472,00.00		\$181,725,519.00		

This contract is hereby increased by \$12,472,000.00 and the following documents are incorporated. All other terms, conditions, specifications, and pricing remain the same. Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on October 28, 2014.

## CHANGE NOTICE NO. 9 FOR

### MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215 FOR OPERATIONAL AND SYSTEMS CHANGES FOR THE MI HEALTH LINK (INTEGRATED CARE DEMONSTRATION) PROJECT

Revised September 29, 2014

#### Introduction

In response to a request from the Michigan Department of Community Health (DCH), MAXIMUS is pleased to submit a proposed statement of work (SOW) and estimated (not final) prices for this SOW for changes to the services and tasks set forth in the Michigan Enrollment Broker Services contract (MI EBS) that are necessary to implement the three-year Integrated Care Demonstration (ICD) Project, known as the MI Health Link (MHL) project, for an estimated 110,000 beneficiaries in the four demonstration regions comprising 25 counties. Attachment A provides the counties in each of the four regions.

MAXIMUS has provided DCH with a list of information needed about the operational processes, mailings and systems changes to finalize this SOW and pricing. MAXIMUS will provide a final SOW and pricing after DCH provides this information. The ability of MAXIMUS to complete the various tasks described in this SOW is dependent on when DCH provides required information.

MAXIMUS will implement enrollment activities, including mailings, as follow:

- Southwest and Upper Peninsula Regions
  - Voluntary beneficiaries for an enrollment effective date of January 1, 2015
  - Passive enrollments for an effective date of April 1, 2015
- Macomb and Wayne Regions
  - Voluntary beneficiaries for an enrollment effective date of May 1, 2015
  - Passive enrollments for an effective date of July 1, 2015

DCH will provide:

- The date on which beneficiaries will stop being enrolled in Medicaid/Medicare Managed Care Plans (MMC) for the MHL / ICD project implementation
- Which beneficiaries will continue to be enrolled in MMC plans after MHL / ICD implementation

In the event, DCH decides to extend the term of the MHL / ICD project beyond three years and/or expand the MHL / ICD project to include additional regions and counties, MAXIMUS will provide DCH with a revised SOW and pricing.

MAXIMUS is not responsible for systems functionality or services that are not described in this statement of work or in the Michigan Enrollment Broker Services contract including approved change orders. This SOW and estimated prices do not include changes related to implementing the Affordable Care Act (ACA) or the Healthy Michigan Plan (HMP) in Michigan, unless specifically cross-referenced.

#### Enrollment Broker Services & Tasks

The following sections describe MAXIMUS assumptions, tasks and changes related to the implementation of the MHL / ICD Project for each of the MI EBS contract requirements set forth in Section 1.022.

#### **D. Beneficiary Helpline (MI EBS Contract Section 1.022.A)**

As defined as of the date of this SOW, implementation of the MI Health Link Project is not projected to increase the number of Beneficiary Helpline calls or the average call length.

**One time Price:** \$0

**Ongoing Monthly Price:** \$0

#### **E. Medicaid Enrollments (MI EBS Contract Sections 1.022.B)**

1. MHL / ICD beneficiaries will enroll in an Integrated Care Organization (ICO) using one of the following methods:
  - a. Contact the Michigan ENROLLS toll-free number and enroll with the assistance of a Customer Service Representative
  - b. Complete and return to Michigan ENROLLS the mail-in enrollment form

2. During the implementation period, MAXIMUS will process the following estimated number of enrollment/disenrollment transactions:
  - a. Southwest and Upper Peninsula Region (Wave 1)
    - i. 24,000 passive transactions
    - ii. 200 voluntary transactions
    - iii. 500 opt-out transactions
  - b. Macomb and Wayne Region (Wave 2)
    - i. 78,000 passive transactions
    - ii. 600 voluntary transactions
    - iii. 1,600 opt-out transactions
3. Following implementation of both Wave 1 and Wave 2 voluntary and passive enrollments described above, MAXIMUS projects an estimated total of 1,000 enrollment / disenrollment transactions per month for the MHL / ICD Dual beneficiaries. This count does not include enrollment / disenrollment transactions per month for Medicaid, Children's Special Health Care Services, Medicare dual enrollments in non-MHL / ICD counties, or HMP enrollments.
4. Implementation of the MHL / ICD project will increase the average call length up to four minutes for enrollment calls.
5. MAXIMUS will update beneficiary records with an opt-out flag for beneficiaries that request an opt-out prior to an enrollment. MAXIMUS will process enrollment and disenrollment transactions when the following occur:
  - a. A disenrollment will be created when an address change requires a new Integrated Care Organization (ICO) or Medicaid fee-for-service.
  - b. A disenrollment and new plan enrollment (change) will be processed when an MHL / ICD Dual beneficiary requests a change, either through the call center or on the interface file from Infocrossing.
  - c. A disenrollment will be created when an MHL / ICD beneficiary requests to opt-out of the demonstration.
  - d. An enrollment will be created when an MHL / ICD beneficiary requests to enroll with an ICO.
6. Health Risk Assessment  
 If directed by DCH, MAXIMUS will conduct a health risk assessment (HRA) of MHL / ICD beneficiaries as described below:
  - a. After completing the enrollment and education in the call center, conduct a Health Risk Assessment (HRA) survey for eligible MHL / ICD beneficiaries based on one of the two options presented in 6.i. below.
    - i. All newly eligible MHL / ICD beneficiaries on the same case will be surveyed.
  - b. MHL / ICD beneficiaries on a case enrolled in a health plan or who are changing plans within the first 90 days of enrollment and that were surveyed within 90 days of their enrollment will not be resurveyed. Customer Services Representatives will not ask the callers the survey questions.
  - c. Use DCH-approved survey questions specific to MHL / ICD beneficiaries. For purposes of pricing this survey for MHL / ICD beneficiaries, the HRA will contain up to 12 questions with multiple choice responses and includes some questions that are conditional based on responses provided.
  - d. Record the survey results for each beneficiary in the enrollment broker system, or record that the beneficiary refused to complete the survey.
  - e. The enrollment broker system will alert Customer Services Representatives which beneficiaries have received an enrollment letter within 90 days of the enrollment call. The enrollment broker system will display information to the call center such as the date the survey was completed and if newly eligible beneficiaries (including re-enrollments with a gap in coverage more than three months) have not completed a survey within 12 months of the enrollment call.
  - f. Transmit the survey results to the health plans and/or DCH. A survey case record is the survey results for one or more beneficiaries on the same case. MAXIMUS and DCH will work together to determine the method for transferring the files to the plans and / or DCH.
  - g. Resend survey case records (excluding refusals) if a beneficiary changes plans within the first 90 days. The call center will not re-survey beneficiaries who change plans within 90 days. Resent surveys will contain the same responses as provided during the initial enrollment call.

- h. Submit a monthly report to DCH with the number of surveys completed by type (e.g., completed and refused). The monthly Michigan ENROLLS executive report will provide information about call length.
- i. Options for conducting an HRA following an enrollment include:
  - i. Call Center counselors will ask the caller the survey questions.
  - ii. Call Center counselors will transfer an MHL / ICD beneficiary to an automated survey (similar to the current customer satisfaction survey process) that asks the survey questions.

**One time Price:** Included in Section L

**Ongoing Monthly Price:** Attachment A, Section 1.022.B (no change)

**Unit price per Health Risk Assessment Survey:** Attachment A, Section 1.022.Q (no change)

**F. Enrollment Broker Auto / Passive Assignments (MI EBS Contract Section 1.022.C)**

MAXIMUS will implement the following methodology to passively enroll Medicaid / Medicare Duals (MHL / ICD Duals) into an Integrated Care Organization. MAXIMUS will process passive enrollments, as defined by DCH, on a monthly basis for MHL / ICD Dual beneficiaries that will have quarterly effective dates (i.e., January 1, April 1, July 1, and October 1).

1. Evenly distribute the number of beneficiaries to be passively enrolled into each of the ICOs available in the beneficiary's county of residence. For example, if three beneficiaries need to be passively enrolled and the county has three plans accepting enrollments, each plan will get one passive enrollment.
2. Exceptions to this follow:
  - a. If an MHL / ICD dual beneficiary is enrolled in a Medicare plan that matches a Medicaid ICO, passively enroll the beneficiary into the matching plan.
  - b. Beneficiaries on the same case will be passively enrolled into the same ICO after the 60-day and 30-day passive enrollment letters have been sent.

While the ICO Dual assignment methodology is different from the Medicaid and CSHCS auto assignment methodologies, DCH will not change the current auto assignment structure (3 rankings) as a result of the Integrated Care Demonstration project. This assumption does not include the changes that DCH regularly makes (quarterly) to assigning MHPs into one of three current rankings.

DCH may modify this assignment methodology in the future. MAXIMUS will submit revised pricing and implementation schedule at that time.

**One time Price:** Included in Section L

**Ongoing Monthly Price:** \$0

**G. Medicaid Mailings (MI EBS Contract Sections 1.022.D)**

MAXIMUS will complete the following tasks:

1. Mail beneficiary letters and notices to the appropriate individual based on the information received in the existing interface files (1039.01, 1039.02, and 1039.03) and through the new interface file (1038.09) between MAXIMUS and CHAMPS and the yet to be determined interface files from Infocrossing. See Section L. below.
2. During the implementation period of the four demonstration regions, mail approximately 426,000 letters for the passive enrollment of 102,000 beneficiaries (includes the 30-day, 60-day, and confirmation letters) and 8,000 letters to the 8,000 voluntary beneficiaries. The following provides the expected breakdown of the number of letters and the mailing schedule.
  - a. November 2014 – 28,500 letters (24,000 passive, 2,000 voluntary and 2,500 opt out)
  - b. January 2015 – 24,000 letters (60 day letter)
  - c. February 2015 – 24,000 letters (30 day letter)
  - d. March 2015 – 115,500 (24,200 confirmation notices, 78,000 passive, 6,000 voluntary and 7,500 opt out)
  - e. April 2015 – 78,000 letters (60 day)
  - f. May 2015 – 78,000 letters (30 day)
  - g. June 2015 – 78,600 letters (confirmation notices)
3. Following the implementation period, mail an average of 5,000 Medicaid mailings per month for the newly eligible MHL / ICD population. MAXIMUS will revise the characteristics and content of Medicaid enrollment mailings (1.022.D) to accommodate CMS and DCH requirements.

Revised beneficiary notices and letters may include, but are not limited to:

- a. Enrollment Request Form
- b. Confirmation Letter
- c. Reminder for Passively Enrolled (30 day)
- d. Reminder for Passively Enrolled (60 days)
- e. Notice for Requesting Information
- f. Notice to Individuals Identified as Members of Employer or Union Group Receiving Retiree Drug Subsidy
- g. Notice for Denial of Enrollment
- h. Notice of CMS Rejection of Enrollment
- i. Acknowledgement of Request to Cancel Enrollment
- j. Notice for Disenrollment Due to Out-of-Area Status
- k. Notice to Close Out Request for Reinstatement
- l. Acknowledgement of Request to Opt Out of MMP
- m. Open Enrollment Letter (if required by CMS)
- n. Voluntary enrollment letter (ongoing letter for individuals who cannot be passively enrolled)
- o. Introductory/Initial Opt In letter for Roll Out) – see section E.1. below

**One time Price:** \$3,200

**Ongoing Monthly Price:** Attachment A (no change)

#### **H. Medicaid Outreach Activities (MI EBS Contract Section 1.022.E)**

This section describes options for outreach activities to assist MHL / ICD Dual beneficiaries with the enrollment process. DCH will direct MAXIMUS which, if any, options to conduct.

1. Pre-enrollment Mailing

If directed by DCH, MAXIMUS will develop and mail a pre-enrollment letter that explains the benefits of enrollment in an ICO, the upcoming enrollment process, and how beneficiaries can receive help selecting an ICO that best meets their needs. MAXIMUS will obtain DCH and CMS approval before mailing this letter to Dual beneficiaries that live in IDC demonstration counties. See D.3.o. above

2. Initial Screening

If directed by DCH, MAXIMUS CSRs will conduct an initial screening of beneficiaries to verify their eligibility for the demonstration program. DCH will provide the tool to be used for this initial screening. For purposes of estimating the price of this screening, this will be similar to the Health Risk Assessment in terms of the number and type of questions.

3. Community Stakeholder Forums

If directed by DCH, MAXIMUS will schedule a series of conference calls and meetings with stakeholders in each of the four MHL / ICD demonstration regions. This may involve additional short-term staffing resources during the implementation period. The purpose of the forums is to explain the enrollment process and provide an opportunity to have questions answered about the enrollment process and plan enrollment. DCH will assist in identifying the stakeholders.

4. Collaboration with Community Based Organizations (CBOs)

If directed by DCH, MAXIMUS will identify CBOs that provide services to Duals that are interested in jointly participating in scheduled outreach events to educate Duals about the benefits of enrolling in an ICO and how ICO enrollment relates to enrollment in a Medicare Part C plan, including Special Needs Plans (SNPs) and Employer Group Health Plans.

**Unit Price per Pre Enrollment Letter:** \$1.10 (single page, single sided, black and white)

**Unit Price per Initial Screening:** Attachment A, Section 1.022.Q (same as HRA pricing)

**Unit Price for Community Stakeholder Forums:** \$1,200

**Unit Price for CBO Collaboration:** \$0

#### **I. Plan Liaison (MI EBS Contract Section 1.022.F)**

The role of the Plan Liaison will not significantly change as a result of Integrated Care.

**One time Price:** \$0

**Ongoing Monthly Price: \$0**

**J. Health Care Program Administration (MI EBS Contract Section 1.022.G)**

The MI Health Link / Integrated Care Demonstration project will not affect the services and tasks described in this section of the contract.

**One time Price: \$0**

**Ongoing Monthly Price: \$0**

**K. Online Application System (MI EBS Contract Section 1.022.H)**

The MI Health Link / Integrated Care Demonstration project will not affect the services and tasks described in this section of the contract.

**One time Price: \$0**

**Ongoing Monthly Price: \$0**

**L. Interactive Voice Response System (IVRS) (MI EBS Contract Section 1.022.I)**

MAXIMUS will modify the existing IVRS to accommodate changes necessary to provide MHL / ICD Dual beneficiaries with ICO enrollment and Medicaid eligibility information.

**One time Price: \$15,000**

**Ongoing Monthly Price: Attachment A, Section 1.022.I (no change)**

**M. Premium Collection (MI EBS Contract Section 1.022.J)**

The MI Health Link / Integrated Care Demonstration project will not affect the services and tasks described in this section of the contract.

**One time Price: \$0**

**Ongoing Monthly Price: \$0**

**N. mihealth Card Service (MI EBS Contract Section 1.022.K)**

The volume of mihealth cards produced annually is not expected to increase as a result of the MI Health Link / Integrated Care demonstration project. No changes are expected to the 1039.05b / 4948 file used to send card requests to MAXIMUS as a result of the MHL / ICD project.

**One time Price: \$0**

**Ongoing Monthly Price: \$0**

**O. Enrollment Broker System Changes**

Implementation of the MI Health Link / Integrated Care Demonstration project will require significant changes to the MAXIMUS enrollment broker system. The following tasks are based on information available as of September 25, 2014. MAXIMUS reserves the right to modify this SOW and pricing based on decisions made by DCH and/or CMS after this date.

1. Modify the Enrollment Broker system to accommodate different plan ID numbers for ICOs.
2. Modify the Enrollment Broker system based on a revised Enrollment Grid provided by DCH that identifies which dual eligible beneficiaries are excluded, voluntary or subject to passive enrollment.
3. Modify the Enrollment Broker system to use data provided in the daily TPL file (1039.03) for determining if beneficiaries are considered a Dual Eligible and if beneficiaries have commercial HMO coverage (OI 89) instead of information provided in the 4279 / 1039.01 file.
  - a. MAXIMUS will use this file to verify if beneficiaries have Medicare eligibility and if beneficiaries are enrolled in an Employer Group Health Plan (EGHP) before sending an enrollment transaction to the SOM for processing.
  - b. For Duals enrolled in an EGHP, MAXIMUS will not process the enrollment transaction unless the beneficiary has been thoroughly educated and acknowledges s/he will not be able to re-enroll in the EGHP after choosing enrollment in an ICO.
  - c. MAXIMUS will receive two flags (Part D and MMC opt out flags) from CHAMPS and Infocrossing on the daily TPL file (1038.09 / 5718) for beneficiaries who chose to opt-out of the MHL / ICD program. MAXIMUS will use this information to disenroll MHL / ICD Dual beneficiaries from their ICO as necessary. MAXIMUS will not create passive

- enrollments when the beneficiary record includes an opt-out flag received from any system including MAXIMUS, CMS/Infocrossing, or the State of Michigan (SOM).
4. At a future date, modify the 4275 file layout to eliminate the need for health plans to submit separate 4275 files for each plan ID type (e.g., MA-MC, MME-MC, CSHCS-MC, and ICDE).
    - a. The 4275 files layout may be modified if plan providers will accept enrollments for all program types.
  5. Modify the existing daily enrollment files (e.g., 1038.02, 1038.03, and 1038.04) to add a patient pay amount, and modify the 1038.03 to send a new type "D" for "delete transaction."
    - a. All information necessary to enroll Medicaid/Medicare beneficiaries in ICOs will be provided through the existing interface files (1039.01, 1039.02, and 1039.03) provided to MAXIMUS by the SOM.
  6. Develop and implement a new interface (1038.09) between MAXIMUS and CHAMPS to send an opt-out flag to CHAMPS, and an additional yet to-be-determined interface with MAXIMUS and Infocrossing to receive an opt-out flag from Medicare. DCH and MAXIMUS will develop the business rules necessary for this interface.
  7. Develop and implement a new yet-to-be determined interface between MAXIMUS and Infocrossing that contains newly eligible beneficiaries, disenrollments, or address changes processed through Medicare. DCH and MAXIMUS will develop the business rules necessary for this interface.
  8. Develop and implement interface and response files with Infocrossing, the CMS eligibility and enrollment verification vendor. One set of files will verify Medicare eligibility and the second set will send ICO enrollments and disenrollments to Medicare. DCH and MAXIMUS will develop the business rules necessary for these interfaces.
  9. Use the Data Exchange Gateway (DEG) as the exchange point for all interface files involved in the MHL / ICD enrollment/disenrollment process, including existing and new files.
  10. Modify existing Medicaid enrollment broker reports to incorporate data specific to the Integrated Care Demonstration Project.
    - a. DCH and MAXIMUS will determine if new reports are necessary.
  11. MAXIMUS will use the current enrollment file process (1038.06/4276) that provides enrollment/disenrollment information to Medicaid Health Plans to provide ICOs with enrollment and disenrollment information.
  12. As directed by DCH, MAXIMUS will discontinue enrollment (including voluntary and passive enrollments) of Medicaid / Medicare dual eligibles into MME-MC plans in MHL / ICD demonstration project counties except where beneficiaries are excluded from the demonstration rules per the excluded grid. DCH may provide enrollment exceptions such as CSHCS and beneficiaries with employer sponsored Medicare plans that will be able to enroll with a MME-MC.
  13. As described under Section 1.022.B, modify the enrollment broker system to collect, store and report on Health Risk Assessments conducted by the Call Center.
  14. Modify the enrollment broker system to implement an assignment process for MHL / ICD beneficiaries subject to passive enrollment described in Section C above.

**One time Price:** \$225,000

**Ongoing Monthly Price:** Attachment A, Section 1.022.G.h (no change)

#### **P. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems**

During the development of the various MAXIMUS systems approved to implement ACA requirements, SOM requested changes to MAXIMUS systems as approved in MI EBS contract change orders. The following list identifies the changes approved or pending approval by the Medicaid Compliance Project (MCP). MAXIMUS will implement each CR based on SOM/DCH direction.

- Change Control 1352 – Alien Status Verification for a cost of \$25,862
- Change Control 1068 – County Code for a cost of \$13,720
- Change Control 1177 – Security Assessment for a cost of \$125,000
- Change Control 1403 – Applications not to be ingested by MAXIMUS for a cost of \$40,804

#### **Q. Retention of Records**

MAXIMUS will retain all paper enrollment forms and recorded calls for a maximum of 10 years unless directed by DCH of a shorter retention period. MAXIMUS will archive all paper and electronic enrollment records and recorded calls that are older than two years. MAXIMUS will maintain electronic records in the live system for records that are less than two years old.

**One time Price:** \$250,000

**Ongoing Monthly Price:** Attachment A, Section 1.022.G.h

**R. Call Center Resource Materials and Training**

MAXIMUS will complete the following tasks:

1. Create, maintain and update an electronic Desk Reference, with DCH approval, to provide CSRs with accurate and complete information (scripts) to respond to caller inquiries.
2. Develop, with DCH approval, protocols for handling various call types.
3. Conduct initial and ongoing training sessions to educate CSRs in customer service skills specific to the Integrated Care program, call documentation, and resource materials.

**One time Price:** \$0

**Ongoing Monthly Price:** \$0

**S. Payment Terms**

The prices for this SOW are indicated in each section. MAXIMUS may modify this SOW, and prices, as necessary, when DCH makes final decisions about operations, mailings, and systems requirements.

**One-time Development / Implementation Prices:**

MAXIMUS will bill one-time prices on the invoice for the month in which MAXIMUS completes the tasks described in this SOW or the month following the approval of this change order. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

**Ongoing Component Prices:**

MAXIMUS will bill the appropriate prices based on the volume of services or mailings provided for each category on the invoice for the month in which the services are provided. Retroactive billing for these additional services will be included on the client invoice in the month the amendment is fully executed.

**T. Performance Standards**

MAXIMUS will comply with the service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract that apply to the services and tasks described in this SOW.



Attachment A

**List of Counties in Each MI Health Link (ICO) Demonstration Region**

Southwest Michigan Region

Barry  
Berrien  
Branch  
Calhoun  
Cass  
Kalamazoo  
St. Joseph  
Van Buren

Wayne Region

Wayne

Macomb Region

Macomb

Upper Peninsula Region

Alger  
Baraga  
Chippewa  
Delta  
Dickinson  
Gogebic  
Houghton  
Iron  
Keweenaw  
Luce  
Mackinac  
Marquette  
Menominee  
Ontonagon  
Schoolcraft

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Beneficiary Helpline (includes MI Health Care Helpline calls)	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks <b>BASED ON AVERAGE CALL LENGTHS UP TO 5.5 MINUTES PER CALL</b>	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,467,235
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$3,600,739
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$3,834,718
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,106,870
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$ -	\$ -	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$4,455,954
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$ -	\$ -	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$4,790,150

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$ -	\$ -	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$5,628,427
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$ -	\$ -	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$6,444,549
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$ -	\$ -	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$7,443,454
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$ -	\$ -	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$8,150,582
		a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 5.6 AND 8.5 MINUTES PER CALL	NA	NA	a) \$5,109,638	a) \$5,193,664	a) \$5,277,691	a) \$5,277,691
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$5,419,752	b) \$5,505,385	b) \$5,591,017	b) \$5,591,017
		c) Fixed price for monthly call volume at least 20% greater than	NA	NA	c) \$5,814,790	c) \$5,911,161	c) \$6,007,531	c) \$6,007,531

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		56,000, including all related sub-tasks						
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$6,187,368	d) \$6,294,731	d) \$6,402,094	d) \$6,402,094
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$6,758,244	e) \$6,875,512	e) \$6,992,780	e) \$6,992,780
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$7,256,356	f) \$7,382,267	f) \$7,508,178	f) \$7,508,178
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$8,475,138	g) \$8,622,199	g) \$8,769,260	g) \$8,769,260
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$9,672,512	h) \$9,840,349	h) \$10,008,186	h) \$10,008,186
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$11,221,661	i) \$11,416,379	i) \$11,611,098	i) \$11,611,098

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$12,255,322	j) \$12,467,975	j) \$12,680,629	j) \$12,680,629
		a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks BASED ON AVERAGE CALL LENGTHS BETWEEN 8.6 AND 12.0 MINUTES PER CALL	NA	NA	a) \$7,154,580	a) \$7,272,234	a) \$7,389,889	a) \$7,389,889
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	NA	NA	b) \$7,582,920	b) \$7,702,730	b) \$7,822,540	b) \$7,822,540
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	NA	NA	c) \$8,209,990	c) \$8,346,057	c) \$8,482,124	c) \$8,482,124
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	NA	NA	d) \$8,814,234	d) \$8,967,178	d) \$9,120,122	d) \$9,120,122
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	NA	NA	e) \$9,560,234	e) \$9,726,122	e) \$9,892,010	e) \$9,892,010

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	NA	NA	f) \$10,291,846	f) \$10,470,428	f) \$10,649,010	f) \$10,649,010
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	NA	NA	g) \$11,977,626	g) \$12,185,462	g) \$12,393,298	g) \$12,393,298
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	NA	NA	h) \$13,700,373	h) \$13,938,101	h) \$14,175,830	h) \$14,175,830
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	NA	NA	i) \$15,833,269	i) \$16,108,008	i) \$16,382,748	i) \$16,382,748
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	NA	NA	j) \$17,217,179	j) \$17,515,931	j) \$17,814,683	j) \$17,814,683
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN only	NA	NA	NA	\$ 94,764	\$ 94,764	\$ 94,764
Beneficiary Helpline - ACA related	1.022.A	Fixed price for MONTHLY operation - MICHIGAN and ILLINOIS	NA	NA	\$ 146,935	\$ 146,935	\$ 146,935	\$ 146,935

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline)	NA	NA	\$ 0.776	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume	Included in Beneficiary Helpline Volume
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes CMS phone application services)	NA	NA	\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
DHS Lobby Phones	1.022.A..1	Fixed price for MONTHLY operation - ILLINOIS AND INDIANA			\$ 133,490	\$ 133,490	\$ 133,490	\$ 133,490
DHS Lobby Phones	1.022.A..1	Price per call minute connected to a live agent			\$ 0.776	\$ 0.776	\$ 0.776	\$ 0.776
Extended Call Center Hours of Operation	1.022.A.2	Fixed price for MONTHLY operation of extended call center hours				\$ 53,135	\$ 53,135	\$ 53,135
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON UP TO 6.5 MINUTES PER CALL FOR ENROLLMENT CALLS	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,249,570
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,344,785

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		transactions, including all related sub-tasks						
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,508,365
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$4,697,638
		e) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$4,853,466	e) \$4,926,268	e) \$5,000,162	e) \$5,000,162
		f) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including	NA	NA	f) \$5,074,142	f) \$5,150,254	f) \$5,227,508	f) \$5,227,508



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		all related sub-tasks						
		g) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$5,294,867	g) \$5,374,290	g) \$5,454,905	g) \$5,436,608
		h) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$5,525,194	h) \$5,608,072	h) \$5,692,193	h) \$5,692,193
		i) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$5,765,540	i) \$5,852,023	i) \$5,939,803	i) \$5,939,803
		j) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including			j) \$6,016,341	j) \$6,106,586	j) \$6,198,185	j) \$6,198,185

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		all related sub-tasks						
		k) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$6,278,052	k) \$6,372,223	k) \$6,467,806	k) \$6,467,806
		l) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$6,551,147	l) \$6,649,415	l) \$6,749,156	l) \$6,749,156
		a2) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 6.6 AND 9.5 MINUTES PER ENROLLMENT CALL	NA	NA	a) \$4,854,893	a) \$4,893,097	a) \$4,931,300	a) \$4,931,300

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		b2) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,015,470	b) \$5,058,321	b) \$5,101,171	b) \$5,101,171
		c2) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$5,241,839	c) \$5,290,714	c) \$5,339,590	c) \$5,339,590
		d2) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$5,463,025	d) \$5,518,440	d) \$5,573,855	d) \$5,573,855
		e2) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater than 70,000 transactions, including all related sub-tasks	NA	NA	e) \$5,867,093	e) \$5,956,439	e) \$6,045,786	e) \$6,045,786

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		f2) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$6,218,695	f) \$6,313,397	f) \$6,408,098	f) \$6,408,098
		g2) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$6,557,432	g) \$6,657,291	g) \$6,757,151	g) \$6,757,151
		h2) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$6,906,655	h) \$7,011,833	h) \$7,117,011	h) \$7,117,011
		i2) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including all related sub-tasks			i) \$7,282,866	i) \$7,393,773	i) \$7,504,680	i) \$7,504,680

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		j2) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$7,670,722	j) \$7,787,536	j) \$7,904,350	j) \$7,904,350
		k2) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$8,088,552	k) \$8,211,729	k) \$8,334,906	k) \$8,334,906
		l2) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$8,519,317	l) \$8,649,053	l) \$8,778,790	l) \$8,778,790
		a3) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks BASED ON AVERAGE CALLS LENGTHS BETWEEN 9.6 AND 13 MINUTES PER ENROLLMENT	NA	NA	a) \$5,510,253	a) \$5,553,614	a) \$5,596,974	a) \$5,596,974

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		CALL						
		b3) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	NA	NA	b) \$5,750,605	b) \$5,799,736	b) \$5,848,868	b) \$5,848,868
		c3) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	NA	NA	c) \$6,056,556	c) \$6,113,028	c) \$6,169,501	c) \$6,169,501
		d3) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	NA	NA	d) \$6,357,168	d) \$6,421,653	d) \$6,486,138	d) \$6,486,138
		e3) Fixed price for monthly enrollment information, education and assistance volume at least 40% greater	NA	NA	e) \$6,865,691	e) \$6,970,245	e) \$7,074,798	e) \$7,074,798

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		than 70,000 transactions, including all related sub-tasks						
		f3) Fixed price for monthly enrollment information, education and assistance volume at least 50% greater than 70,000 transactions, including all related sub-tasks	NA	NA	f) \$7,296,979	f) \$7,408,101	f) \$7,519,222	f) \$7,519,222
		g3) Fixed price for monthly enrollment information, education and assistance volume at least 75% greater than 70,000 transactions, including all related sub-tasks	NA	NA	g) \$7,761,807	g) \$7,880,007	g) \$7,998,208	g) \$7,998,208
		h3) Fixed price for monthly enrollment information, education and assistance volume at least 100% greater than 70,000 transactions, including all related sub-tasks	NA	NA	h) \$8,237,122	h) \$8,362,561	h) \$8,488,000	h) \$8,488,000
		i3) Fixed price for monthly enrollment information, education and assistance volume at least 125% greater than 70,000 transactions, including			i) \$8,761,838	i) \$8,895,268	i) \$9,028,698	i) \$9,028,698

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		all related sub-tasks						
		j3) Fixed price for monthly enrollment information, education and assistance volume at least 150% greater than 70,000 transactions, including all related sub-tasks			j) \$9,298,393	j) \$9,439,994	j) \$9,581,594	j) \$9,581,594
		k3) Fixed price for monthly enrollment information, education and assistance volume at least 175% greater than 70,000 transactions, including all related sub-tasks			k) \$9,890,714	k) \$10,041,335	k) \$10,191,955	k) \$10,191,955
		l3) Fixed price for monthly enrollment information, education and assistance volume at least 200% greater than 70,000 transactions, including all related sub-tasks			l) \$10,496,398	l) \$10,656,243	l) \$10,816,087	l) \$10,816,087
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and	\$0	\$0	\$0	\$0	\$0	\$0



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		disenrollment process						
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for	NA	NA	\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		special mailings – at least 40% greater than 93,425 mailings						
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings	NA	NA	\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings	NA	NA	\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings	NA	NA	\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 125% greater than 93,425 mailings	NA	NA	\$ 3,305,695	\$ 3,355,280	\$ 3,405,610	\$ 3,405,610

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 150% greater than 93,425 mailings	NA	NA	\$ 3,645,094	\$ 3,699,771	\$ 3,755,267	\$ 3,755,267
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 175% greater than 93,425 mailings	NA	NA	\$ 3,978,914	\$ 4,038,598	\$ 4,099,176	\$ 4,099,176
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 200% greater than 93,425 mailings	NA	NA	\$ 4,307,153	\$ 4,371,761	\$ 4,437,337	\$ 4,437,337
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 225% greater than 93,425 mailings			\$ 4,629,813	\$ 4,699,260	\$ 4,769,749	\$ 4,769,749
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 250% greater than 93,425 mailings			\$ 4,946,892	\$ 5,021,096	\$ 5,096,412	\$ 5,096,412

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 275% greater than 93,425 mailings			\$ 5,258,392	\$ 5,337,267	\$ 5,417,326	\$ 5,417,326
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 300% greater than 93,425 mailings			\$ 5,564,311	\$ 5,647,776	\$ 5,732,492	\$ 5,732,492
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 325% greater than 93,425 mailings			\$ 5,864,650	\$ 5,952,620	\$ 6,041,909	\$ 6,041,909
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 350% greater than 93,425 mailings			\$ 6,159,410	\$ 6,251,801	\$ 6,345,578	\$ 6,345,578
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 375% greater than 93,425 mailings			\$ 6,448,589	\$ 6,545,318	\$ 6,643,498	\$ 6,643,498

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Mailing Services UNIT PRICING	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 400% greater than 93,425 mailings			\$ 6,787,989	\$ 6,889,809	\$ 6,993,156	\$ 6,993,156
		Healthy Michigan Plan (HMP) Handbook/Brochure: PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.45	\$ 1.45	\$ 1.45
		HMP HRA Survey Inserts: PRICE PER INSERT ONLY (mailing included in tiers above)	NA	NA	\$ 1.05	\$ 1.05	\$ 1.05	\$ 1.05
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of October 1, 2013	NA	NA	\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of October 1, 2013	NA	NA	\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of October 1, 2013	NA	NA	\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL	NA	NA	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING	NA	NA	\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration a) Administrative Support for co-located DHS staff, including space	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
b) MIChild and Healthy Kids Medicaid	1.022.G & 1.022.M	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH UP TO 5.5 MINUTES	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$574,105
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$607,999
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$665,462
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$732,468
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$781,487
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$969,044
		b1.7) Fixed price for monthly call volume at least 100% greater than	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,097,788

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		14,500, including all related sub-tasks						
		<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 5.6 MINUTES AND 8.5 MINUTES PER CALL</b>	NA	NA	b1.1) \$770,351	b1.1) \$794,633	b1.1) \$818,915	b1.1) \$818,915
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$831,581	b1.2) \$857,443	b1.2) \$883,304	b1.2) \$883,304
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$914,583	b1.3) \$942,960	b1.3) \$971,336	b1.3) \$971,336
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$977,845	b1.4) \$1,008,079	b1.4) \$1,038,312	b1.4) \$1,038,312
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	NA	NA	b1.5) \$1,081,617	b1.5) \$1,115,058	b1.5) \$1,148,500	b1.5) \$1,148,500
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all	NA	NA	b1.6) \$1,315,856	b1.6) \$1,356,541	b1.6) \$1,397,226	b1.6) \$1,397,226



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		related sub-tasks						
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,523,514	b1.7) \$1,570,619	b1.7) \$1,617,723	b1.7) \$1,617,723
		<b>b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks BASED ON AN AVERAGE CALL LENGTH BETWEEN 8.6 MINUTES AND 11 MINUTES PER CALL</b>	NA	NA	b1.1) \$914,283	b1.1) \$943,102	b1.1) \$971,921	b1.1) \$971,921
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	NA	NA	b1.2) \$1,004,371	b1.2) \$1,035,606	b1.2) \$1,066,841	b1.2) \$1,066,841
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	NA	NA	b1.3) \$1,116,185	b1.3) \$1,150,817	b1.3) \$1,185,449	b1.3) \$1,185,449
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	NA	NA	b1.4) \$1,208,271	b1.4) \$1,245,629	b1.4) \$1,282,987	b1.4) \$1,282,987
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all	NA	NA	b1.5) \$1,283,240	b1.5) \$1,322,915	b1.5) \$1,362,591	b1.5) \$1,362,591

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		related sub-tasks						
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	NA	NA	b1.6) \$1,603,889	b1.6) \$1,653,480	b1.6) \$1,703,070	b1.6) \$1,703,070
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	NA	NA	b1.7) \$1,840,351	b1.7) \$1,897,251	b1.7) \$1,954,151	b1.7) \$1,954,151
		<b>b2) Fixed price for all other enrollment related sub-tasks – bidder should also include volume tiers or other quantity measures for pricing</b>						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,645,987	b2.5) \$1,696,939	b2.5) \$1,749,185	b2.5) \$1,749,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,723,574	b2.6) \$1,777,747	b2.6) \$1,833,328	b2.6) \$1,833,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,023,763	b2.7) \$2,059,217	b2.7) \$2,123,326	b2.7) \$2,123,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,251,368	b2.8) \$2,321,875	b2.8) \$2,394,285	b2.8) \$2,394,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,489,655	b2.9) \$2,566,596	b2.9) \$2,645,614	b2.9) \$2,645,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,794,220	b2.10) \$2,794,220	b2.10) \$2,879,384	b2.10) \$2,879,384
		<b>b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management</b>						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,765,987	b2.5) \$1,816,939	b2.5) \$1,869,185	b2.5) \$1,869,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,843,574	b2.6) \$1,897,747	b2.6) \$1,953,328	b2.6) \$1,953,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,143,763	b2.7) \$2,179,217	b2.7) \$2,243,326	b2.7) \$2,243,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,371,368	b2.8) \$2,441,875	b2.8) \$2,514,285	b2.8) \$2,514,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,609,655	b2.9) \$2,686,596	b2.9) \$2,765,614	b2.9) \$2,765,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$2,914,220	b2.10) \$2,914,220	b2.10) \$2,999,384	b2.10) \$2,999,384
		<b>b2) \$240,000 has been added annually to each remaining contract year for ACA-</b>						

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		<b>related systems research</b>						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$1,885,987	b2.5) \$1,936,939	b2.5) \$1,989,185	b2.5) \$1,989,185
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$1,963,574	b2.6) \$2,017,747	b2.6) \$2,073,328	b2.6) \$2,073,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,263,763	b2.7) \$2,299,217	b2.7) \$2,363,326	b2.7) \$2,363,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,491,368	b2.8) \$2,561,875	b2.8) \$2,634,285	b2.8) \$2,634,285

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,729,655	b2.9) \$2,806,596	b2.9) \$2,885,614	b2.9) \$2,885,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,034,220	b2.10) \$3,034,220	b2.10) \$3,119,384	b2.10) \$3,119,384
		<b>b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research</b>						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037
		b2.5) Fixed price for Enrollments monthly volumes at least 40% greater than 12,600	NA	NA	b2.5) \$2,005,987	b2.5) \$2,056,939	b2.5) \$2,109,185	b2.5) \$2,109,185

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		b2.6) Fixed price for Enrollments monthly volumes at least 50% greater than 12,600	NA	NA	b2.6) \$2,083,574	b2.6) \$2,137,747	b2.6) \$2,193,328	b2.6) \$2,193,328
		b2.7) Fixed price for Enrollments monthly volumes at least 75% greater than 12,600	NA	NA	b2.7) \$2,356,763	b2.7) \$2,419,217	b2.7) \$2,483,326	b2.7) \$2,483,326
		b2.8) Fixed price for Enrollments monthly volumes at least 100% greater than 12,600	NA	NA	b2.8) \$2,611,368	b2.8) \$2,681,875	b2.8) \$2,754,285	b2.8) \$2,754,285
		b2.9) Fixed price for Enrollments monthly volumes at least 125% greater than 12,600	NA	NA	b2.9) \$2,849,655	b2.9) \$2,926,596	b2.9) \$3,005,614	b2.9) \$3,005,614
		b2.10) Fixed price for Enrollments monthly volumes at least 150% greater than 12,600	NA	NA	b2.10) \$3,154,220	b2.10) \$3,154,220	b2.10) \$3,239,384	b2.10) \$3,239,384
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728
		Fixed price for MIChild Mailings monthly volumes at least 10%	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		greater than 12,800 including all related sub-tasks						
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$246,302	e.3) \$253,999	e.3) \$259,772	e.3) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$264,547	e.3) \$272,814	e.3) \$279,014	e.3) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75%	NA	NA	e.3) \$297,387	e.3) \$306,680	e.3) \$313,650	e.3) \$313,650



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
		greater than 12,800 including all related sub-tasks  Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks	NA	NA	e.3) \$342,999	e.3) \$353,717	e.3) \$361,756	e.3) \$361,756
		ACA Missing Information Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING	NA	NA	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET	NA	NA	\$ 1.15	\$1.18	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA
f) User Account Maintenance for MAGI Viewer and Test Environments	1.022.G	Fixed monthly price	NA	NA	\$6,000	\$6,000	\$6,000	\$6,000
f) 1) MAGI Viewer Systems Support	1.022.G	Fixed monthly price	NA	NA	NA	\$7,150	\$7,150	\$7,150

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA
h) ACA-related Systems Support with CC 784 Phase 1	1.022.G	Fixed monthly price	NA	NA	NA	\$77,934	\$77,934	\$77,934
h) ACA-related Systems Support with CC 784 Phases 1 and 2	1.022.G	Fixed monthly price				\$81,649	\$81,649	\$81,649
h) MI Health Link (Integrated Care) Record Retention	1.022.G	Fixed monthly price	NA	NA	NA	\$1,133	\$1,133	\$1,133
Online Application System (MICHild Online / DCT)	1.022.H	Fixed annual price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive	1.022.H.a	Fixed annual price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Application								
Interactive Voice Response System	1.022.I	Fixed annual price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MIChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$354,056
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$356,690
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$364,346
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$372,002

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	a) \$3,023
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	b) \$3,138
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	c) \$3,594
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
Health Risk Assessment or MI Health	1.022.Q	Call Center Completed Survey PRICE PER SURVEY	NA	NA	\$3.104	\$3.104	\$3.104	\$3.104

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Link / Integrated Care Initial Screening		Automated Service Completed Survey PRICE PER SURVEY	NA	NA	\$0.216	\$0.216	\$0.216	\$0.216
<b>Total Year Price</b>								

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STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 8**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Kevin Dunn	517-335-5096	Dunnk3@michigan.gov
BUYER	DTMB	Lance Kingsbury	517-241-3768	kingsburyl@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Enrollment Broker Services – Department of Community Health			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$59,278,748.00		\$169,253,519.00		
Effective September 2, 2014, contract is hereby increased by \$59,278,748.00. All other terms, conditions, specifications, and pricing remain the same. Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on August 12, 2014.				

**MAXIMUS STATEMENT OF WORK TO AMEND  
THE MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO.  
071B1300215 FOR OPERATIONAL AND SYSTEM CHANGES  
RELATED TO THE ACA AND THE HEALTHY MICHIGAN PLAN**

Introduction

MAXIMUS is pleased to submit this Statement of Work (SOW) and prices for the SOW for changes to the scope of work and deliverables in section 1.022 of the Michigan Enrollment Broker Services contract (MI EBS) that are necessary to implement the Affordable Care Act (ACA) including Healthy Michigan Plan requirements.

This SOW is organized by contract component. The prices, presented and described in separate pricing documents, reflect this SOW and the information available and decisions made as of May 1, 2014.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration systems functionality or services that are not described in this SOW or in the Michigan Enrollment Broker Services contract, including approved change orders.

This SOW does not include any changes to MAXIMUS services or systems necessary to implement the Michigan Department of Community Health (DCH) Integrated Care Demonstration Project.

**Healthy Michigan Plan Requirements**

The Healthy Michigan Plan (HMP) will provide health care for all Michigan citizens up to 133% of the federal poverty level who are not otherwise eligible for Medicaid (including CHIP). Current Adult Benefits Waiver (ABW) beneficiaries will be transitioned into the HMP effective April 1, 2014.

The following sections describe changes to the SOW in Section 1.022 of the MI EBS contract that are related to enrolling HMP beneficiaries into a health plan and providing customer service support.

**L. Beneficiary Helpline (1.022.A)**

The state of Michigan (SOM) estimates that up to 500,000 individuals will be eligible for coverage under the HMP. MAXIMUS previously projected increases in Beneficiary Helpline call volumes. Those increases were approved in Change Order number 5 (i.e., pricing tiers up to 150% of the base tier or up to 140,000 calls per month). As a result of implementation of various components of the Affordable Care Act (ACA) in Michigan and other factors such as HIPAA privacy requirements, the average call length has increased from 5.5 to 8.5 minutes per call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 8.5 minutes to 12.0 minutes per call. MAXIMUS will increase call center staffing to ensure that performance standards are met with the longer average call lengths.

**ACA-Related Call Center / MI Health Care Helpline (1.022.A. Beneficiary Helpline)**

In change order #5, SOM approved the operation of a call center (including support in Illinois) to provide customer service for ACA-related calls with approved pricing through March 31, 2014.

As directed by DCH, MAXIMUS will continue to provide ACA-related call center services through the Michigan Health Care Helpline on an ongoing basis. Based on call volumes, these services may be provided by MAXIMUS call centers located in East Lansing, Michigan, Chicago, Illinois and Indianapolis, Indiana.

### **A.1 DHS Lobby Phones**

In response to the expected increase of health care coverage application requests during the implementation of the Healthy Michigan Plan, SOM requested that MAXIMUS provide support for applicants who contact local Department of Human Services (DHS) offices.

#### Time Period

MAXIMUS will provide call center customer service support starting in April 1, 2014. MAXIMUS will provide assistance to applicants who want to complete an application for health care coverage as described in this section. MAXIMUS will continue to provide this support until advised by DCH to discontinue. DCH will give MAXIMUS at least 90 days' notice to discontinue this service.

#### Phone Application Assistance

SOM will outfit DHS field offices in numerous counties with lobby phones that applicants can use to contact the Michigan Phone Application Helpline (1-855-276-4627) to complete a phone application. *Attachment 1 DHS Field Offices Lobby Phones by Priority* provides a list of DHS field offices and the planned number of lobby phones in the order of priority in which SOM will implement them.

1. DHS lobby phones will allow applicants to directly connect to the Michigan phone application toll-free number. Callers to this line will be greeted with a message explaining the information required to complete an application (e.g., SSN, income information) and the approximate length of time needed. Callers will then be given the option to continue the application process with a live call center agent.
2. Support for these calls will be provided by the MAXIMUS call center located in East Lansing, Michigan, as well as MAXIMUS call centers located in Chicago, Illinois and Indianapolis, Indiana. The Michigan Enrollment Broker Services management staff will have operational responsibility for call center operations in MI, IL and IN. Following the initial implementation period (estimated six months) MAXIMUS and DCH will evaluate application volumes and the need to continue providing support to DHS.
3. Phone application calls received from DHS offices will be handled in the same manner as other calls requesting application assistance as described in Change Order 5 to the MI EBS contract.
  - a. MAXIMUS Customer Service Representatives (CSRs) answering telephone calls to the toll-free line will not have access to protected health information (PHI) for any callers. CSRs will not use CHAMPS, Bridges or MAXSTAR to respond to caller inquiries. As a result, CSRs will not be required to verify or authenticate callers using DCH HIPAA privacy guidelines. While CSRs will not have access to systems with PHI, they will receive training and resource materials about HIPAA privacy requirements to ensure they appropriately handle calls during which PHI may be discussed.



- b. Callers needing help that involves personal or protected information will be directed to call the appropriate resource, such as the Beneficiary Helpline; MAXIMUS will not “warm” transfer live calls.
4. MAXIMUS will obtain and install four (4) additional voice T1s to provide additional capacity to handle calls. MAXIMUS will maintain these lines for a minimum of 12 months. Because the increase in call volume cannot be accurately projected, call volumes may exceed capacity at certain times of the day.

### Performance Standards

The following service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract apply to the services and tasks described in this section of this SOW.

3. Call Center Customer Service Standards– Section 1.071.C (a), 1 through 3
4. Call Center Desk Reference – Section 1.071.C (b)

If the total call volume for the Beneficiary Helpline, MI ENROLLS, MICHild and Michigan Healthcare Helpline exceeds 200,000 calls per month, SOM agrees that the service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract applicable to the call center services will not be enforced until MAXIMUS and SOM jointly develop and approve a plan to address the increased call volumes.

### **A.2 Extended Call Center Hours of Operation**

In response to the expected increase of health care coverage application requests during the implementation of the Healthy Michigan Plan, SOM requested that MAXIMUS extend call center hours for the Michigan Healthcare Helpline, MI ENROLLS, and the Phone Application Assistance Line (not the Beneficiary Helpline or the MICHild Call Center) from 7:00 am - 9:00 pm, Monday through Friday and 9:00 am to 1:00 pm on Saturday, starting April 1, 2014 through May 16, 2014. This increases the number of hours of operation of the call center from 55 hours per week to 74 hours (+34.5%). MAXIMUS will continue to operate these extended hours after May 16, 2014 upon a request from DCH.

### **M. Health Plan Enrollment Information, Education and Assistance (1.022.B)**

MAXIMUS will provide enrollment, education, and assistance services as currently defined in section 1.022.B of the contract to HMP beneficiaries. Change order number 4 approved changes to the enrollment broker system necessary to accommodate the Healthy Michigan Plan. Those changes included modifying the enrollment broker system to process a revised daily eligibility update file (4279 / 1039.01) and new plan ID numbers for the HMP plans.

MAXIMUS anticipates that the increase in HMP beneficiaries will increase the number of monthly enrollment transactions beyond the current pricing tiers. Therefore, MAXIMUS is proposing to add additional pricing tiers for +40%, +50%, +75%, +100%, +125%, +150%, +175% and 200% of the base tier (or up to 210,000 enrollment transactions per month).

MAXIMUS Responsibilities:

1. Modify the enrollment broker system to process HMP enrollment transactions based on an Enrollment Grid provided by DCH.
2. Receive and process provider files from plans using the HMP plan ID numbers.
3. Maintain existing enrollment processes for HMP beneficiaries, including:

- a. New plan enrollments and enrollment cycle
  - b. Plan disenrollments
  - c. Plan changes
  - d. Reenrollments
  - e. Open enrollments
  - f. Auto assignments
4. Modify programming to process the revised format for the 4279 / 1039.01 daily eligibility update file. No changes to the Bridges/CHAMPS confirmation / error reporting process are expected.
  5. Modify the enrollment broker Desk Reference as necessary to include information about HMP.
  6. Train enrollment broker call center counselors to educate and enroll HMP beneficiaries into a health plan and with a primary care provider.

#### Adult Benefits Waiver (ABW) Transition

MAXIMUS will enroll existing ABW beneficiaries into HMP plans. The following section describes one-time changes to the enrollment process necessary to enroll ABW beneficiaries into a HMP.

#### MAXIMUS Responsibilities:

1. Terminate the current ABW enrollment process in the enrollment broker system based on a timeline approved by DCH.
2. Modify the enrollment broker system to accept and hold HMP enrollments for ABW beneficiaries received prior to the cut-off date for a 4/1/2014 enrollment effective date.
3. Process enrollments into HMP plans for ABW beneficiaries for a 4/1/2014 enrollment effective date.

#### DCH Responsibilities:

1. End date enrollments in County Health Plans (CHPs) for ABW beneficiaries as of 3/31/14.
2. Work with MAXIMUS to create a file of ABW beneficiaries that need to be enrolled in a HMP plan for a 4/1/14 effective date.

Similar to the Beneficiary Helpline, as a result of the implementation of various components of the Affordable Care Act (ACA) in Michigan and HIPAA privacy requirements, the average call length has increased from 6.5 to 9.5 minutes per enrollment call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 9.5 minutes to 13.0 minutes per call. MAXIMUS will increase call center staffing to ensure that performance standards are met with the longer average call lengths.

#### **N. Automated Enrollment/Disenrollment (1.022.C)**

MAXIMUS will use the Medicaid Health Plan (MHP) auto assignment algorithm to auto assign Healthy Michigan Plan beneficiaries into a plan using the HMP plan number. Implementation of the HMP enrollment process will not require modification of the existing auto-assignment programming logic.

MAXIMUS will process auto assignments for the Medicaid and HMP populations independently of each other.

#### **O. Medicaid Mailing Services (1.022.D)**

MAXIMUS will provide mailing services for the transition of ABW beneficiaries into the Healthy Michigan Plan in addition to mailing services for the ongoing enrollment process for new or reinstated HMP beneficiaries. Existing enrollment mailings will be modified for the HMP population. *Attachment 2 Healthy Michigan Plan Mailings* to this SOW lists the expected HMP mailings including inserts on which pricing for this change order were developed.

MAXIMUS projects an increase in the number of mailings as a result in the projected increase of up to 500,000 HMP beneficiaries. Therefore, MAXIMUS is proposing to add pricing tiers (+125%, +150%, +175%, +200%, +225%, +250%, +275%, +300%, +325%, +350%, +375% and +400% of the base tier or up to 467,125 mailings per month).

In addition to the requirements of section 1.022.D of the contract, MAXIMUS will:

1. Mail a transition enrollment letter and inserts, as necessary, to the existing ABW population for a 4/1/14 enrollment effective date. The transition enrollment packet will include a brochure / handbook that will not be included in the ongoing enrollment packet. Neither the transition nor ongoing enrollment packet will include inserts related to Advanced Directives. MAXIMUS will provide optional pricing if the enrollment packet will include a hard copy of the Health Risk Assessment survey.
2. Implement a staggered mailing schedule (approved by DCH) for enrollment letters to the ABW population to ensure that ABW beneficiaries are enrolled for a 4/1/14 effective date.
3. Mail voluntary and auto assignment confirmation letters for the transition population.

#### **P. Outreach and Cooperation with Agencies (1.022.E)**

MAXIMUS will expand field education and enrollment services to accommodate the increase in HMP beneficiaries that are mandatory for enrollment in a health plan. Change order number 4 approved changes to Attachment A Pricing Table pricing necessary to accommodate this expansion.

#### **Q. Familiarity with Health Plans (1.022.F)**

No changes to this section are necessary to implement the HMP.

#### **R. Health Care Program Administration (1.022.G)**

As a result of implementation of various components of the Affordable Care Act (ACA) in Michigan and other factors such as HIPAA privacy requirements, the average call length for health care program administration calls has increased from 5.0 to 8.5 minutes per call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 8.5 minutes to 11.0 minutes per call. MAXIMUS will increase call center staffing to ensure that performance standards are met with the longer average call lengths.

MAXIMUS anticipates that the implementation of ACA will increase the applications/enrollments that MICHild will process each month beyond the current pricing tiers. Therefore, MAXIMUS is proposing to add additional pricing tiers for +40%, +50%, +75%, +100%, +125% and +150% of the base tier (or up to 31,500 applications/enrollments processed per month).

In order to provide the ongoing services required under this section as modified by Change Orders 4, 5 and 6, MAXIMUS will provide more complex ongoing maintenance of the MAXIMUS system.

**S. Online Application System (1.022.H)**

No changes to this section are necessary to implement the HMP.

**T. Interactive Voice Response System (1.022.I)**

MAXIMUS will modify its IVRS to provide eligibility and enrollment information for the Healthy Michigan Plan population (approved in change order number 4).

**U. Premium Collection (1.022.J)**

No changes to this section are necessary to implement the HMP. This change order does not include changes to administer the MI Health Account approved in Change Order number 7.

**V. mihealth Card Service (1.022.K)**

MAXIMUS will modify programming for the mihealth card production process necessary to accommodate the HMP (approved in change order number 4).

**W. Online Enrollment Portal (1.022.P)**

If directed by DCH, MAXIMUS will modify the online enrollment portal to allow Healthy Michigan Plan beneficiaries to use the portal for enrollments, mihealth card requests, and eligibility and enrollment status checks.

**X. Reports (1.042)**

MAXIMUS will modify existing enrollment broker reports as necessary to include the Healthy Michigan population (e.g., Capacity Report, Executive Report, Enrollments by Method, etc.). MAXIMUS will work with DCH to develop new reports, if necessary.

**Y. Healthy Michigan Plan Health Risk Assessment (MCP Change Control 652)**

If directed by DCH, MAXIMUS will conduct a health risk assessment (HRA) for HMP beneficiaries in one or more of the options described in number 2 below.

1. After completing the enrollment and education in the call center or through the online enrollment portal, conduct a Health Risk Assessment (HRA) survey for newly eligible mandatory or voluntary HMP beneficiaries when they voluntarily enroll in a health plan.
  - a. All newly eligible HMP beneficiaries on the same case will be surveyed.

- b. HMP beneficiaries on a case enrolled in a health plan or who are changing plans within the first 90 days of enrollment and that were surveyed within 90 days of their enrollment will not be resurveyed.

2. Options for conducting an HRA following an enrollment include:
  - a. Call Center counselors will ask the caller the survey questions.
  - b. Call Center counselors will transfer an HMP beneficiary to an automated survey (similar to the current customer satisfaction survey process) that asks the survey questions.
  - c. HMP beneficiaries will be presented with the option to complete an HRA after they complete an enrollment using the online enrollment portal.
3. Use DCH-approved survey questions specific to HMP beneficiaries. For purposes of pricing this task, the HRA contains up to 12 questions with multiple choice responses and includes some questions that are conditional based on responses provided.
4. Record the survey results for each beneficiary in the enrollment broker system, or record that the beneficiary refused to complete the survey.
5. The enrollment broker system will alert call center counselors which beneficiaries have received an enrollment letter (e.g., IAH, VMH) within 90 days of the enrollment call. The enrollment broker system will display information to the call center such as the date a survey was completed and if newly eligible beneficiaries (including re-enrollments with a gap in coverage more than three months) have not completed a survey within 12 months of the enrollment call.
6. Transmit the survey results (case record) to the health plans and/or DCH on a monthly basis in a secure file (DTMB file format 5699) sent by MAXIMUS to the health plan and/or DCH. A survey case record is the survey results for one or more beneficiaries on the same case. MAXIMUS and DCH will work together to determine the method for transferring the files to the plans and / or DCH.
7. Resend survey case records (excluding refusals) if a beneficiary changes plans within the first 90 days. The call center will not resurvey beneficiaries who change plans within 90 days. Resent surveys will contain the same responses as provided during the initial enrollment call.
8. Submit a monthly report to DCH with the number of surveys completed by type (e.g., completed and refused). The monthly Michigan ENROLLS executive report will provide information about call length.

## **Z. Medicaid Compliance Project (MCP) Requested Changes to MAXIMUS Systems**

During the development of the various MAXIMUS systems approved to implement ACA requirements, SOM requested changes to MAXIMUS systems as approved in MI EBS contract change orders. The following list identifies the changes approved or pending approval by the

Medicaid Compliance Project (MCP). MAXIMUS will implement each CR based on SOM/DCH direction.

- Change Control 420 to add budget information to the MAGI Viewer (Viewer approved in change order #5)
- Change Request 424 to add relationship questions to the Data Collection Tool (DCT approved in change order #4) to meet Schematron requirements
- Change Control 520 to add a question to the Data Collection Tool (DCT approved in change order #4) to obtain relationship of an applicant / tax dependent to a tax filer when the tax filer is not Person 1
- Change Controls 631 to remove Rules & Outcomes from the MAGI Viewer (Viewer approved in change order #5)
- Change Control 649 to add income verification blocks (optional tax filer) to the MAGI Viewer (Viewer approved in change order #5)
- Change Control 652 – see N above to conduct the Healthy Michigan Plan HRA through the online enrollment portal
- Change Control 779 to send referral ATs to the SOM hub when a MICHild member moves out of MI, turns age 19, or is deceased)
- Change Control 784 to develop and implement additional test environments using a phased approach.
  1. Phase 1 to include the following environments:
    - Development UAT
    - Development System Test
    - Development Integration Test
  2. Phase 2 to begin upon notice from the SOM to add separate branches for Systems and UAT to include the following:
    - Maintenance and Minor Enhancements
    - Major Developments

Within 60 days prior notice to the Contractor, the SOM reserves the right to no longer require environments or development branches.
- Change Control 934 to modify AT application dates for determining eligibility
- Change Control 936 to display additional denial information in MAGI viewer
- Change Control 956 to make changes relating to Citizenship/Alien Status
- Release 4 to modify the Presumptive Eligibility application to add questions relevant to new populations eligible for presumptive eligibility



## Attachment 1

**DHS Field Offices Lobby Phones by Priority**

<b>County</b>	<b>Location</b>	<b>Facility Address</b>	<b>Facility City</b>	<b>Estimated Phones</b>	<b>Deployment Priority</b>
Alger	Alger	103 Court St.	Munising	3	3
Allegan	Allegan	3255 122nd Avenue, Suite 300	Allegan	4	2
Alpena	Alpena	711 W. Chisholm	Alpena	2	3
Antrim	Antrim	203 E. Cayuga St.	Bellaire	2	3
Arenac	Arenac	3709 Deep River Rd.	Standish	2	3
BARAGA	BARAGA CO.	M-38, P.O. BOX 10	BARAGA	2	3
Barry	Barry	430 E. Barfield Drive	Hastings	2	3
Bay	Bay Co. FIA	1399 W. Center Rd.	Essexville	6	2
Benzie	Benzie	448 Court Place	Beulah	2	3
Berrien	Berrien - Benton Harbor	401 Eighth St.	Benton Harbor	6	2
Branch	Branch	388 Keith Wilhelm Dr.	Coldwater	4	3
Calhoun	Calhoun - Battle Creek	190 E. Michigan Ave.	Battle Creek	6	2
Cass	Cass	325 M-62 North	Cassopolis	2	3
Cheboygan	Cheboygan	827 S. Huron Street	Cheboygan	3	3
CHIPPEWA	CHIPPEWA	463 East 3 Mile Road	Sault Ste Marie	4	3
Clare	Clare	725 Richard Dr.	Harrison	2	3
Clinton	Clinton	105 W. Tolles Road	St. Johns	4	2

Crawford	Crawford	500 Milltown Corner	Grayling	2	3
Delta Zone 1	Escanaba SOB	305 Ludington St.	Escanaba	2	3
Dickinson	Dickinson	1401. Carpenter Ave.	Iron Mountain	2	3
Eaton	Eaton	1050 Independence Blvd.	Charlotte	5	2
EMMET	EMMET	2229 SUMMIT PARK DRIVE	PETOSKEY	3	3
Genesee/Clio Rd	Genesee Co./Clio Road District	4809 Clio Road	Flint	6	1
Genesee/McCree	Genesee McCree	660 S. Saginaw	Flint	6	1
Gladwin County	Gladwin County DHS	675 E Cedar Ave	Gladwin	2	1
Gogebic	Gogebic	301 East Lead Street	Bessemer	2	3
Grand Traverse	Traverse City SOB	701 S. Elmwood St., 1st Floor	Traverse City	3	3
Gratiot	Gratiot Co.	201 Commerce Drive	Ithaca	3	3
Hillsdale	Hillsdale Co. FIA	40 Care Drive	Hillsdale	4	3
Houghton	Houghton	200 Quincy St.	Hancock	2	3
Huron	Huron - Bad Axe	1911 Sand Beach Rd.	Bad Axe	2	3
Ingham/5303 S. Cedar St.	Ingham County	5303 S. Cedar St.	Lansing	6	3
Ionia	Ionia	920 E. Lincoln Ave.	Ionia	3	3
Iosco	Iosco	2145 E. Huron Rd.	East Tawas	2	3
Iron	Iron	337 Brady Ave.	Caspian	2	3
Isabella	Isabella DHS	1919 Parkland Dr.	Mt. Pleasant	3	3
Jackson	Jackson SOB	301 E. Louis B. Glick Hwy	Jackson	6	1
Kalamazoo/OTSD	Kalamazoo OTSD	326 Stockbridge Ave.	Kalamazoo	6	1
Kalkaska	Kalkaska	503 N. Birch St.	Kalkaska	2	3

Kent	Kent - Sparta	536 S. State St.	Sparta	2	3
Kent	Kent-Franklin	121 Franklin Street S.E.	Grand Rapids	6	1
Lake	Lake	4459 M-37, Route 3	Baldwin	2	3
Lapeer	Lapeer	1505 Suncrest Dr.	Lapeer	3	3
Lenawee	Lenawee	1040 S. Winter St.	Adrian	6	3
Livingston	Livingston	2300 E. Grand River	Howell	4	3
Luce	Luce	500 W. McMillan Ave.	Newberry	2	3
Mackinac	Mackinac	199 Ferry Lane	St. Ignace	2	3
Macomb/Mt. Clemens	Macomb/Mt. Clemens	21885 Dunham	Mt. Clemens	6	1
Macomb/Sterling Hts.	Macomb - Sterling Heights	41227 Mound Road	Sterling Heights	6	1
Macomb/Warren	Macomb - Warren	27690 VanDyke	Warren	6	1
Manistee	Manistee Co. FIA	1672 U.S. 31 South	Manistee	3	3
Marquette	Marquette	234 W. Baraga	Marquette	6	3
Mason	Mason	915 Diana Street	Ludington	3	3
Mecosta	Mecosta Co. FIA	800 Water Tower Rd.	Big Rapids	4	3
Menominee	Menominee	2612 Tenth St.	Menominee	2	3
Midland	Midland	1509 Washington St.	Midland	3	3
Missaukee/Wexford	Missaukee/Wexford Co. FIA	10641 W. Watergate Road	Cadillac	2	3
Monroe	Monroe	903 S. Telegraph Rd.	Monroe	6	3
Montmorency	Montmorency	Box 427, R2, M-32 West	Atlanta	2	3
Muskegon	Muskegon	2700 Baker St.	Muskegon Heights	6	1
Newaygo	Newaygo	1018 Newell St.	White Cloud	2	3
Oakland/235 N. Saginaw	Oakland Saginaw St.- District 4	235 N. Saginaw	Pontiac	6	1

Oakland/Madison Hts.	Oakland - Madison Heights-District 2	30755 MONTPELIER	Madison Heights	6	1
Oakland/Walled Lk.	Oakland - Walled Lake - District 3	195 Ladd Rd.	Walled Lake	6	1
OCEANA	OCEANA	4081 WEST POLK ROAD	HART	3	3
Ogemaw	Ogemaw	444 E. Houghton Ave.	West Branch	2	3
Ontonagon	Ontonagon	730 S. Seventh St.	Ontonagon	2	3
Oscoda	Oscoda	200 W. Fifth St.	Mio	2	3
Otsego	County of Otsego	931 S Otsego Avenue	Gaylord	2	3
Ottawa	Ottawa - Holland	12285 James Street	Holland	5	3
Presque Isle	Presque Isle	1242 W. Third St.	Rogers City	2	3
Roscommon	Roscommon	111 W. Union St.	Roscommon	2	3
Saginaw	Saginaw SOB	411 E. Genesee St.	Saginaw	6	2
Sanilac	Sanilac	515 S. Sandusky Rd.	Sandusky	3	3
Schoolcraft	Schoolcraft	300 Walnut Street	Manistique	3	3
Shiawassee	Shiawassee	1720 E.Main Street	Owosso	4	3
St. Clair	St. Clair County FIA	220 Fort Street	Port Huron	6	3
St. Joseph	St. Joseph	692 E. Main Street	Centreville	3	3
Tuscola	Tuscola	1365 Cleaver Rd.	Caro	3	3
Van Buren	Van Buren	57150 County Rd. 681	Hartford	5	3
Washtenaw	Washtenaw - Ypsilanti	22 Center St.	Ypsilanti	6	3
Wayne/12140 Joseph Campau	Hamtramck Woody Plaza	12140 Joseph Campau Street	Hamtramck	6	1
WAYNE/14061 LAPPIN	Wayne G-7 BUILDING	14061 LAPPIN AVE.	DETROIT	6	1

Wayne/17330 Greydale	Wayne Greydale/Grand River	17330 Greydale	Detroit	6	1
Wayne/25637 Ecorse	Taylor Service Center	25637 Ecorse Road	Taylor	6	1
Wayne/27304 Plymouth	Wayne - Redford ILS	27304 Plymouth Rd.	Redford	6	1
Wayne/396 Glendale	Wayne Glendale/Trumbull	396 Glendale	Highland Park	6	1
Wayne/4729 Conner	Wayne Conner Service Center	4733 Conner	Detroit	6	1
Wayne/5131 Grand River	Wayne Grand River/Warren	5131 Grand River	Detroit	6	1
Wayne/6534 W. Jefferson	Wayne - Fort Wayne	6534 W. Jefferson	Detroit	4	1
Wayne/8625 Greenfield	Wayne Greenfield/Joy	8625 Greenfield	Detroit	6	1
Wayne/Grandmont Service Center	Grandmont Service Center	17455 Grand River Ave.	Detroit	6	1
Wayne/Inkster Service	Inkster Service Center	26355 Michigan Avenue	Inkster	6	1

### Healthy Michigan Plan Mailings

Letter File Name	Name of Letter	Contents	Similar To:
CNH	Voluntary Confirmation	1. Letter 2. Things You Need to Know Flyer 3. Your Rights and Responsibilities brochure MI Enrolls #10 window with print on back	CN
CNVH	Confirmation for Voluntary Beneficiary	1. Letter 2. Things You Need to Know Flyer 3. Your Rights and Responsibilities brochure MI Enrolls #10 window with print on back	CNV
DEH	Auto-Assign Confirmation	1. Letter 2. Things You Need to Know Flyer 3. Your Rights and Responsibilities brochure MI Enrolls #10 window with print on back	DE
FFSH	FFS Enrollment Confirmation	1. Letter 2. Healthy MI Handbook MI Enrolls #10 window with print on back	FFS
FIH	Enrollment Form Incomplete	1. Letter MI Enrolls #10 window with print on back	FI
IAH	Mandatory enrollment	1. Letter (Field office on back) 2. Enrollment Form 3. County Guide 4. Important Facts if Pregnant 5. Business Reply Envelope MI Enrolls #10 window with print on back	IA
IPOPH	Preferred Option Enrollment Notice	1. Letter 2. Enrollment Form 3. Important Facts if Pregnant 4. Business Reply Envelope MI Enrolls #10 window with print on back	IPOP
MPIH	Private HMO Coverage MHP Disenrollment Notice	1. Letter 2. Healthy MI Handbook Department of Community Health #10 window	MPI
OEH	Open Enrollment	1. Letter 2. Health Check Up Brochure (if anyone in the home is under 21) 3. Privacy Notice (every 3 years) MI Enrolls #10 window Open Enrollment	OE

Letter File Name	Name of Letter	Contents	Similar To:
PLOPH	Beneficiary moved from a POC county to a Mandatory County or POC county changes to a Mandatory County	1. Letter (Field office on back) 2. Enrollment Form 3. County Guide 4. Important Facts if Pregnant 5. Business Reply Envelope MI Enrolls #10 window with print on back	PLOP
POCNH	Preferred Option Voluntary Enrollment Confirmation	1. Letter 2. Your Rights and Responsibilities Brochure 3. Things You Need to Know flyer MI Enrolls #10 window with print on back	POCN
PODEH	Preferred Option Auto-Assignment Confirmation	1. Letter 2. Your Rights and Responsibilities Brochure 3. Things You Need to Know flyer MI Enrolls #10 window with print on back	PODE
RCH	Rural County Confirmation	1. Letter MI Enrolls #10 window with print on back	RC
REH	Re-Enrollment Confirmation	1. Letter MI Enrolls #10 window with print on back	RE
VMH	Voluntary migrant	1. Letter in English and Spanish (Field office on second page) 2. Enrollment Form 3. County Guide 4. Important Facts if Pregnant (English and Spanish) 5. Business Reply Envelope MI Enrolls #10 window with print on back	VM
<b>ONE TIME LETTERS</b>			
IAH Con	Mandatory enrollment for ABW Population - One Time only Letter	1. Letter (Field office on back) 2. Enrollment Form 3. County Guide 4. Important Facts if Pregnant 5. ABW Conversion Insert 6. Healthy MI handbook 7. Business Reply Envelope MI Enrolls #10 window with print on back	NONE
RCH	Rural County Confirmation for ABW Population - One Time Only Letter	1. Letter 2. ABW Conversion Insert 3. Healthy MI handbook MI Enrolls #10 window with print on back	RC
RMH	Reminder Letter - Only for the ABW Population	1. Letter MI Enrolls #10 window with print on back	NONE

Letter File Name	Name of Letter	Contents	Similar To:
VMH	Voluntary migrant	1. Letter in English and Spanish (Field office on second page) 2. Enrollment Form 3. County Guide 4. Important Facts if Pregnant (English and Spanish) 5. ABW Conversion Insert 6. Healthy MI Handbook 7. Business Reply Envelope MI Enrolls #10 window with print on back	VM

MIHEALTH CARDS			
mihealth cards	Program Code	Insert Description (Number)	
HEALTHY MI PLAN	K	Healthy MI Handbook, Healthy MI Letter, Privacy Notice, MI Free Health Check Ups (4)	
MEDICAID CHILDREN	F	FFS Handbook, Privacy Notice, MI Free Health Check Ups (3)	
MEDICAID FFC	I	FFS Handbook, Privacy Notice, MI Free Health Check Ups (3)	
MEDICAID HK-EXP	B, C, D, P	FFS Handbook, Privacy Notice, MI Free Health Check Ups (3)	
MEDICAID PCR	H	FFS Handbook, Privacy Notice, MI Free Health Check Ups (3)	
MEDICAID PW	G	FFS Handbook, Privacy Notice, MI Free Health Check Ups (3)	



**MAXIMUS PRICING NARRATIVE TO AMEND THE  
MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B300215  
FOR OPERATIONAL AND SYSTEMS CHANGES  
RELATED TO THE ACA AND THE HEALTHY MICHIGAN PLAN**

Introduction

This narrative describes the one-time development and implementation prices and revisions to the ongoing component pricing in Attachment A to the MI EBS Contract for ACA-related changes including the Healthy Michigan Plan (HMP). Some components involve both one-time and ongoing prices; others involve one or the other, but not both; and some involve no pricing changes. The one-time development / implementation prices are set forth below. The ongoing component pricing changes are set forth in a revised Attachment A (separate document). Categories with revisions are highlighted in different colors for ease of identification. The total revised contract value will be determined after the state of Michigan approves a Statement of Work.

**A. Beneficiary Helpline (1.022.A)**

Change orders number 4, 5 and 6 approved pricing tiers up to 150% of the base tier (up to 140,000 calls per month). As a result of implementation of various components of the Affordable Care Act (ACA) in Michigan and other factors such as HIPAA privacy requirements, the average call length has increased from 5.5 to 8.5 minutes per call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 8.5 minutes to 12.0 minutes per call. Attachment A has been modified to reflect pricing for the additional call center staffing necessary to handle the longer call lengths. MAXIMUS will bill the applicable price based on the average call length for the invoice month.

**ACA-Related Call Center / MI Health Care Helpline (1.022.A. Beneficiary Helpline)**

In change order #5, the state of Michigan (SOM) approved the operation of a call center (including support in Illinois) to provide customer service for ACA-related calls. Change order #5 indicated that the pricing strategy would be analyzed during the first year of operation. In addition, Attachment A (pricing form) provided pricing through March 31, 2014.

The following ongoing pricing (Contract Years 4, 5 and 6) of the ACA-related call center reflects only Michigan operations. Attachment A has been revised to add pricing for Michigan only operations in addition to extending the Year 3 price approved in Change Order #5 for the Michigan and Illinois operations. MAXIMUS will bill only those prices that are applicable based on DCH approved operations.

Ongoing Operating Prices for Michigan only call center operations:

- a. Fixed monthly operational price: \$94,764
- b. Call volume: MHCH and Beneficiary Helpline call volumes will be combined and the total will be billed according to the appropriate pricing tier for Section 1.022.A. Beneficiary Helpline. MHCH calls will not be billed on a per minute call price.
- c. These prices are based on the following assumptions:
  1. ACA calls (both IVR and CSR handled) will be included in the total number of Beneficiary Helpline calls for invoicing purposes
  2. The total number of Beneficiary Helpline calls does not exceed 140,000 per month

## **A.1 DHS Lobby Phones**

SOM intends to provide phone support for Michigan citizens that want to apply for health coverage over the telephone. This pricing narrative itemizes the one-time implementation costs and ongoing operational costs for the tasks and functions set for in the MAXIMUS statement of work. This pricing leverages existing MAXIMUS resources to minimize the cost to the state of Michigan.

### Telecommunication Tasks

1. One-time Development / Implementation Price: \$700,000

### Ongoing Operating Prices

2. Fixed monthly operational price: \$133,490  
This price includes operations in Illinois and Indiana; this price excludes operations in Michigan. Michigan operational prices are provided above in subsection a. of 1.022.A, ACA Call Center.
3. Price per minute (actual talk time excluding time in the IVR or in queue) for all inbound calls (IVR and live CSR): \$0.776

This includes call minutes from each call required to complete an application in the event that the applicant is unable to provide the required information during a single call. For the first three months of operation MAXIMUS will bill a minimum of 763,065 minutes or the actual number of minutes, whichever is higher. MAXIMUS will reduce staff for month 3 of operations if the number of calls handled in months 1 through 2 do not reach the minimum guarantee unless SOM authorizes MAXIMUS to continue staffing for 763,065 minutes.

MAXIMUS will not include completed phone applications in the volume of applications processed and billed under Health Care Programs (1.022.G).

MAXIMUS will not include phone application calls handled by the Illinois or Indiana call centers in the volume of calls reported and billed under the Beneficiary Helpline (1.022.A).

### Other Considerations

4. The average call length for a phone application is estimated to be 30 minutes. At a future date, MAXIMUS will analyze actual phone statistics and present findings to DCH for consideration and possible contract amendment/modification to the pricing strategy for the DHS Lobby Phone support based on actual operational experience.

## **A.2 Extended Call Center Hours of Operation**

In response to the expected increase of health care coverage application requests during the implementation of the Healthy Michigan Plan, the SOM has requested that MAXIMUS extend call center hours for the Michigan Healthcare Helpline, MI ENROLLS, and the Phone Application Assistance Line (not the Beneficiary Helpline or the MICHild Call Center) from 7:00 am - 9:00 pm, Monday through Friday and 9:00 am to 1:00 pm on Saturday, starting April 1, 2014 through May 16, 2014.

One-time Price: \$77,715.00

Ongoing Monthly Price: \$53,135.00

MAXIMUS will charge this ongoing price for each month for which DCH requests MAXIMUS to operate the additional 19 hours per week at the staffing levels represented in the One-time Price.

**B. Health Plan Enrollments (1.022.B)**

The following chart identifies the current and *additional* pricing tiers for enrollments, including Healthy Michigan Plan enrollment (see Attachment A Pricing Table):

<b>Enrollment Transaction Tier</b>	<b>Monthly Transaction Volume</b>
Base	Up to 70,000
Base plus 10%	70,001 to 77,000
Base plus 20%	77,001 to 84,000
Base plus 30%	84,001 to 91,000
<i>Base plus 40%</i>	<i>91,001 to 98,000</i>
<i>Base plus 50%</i>	<i>98,001 to 105,000</i>
<i>Base plus 75%</i>	<i>105,001 to 122,500</i>
<i>Base plus 100%</i>	<i>122,501 to 140,000</i>
<i>Base plus 125%</i>	<i>140,001 to 157,500</i>
<i>Base plus 150%</i>	<i>157,501 to 175,000</i>
<i>Base plus 175%</i>	<i>175,001 to 192,500</i>
<i>Base plus 200%</i>	<i>192,501 to 210,000</i>

Similar to the Beneficiary Helpline, as a result of the implementation of various components of the Affordable Care Act (ACA) in Michigan and HIPAA privacy requirements, the average call length has increased from 6.5 to 9.5 minutes per enrollment call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 9.5 minutes to 13.0 minutes per call. As a result, Attachment A has been modified to reflect the additional call center staffing necessary to handle the longer call lengths in addition to the additional tiers. MAXIMUS will bill the applicable price based on the average call length for the invoice month.

**C. Auto Assignment (1.022.C)**

One-time Development / Implementation Price: \$0  
 Ongoing Component Prices: \$0

**D. Medicaid Enrollments and Mailings (1.022.D)**

One-time Development / Implementation Price: \$0  
 Ongoing Component Prices:  
 Add pricing tiers up to 400% of the base tier (up to 467,125 mailings per month) to accommodate the potential increase of up to 500,000 beneficiaries as a result of the HMP.

The pricing for each new tier is based on the same pricing structure approved in the current MI EBS contract. MAXIMUS assumes that ongoing HMP mailings will be similar to Medicaid mailings (i.e., will not require additional postage or insert fees). *Attachment 2* to the SOW itemizes the expected HMP mailings.

The following chart identifies the current and *additional* pricing tiers for ongoing mailings, including Healthy Michigan Plan program mailings (see Attachment A Pricing Table):

<b>Mailing Tier</b>	<b>Monthly Medicaid Mailing Volume</b>
Base	Up to 93,425
Base plus 10%	93,426 to 102,768
Base plus 20%	102,769 to 112,111
Base plus 30%	112,112 to 121,453
Base plus 40%	121,454 – 130,795
Base plus 50%	130,796 – 140,138
Base plus 75%	140,139 – 163,494
Base plus 100%	163,495 – 186,850
<i>Base plus 125%</i>	<i>186,851 – 210,206</i>
<i>Base plus 150%</i>	<i>210,207 – 233,563</i>
<i>Base plus 175%</i>	<i>233,563 – 256,919</i>
<i>Base plus 200%</i>	<i>256,920 – 280,275</i>
<i>Base plus 225%</i>	<i>280,276 - 303,831</i>
<i>Base plus 250%</i>	<i>303,632 - 326,988</i>
<i>Base plus 275%</i>	<i>326,989 - 350,344</i>
<i>Base plus 300%</i>	<i>350,345 - 373,700</i>
<i>Base plus 325%</i>	<i>373,701 - 397,056</i>
<i>Base plus 350%</i>	<i>397,057 - 420,413</i>
<i>Base plus 375%</i>	<i>420,413 - 443,769</i>
<i>Base plus 400%</i>	<i>443,770 - 467,125</i>

The ongoing enrollment packet for HMP beneficiaries will be included in the overall program mailing totals. Neither the transition nor the ongoing enrollment packet will include inserts related to Advanced Directives.

The pricing above assumes that the enrollment packet will not include a hard copy of the Health Risk Assessment survey. Optional pricing for including a hard copy of the Health Risk Assessment survey (no return envelope is needed because the enrollment pack includes a return envelope for the enrollment form; the enrollment form and survey are both returned to the same address) is \$1.05 per HRA survey inserted (in addition to price for mailing included under the pricing tiers in Attachment A). The hard copy HRA survey is different from the HRA that will be conducted through the call center. The hard copy survey will be three-pages (one double sided and one single sided) and will contain additional questions. If the hard copy of the survey is included in the enrollment packet, DCH and MAXIMUS will work together to modify the file format that will be used to transmit survey results to the health plans and/or DCH.

The transition enrollment packet (IAH) to be mailed to the ABW beneficiaries, that will be converted from enrollment in a County Health Plan to a HMP plan, will include the HMP handbook/brochure and will be billed at \$1.45 per packet (see Attachment A). The HMP brochure/handbook will not be included in the ongoing enrollment packet.

#### **E. Outreach and Cooperation with Agencies (1.022.E)**

Prices included in change order number 4. No additional pricing is proposed in change order number 7.

#### **F. Plan Liaison (1.022.F)**

One-time Development / Implementation Price: \$0

Ongoing Component Prices: \$0

## G. DCH Health Care Program Administration (1.022.G)

One-time Development / Implementation Price: \$0

Ongoing Component Prices: See Attachment A

As a result of implementation of various components of the Affordable Care Act (ACA) in Michigan and other factors such as HIPAA privacy requirements, the average call length for health care program administration calls has increased from 5.0 to 8.5 minutes per call. Since the implementation on April 1, 2014 of the HMP, the average call length has increased from 8.5 minutes to 11.0 minutes per call. As a result, Attachment A (1.022.G.b.1) has been modified to reflect the additional call center staffing necessary to handle the longer call lengths. MAXIMUS will bill the applicable price based on the average call length for the invoice month.

MAXIMUS anticipates that the implementation of ACA will increase the enrollments (applications) that MICHild will process each month beyond the current pricing tiers (1.022.G.b.2). Therefore, MAXIMUS is proposing to add additional pricing tiers for +40%, +50%, +75%, +100%, +125% and +150% of the base tier (or up to 31,500 enrollments / applications processed per month).

The following chart identifies the current and *additional* pricing tiers for MICHild enrollments (applications) (see Attachment A Pricing Table):

Application Tier	Monthly Application Volume
Base	Up to 12,600
Base plus 10%	12,601 to 13,860
Base plus 20%	13,861 to 15,120
Base plus 30%	15,121 to 16,380
Base plus 40%	16,381 to 17,640
Base plus 50%	17,641 to 18,900
Base plus 75%	18,901 to 22,050
Base plus 100%	22,051 to 25,200
Base plus 125%	25,201 to 28,350
Base plus 150%	28,351 to 31,500

In order to provide the ongoing services required under this section as modified by Change Orders 4, 5 and 6, the complexity of the ongoing maintenance of the MAXIMUS system has increased significantly. Attachment A (1.022.G.h) has been modified to include the price for the increased complexity of systems operation and maintenance for ACA-related program tasks. MAXIMUS will implement and bill for each CR based on SOM/DCH direction.

Change Order 5 approved the development, implementation and operation of the MAGI viewer. As approved, the operation was funded through June 2014. MAXIMUS has modified Attachment A (1.022.G.f.1) to reflect the ongoing operation of the Viewer after June 2014. MAXIMUS will bill the monthly price until SOM advises MAXIMUS to discontinue operation of the Viewer. Change Order 5 also established a monthly price for supporting external users. MAXIMUS will continue to bill this monthly price to support external users for either or both the MAGI Viewer and the Test Environments (MCP Change Control 784).

## H. Online Application System (1.022.H)

One-time Development / Implementation Price: \$0  
Ongoing Component Prices: \$0

### **I. Interactive Voice Response System (1.022.I)**

Price included in change order number 4. No additional pricing is proposed in change order number 7.

### **J. Premium Collection (1.022.J)**

One-time Development / Implementation Price: \$0

Ongoing Component Prices: \$0

### **K. mihealth Cards (1.022.K)**

Prices included in change order number 4. No additional pricing is proposed in change order number 7.

MAXIMUS pricing assumes that inserts for HMP will be similar in number and size to ABW inserts (i.e., will not require additional postage or insert fees).

### **L. Online Enrollment Portal (1.022.P)**

One-time Development / Implementation Price: \$0

Ongoing Component Prices: \$0

### **M. Enrollment Broker Reports (1.042)**

One-time Development / Implementation Price: \$0

Ongoing Component Prices: \$0

### **N. Health Risk Assessment (1.022.Q)**

One-time Development / Implementation Prices:

- \$83,000 – Modify the online enrollment portal to include functionality to collect responses to a DCH-approved HRA and transfer those results to MAXSTAR to be distributed to the appropriate health plan.
- \$25,000 – develop and implement an automated survey

Ongoing Component Prices:

MAXIMUS will charge the following, as applicable:

- \$3.104 per completed survey through the call center (4 minutes at \$0.776 per minute)
- \$0.216 per completed survey through the automated service (4 minutes at \$0.054 per minute)

The HRA survey is projected to require 4.0 minutes whether conducted through the call center or an automated IVR service.

### **O. Medicaid Compliance Project (MCP) Change Requests (CR)**

During the development of the various MAXIMUS systems approved to implement ACA requirements, SOM requested changes to MAXIMUS systems as approved in MI EBS contract change orders. The following list identifies the changes approved by the Medicaid Compliance Project (MCP). MAXIMUS will implement and bill for each CR based on SOM/DCH direction.

- Change Control 420 – \$20,000 to add budget information to the MAGI Viewer (Viewer approved in change order #5)
- Change Request 424 – \$59,373 add relationship questions to the Data Collection Tool (DCT approved in change order #4) to meet Schematron requirements



- Change Control 520 – \$30,000 to add a question to the Data Collection Tool (DCT approved in change order #4) to obtain relationship of an applicant / tax dependent to a tax filer when the tax filer is not Person 1

- Change Controls 631 – \$0.00 to remove Rules & Outcomes from the MAGI Viewer (Viewer approved in change order #5)
- Change Control 649 – \$20,000 to add income verification blocks (optional tax filer) to the MAGI Viewer (Viewer approved in change order #5)
- Change Control 652 – see N above to conduct the Healthy Michigan Plan HRA through the online enrollment portal
- Change Control 779 – \$198,812 to send referral ATs to the SOM when a MICHild member moves out of MI, turns age 19, or is deceased)
- Change Control 784 – to implement additional UAT environments, (in addition to existing emergency environment)
  - i. Phase 1 – \$407,155
  - ii. Phase 2 – \$191, 256
- Change Control 934 – \$25,885 to modify AT application dates for determining eligibility
- Change Control 936 – \$13,720 to display additional denial information in MAGI viewer
- Release 4 – \$142,325 to modify the Presumptive Eligibility application to add questions relevant to new populations eligible for presumptive eligibility

## **Payment Terms**

### **One-time Development / Implementation Prices:**

MAXIMUS will bill one-time prices on the invoice for the month in which MAXIMUS completes the tasks described in this proposal or the month following the approval of this change order. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

### **Ongoing Component Prices:**

MAXIMUS will bill the appropriate prices based on the volume of services or mailings provided for each category on the invoice for the month in which the services are provided. Retroactive billing for these additional services will be included on the client invoice in the month the amendment is fully executed.

Prices set forth in this document are valid for 180 days.

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 7**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Kevin Dunn	517-335-5096	Dunnk3@michigan.gov
BUYER	DTMB	Lance Kingsbury	517-241-3768	kingsburyl@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Enrollment Broker Services – Department of Community Health			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$12,000,000.00		\$109,974,771.00		

Effective March 11, 2014, the attached documents are hereby incorporated into this contract. Additionally, funds in the amount of \$12,000,000.00 are hereby added to this contract. Please note that the CCI has been changed to Kevin Dunn. All other terms, conditions, specifications, and pricing remain the same. Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on March 11, 2014.

**Statement of Work Requirements for MI Health Account  
Revision to MAXIMUS Contract Section 1.022Q – Additional Enrollment Broker Services**

- Following are the additional Statement of Work requirements:

#	Topic	Special Terms and Conditions Reference and/or Public Act Reference	Requirement
1.1	Account Maintenance	30.e / 105d(1)(b)	Track co-payments and contributions (premiums) received for each beneficiary.
1.2	Account Maintenance	30.e	Track MI Health Account activity when a beneficiary changes from one MHP to another MHP.
1.3	Account Maintenance		Track MI Health Account activity to ensure that the beneficiary contribution (premium) amount in the MI Health Account does not exceed \$1,000.
2.1	Beneficiary Quarterly Statements	30.h / 105d(1)(b)	<p>Develop and distribute quarterly MI Health Account statements to each beneficiary based on DCH specifications and information provided by the MHPs and DCH. The statements will include the following information at a minimum:</p> <ol style="list-style-type: none"> <li>1. MI Health Account Balance</li> <li>2. Expenditures from the MI Health Account for Medicaid covered services</li> <li>3. Co-payment amount due for next 3 months</li> <li>4. Contribution amount due for the next 3 months for beneficiaries over 100% of FPL</li> <li>5. Co-payments collected in previous 3 months</li> <li>6. Contributions collected in previous 3 months</li> <li>7. Past due co-payment amounts</li> <li>8. Past due Contributions</li> <li>9. Reduction to co-payments applied when calculating the amount due for the next 3 months due to beneficiary compliance with healthy behaviors</li> <li>10. Reduction to contributions (premium) applied when calculating the amount due to beneficiary compliance with healthy behaviors for beneficiaries over 100% of FPL</li> </ol>
2.2	Beneficiary Quarterly Statements	30.h / 105d(1)(b)	Follow DCH policy and federal law regarding services to be excluded from the MI Health Account Statement.
3.1	Calculations	30.a / 105d(1)(e)	Utilize FPL to contribution crosswalk from DCH to establish an expected contribution amount for each HMP beneficiary at or above 100% of the FPL based on federal poverty level data on the enrollment interface on an annual basis or when notified of income change.
3.2	Calculations	30.a / 105d(1)(e)	Utilize income data supplied on the enrollment interface to establish a 2% benchmark for beneficiary's co-payments that must be collected prior to reductions in co-payments being applied for compliance with healthy behaviors.
3.3	Calculations	30.a	Utilize income data supplied on the enrollment interface to establish a 5% limit on beneficiary's cost sharing.

#	Topic	Special Terms and Conditions Reference and/or Public Act Reference	Requirement
3.4	Calculations	30.e	Calculate, based on contributions received and services paid by the MHP, the amount due from the MI Health Account to the MHP each quarter based on the formula presented in the Operational Protocol for the MI Health Account and disburse calculated amount to each MHP within timelines specified in the Operational Protocol.
4.1	Disbursement	30.e	Disburse co-payments collected from the beneficiary to the appropriate Medicaid Health Plan within timelines specified in the Operational Protocol. 100% of co-payments collected are disbursed to the MHPs.
4.2	Disbursement		Develop and implement a process to return MI Health Account funds to the State of Michigan when beneficiaries move out of state or upon beneficiary death.
4.3	Disbursement	30.i	Develop and implement a process to generate vouchers for MI Health Account fund disbursement for purposes of purchasing private insurance upon separation from Michigan Medicaid.
5.1	Education/Outreach	30.f	Utilizing existing call center technology, provide sufficient staffing and support to handle beneficiary questions and complaints regarding the MI Health Account (i.e., cost sharing requirements).
5.2	Education/Outreach	30.h	Utilizing existing call center technology/staff and field offices to provide telephone and in-person education and outreach to beneficiaries regarding the MI Health Account.
6.1	Enrollment Interface	30.a / 105d(1)(a)	Utilize a daily enrollment interface to establish or update, as appropriate, MI Health Account for each Healthy Michigan Plan beneficiary enrolled in a Medicaid Health Plan.
6.2	Enrollment Interface	30.a / 105d(1)(a)	Utilize a monthly enrollment interface information from the State to reconcile enrollment information to ensure that a MI Health Account has been established (or updated as appropriate) for each Healthy Michigan Plan beneficiary enrolled in a Medicaid Health Plan.
6.3	Enrollment Interface	30.a / 105d(1)(a)	Following federal law, ensure co-payments are not charged to individuals who are exempt from co-payments. Individuals exempt from co-payments and who are at or below 100% of the FPL will not have a MI Health Account.
7.1	Interfaces	30.e / 105d(1)(e)	Accept and process information from DCH to apply reductions to co-payment and contributions for beneficiary healthy behavior compliance according to the time frames.
7.2	Interfaces	30.e / 105d(1)(b)	Accept and process information from DCH on average co-payment due for next six months based on encounter data services from the previous 6 months.
7.3	Interfaces	30.e / 105d(1)(b)	Accept and process information from DCH on the amount paid by the MHP for services over the previous 3 months.
8.1	Letter and voucher generation	30.a	Develop and implement a process to generate and mail letters to beneficiaries regarding MI Health Account activities.

#	Topic	Special Terms and Conditions Reference and/or Public Act Reference	Requirement
9.1	Co-payment and Contribution (Premium) Collection	30.e / 105d(1)(a)	Provide multiple options for the beneficiary to remit co-payments and contributions due. These options must include at a minimum check, money order, ACH, EFT, check or money order payments through a designated partner such as Western Union, Walmart or Meijer. Any such partner must be free or low cost and prior approved by DCH.
9.2	Co-payment and Contribution (Premium) Collection	30.b / 105d(1)(a)	Provide multiple options for third parties to remit funds for the MI Health Account on behalf of the beneficiary.
10.1	Reports	30.e	Develop, generate and distribute reports to the State on the MI Health Accounts as specified in the Operational Protocols and requested by DCH.
10.2	Reports	30.e	Develop, generate and distribute reports to the plans on the MI Health Accounts as specified in the Operational Protocols and requested by DCH.
10.3	Reports		Within 8 months of go-live, provide an external user interface for MHPs to receive role-based access to view account for the plan's beneficiaries.
11.1	Protocol Development		MAXIMUS must participate in discussions for developing the Operational Protocol for the MI Health Account and the Healthy Behaviors Incentive Protocol.
12.1	Grievances		Provide information on co-payment and contribution (premium) calculations as needed by the MHP for resolving beneficiary grievances.

### Payment Process

MAXIMUS Health Services, Inc. (MAXIMUS) will enter into a contract with each Medicaid Health Plan (MHP). The purpose of each such contract ("MHP Contract") is to establish the mechanism by which MAXIMUS will invoice each MHP for the MI Health Account services provided by MAXIMUS pursuant to Change Order 7 to the MI EBS contract and by which each MHP will make payment to MAXIMUS for those services to include implementation and ongoing costs. The pricing for the MI Health Account services defined in each MHP Contract will be established solely by MAXIMUS and the Michigan Department of Community Health upon mutual agreement.

MAXIMUS obligations pursuant to this Change Order 7 are contingent upon the following:

1. Within sixty (60) days of MAXIMUS execution of this Change Order 7, MAXIMUS and each MHP will have executed an interim agreement committing each MHP to reimburse MAXIMUS for one-time implementation costs.
2. All MHP Contracts will be fully executed upon terms acceptable to MAXIMUS within ninety (90) days of MAXIMUS execution of this Change Order 7, but in no event later than the implementation date of October 1, 2014.
3. DCH will take all measures necessary to ensure that all costs incurred by MAXIMUS are promptly paid to MAXIMUS in full by every MHP.

AUTHORITY: Act 431 of 1984  
 COMPLETION: Required  
 PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

## CHANGE NOTICE NO. 6

to

## CONTRACT NO. 071B1300215

between

## THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Greg Rivet	517-335-5096	rivetg@michigan.gov
BUYER	DTMB	Lance Kingsbury	517-241-3768	kingsburyl@michigan.gov

### CONTRACT SUMMARY:

DESCRIPTION: Enrollment Broker Services – Department of Community Health

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

### DESCRIPTION OF CHANGE NOTICE:

EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$874,400.00		\$97,974,771.00		

Effective immediately, the attached documents are hereby incorporated into this Contract. Additionally, funds in the amount of \$874,400.00 are hereby ADDED to this Contract.

All other terms, conditions, specifications, and pricing remain the same.

Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on January 14,

2014.



MAXIMUS Revised Attachment A -- ACA Related Changes DMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Beneficiary Helpline	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,467,235
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$3,600,739
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$3,834,718
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,106,870
		e) Fixed price for monthly call volume at least 40% greater than 56,000, including all related sub-tasks	\$	\$	e) \$4,344,983	e) \$4,381,228	e) \$4,455,954	e) \$4,455,954
		f) Fixed price for monthly call volume at least 50% greater than 56,000, including all related sub-tasks	\$	\$	f) \$4,670,857	f) \$4,709,820	f) \$4,790,150	f) \$4,790,150
		g) Fixed price for monthly call volume at least 75% greater than 56,000, including all related sub-tasks	\$	\$	g) \$5,488,257	g) \$5,534,038	g) \$5,628,427	g) \$5,628,427
		h) Fixed price for monthly call volume at least 100% greater than 56,000, including all related sub-tasks	\$	\$	h) \$6,284,054	h) \$6,336,474	h) \$6,444,549	h) \$6,444,549
		i) Fixed price for monthly call volume at least 130% greater than 56,000, including all related sub-tasks	\$	\$	i) \$7,258,083	i) \$7,318,627	i) \$7,443,454	i) \$7,443,454
		j) Fixed price for monthly call volume at least 150% greater than 56,000, including all related sub-tasks	\$	\$	j) \$7,947,601	j) \$8,013,897	j) \$8,150,582	j) \$8,150,582
Beneficiary Helpline - ACA related	1.022.A	Fixed price for monthly operation	NA	NA	\$ 146,935	TBD	TBD	TBD
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline and CMS phone application services)	NA	NA	\$ 0.776	TBD	TBD	TBD
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,249,570
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,344,785
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,508,365

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$4,697,638
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54

Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of October 1, 2013			\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of October 1, 2013			\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of October 1, 2013			\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL			\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING			\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration	1.022.G & 1.022.M	a) Administrative Support for co-located DHS staff, including space	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$574,105
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$607,999
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$665,462
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$732,468
		b1.5) Fixed price for monthly call volume at least 40% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.5) \$753,527	b1.5) \$758,732	b1.5) \$781,487	b1.5) \$781,487
		b1.6) Fixed price for monthly call volume at least 75% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.6) \$934,374	b1.6) \$940,827	b1.6) \$969,044	b1.6) \$969,044
		b1.7) Fixed price for monthly call volume at least 100% greater than 14,500, including all related sub-tasks	\$ -	\$ -	b1.7) \$1,058,512	b1.7) \$1,065,823	b1.7) \$1,097,788	b1.7) \$1,097,788
		b2) Fixed price for all other enrollment related sub-tasks – bidder should also include volume tiers or other quantity measures for pricing						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
		b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,669	b2.1) \$1,654,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,669	b2.1) \$1,774,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks			e.3) \$246,302	e.3) \$253,999	e.3) \$259,772	e.3) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks			e.3) \$264,547	e.3) \$272,814	e.3) \$279,014	e.3) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks			e.3) \$297,387	e.3) \$306,680	e.3) \$313,650	e.3) \$313,650
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks			e.3) \$342,999	e.3) \$353,717	e.3) \$361,756	e.3) \$361,756
		ACA Missing Information Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$ 1.15	\$ 1.18	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA
f) MAGI Viewer	1.022.G	Fixed monthly price			\$6,000	NA	NA	NA
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool b) CMS paper application PRICE PER COMPLETE	NA	NA	a) \$12,372 b) \$6.99	NA	NA	NA
Online Application System	1.022.H	Fixed monthly price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464
Online Presumptive Application	1.022.H.a	Fixed monthly price	NA	NA	\$ 115,200	\$ 115,200	\$ 115,200	\$ 115,200

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Interactive Voice Response System	1.022.I	Fixed monthly price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$354,056
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$356,690
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$364,346
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$372,002
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	a) \$3,023
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	b) \$3,138
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	c) \$3,594
	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985
<b>Total Year Price</b>								



## STATEMENT OF WORK

### FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES

#### Introduction

The Statement of Work (SOW) is organized by the relevant section of 1.022. Sections not affected by this amendment are not referenced in this SOW. The prices, presented and described in separate pricing documents, reflect this SOW and the information available and decisions made as of August 30, 2013.

The Contractor is not responsible for Enrollment Broker and Health Care Program Administration (MAGI-related) systems functionality or services that are not described in this SOW or in the Michigan Enrollment Broker Services contract including approved change orders. This SOW and proposed prices do not include changes to MAXSTAR after October 1, 2013, that may be necessary as CMS and/or SOM modify requirements for the MAGI-related programs or the operation of the state MAGI service, single repository, state messaging gateway, or other hardware / software associated with implementing the ACA in Michigan.

This SOW does not include any changes to the Contractor services or systems necessary to implement the Michigan Department of Community Health's (DCH) Integrated Care Demonstration Project.

#### **1.022.A – Beneficiary Helpline**

#### Introduction

During the period from October 1, 2013 through December 31, 2013 (expected dates), the state of Michigan (SOM) central print center (CPC) will issue correspondence for each application for health care coverage under ACA submitted to the SOM hub and for which the MAGI service issued an eligibility determination. The correspondence will advise the applicant of the eligibility determination (approved, denied, pended or no determination) for each person applying for coverage, the program name (Medicaid or MICHild), if enough information was provided to issue an eligibility determination, and other required information, such as hearing rights for each denied applicant. The correspondence will not include a case or beneficiary ID number. The correspondence will be printed on Michigan Department of Community Health (DCH) letterhead and will include the Beneficiary Helpline and MICHild toll-free numbers for applicants that have questions about the letter.

#### Tasks

1. Beneficiary Helpline CSRs will respond to an estimated 50,000 additional calls per month by:
  - a. providing general information about the ACA application process
  - b. the purpose of the correspondence
  - c. next steps in the application process
  - d. the hearing process, for denied applicantsCSRs will not provide specific information such as explaining how eligibility is calculated or the basis for the decision.
2. The Contractor will develop an option for callers to hear a message with the information described in number 1 to allow callers to obtain information without speaking with a live CSR.
3. CSRs will create a Service Request (SR) in the DCH CRM system for each live call. The Contractor and DCH will develop the type and reason codes applicable to live calls received through the Beneficiary Helpline or the MICHild Call Center. CSRs will create a manual SR for public callers.

An SR is not required for calls handled by the IVR that do not result in the caller speaking with a live CSR.

4. CSRs answering telephone calls about the CPC correspondence will have access to the The Contractor MAGI Viewer; they will not have access to or use CHAMPS or Bridges.
5. The Contractor will develop Desk Reference and training materials, for DCH approval, for CSRs handling correspondence calls.

#### Reporting

6. The Contractor will report monthly volumes for calls received in response to the CPC correspondence using information obtained from CRM (based on type and reason codes developed by DCH, see number 3).
7. The Contractor will include all other call data (such as average call length) associated with correspondence calls in existing reports. These data will not be separately reported.

#### Performance Standards

8. If the Beneficiary Helpline call volume exceeds the volumes itemized in Attachment A to the contract, SOM agrees that the service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract applicable to the Beneficiary Helpline will not be enforced during the period during which CPC correspondence includes the Beneficiary Helpline number.

### **1.022.G – Health Care Program Administration**

#### **Presumptive Eligibility**

##### Presumptive Eligibility Agencies

1. The Contractor will maintain a process to register and track Presumptive Eligibility (PE) Agencies under ACA. This process will be similar to the current process used to register and track Qualified Agencies for the MICHild /Healthy Kids online application. The registry will be able to identify agencies that are listed as hospitals. Presumptive Agencies will be limited to health care providers (Qualified). Non provider agencies (assisting) will no longer be registered as PE agencies.

##### Presumptive Eligibility Portal (PEP)

2. The Contractor presumptive eligibility portal (PEP) will include the following:
  - a. PEP screens will require a PE agency to enter:
    - i. an agency ID number issued after DCH certifies an agency
    - ii. contact information (if changes have occurred)
  - b. PEP screens will display static instructions for PE Agencies:
    - i. A PE agency must provide the applicant with information about how to complete a full application (online or paper) within a specified number of days (as determined by SOM) of the PE application date (date of submission) to insure that an applicant receives ongoing coverage, if eligible.
    - ii. A PE agency is required to use CHAMPS to determine if any of the applicants has active Medicaid or MICHild coverage before submitting an application, and that Agencies must not submit an application for individuals that have active Medicaid or MICHild coverage.
  - c. An Agency will complete the PEP application (see number 3) on behalf of an applicant.

3. Presumptive eligibility application questions (required unless indicated as optional)
  - a. Head of Household / Tax Filer Name – first, middle, last (separate fields)
  - b. Address – street, apt/lot number, city, zip code (separate fields)
  - c. County (drop down menu)
  - d. Applicant Name (if different from head of household) – first, middle, last (separate fields)
  - e. Gender for applicant
  - f. Social Security Number (SSN) – for applicant. This is an optional field for the applicant. SSN is not asked for head of household.
  - g. US citizen or US National – for applicant (Y/N)
  - h. If response to 3.g. is “No,” ask if the applicant has eligible immigration status (Y/N)
  - i. Pregnant – for each female applicant (Y/N)
  - j. Due Date – for each female applicant (conditional if Yes to 3.i) (mmddccyy)
  - k. Number of Babies – for each female applicant (conditional if Yes to 3.i)
  - l. DOB – for applicant (mmddccyy)
  - m. Annual Gross Tax Household Income (single dollar figure, display cents and commas to minimize entry errors). PE Agencies will be trained to obtain the correct information for this field.
  - n. Number of household members (n). PE Agencies will be trained to obtain the correct information for this field.
  - o. Phone number – optional
  - p. Email address – optional
  - q. Application Date (mmddccyy – auto filled by the PEP / submit date)
  - r. Electronic Signature (enter Head of Household name) with static certification statement (same as SOM Portal)
4. A separate PEP application will be submitted for each applicant. The PEP will not include an “add a family member” feature.
5. The PEP will:
  - a. Be implemented in production on January 1, 2014, unless SOM advises of a later implementation date and contingent on the PEP account transfer (see number 6).
  - b. Include a “save and return” feature that provides users with an application ID number and password that allows users (applicants and agencies if the applicant provides the Agency with the PEP application ID number and password) to return to complete an application within a DCH-approved time period (current presumptive applications expire after 5 days).
  - c. Applicants and agencies (if the applicant provides the Agency with the PEP application ID number and password) will be able to retrieve and reprint submitted applications for a time period to be specified by DCH.
  - d. Have edit functionality to ensure that:
    - i. Required fields are completed
    - ii. Data is entered in the appropriate format (e.g., DOB = mmddccyy)
    - iii. Minimizes incorrect data by cross edits for related questions (e.g., does not allow a male to click “yes” to the pregnant question)

- e. Submit a PEP Account Transfer (see below) during the active User session to the SOM hub to obtain a MAGI eligibility determination (assumes data has been entered for all required PE questions).
  - i. Based on the result returned by the SOM hub/ MAGI service, the PEP will issue either an enrollment notice (5.f) or a denial notice (5.g), as appropriate.
  - ii. If the SOM hub / MAGI service is not able to return an eligibility result on a timely basis due the unavailability of either service, the PEP will display a message to the PE Agency to save the application and resubmit at a later time.
- f. Create and display a printable Enrollment Notice (EN) record for each applicant that qualifies for presumptive eligibility based on the MAGI eligibility determination. The Contractor will transfer the EN to DCH electronically (existing process that is separate from the Account Transfer).
  - i. The enrollment notice will display the begin date of presumptive coverage (date PEP application is submitted by the Agency) and the end date (calculated by the PEP based on SOM direction, such as the end of the month following at least 60 days of coverage based on the application submit date). The enrollment notice will instruct applicants to submit a full application to be evaluated for coverage after the presumptive eligibility period and the available methods for submitting a full application.
- g. Create and display a printable denial notice record for each applicant that does not qualify for presumptive eligibility based on the MAGI eligibility determination. The denial notice will include instructions for applying for health care coverage through the SOM portal or the FFM.

#### PEP Account Transfer

Because the PEP application is significantly different from the SOM portal and the CMS dynamic application (“Attachment A”), a different mechanism will be developed to submit application information to and receive eligibility determination results from the SOM hub / MAGI service. The CMS account transfer BSD used for SOM portal or CMS dynamic applications is not applicable to PEP applications. PEP account transfers will not be submitted to the FFM.

6. SOM will develop and provide an XSD schema to be used for presumptive eligibility applications by the Contractor, the SOM hub, the MAGI service and the Department of Human Services (DHS). SOM will provide the PEP XSD schema no later than October 8, 2013 in order to implement the PEP by January 1, 2014.
7. The PEP account transfer sent from the Contractor to the SOM hub will include information about the presumptive agency. Agency information will be included in the PEP Account Transfer packet placed in the holding queue for each system of record if this information is needed by DHS to process presumptive eligibility applications.
8. The MAGI service will issue an eligibility determination of approval or denial. The MAGI service will not issue pend determinations.
9. The Contractor will maintain PE application records for the time period required by the contract.

10. The Contractor is not responsible for evaluating or considering prior approved PE periods when a PE application is submitted.

#### SOM Responsibilities

11. The SOM hub will be able to accept PEP account transfers in the PEP Account Transfer format (see number 6). The SOM hub will not enrich the PEP account transfer. PEP eligibility is based on self-attestation of required application information.
12. SOM will provide a service stub no later than October 15, 2013 to allow the Contractor to test the PEP account transfer and the interface with the SOM hub / MAGI service for a January 1, 2014 implementation date.
13. The MAGI service will issue an eligibility determination for each PEP application submitted by the Contractor during the user session.
14. The Department of Human Services system of record will be modified to accept and process PEP eligibility determination results.

## PRICING NARRATIVE

### FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES

#### Introduction

This narrative describes the one-time development prices and the revisions to the ongoing component pricing in Attachment A to the MI EBS Contract. Attachment A revised to reflect this SOW is a separate document; changes are highlighted for ease of reference.

#### **1.022.A – Beneficiary Helpline**

#### Introduction

During the period from October 1, 2013 through December 31, 2013 (expected dates), the state of Michigan (SOM) central print center (CPC) will issue correspondence for each application for health care coverage under ACA submitted to the SOM hub and for which the MAGI service issued an eligibility determination. The correspondence will advise the applicant of the eligibility determination (approved, denied, pended or no determination) for each person applying for coverage, the program name (Medicaid or MICHild), if enough information was provided to issue an eligibility determination, and other required information, such as hearing rights for each denied applicant. The correspondence will not include a case or beneficiary ID number. The correspondence will be printed on Michigan Department of Community Health (DCH) letterhead and will include the Beneficiary Helpline and MICHild toll-free numbers for applicants that have questions about the letter.

#### Ongoing Operating Prices

The revised pricing and expanded call tiers for the Beneficiary Helpline (1.022.A) and MICHild (1.022.G.b) in Attachment A follow.

#### **BENEFICIARY HELPLINE**

<b>Call Tier</b>	<b>Monthly Call Volume</b>
Base	Up to 56,000
Base plus 10%	56,001 to 61,600
Base plus 20%	61,601 to 67,200
Base plus 30%	67,201 to 72,800
Base plus 40%	72,801 to 78,400
Base plus 50%	78,401 to 84,000
Base plus 75%	84,001 to 98,000
Base plus 100%	98,001 to 112,000
Base plus 130%	112,001 to 128,800
Base plus 150%	128,801 to 140,000

## MICHILD CALL CENTER

Call Tier	Monthly Call Volume
Base	Up to 14,500
Base plus 10%	14,501 to 15,950
Base plus 20%	15,951 to 17,400
Base plus 30%	17,401 to 18,850
Base plus 40%	18,851 to 20,300
Base plus 75%	20,301 to 25,375
Base plus 100%	25,376 to 29,000

### **Payment Terms**

#### **Ongoing Labor Price:**

For month 1 of operation of the Correspondence Call Center after the CPC begins issuing correspondence that includes the Beneficiary Helpline toll-free number, the Contractor will bill the 150% tier price regardless of the actual call volume.

For subsequent months of operation, the Contractor will reduce staffing to reflect actual call volumes and bill the applicable tier price based on actual call volumes. In the event call volumes increase unexpectedly in excess of staffing levels, DCH will not enforce contract SLAs.

### **1.022.G – Health Care Programs**

#### **P. Presumptive Eligibility Application Portal**

One-time Development Price: \$ 500,000

The price is for the development and implementation of an online presumptive eligibility application portal, including hardware purchases, software development, and interface development.

Ongoing Component Prices: Add an annual price of \$115,200 under MI EBS Contract, Attachment A, 1.022.H.a.

Note: This price is in addition to the current annual price to operate the MICHild online application (Attachment A, 1.022.H). The MICHild online price will be billed for the period during which the Contractor operates the MICHild online application and/or the SOM Portal (data collection portal) approved under Change order number 4 (online application).

### **Payment Terms**

#### **One-time Development Prices:**

The Contractor will bill one-time prices on the invoice for the month in which the Contractor completes the tasks described in this statement of work. In the event that the Contractor is not able to complete the tasks for reasons not under the control of the Contractor, DCH agrees to pay the Contractor for the work completed.

#### **Ongoing Component Prices:**

The Contractor will bill the appropriate prices based on the volume of services provided for each category on the invoice for the month in which the services are provided.

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 5**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Greg Rivet	517-335-5096	<a href="mailto:rivetg@michigan.gov">rivetg@michigan.gov</a>
BUYER	DTMB	Lance Kingsbury	517-241-3768	<a href="mailto:kingsburyl@michigan.gov">kingsburyl@michigan.gov</a>

CONTRACT SUMMARY:			
DESCRIPTION: <b>Enrollment Broker Services – Department of Community Health</b>			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		March 31, 2017
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$7,555,096.00		\$97,100,371.00		

Effective immediately, the attached documents are hereby incorporated into this Contract. Additionally, funds in the amount of \$7,555,096.00 are hereby ADDED to this Contract.

All other terms, conditions, specifications, and pricing remain the same.

Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on September 13, 2013.



**MAXIMUS PRICING NARRATIVE TO AMEND THE  
MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B300215  
FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES**

**Submitted August 28, 2013**

Introduction

This narrative describes the one-time development prices and revisions to the ongoing component pricing in Attachment A to the MI EBS Contract. Attachment A revised to reflect this SOW is a separate document; changes are highlighted for ease of reference. Some components involve both one-time and ongoing prices; others involve one or the other, but not both. The one-time development prices and ongoing prices are set forth below.

## **1.022.A – Beneficiary Helpline**

### **State of Michigan ACA-Related Call Center**

#### **Introduction**

The state of Michigan (SOM) intends to create a toll-free telephone service (SOM Triage Call Center) to provide Michigan citizens with a convenient source of information about ACA and other health coverage questions. This pricing narrative itemizes the one-time development costs and ongoing operational costs for the tasks and functions set for in the MAXIMUS statement of work. This pricing leverages existing MAXIMUS resources to minimize the cost to the state of Michigan.

#### **Telecommunication Tasks**

5. One-time Development Price: \$993,730

#### **Ongoing Operating Prices**

6. Fixed monthly operational costs: \$146,935

7. Price per minute (actual talk time excluding time in the IVR or in queue) for all inbound calls (IVR and live CSR): \$0.776

8. Assumptions

- a. average call length of 4.0 minutes (IVR and live CSR combined)
- b. If the total number of monthly call minutes handled by a live CSR exceeds 800,000, MAXIMUS will submit a change order to DCH to expand the telephony infrastructure, facilities and staffing to accommodate additional call capacity.
- c. If DCH requests MAXIMUS to continue operation of the Call Center described in this SOW, MAXIMUS will submit a change order and pricing to reflect the continued period of operation.

#### **Other Considerations**

9. The average call length is estimated to be 4.0 minutes. At a future date in the first year of operations, MAXIMUS will analyze actual phone statistics and present findings to DCH for consideration and possible contract amendment/modification to the pricing strategy for the ACA-related Call Center based on actual operational experience.

### **Payment Terms**

#### **One-time Development Price:**

MAXIMUS will bill the one-time prices (number 1 above) on the invoice for the month in which MAXIMUS completes the tasks described in this SOW. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

#### **Ongoing Labor Price:**

MAXIMUS will bill the ongoing prices (numbers 2 and 3 above) on the invoice for each month in which the services are provided.

## **1.022.A – Beneficiary Helpline**

### **ACA Phone Applications**

#### **Phone Application Tasks**

1. Phone applications: \$0.776 per call minute (actual talk time excluding time in the IVR or in queue) for phone calls to submit a CMS application for health coverage under ACA. This includes call minutes from each call required to complete an application in the event that the applicant is unable to provide the required information during a single call.

MAXIMUS will not include completed phone applications in the volume of applications processed and billed under Health Care Programs (1.022.G) or the volume of CMS paper applications described in Support Services in this SOW.

MAXIMUS will not include phone application calls in the volume of calls reported and billed under the Beneficiary Helpline (1.022.A).

### **Payment Terms**

#### **Ongoing Prices:**

MAXIMUS will bill the ongoing prices (number 1 above) on the invoice for each month in which the services are provided.

## **1.022.G – Health Care Program Administration**

### **MAGI Inquiry Viewer Tool**

#### Overview

The state of Michigan (SOM) has requested MAXIMUS to provide the functionality described in the MAXIMUS statement of work (SOW) for the MAGI Inquiry Viewer Tool and summarized below.

9. Create a web-based tool to allow authorized external users to electronically view (read only access) applications submitted beginning on 10/1/13 for health coverage under ACA from all sources (e.g., FFM, DCT, paper). Provide this tool until 1/1/14 or until advised by SOM to terminate this functionality. The tool will only contain information about applications submitted to the SOM hub from any source. The tool will not be available to the public.
10. Create the ability to print information that is viewable by authorized external users on the MAGI inquiry viewer tool (see Information to be Displayed in SOW) in a human readable format.
11. The MAGI inquiry viewer tool will not provide any case management functionality.

#### Prices

The prices represent additional costs to MAXIMUS that result from:

- making the viewer tool available to external users (estimated 400 external users)
  - presenting the information (e.g., application and correspondence) in a human readable format with print capabilities. Note: The initial MAXIMUS solution for internal users would have differed from the MAGI inquiry viewer tool.
  - retrieving, storing and displaying data for all applications for which the SOM hub / MAGI service has issued an eligibility determination result (e.g., Medicaid, CHIP, pend, no determination). Note: the volume of DHS applications is significantly higher than MICHild volumes.
12. One time development cost – \$690,000
    - a. Labor to develop, test and implement the functionality described in the SOW
    - b. Ongoing labor to maintain operation of the tool
    - c. License fees
    - d. Security
    - e. Hardware costs (multiple environments)
  13. Monthly labor fee to support external users (access, training, and Help Desk) – \$6,000

#### Assumptions

14. MAXIMUS will host the MAGI inquiry viewer tool in a MAXIMUS data center
15. MAXIMUS will submit a change order to reflect ongoing systems operational costs if SOM requires MAXIMUS to provide the MAGI Inquiry Viewer Tool as described in the SOW after June 30, 2014.
16. MAXIMUS will submit a change order if the total volume of applications for all eligibility determination types placed in the MAXIMUS queue for purposes of being displayed by the viewer exceeds 100,000 per month.

17. MAXIMUS will submit a change order if the total number of external users exceeds the estimated total number by more than 10%. MAXIMUS users are not included in this calculation.

### **Payment Terms**

#### **One-time Development Price:**

MAXIMUS will bill the one-time price (number 4 above) on the invoice for the month in which MAXIMUS completes the tasks described in this SOW. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

#### **Ongoing Labor Price:**

MAXIMUS will bill the ongoing labor price (number 5 above) on the invoice for the month in which the services are provided.

## **1.022.G – Health Care Program Administration**

### **Support Services for ACA-Related Tasks**

#### **Introduction**

The Michigan Department of Community Health (DCH) has requested assistance with processing CMS paper applications submitted to the Michigan Department of Human Services (DHS) and the state of Michigan mailbox during the ACA implementation period. This pricing narrative describes the one-time development and ongoing operational tasks for the support service tasks to be performed by MAXIMUS. This pricing leverages existing MAXIMUS resources to minimize the cost to the state of Michigan.

#### **Support Services**

5. Fixed prices:

- a. One-time Development Costs: \$191,913
- b. Fixed monthly price: \$12,372

6. Unit prices:

In addition to the one-time development and fixed monthly prices itemized in number 1 above, the following prices apply for each of the following activities:

- a. Complete applications: \$6.99 per complete CMS paper application entered into the MAXIMUS Data Collection Tool (DCT).
- b. Print and mail correspondence generated by the Central Print Center (CPC) from the MAGI Viewer: \$1.45 per copy

### **Payment Terms**

#### **One-time Development Price:**

MAXIMUS will bill the one-time price (number 1.a above) on the invoice for the month in which MAXIMUS completes the tasks described in this SOW. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

#### **Ongoing Prices:**

MAXIMUS will bill the ongoing prices (numbers 1.b., 2.a, and 2.b above) on the invoice for each month in which the services are provided.

**MAXIMUS STATEMENT OF WORK TO AMEND THE  
MICHIGAN ENROLLMENT BROKER SERVICES CONTRACT NO. 071B1300215  
FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES**

**Submitted August 28, 2013**

Introduction

In response to a request from the Michigan Departments of Community Health (DCH) and Technology, Management and Budget (DTMB) MAXIMUS is pleased to submit this statement of work (SOW), and prices for that SOW, for changes to the scope of work and deliverables in section 1.022 of the Michigan Enrollment Broker Services contract (MI EBS) that are necessary to implement changes required under the federal Affordable Care Act (ACA).

This statement of work is organized by the relevant section of 1.022. Sections not affected by this amendment are not referenced in this SOW. The prices, presented and described in separate pricing documents, reflect this SOW and the information available and decisions made as of August 2, 2013.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration (MAGI-related) systems functionality or services that are not described in this statement of work or in the Michigan Enrollment Broker Services contract including approved change orders. This SOW and prices do not include changes to MAXSTAR after October 1, 2013, that may be necessary as CMS and/or SOM modify requirements for the MAGI-related programs or the operation of the state MAGI service, single repository, state messaging gateway, or other hardware / software associated with implementing the ACA in Michigan.

This SOW does not include any changes to MAXIMUS services or systems necessary to implement the Michigan Department of Community Health's (DCH) Integrated Care Demonstration Project.

**1.022.A – Beneficiary Helpline**

**State of Michigan ACA-Related Call Center**

Introduction

The state of Michigan (SOM) intends to create a toll-free telephone service (SOM Triage Call Center) to provide Michigan citizens with a convenient source of information about ACA and other health coverage questions. The following describes the tasks and functions that MAXIMUS will provide to support SOM's intent.

Time Period

MAXIMUS will operate the toll-free call center from 10/1/13 through 9/30/14. DCH may authorize MAXIMUS to continue operating this call center after 9/30/14 with at least 90 days' notice.

Telecommunication Tasks / Call Center

18. Obtain a toll-free number to be used for the SOM Triage Call Center to handle general inquiries from consumers, employers and assisters through a combination of self-service and live agent assistance.
19. Obtain and maintain four (4) voice T1s to support the toll-free number.
20. Operate a toll-free call center on Monday through Friday, from 8 am to 7 pm ET.
  - d. Translation services will be provided by customer service representatives (CSRs) fluent in Spanish or Arabic and Translation Line for all other languages
21. Develop, implement and operate interactive voice response (IVR) technology. DCH will approve prior to implementation.

- e. The IVR will be available 24/7.
  - f. The IVR will be available in English as of 10/1/13 and Spanish as of 1/1/14.
22. The intent of the IVR is to provide a self-service portal for callers to:
- g. Obtain ACA information in a simple, concise manner.
  - h. Listen to prompts/options to be transferred (IVR to IVR; not IVR to ACD or IVR to live person) to resources such as listed below:
    - i. Federal marketplace
    - ii. Frequently asked questions (FAQs)
    - iii. Beneficiary Helpline for phone applications (dedicated toll-free number)
    - iv. Provider Helpline
    - v. Department of Finance and Insurance Services (DFIS) related to tax credits
    - vi. Organization representing small businesses
- SOM will provide a contact person for each resource to research and resolve operational concerns or issues that may occur related to transfers from the IVR. SOM will facilitate meetings with these resources as necessary.
- MAXIMUS will recommend changes to the IVR to improve containment (percent of callers that do not request a live agent)
- i. Have the option to speak with a live CSR during business hours.
    - i. MAXIMUS may refer callers to other toll-free numbers; MAXIMUS will not “warm” transfer live calls.
  - j. The IVR will not include any validation logic or database connectivity.
23. MAXIMUS CSRs will create a Service Request (SR) in the Michigan Department of Community Health (DCH) CRM system for each live call. MAXIMUS and DCH will develop the types and reasons codes applicable to live calls received through the toll-free number. CSRs will create a manual SR for public callers. An SR is not required for calls handled by the IVR that do not result in the caller speaking with a live CSR.
24. MAXIMUS CSRs answering telephone calls to the toll-free line will not have access to protected health information (PHI) for any callers. CSRs will not use CHAMPS, Bridges or MAXSTAR to respond to caller inquiries. As a result, CSRs will not be required to verify or authenticate callers using DCH HIPAA privacy guidelines. Callers needing help that involves personal information will be referred to the appropriate resource, such as the Beneficiary Helpline; MAXIMUS will not “warm” transfer live calls. Callers that opt to speak with a live CSR instead of the Beneficiary Phone Application prompt (number 22. e. iii above) interested in submitting a phone application will be given that toll-free number as well as being educated about the information needed and the time necessary to complete a phone application, and other application options (e.g., online). While CSRs will not have access to systems with PHI, they will receive training and resource materials about HIPAA privacy requirements to ensure they appropriately handle calls during which PHI may be discussed.
25. MAXIMUS will provide a TTY number for hearing impaired callers
26. The primary location for this call center will be the MAXIMUS East Lansing, Michigan facility. As needed to handle high call volumes, MAXIMUS will overflow calls to another MAXIMUS call center located in Chicago, Illinois. The Michigan Enrollment Broker Services management staff will have operational responsibility for this call center. Following the initial implementation period (estimated six months) MAXIMUS intends to consolidate call center operations in the MAXIMUS East Lansing, Michigan facility as call volumes decrease to reflect post-implementation, ongoing operations.

### Reporting

27. MAXIMUS will submit monthly call activity reports with at least the following information:
- k. total number of calls received
  - l. total number of live call minutes



- m. number and percent of calls answered by the IVR (not transferred to the live CSR) for each resource listed in number 22.e. above
- n. number and percent of calls answered by a live CSR
- o. abandonment rate
- p. average wait time to speak with a live CSR after the caller chooses to be transferred from the IVR
- q. average call length for a live call
- r. the point in the call tree at which a caller opts to speak with a live CSR
- s. Number and percent of calls by language preference

#### Call Center Resource Materials, CSR Training and Quality Monitoring

MAXIMUS will complete the following tasks:

- 28. Create, maintain and update an electronic Desk Reference, with DCH approval, to provide CSRs with accurate and complete information (e.g., scripts) to respond to caller inquiries.
- 29. Adapt training modules/materials for Michigan-specific needs based on Navigator training developed by HHS and call center training developed by MAXIMUS through state contracts for State Based Exchange contact centers.
- 30. Develop, with DCH approval, protocols for handling various call types.
- 31. Conduct initial and ongoing training sessions to educate CSRs in customer service skills, call documentation, and resource materials.
- 32. Maintain a quality monitoring program to ensure that CSRs provide accurate and complete information in a professional manner.
- 33. Collaborate with DCH to manage the compressed implementation timelines required for these services. DCH will designate points of contact for MAXIMUS to obtain detailed information needed to respond to caller inquiries and to be recorded for the IVR and the existing telecommunication infrastructure for the current telephone services (including toll-free numbers) to which callers will be referred or transferred.

#### Performance Standards

- 34. The following service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract apply to the services and tasks described in this SOW.
  - c. Call Center Customer Service Standards– Section 1.071.C (a), 1 through 3
  - d. Call Center Desk Reference – Section 1.071.C (b)

### **1.022.A – Beneficiary Helpline**

#### **ACA Phone Applications**

##### Introduction

The Michigan Department of Community Health (DCH) has requested that MAXIMUS accept telephone applications for health coverage under ACA. The following describes the tasks to be performed by MAXIMUS.

##### Phone Application Tasks

- 35. Time period – begin accepting phone applications on 10/1/13 and continue providing this service for the duration of the MI EBS contract.
  - a. Phone applicants that contact the MAXIMUS Call Center before 10/1/13 will be advised to call back on or after 10/1/13. The Call Center will educate phone applicants about the information needed and the time required to complete a phone application as well as other application options (e.g., online application).

36. MAXIMUS will establish a dedicated toll-free number to accept ACA phone applications. Customer Service Representatives (CSRs) trained to handle calls for the Beneficiary Helpline will handle phone application calls.
37. MAXIMUS will operate the toll-free number Monday through Friday, 8 am to 7 pm ET. Callers will be given the option to speak with a CSR that is fluent in Spanish or Arabic. All other languages will be provided by Translation Line.
38. CSRs will enter application data that is collected during the phone call from applicants that contact the MAXIMUS Call Center to apply for health coverage under ACA into the MAXIMUS data collection tool (DCT).
39. CSRs will collect data from callers based on the appropriate CMS paper application. They will explain to applicants what information is needed to complete a CMS paper application, after first screening to determine which CMS application (Attachment B, C or D) is appropriate for the caller.
40. Incomplete Phone Applications
  - a. MAXIMUS will explain to applicants what information is needed to complete a CMS paper application, after first screening to determine which CMS application (Attachment B, C or D) is appropriate for the caller.
  - b. The CSR will ask the caller if she / he has the necessary information readily available and enough time to complete the application (estimated 45 minutes). If the caller has the information and the time, the CSR will interview the caller and enter data provided by the caller.
  - c. If the caller does not have the necessary information, the CSR will advise the applicant to collect the information and call back. The CSR also will educate callers about other application options (e.g., online application).
  - d. If during the interview session, the applicant does not have the information necessary to complete the application, the CSR will itemize the missing information for the caller, save the application, give the caller the application ID number and password with instructions to retain this for the return call, and instruct the caller to contact the Call Center with the information within 5 days or the incomplete application will expire.
  - e. MAXIMUS will record calls for all phone applications and retain these records for the time period required by CMS.
  - f. MAXIMUS will ask the caller to affirmatively verify that she / he is the person for which application information is being provided, and to attest to the certifications read to the caller by the CSR.
  - g. MAXIMUS will only submit complete phone applications to the SOM hub for an eligibility determination.
41. MAXIMUS will provide monthly reports with relevant information about phone applications, such as:
  - a. number of calls received
  - b. number and percent of applications completed
  - c. number and percent of incomplete applications (both subsequently completed and those not completed before the expiration period)
  - d. number and percent of applicants advised to call after they have gathered the required information
  - e. average call length
42. MAXIMUS will create and submit an Account Transfer to the SOM hub for each complete phone application using established protocols.

#### Performance Standards

43. The following service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract apply to the services and tasks described in this SOW.

- a. Call Center Customer Service Standards– Section 1.071.C (a), 1 through 3
- b. Call Center Desk Reference – Section 1.071.C (b)

#### Other Considerations

44. The average time estimated to complete a phone application is 45 minutes. At a future date in the first year of operations, MAXIMUS will analyze actual phone application statistics and present findings to DCH for consideration and possible amendment/modification to this SOW based on actual operational experience.

### **1.022.G – Health Care Program Administration**

#### **MAGI Inquiry Viewer Tool**

##### Overall Purpose

The state of Michigan (SOM) has requested MAXIMUS to provide the functionality described below.

45. Create a web-based tool to allow authorized external users to electronically view (read only access) applications submitted beginning on 10/1/13 for health coverage under ACA from all sources (e.g., FFM, DCT, paper). Provide this tool until 1/1/14 or until advised by SOM to terminate this functionality. The tool will only contain information about applications submitted to the SOM hub from any source. The tool will not be available to the public.
46. Create the ability to print information that is viewable by authorized external users on the MAGI inquiry viewer tool (see Information to be Displayed below) in a human readable format.
47. The MAGI inquiry viewer tool will not provide any case management functionality.

##### External User Groups / Primary Tasks

48. 300 Michigan Department of Human Services (DHS) users – one or two designated workers in each local office and designated central office staff to respond to applicant calls regarding the status of an application/eligibility determination.
49. 50 Michigan Department of Community Health (DCH) users – to support Departmental Review hearing requests and DCH Customer Service Division workers responding to questions received through the Beneficiary Helpline
50. 20 Michigan Administrative Hearing Service (MAHS) users – to support the administrative hearing process

##### External User Access and Training

51. MAXIMUS will create and administer a process to authenticate external users and grant or terminate user ID numbers / access.
  - a. All external users will have the same read-only access
  - b. All external users will comply with federal and SOM security and confidentiality standards (i.e., workers will not print and/or provide information unless the caller or requestor is verified and authorized to view the information). Each user's employer is responsible for monitoring an employee's compliance with these standards.
  - c. Each External User Group (i.e., DHS, DCH, MAHS) will designate an individual that is responsible for notifying MAXIMUS when a user's access should be terminated either due to a change in job duties or employment status.
  - d. Each External User Group (i.e., DHS, DCH, MAHS) will be responsible for designating a point of contact and developing and managing a process to provide information, documentation and certifications required by MAXIMUS to grant their workers with access to the tool.

- e. MAXIMUS will conduct one train-the-trainer session for each External User Group to describe the process to obtain user access to the tool, train users to use the tool, and how to report problems with the tool.
- f. MAXIMUS will provide technical assistance when External Users report problems with functionality of the tool. Prior to reporting connectivity problems, each User Group must first confirm that their system's connectivity is functioning.

### Search Criteria

External users will locate applications for customer service and/or administrative hearings based on the following search criteria.

- 52. Unique ID number included in the Account Transfer and on Central Print Center (CPC) correspondence
- 53. Applicant name, date of birth (DOB), and address
- 54. SSN (last 4 digits only)

### Information to be Displayed

- 55. Application for which the SOM hub / MAGI service issued a MAGI eligibility determination, including approvals, denials, no determinations and pends
  - a. Data entered by the applicant and contained in the Account Transfer; income information (FTI) will be redacted in the Account Transfer
  - b. When more than one application (and associated information) exists for the same applicant, the Viewer will display multiple results in date order
  - c. Applications that have not been submitted to the SOM hub will not be viewable by the tool. This includes applications submitted to any "door" that do not contain the 4 minimum data elements and incomplete paper applications submitted to MAXIMUS.
- 56. Eligibility
  - a. Determination with reasons and MAGI category, % FPL, and TOA
  - b. Rules executed and outcomes (MAHS)
- 57. Correspondence generated and mailed by the CPC
  - a. In the format issued by CPC and received by the applicant
- 58. The Viewer will only display information provided by the SOM hub through an Account Transfer. MAXIMUS will not augment information (e.g., health plan enrollment) to be displayed by the Viewer from other data sources (e.g., MI ENROLLS or MICHild data base).
- 59. External users will be able to print the application and the correspondence from the Viewer.

### Source of Information to be Displayed

- 60. MAXIMUS will use the Account Transfer information deposited in the MAXIMUS queue by the SOM hub.

### Location of Hardware/Software that will host MAGI Application Viewer

- 61. MAXIMUS will host the MAGI application viewer in a MAXIMUS data center

## **1.022.G – Health Care Program Administration**

### **Support Services for ACA-Related Tasks**

#### Introduction

The Michigan Department of Community Health (DCH) has requested assistance with processing paper CMS applications submitted to the Michigan Department of Human Services (DHS) and the state of Michigan mailbox during the ACA implementation period. The following describes the tasks to be performed by MAXIMUS.

### Support Services

62. Time period:

- a. Implement the services and tasks on 10/1/13 and continue to provide them until advised to discontinue by DCH.
- b. Paper CMS applications received prior to 10/1/13 will be held until 10/1/13. MAXIMUS will process these applications based on this SOW beginning 10/1/13.

63. MAXIMUS data entry clerks will enter into the MAXIMUS Data Collection Tool (DCT), approved in Change Order number 4, application data from CMS paper applications submitted to the Department of Human Services (DHS) and received through the state of Michigan mailbox.

- a. DCH will be responsible for providing CMS paper applications to be data entered into the DCT to MAXIMUS.
- b. The estimated volume of paper CMS applications that MAXIMUS will be required to process is 40,000 per month.

64. MAXIMUS will return applications that do not contain the 4 minimum data requirements (name, DOB, address and signature) to the sender with a cover letter explaining how to complete and resubmit the application. The letter also will educate the applicant about the option to apply online. This letter will be billed under Section 1.022.G.e (program related mailings).

65. MAXIMUS will request missing information (MI) necessary to complete a paper application before it is submitted to the SOM hub for a MAGI eligibility determination. When requested information is received, MAXIMUS will enter that data into the DCT and submit a completed application to the SOM hub using established protocols. This letter will be billed under Section 1.022.G.e (program related mailings).

- c. If an applicant does not provide the requested information within the established MI time period, MAXIMUS will generate and mail a denial letter. This letter will be billed under Section 1.022.G.e (program related mailings).
- d. MAXIMUS will not submit incomplete paper applications to the SOM hub for an eligibility determination.
- e. The estimated number of paper CMS applications for which a Missing Information letter must be sent prior to submitting the application to the SOM hub is 50%.

66. MAXIMUS data entry clerks will enter data provided by callers or written documentation in response to the Missing Information letter into the MAXIMUS DCT

67. MAXIMUS will create and submit an Account Transfer to the SOM hub for each paper application using established protocols.

68. Upon request from an applicant, MAXIMUS will print and mail correspondence generated by the Central Print Center (CPC). This letter will be billed under Section 1.022.G.e (program related mailings).

### Performance Standards

69. The following service level agreements (SLAs) set forth in section 1.071.C of the MI EBS contract apply to the Data Entry of Paper CMS Applications services and tasks described in this SOW.

- a. MICHild Application Processing Standards– Section 1.071.C. M (j), 2

MAXIMUS Revised Attachment A -- ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Beneficiary Helpline	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,467,235
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$3,600,739
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$3,834,718
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,863	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,106,870
Beneficiary Helpline - ACA related	1.022.A	Fixed price for monthly operation	NA	NA	\$ 146,935	TBD	TBD	TBD
Beneficiary Helpline - ACA related	1.022.A	Price per call minute connected to a live agent (includes ACA Beneficiary Helpline and CMS phone application services)	NA	NA	\$ 0.776	TBD	TBD	TBD
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,249,570
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,809	b) \$4,308,288	b) \$4,344,785	b) \$4,344,785
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,298	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,508,365
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$4,697,638
Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0

MAXIMUS Revised Attachment A -- ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of October 1, 2013			\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of October 1, 2013			\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023
		Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of October 1, 2013			\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063

MAXIMUS Revised Attachment A – ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL			\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING			\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,365	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing space	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MiChild and Healthy Kids Medicaid		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$574,105
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$607,999
		b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$665,462
		b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$732,468
		b2) Fixed price for all other enrollment related sub-tasks – bidder should also include volume tiers or other quantity measures for pricing						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037



MAXIMUS Revised Attachment A -- ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
		b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,869	b2.1) \$1,534,869
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037
		b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,599,740	b2.1) \$1,612,157	b2.1) \$1,654,869	b2.1) \$1,654,869
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,641,791	b2.2) \$1,659,180	b2.2) \$1,703,082	b2.2) \$1,703,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,741,174	b2.3) \$1,754,133	b2.3) \$1,801,060	b2.3) \$1,801,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,829,557	b2.4) \$1,849,087	b2.4) \$1,899,037	b2.4) \$1,899,037
		b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research						
		b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,719,740	b2.1) \$1,732,157	b2.1) \$1,774,869	b2.1) \$1,774,869
		b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,761,791	b2.2) \$1,779,180	b2.2) \$1,823,082	b2.2) \$1,823,082
		b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,861,174	b2.3) \$1,874,133	b2.3) \$1,921,060	b2.3) \$1,921,060
		b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,949,557	b2.4) \$1,969,087	b2.4) \$2,019,037	b2.4) \$2,019,037

MAXIMUS Revised Attachment A -- ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
c) Plan First		c) Fixed monthly price for all related sub-tasks	c) \$478,413	c) \$480,780	c) \$482,511	c) \$490,932	c) \$500,128	c) \$500,128
d) MOMS		d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134
e) Program-related mailings		e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728
		Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045
		Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287
		Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530
		Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks			e.3) \$246,302	e.3) \$253,999	e.3) \$259,772	e.3) \$259,772
		Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks			e.3) \$264,547	e.3) \$272,814	e.3) \$279,014	e.3) \$279,014
		Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks			e.3) \$297,387	e.3) \$306,680	e.3) \$313,650	e.3) \$313,650
		Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks			e.3) \$342,999	e.3) \$353,717	e.3) \$361,756	e.3) \$361,756
		ACA Missing Information Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		ACA Eligibility Decision Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54
		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$ 1.15	\$ 1.18	\$ 1.21	\$ 1.21
		MAGI Viewer Correspondence Copy PRICE PER MAILING			\$ 1.45	NA	NA	NA
f) MAGI Viewer	1.022.G	Fixed monthly price			\$6,000	NA	NA	NA
g) ACA-Related Support Services	1.022.G	a) Fixed monthly price for entering complete CMS applications into Data Collection Tool	NA	NA	a) \$12,372	NA	NA	NA
		b) CMS paper application PRICE PER COMPLETE APPLICATION ENTERED INTO DATA COLLECTION TOOL			b) \$6.99			
Online Application System	1.022.H	Fixed monthly price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464

MAXIMUS Revised Attachment A -- ACA Related Changes  
 DMB Contract No. 071B1300215

Pricing Component	Reference	Method	Year Price (12 months)	Price	Year Price	Year Price	Year Price	Year Price
Interactive Voice Response System	1.022.I	Fixed monthly price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MiChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,458	a) \$343,556	a) \$347,159	a) \$354,058	a) \$354,058
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$358,890	b) \$358,890
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,238	c) \$359,833	c) \$364,348	c) \$364,348
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,828	d) \$367,489	d) \$372,002	d) \$372,002
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,081	a) \$2,978	a) \$3,002	a) \$3,023	a) \$3,023	a) \$3,023
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,188	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	b) \$3,138
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	c) \$3,594
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$882,923	a) \$868,254	a) \$868,254	a) \$868,254	a) \$868,254	a) \$868,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$890,499	b) \$887,985	b) \$887,985	b) \$887,985	b) \$887,985	b) \$887,985
<b>Total Year Price</b>								

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STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO. 4**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Greg Rivet	517-335-5096	<a href="mailto:rivetg@michigan.gov">rivetg@michigan.gov</a>
BUYER	DTMB	Lance Kingsbury	517-241-3768	<a href="mailto:kingsburyl@michigan.gov">kingsburyl@michigan.gov</a>

CONTRACT SUMMARY:			
DESCRIPTION: Enrollment Broker Services – Department of Community Health			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		March 31, 2017
VALUE/COST OF CHANGE NOTICE:		ESTIMATED AGGREGATE CONTRACT VALUE REMAINS:		
\$1,735,000.00		\$89,545,275.00		
Effective May 6, 2013, the attached documents are hereby incorporated into this contract. Contract is also increased by \$1,735,000.00 for Enrollment Broker Services. All other terms, conditions, specifications, and pricing remain the same. Per agency request, DTMB Procurement approval and the approval of the State Administrative Board on March 19, 2013.				

**CONTRACT NO. 071B1300215, CHANGE NOTICE # 4  
FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES**

**Final Submitted March 5, 2013**

Introduction

MAXIMUS is pleased to submit a proposed statement of work (SOW), and prices for that SOW, for changes to the requirements of the Michigan Enrollment Broker Services contract (MI EBS) that are necessary to implement changes required under the federal Affordable Care Act (ACA).

The proposal is organized by contract component. The prices, presented and described in separate pricing documents, reflect this SOW and the information available and decisions made as of February 27, 2013.

MAXIMUS is not responsible for Enrollment Broker and Health Care Program Administration (MAGI-related) systems functionality or services that are not described in this statement of work or in the Michigan Enrollment Broker Services contract including approved change orders. This SOW and proposed prices do not include changes to MAXSTAR after October 1, 2013, that may be necessary as CMS and/or SOM modify requirements for the MAGI-related programs or the operation of the state MAGI service, single repository, state messaging gateway, or other hardware / software associated with implementing the ACA in Michigan.

This proposal does not include any changes to MAXIMUS services or systems necessary to implement the Michigan Department of Community Health's (DCH) Integrated Care Demonstration Project.

## INDEX

### DCH Health Care Programs

- A Online Application Process
- B Interfaces between MAXIMUS and SOM Business Partners
- C MAXSTAR System of Record for DCH Health Care Programs
- D Case Maintenance
- E Health Care Program Operations
- F Parallel Processing
- G Mailing Decision Letters for Eligibility Determinations

### Medicaid Enrollment Broker Program

- H Beneficiary Helpline
- I Medicaid Enrollments and Mailings
- J Enrollment Broker Auto Assignments
- K Plan Liaison
- L DCH Health Care Programs
- M mihealth Cards
- N Enrollment Broker System Changes
- O Interactive Voice Response System
- P Medicaid Outreach Activities
- Q DTMB Requirements

### DCH Health Care Program Administration (MI EBS Contract, Sections 1.022.G., H., and J.)

As the administrative services contractor for DCH's Health Care Programs, MAXIMUS operates a customer service call center, processes applications for health care coverage, enrolls members into health and dental plans, and processes premium payments. MAXIMUS operates the MAXSTAR application and database, which is the system of record for the Michigan's CHIP program. MAXSTAR stores all member and application information (paper, DHS interface, and online); generates and maintains a record of correspondence and notices for applicants and members; calculates eligibility; manages the renewal and disenrollment processes; manages the premium payment, collection and failure to pay disenrollment process; and generates reports as required by the state of Michigan (SOM) and the Centers for Medicare and Medicaid Services (CMS).

In addition, MAXIMUS operates an interactive online eligibility application for four DCH health care programs. This application collects demographic, household and income information, and calculates financial eligibility based on that data. After the online application determines potential program eligibility, the application then asks users to enter program specific information to make a final eligibility determination. The online application issues an electronic decision letter to each person listed on the online application. On a daily basis, applicants eligible for CHIP are evaluated to determine if they have active Medicaid and/or an existing active or inactive CHIP case (file clearance / enrollment check) and then moved into MAXSTAR. As noted above, online application data is stored in MAXSTAR. Healthy Kids and Plan First online application data and eligibility determinations are referred to the Department of Human Services (DHS) for processing into Bridges via an electronic interface. MAXIMUS also electronically receives application data and eligibility determinations from DHS/Bridges for processing into MAXSTAR. The online application also issues a MOMS Guarantee of Payment letter (GPL) for pregnant applicants that meet specific requirements. A separate Enrollment Notice is provided to DCH for MOMS applicants.

Systems are operated to carry out approved program design and policies. To develop and implement systems that accurately and effectively do this, detailed information about program policies is necessary.

MAXIMUS recognizes that SOM has not yet received complete direction from CMS. In addition, SOM is actively involved in stakeholder meetings to accurately and fully define the requirements of the ACA and the role of each Michigan business partner, including MAXIMUS. For purposes of this document, Business Partner includes DCH, DTMB, DHS, MAXIMUS and CHAMPS. SOM has met with MAXIMUS to discuss and describe the requirements of the services and systems functionality that MAXIMUS must provide beginning October 1, 2013.

SOM advised that existing pre-MAGI systems and processes should continue as approved under the current MI EBS contract unless ACA requirements necessitate changes. As of the submission of this SOW and pricing, stakeholders continue to meet to make decisions regarding how Michigan will implement the ACA and the roles and responsibilities of each business partner. Many decisions remain to be made, including those that may affect the administration of the DCH's health care programs and MAXMUS systems that support those programs.

#### **A. Online Application Process**

As noted above, the current online application is both a data collection tool and an eligibility rules engine for four different programs. Depending on the eligibility determination, the application data is either transmitted to DHS via an electronic interface for processing into Bridges, or it is moved into MAXSTAR to carry out all contract required tasks such as generate required letters and notices (see previous page).

SOM advised that, under ACA, MAXIMUS will not calculate MAGI eligibility for the DCH health care programs. This affects both MAXSTAR and the online application. The MAXSTAR changes are described in Section C. below. Unless otherwise directed by DCH, MAXIMUS will remove the link between the online application URL (healthcare4mi.com) and the online application on October 1, 2013. Depending on SOM decisions about parallel processing of applications between October 1,

2013 and November 20, 2013 (cut-off date for January 1, 2014 enrollment effective dates), MAXIMUS may continue to use the online application internally to calculate pre-MAGI eligibility. See Section F. below.

MAXIMUS will provide an online method for applicants to apply for MAGI-related health care coverage. The pricing is predicated on the volume of online applications submitted via either option remaining consistent with the volume of online applications prior to October 1, 2013. Options include developing and operating an electronic data collection tool based on the CMS streamlined paper application (alternative A.1) and using a product provided by SOM (alternative A.2).

#### Alternative A.1.

MAXIMUS will replace the current online application with an electronic data collection form. This alternative maintains the current web address that has been in use and widely published since 2007, thereby supporting the “no wrong door” concept. The form will be consistent with the CMS streamlined paper application (Application for Health Insurance Draft 01/16/13) and will be used by the public to apply for health and dental coverage as well as allow workers to enter data from paper applications submitted to the existing PO Box. Application data collected using this form will be transmitted to SOM for an eligibility determination (see Interfaces described in B below). MAXIMUS will store this data.

The form will:

- Include user authentication functionality
- Allow users to save an incomplete application and return later to complete and submit the application. The Save functionality requires retention of application data that will be stored separately from MAXSTAR, the system of record.
- Have limited edits to ensure that all required data fields are completed and that data entered on each page are in the correct format (e.g., DOB will require mmddyyyy)
- Ask all questions on the CMS streamlined paper application including conditional questions related to specific program eligibility (prior to determination of program eligibility)
- Require an applicant to electronically sign the application in a manner similar to the current online application
- Present static, generic information about the application process including how the user will be notified of an eligibility determination
- Direct users to the MAXIMUS Call Center for assistance in completing the form and/or submitting an application or documentation, as necessary
- Be available in English

The form will **not**:

- Allow a user to submit an incomplete (as defined by DCH) application to SOM for an eligibility determination
- Crosscheck data between various sources (such as MAXSTAR and data collection storage area)
- Crosscheck data provided by the applicant that may be inconsistent with information entered in response to different questions on the same or a different application
- Conduct complex edit checks such as males indicating they are pregnant
- Interact with any external data sources (such as the SOM hub infrastructure/ MAGI rules engine, the federal data hub, or other third party sources) during the data entry and application submission process
- Present information for user attestation (such as income, SSN or citizenship)
- Provide a potential eligibility determination pending processing by the state MAGI service
- Ask applicants to select a health and dental plan because an eligibility determination will not have been made at this point

#### Alternative A.2.

MAXIMUS will assist with the customization and installation of a product that provides an interactive, electronic tool that collects all data required by the CMS streamlined online application. MAXIMUS expects that CMS or SOM may offer this type of tool. Unlike alternative number A.1 above, this product



will require interaction with SOM during the application session to obtain information (such as income) that is necessary to be displayed to the applicant for validation or to ask conditional questions specific to program eligibility determined by the state MAGI rules engine. Application data collected using this alternative will be transmitted to SOM for an eligibility determination (see Interfaces described in B below). MAXIMUS will store this data.

## **B. Interfaces between MAXIMUS and SOM Business Partners**

This proposal is based on an October 1, 2013 implementation date for ACA-related interfaces. MAXIMUS can maintain existing interfaces beyond that date if directed by SOM until new interfaces, such as with the MAGI service, are functional. MAXIMUS will **not** operate duplicate interfaces, such as the DHS and the MAGI interfaces, during the same period.

### **MAXIMUS Responsibilities**

1. Develop and operate interfaces between MAXIMUS and the following exchange points to electronically submit and / or receive applications (new, duplicate, and redetermination) and eligibility determinations via a daily batch process. MAXIMUS will provide batch-based exchanges with the SOM service bus to enable MAXIMUS to respond to information requests, process case redeterminations generated by SOM and to accept new case referrals from external programs. These interfaces will include data transformation and error handling logic as required.
  - a. single repository
  - b. hub infrastructure
  - c. MAGI rules engine for new applicant, redetermination and duplicate applications
2. Continue to operate the existing inbound and outbound interfaces between MAXIMUS and DCH to provide demographic, eligibility and enrollment information for CHAMPS using the existing daily 5390 / 1038.05 and monthly 5391 / 1039.08 file layouts and the SOM Data Exchange Gateway (DEG) exchange point. The file layout for these files is not expected to change.
3. Provide to SOM a one-time conversion file of members with active coverage for the month of October 1, 2013, and the remaining months of their 12-month eligibility period. SOM will load this file into the single repository to establish the baseline population as of October 1, 2013. Applications submitted on or after October 1, 2013, including those with pre-MAGI and MAGI decisions, will be submitted to SOM through existing (see number 2 above) or new interfaces (see number 1 above).
4. Discontinue the inbound and outbound interfaces between MDCH Vital Records and MAXIMUS (5457 and 5458) because federal and/or state sources will be used to validate citizenship and identity. See Section F, Parallel Processing, for the date on which these interfaces will be discontinued.
5. Discontinue the inbound and outbound interfaces between DHS and MAXIMUS (BDCH13S, BDCH13RE, BDCH14R, and BDCH14SE) because application referrals will be exchanged via the state messaging gateway. See Section F, Parallel Processing, for the date on which these interfaces will be discontinued.
6. Add capacity to oversee the development and implementation, and manage the ongoing operation of these interfaces.

### **SOM Responsibilities**

7. Provide MAXIMUS with clear, unambiguous and mutually exclusive criteria to identify which ACA determinations will be processed by MAXIMUS for DCH health care program administrative tasks required by contract. SOM will provide this information on a timely basis. MAXIMUS will provide dates for critical events.
8. Provide MAXIMUS with file formats, data dictionaries, minimum required data elements and eligibility determination factors and the applications (paper and online) that will be accepted by either or both the federal and state MAGI rules engines. SOM will provide this information on a timely basis. MAXIMUS will provide dates for critical events.
9. At least 60 days prior to the submission due date, SOM will provide MAXIMUS with the specific data elements and format to be submitted in the one-time conversion file (number B.3 above).

## **C. MAXSTAR – System of Record for DCH Health Care Program Administration**

## **MAXIMUS Responsibilities**

1. Maintain MAXSTAR, the CHIP program system of record.
2. Maintain case and applicant record information entered prior to October 1, 2013, based on the contract record retention requirements. MAXIMUS is not required to convert this information to another format that may be required for applications processed under the federal Affordable Care Act.
3. For applications received on or after October 1, 2013, maintain application and determination information based on ACA requirements. SOM has not provided the requirements as of February 15, 2013.
4. On October 1, 2013, put into production changes to MAXSTAR necessary to accommodate ACA / SOM changes. These include:
  - a. receiving and maintaining all data from paper and online applications submitted at the MAXIMUS point of entry and eligibility determinations submitted by SOM to MAXIMUS.
  - b. tracking the date of receipt of the application, missing information or supporting documentation received at the MAXIMUS point of entry, the application point of origin and the date of receipt of an eligibility determination submitted by SOM
  - c. removing the pre-MAGI eligibility determination functionality
  - d. triggering the plan selection process that is required prior to the eligibility and plan enrollment effective date
  - e. triggering letters or notices as appropriate
  - f. maintaining the existing premium collection process without change
  - g. in collaboration with and as required by DCH, creating a data element in the 5390/1038.05 daily eligibility file to indicate if a decision is based on pre-MAGI or MAGI rules. As noted above in B.2, this will not require a change in the file layout.
  - h. allowing a January 1, 2014 effective date of enrollment for applicants determined eligible between October 1, 2013 and November 20, 2013 under MAGI rules (pre-MAGI decisions will use effective dates of enrollment based on existing cut-off dates). See Section F, Parallel Processing.
5. Add new or modify existing data elements and values that will be provided by the CMS online and paper applications and by the ACA through the hub infrastructure (TBD).
6. Maintain current application and case processing time frames and procedures. These include:
  - a. Register paper and online applications submitted to the MAXIMUS point of entry within 2 business days of receipt.
  - b. Register eligibility determinations submitted to MAXIMUS by SOM within 2 business days of receipt.
  - c. Make a final determination for each application or eligibility determination transferred from SOM with a determination and mail the appropriate decision letter within 10 business days after receiving a complete application.
  - d. Mail missing information letters, including requests for plan selections, to applicants within 10 business days of receipt of an eligibility determination from SOM.
7. Develop a method to generate a MOMS Guarantee of Payment Letter and/or Enrollment Notice if DCH continues the MOMS program.
8. Modify reports to reflect the revised application and eligibility determination process. SOM has not defined these changes as of the date of this proposal.

## **SOM Responsibilities**

9. Provide MAXIMUS with detailed information about the minimum required data elements and eligibility determination factors and the applications (paper and online) that will be accepted by either or both the federal and state MAGI rules engines. SOM will provide this information on a timely basis. MAXIMUS will provide dates for critical events.

### **D. Case Maintenance**

#### **MAXIMUS Responsibilities:**

1. Consistent with current policies and procedures, maintain active and inactive cases in MAXSTAR for the time frames specified in the MI EBS contract.
2. Update MAXSTAR and transmit to SOM via the appropriate interface (see B above) all case information changes submitted by applicants and active case members.

3. Follow up with members to collect any incorrect or changed information, enter data into MAXSTAR, and send data to the hub infrastructure / MAGI rules engine to recalculate eligibility, as required.

#### **E. DCH Health Care Program Operations**

##### **MAXIMUS responsibilities:**

MAXIMUS will process applications and eligibility determinations received from SOM for health and dental coverage including enrollment into health and dental plans consistent with the requirements of the MI EBS contract (Section 1.022.G.) except as described in this proposal. This includes:

1. Process paper applications submitted to the existing PO Box. Enter paper application information into the Data Collection tool (see Section A above) and electronically sign the data collection tool on behalf of the applicant if the paper application has been signed by the applicant. MAXIMUS will return unsigned paper applications to the applicant for signature as part of the Missing Information process.
2. Process eligibility determinations from SOM that were submitted to the ACA or to DHS/Bridges.
3. Because DCH does not currently allow applications to be submitted via the Call Center, this proposal does not include that option. MAXIMUS will separately provide a SOW and price for this option if requested by DCH.
4. Review each application (paper, online from MAXIMUS point of entry, eligibility determination from SOM) to determine if the application contains all required data elements in the correct format and if the application is signed.
5. Pend incomplete applications using the time frames set forth in the MI EBS contract.
6. Generate and mail a letter to the applicant to obtain:
  - a. Required missing information or documentation, if any
  - b. Health and dental plan selection
7. At the end of the missing information / plan selection period:
  - a. Generate and mail a decision letter to the applicant if the applicant does **not** provide all required information in the correct format. The decision letter will advise the applicant that the application has been denied, including the reasons, and provide other information included in the current denial letter. Applications will not be denied if the only missing information is plan selection. MAXIMUS will auto assign members that do not provide plan selections based on the current auto assignment algorithm.
  - b. Prior to issuing a decision letter, use FileNet to identify any documentation that is relevant to a final determination for an application that may have been uploaded by another business partner.
8. As of October 1, 2013, use an applicant's Social Security number (SSN) as the unique person ID number to determine if an applicant has an active or inactive record in MAXSTAR, CHAMPS, Bridges, or the ACA. In collaboration with DCH, MAXIMUS will modify existing manual procedures that use demographic and other information to evaluate applicants that do not have an SSN or appear to have a different SSN to minimize applicants that have duplicate ID numbers or that are incorrectly linked (See number 12).
9. Continue to assign a case and client ID number, or internal application tracking number, to each applicant on an application entered into the MAXIMUS point of entry or an eligibility determination referred by SOM. The case and client ID numbers for approved applicants are sent to CHAMPS in the daily 5390 / 1038.05 daily eligibility update file.
10. For each application that originated from the MAXIMUS point of entry and each application (new or redetermination) with a CHIP determination that originated either from DHS, ACA or the single repository, download the MAGI eligibility determination, reason, and application data necessary to be maintained in MAXSTAR, and generate and mail a decision letter to the applicant:
  - a. If the determination is a denial, the decision letter will advise the applicant that the application has been denied, including the reasons, and other information required in the pre-ACA denial letter, as appropriate.
  - b. If the determination is approval, the decision letter will provide the eligibility period, the plan enrollments, the effective date of enrollment, and premium coupons and payment schedule.

- c. If the eligibility determination does not contain sufficient information to make a final decision, MAXIMUS will mail a Missing Information letter consistent with the current procedures (see number 6 above).
11. Internally track applications for the following time frames. The tracking will include tasks such as actions taken, letters issued and premiums collected:
  - a. From date of receipt at the MAXIMUS point of entry to submission to the hub infrastructure, state MAGI rules engine, single repository or the state messaging gateway.
  - b. From date of receipt from the hub infrastructure, state MAGI rules engine, single repository or the state messaging gateway until a final determination letter is issued.
  - c. MAXIMUS will not track actions taken by other business partners, other than the date an eligibility determination is provided to MAXIMUS by SOM.
12. Upload to FileNet any documentation submitted to the existing PO Box with or without an application or in response to a Missing Information letter. MAXIMUS will use the SSN, or the application and person ID number to be assigned by SOM, if available, to link the document to the appropriate record in FileNet. After confirming that a document is saved and linked to the correct case, MAXIMUS is not required to maintain a hard copy of the document. MAXIMUS and DCH will mutually develop a procedure for handling documents that cannot be linked to a member / applicant in MAXSTAR or CHAMPS.
13. Continue the current redetermination process until advised otherwise by SOM. This includes mailing a cover letter with a paper application (DCH 0373). On a yet-to-be determined date, SOM will modify the current redetermination process based on revised procedures that reflect ACA requirements and direct MAXIMUS as to which of the following options should be used for the redetermination process for active members that need to be evaluated for another 12-month eligibility period.
  - a. On a monthly basis SOM will provide an electronic file with all information necessary to pre-populate the CMS streamlined paper application. Using this file, MAXIMUS will generate a pre-populated CMS paper application and mail it to the family with a cover letter that explains the redetermination process. Redetermination applications will be mailed in the 11<sup>th</sup> month of the member's 12-month eligibility period.
  - b. SOM will produce and mail redetermination applications for active members. As of the date SOM begins this process, MAXIMUS will not generate and mail redetermination applications for active members.
14. Process SOM eligibility determinations for another 12-month period of eligibility and enrollment consistent with current operations (except as modified by number 13 above). This includes mailing a decision letter to the family. The letter will include required information consistent with current contract requirements, such as the premium payment schedule and information about changing health and dental plans within the first 90 days of the enrollment period for approval letters and the Department Review form for denials.
15. Unless SOM approves the MAXIMUS proposal described in section G below, MAXIMUS will not issue decision letters or maintain application data for any eligibility determination that:
  - a. was not submitted via the MAXIMUS point of entry or
  - b. does not have at least one household member that has a CHIP determination
16. Provide the services and functions for the DCH health care programs as set forth in Section 1.022.G., H. and J. in the MI EBS contract.
17. Handle up to 18,850 calls per month received on the toll-free number (888 988 6300). The average call length will not exceed 6.5 minutes per call.
18. Process up to 16,380 applications per month. This includes new, redetermination and duplicate applications submitted via the MAXIMUS point of entry and applications referred to MAXIMUS from SOM (includes DHS and ACA applications).
19. Mail up to 25,600 DCH health care program mailings (e.g., letters, notices, etc.) per month (assumes SOM approves the addition of new billing tiers as set forth in Revised MI EBS Contract Attachment A). This SOW does not change the current content of these mailings except for the new redetermination letter (see number 13 above).
20. Process premium payments for up to 28,600 households per month. This includes mailing premium coupons (initial and replacement) and managing the late pay and failure to pay disenrollment and reinstatement process.

21. Continue to conduct the monthly Medicaid matches and prospectively disenroll any members that have active, ongoing Medicaid.
22. Develop the ability to research issues that occur in processing applications and making accurate and timely eligibility determinations as of October 1, 2013. This will include correctly linking applicants and beneficiaries based on Social Security Number (SSN) discrepancies. It is expected that the volume of issues needing to be researched will be approximately 25% of the application processing volumes, and issues will need to be researched for at least a 6-month period beginning October 1, 2013. Depending on the ability of the various business partners and systems to exchange information consistent with requirements, the ability to research issues may be needed for a longer time period.

### **SOM Responsibilities**

23. Provide a unique application ID number that will link household members listed on a single application that will be used by all business partners.
24. Provide an indicator of the application point of entry (ACA, MAXIMUS or Bridges) in the eligibility determination file issued by SOM.
25. Provide the results of the enrollment check (file clearance) in the determination issued by SOM. The determination will indicate if an applicant has active coverage.
26. Generate and mail redetermination applications except as modified by number 13 above.
27. Produce CMS paper applications and provide a supply of these to MAXIMUS for distribution as needed.
28. Provide detailed information about the minimum required data elements and eligibility determination factors and the applications (paper and online) that will be accepted by either or both the federal and state MAGI rules engines. SOM will provide this information on a timely basis. MAXIMUS will provide dates for critical events.
29. Work with MAXIMUS to revise existing and develop new operating procedures for processing DCH health care program applications and eligibility determinations under ACA.

### **F. Parallel Processing**

SOM and its agents are responsible for processing applications for MAGI-related applications submitted on or after October 1, 2013, for program eligibility based on the effective date of an eligibility determination. DCH health care program applications received between October 1 and November 20, 2013 will have an enrollment effective date of November 1 or December 1, 2013, prior to the effective date of ACA. No later than 60 days before the implementation of ACA changes, SOM will advise MAXIMUS if applications processed during this time period should be made under pre-MAGI or MAGI rules.

This section includes a description of how MAXIMUS will process applications during this period based on the direction from SOM about the applicable rules.

### **MAXIMUS Responsibilities under Pre-MAGI Rules:**

1. Put MAXSTAR changes described in section C above (i.e., MAGI processes) into production as of October 1, 2013.
2. Internally maintain the online application to calculate eligibility based on pre-MAGI rules. The public will not be able to submit applications via the current online application as of October 1, 2013. The public will use the data collection tool developed to replace the current online application (see Section A).
3. For paper applications (DCH 0373) processed on or before November 20, 2013, enter application information into the existing online eligibility engine. As described above, applicants determined eligible for pre-MAGI coverage will be enrolled for effective dates of November or December 2013 based on existing cut-off dates and procedures. MAXIMUS will issue the appropriate decision letter. MAXIMUS will enter/move application data into MAXSTAR using a "pre-MAGI" eligibility indicator.
4. For paper applications (DCH 0373) processed after November 20, 2013, generate and mail a new Missing Information letter advising that applicants may be eligible for health coverage under ACA and that additional information is needed to make that determination. The letter will instruct applicants to submit the missing information online (data collection tool described in

- Section A.1 or A.2) or by paper (copy of the CMS streamlined paper application (not pre-populated) will be enclosed). MAXIMUS will develop this letter for DCH review and approval.
5. For applicants referred by SOM with a pre-MAGI eligibility determination on or before November 20, 2013, MAXIMUS will process in a manner similar to pre-October 1, 2013 operations. This may include a Missing Information process.
  6. On and after October 1, 2013, for applicants (adults and children) determined not eligible for DCH health care programs using the paper application (DCH 0373), generate and mail a new Missing Information letter advising applicants that they are not eligible for pre-MAGI coverage, that they may be eligible for health coverage under ACA and that additional information is needed to make that determination. The letter will instruct the applicants to submit the missing or additional information online (data collection tool described in Section A. above) or by paper (copy of the CMS streamlined paper application (not pre-populated) will be enclosed). MAXIMUS will develop this letter for DCH review and approval.
  7. For eligibility determinations issued by SOM that include at least one household member that is eligible for DCH health care programs, generate and mail a new Missing Information letter to the head of household.
  8. On and after November 21, 2013 (enrollment effective date of January 1, 2014 or later) process all applications and eligibility determinations based on ACA processes and procedures. Unless otherwise directed by DCH (see B above), the MAXIMUS / DHS interfaces will be discontinued on November 21, 2013, when eligibility determinations referred by SOM will have an enrollment effective date of January 1, 2014.

**MAXIMUS Responsibilities under MAGI Rules:**

9. Put MAXSTAR changes described in section C above (i.e., MAGI processes) into production as of October 1, 2013.
10. Process all applications and eligibility determinations received on or after October 1, 2013, based on the operations described in Section E. above, regardless of the enrollment effective date.

**SOM Responsibilities:**

11. No later than 60 days before the implementation of ACA changes, provide direction as to which process to follow for applications and eligibility determinations received between October 1, 2013 and November 20, 2013.

**G. Mailing Decision Letters for Eligibility Determinations**

**MAXIMUS Responsibilities:**

1. Design and develop for DCH review and approval a decision letter to advise applicants that they are not eligible for health coverage under Medicaid (MAGI or non-MAGI related) or APTC (see number E.15 above).
2. Generate and mail a decision letter with a department review form to each household for which a decision was issued by SOM that no member of the household is eligible for health coverage under Medicaid or other state program. Applicants denied for coverage for DCH health care programs will receive a decision letter under the current operational procedures.
3. Maintain in MAXSTAR or other MAXIMUS system a record that this letter was mailed, including the date of the mailing. MAXIMUS is not responsible for maintaining case information; that information will be stored in the repository.
4. MAXIMUS will not be responsible for any hearing / appeal related tasks or functions associated with this mailing.

**SOM Responsibilities:**

5. Provide clear, unambiguous and mutually exclusive criteria to identify the determinations for which a decision letter under this option will be mailed. MAXIMUS will provide dates for critical events.

**Medicaid Enrollment Broker Program (MI EBS Contract Sections 1.022 excluding G., H. and J.)**

The following sections provide MAXIMUS assumptions and responsibilities for each of the MI EBS contract enrollment broker-related tasks in Section 1.022 based on ACA changes in the Medicaid population that are eligible to enroll into managed care plans.

#### **H. Beneficiary Helpline (MI EBS Contract Section 1.022.A)**

1. Handle up to 72,800 Beneficiary Helpline calls per month. Based on calls associated with former annual open enrollment periods, MAXIMUS projects that the current pricing tiers (up to 30% above the base tier) will accommodate the increases associated with the ACA October open enrollment period.
2. Average call length will not increase as a result of ACA requirements.
3. Beneficiary Helpline call volume will increase by approximately 4,000 calls per month (48,000 per year) for requests for replacement mihealth cards from ACA changes in the Medicaid population.
4. Call volume estimates do not reflect any post-eligibility calls that currently are handled by DHS workers.

#### **I. Medicaid Enrollments and Mailings (MI EBS Contract Sections 1.022.B and D)**

7. Process up to 91,000 enrollment transactions per month.
8. Process up to 186,850 Medicaid mailings per month (assumes SOM approves the addition of new billing tiers as set forth in Revised MI EBS Contract Attachment A).
9. All information necessary to enroll Medicaid beneficiaries will be provided through the existing interface files (1039.01 and 1039.02) provided to the Enrollment Broker by SOM. DCH does not propose changes to the enrollment process for Medicaid beneficiaries as described in MI EBS Section 1.022.B as a result of ACA.
10. Mail beneficiary letters and notices to the appropriate individual based on the information received in the existing interface files (1039.01 and 1039.02).
11. The characteristics and content of Medicaid enrollment mailings (1.022.D) will not change. For example, if a current mailing is a single page with no inserts, this will not change as a result of ACA. Consistent with current operations, MAXIMUS will continue to make changes to the text and arrangement of information in letters and materials requested and approved by DCH.

#### **J. Enrollment Broker Auto Assignments (MI EBS Contract Section 1.022.C)**

DCH will not change the current auto assignment structure (3 rankings) as the result of ACA. This assumption does not include the changes that DCH regularly makes (quarterly) to assigning MHPs into one of three current rankings.

#### **K. Plan Liaison (MI EBS Contract Section 1.022.F)**

The role of the Plan Liaison will not significantly change as a result of ACA.

#### **L. DCH Health Care Programs (MI EBS Cont. Sections 1.022.G, H, & J)**

Refer to Proposal Sections A through G above.

#### **M. mihealth Cards (1.022.K)**

1. A total of 532,000 beneficiaries will need an initial mihealth card in FY 14 as the result of ACA.
2. 50% of mihealth cards produced annually are replacement cards (approximately 170,000 per year). This represents a replacement rate of 10% (170,000 / 1,800,000)
3. The number of replacement mihealth cards produced annually will increase by 53,200 per year based on current replacement rate of 10% (532,000 X 10%).
4. Modify card production programming to reflect new categories under ACA that will require different inserts.

#### **N. Enrollment Broker System Changes**

15. Modify the Enrollment Broker system to reflect the consolidation of all Medicaid categories into 4 eligibility categories (children < age 19, pregnant women, parents/caretaker relatives, adults).
16. Modify the daily eligibility update file (4279 / 1039.01) to add an eligibility category indicator. This change will use an existing field and will not require a change in the file layout.
17. Modify the Enrollment Broker system to accommodate different plan ID numbers for ACA-related categories.

#### **O. Interactive Voice Response System (IVRS) (MI EBS Contract Section 1.022.I)**

Modify the existing IVRS to accommodate changes in which plans are available and the program eligibility information to which beneficiaries will have access.

**P. Medicaid Outreach Activities (MI EBS Contract Section 1.022.E)**

1. Expand current field education and enrollment services to accommodate the increase in the number of Medicaid beneficiaries that are mandatory for enrollment and need a community option for enrollments.
2. The following are options to identify and encourage the unenrolled eligible population to apply for Medicaid. SOM may choose to implement one or more of these options, which can be implemented independently of the others.
  - a. Develop outbound dialer functionality to contact families of Healthy Kids and CHIP enrollees (parents and non-pregnant women) to encourage them to apply for coverage. This involves making automated calls with a pre-recorded message (approved by DCH) that will be played if a live person answers a call or will be left as a voice message for phone numbers that have an answering machine. Note: this functionality requires a current telephone number. At present, the 1039.01 daily update file does not contain beneficiary telephone numbers. This functionality has potential ongoing uses such as reducing the auto assignment rate if the enrollment broker receives telephone numbers in the daily eligibility update file (1039.01).
  - b. Collaborate with MPCA, ENROLL Michigan and other community organizations to work with low income individuals to participate in outreach events, such as health fairs, to contact potential eligibles and encourage them to apply for coverage using existing enrollment broker outreach staff.
  - c. Mail a letter to all eligible households with information about how to apply for Medicaid and about where to obtain a paper application (print from website) and emphasizing online application methods. This requires a method for identifying and obtaining addresses for eligible but not enrolled households.

**Q. DTMB Requirements**

This section provides responses to DTMB, IT requirements.

1. **External Communication:** If you currently provide external communications (e.g. to beneficiaries, providers, payers, etc.) or develop communication materials, identify whether changes are needed based on the assumptions and business requirements of the project, and other applicable ACA requirements. Describe communication approach and provide the current communication plan (if one exists). Provide the method or approach for developing a new communication plan including but not limited to updating or obsoleting any of the following: Hard and soft copy documents, manuals, procedures, tutorials, webinars, website content, and letters or correspondence templates. Include audiences or recipients of any of these items such as outreach recipients, internal or external team members/stakeholders, and system-produced or manually-produced communication artifacts. If communication is a coordinated effort among different groups/agencies for development, maintenance, or delivery, please clearly provide specifics.

**MAXIMUS Response:** MAXIMUS provides communications for applicants, beneficiaries and members as required under DTMB contract 071B1300215. Examples include enrollment packets for unenrolled beneficiaries (both mandatory and voluntary), confirmation letters, eligibility decision letters and premium payment coupons. MAXIMUS will mail beneficiary letters and notices to the appropriate individual based on the information received in the existing interface files (1039.01 and 1039.02) or from SOM in the eligibility determination files. MAXIMUS will revise existing notices and letters as necessary to comply with ACA (as noted in previous sections this will not change the physical characteristics). MAXIMUS will follow the current process for proposing revisions for DCH review and approval. MAXIMUS maintains a control book for all communications that provides each revision and documents DCH approval. MAXMUS provides DCH with a copy of the control book and all updates.



2. **Training:** If you currently provide training or develop training materials, identify whether changes are needed based on the assumptions and business requirements of the project, and other applicable ACA requirements. Describe training approach and provide current training plan. Provide method or approach for developing new training including but not limited to updating or obsoleting any of the following: Hard and soft copy documents, manuals, procedures, tutorials, webinars, website content, and letters or correspondence templates. Include training audience participants such as outreach participants, internal or external team members/stakeholders, system-produced or manually-produced training artifacts. Also include training specifics such as training locations, frequency, attendance or completion requirements, measurements or tracking, website address information, contact information.

**MAXIMUS Response:** MAXIMUS trains call center counselors and eligibility workers using materials reviewed and approved by DCH. MAXIMUS maintains Desk References with all procedures, policies and information necessary for staff to accurately and thoroughly complete their job duties, and provides DCH with an updated copy on a monthly basis. MAXIMUS will update all training and resource materials as necessary to reflect ACA requirements.

3. **Staffing:** Provide current staffing plan and staffing plan changes needed to meet this statement of work. Staffing plan requires, but is not limited to: specific roles and responsibilities, estimated hours, cost throughout implementation, and other information to understanding staffing approach.

**MAXIMUS Response:** MAXIMUS will maintain current recruitment, hiring and training processes to ensure that staffing levels are adequate to provide contract services in compliance with performance standards.

4. **Technical / Solution Approach:** Provide the technical /solution approach to any changes needed to meet requirements, including but not limited to: all hardware, software, interface, reporting, and component changes.

**MAXIMUS Response:** Proposed changes to MAXIMUS systems as a result of ACA requirements are described in Sections A., B, C, F, N, and O above.

5. **Project Plan:** Provide a high-level project plan needed to meet the requirements. Also identify any known initial risks that may affect the successful delivery of changes.

**MAXIMUS Response:** MAXIMUS will develop a project plan in collaboration with DCH and DTMB to ensure that requirements are defined and systems changes are developed, tested and implemented consistent with SOM's overall project plan. Planning and requirements definition activities have begun.

6. **Testing Plan:** Provide testing approach and testing methods for system changes, as well as any interface testing changes with inbound or outbound systems. Provide appropriate support to assist with the preparation and execution of testing, including but not limited to: unit testing, performance testing, integrated system testing, user acceptance testing, and any other testing activities necessary to understand testing approach.

**MAXIMUS Response:** MAXIMUS' testing plan involves the development of use cases and scenarios to thoroughly test systems functionality and interfaces for each contract service and task affected by ACA changes. This will include enrollment and disenrollment transactions for DCH-contracted health and dental plans, transmission of application data to the state's messaging gateway for an eligibility determination, receipt of eligibility determinations from SOM, and letter/notice generation. Testing results will be logged in Software Planner and fixes will be logged in JIRA. MAXIMUS tests include individual transactions, inbound and outbound interface files and error reports. In addition, MAXIMUS will coordinate system to system integration testing with DTMB and DCH.

7. **Application:** Evaluate and revise system processes that may change due to impact from the implementation of a new single streamlined MAGI application for Medicaid, namely the transferred data if utilized. Please see *Single Streamlined Application for the Health Insurance Marketplace v1.0* (CMS, Centers for Medicare & Medicaid Services, December 14, 2012).

**MAXIMUS Response:** Proposed changes to MAXIMUS systems as a result of ACA requirements are described in Sections A., B, C, F, N, and O above.

- 8. Maintaining and Receiving Eligibility Data:** As applicable to the system and interfaces, provide a solution to: (1) maintain existing eligibility data and associated eligibility categories used today and (2) receive new eligibility data based on MAGI and associated new eligibility categories.

**MAXIMUS Response:** Proposed changes to MAXIMUS systems as a result of ACA requirements are described in Sections A, B, C and N above.

- 9. Identifiers:** Provide how the system currently uses unique identifiers for any/all current beneficiary/member/programs including but not limited to number used/created/tracked and the maintenance thereof.

**MAXIMUS Response:** MAXIMUS uses case numbers and recipient ID numbers assigned by DHS and received in the 1039.01 (4279) eligibility update file as the unique identifier for Medicaid beneficiaries and enrollment / disenrollment transactions. MAXIMUS generates and assigns a case number and a client identification number (CIN) as unique identifiers for CHIP applicants and members.

- 10. MAGI Identifier:** Provide a systems approach to maintaining current beneficiary identifiers that were determined under old the rules prior to MAGI, and new MAGI identifiers determined under the new rules. This narrative shall include but is not limited to system displays, and the tracking and reporting of new and old eligibility and benefit plans.

**MAXIMUS Response:** In addition to the case number and CIN, MAXIMUS will record in each member's record the unique identifier that will be assigned by SOM for each application with a CHIP eligibility determination. MAXIMUS updates CHAMPS on a daily basis via the 5390 file with any eligibility, enrollment or demographic changes.

- 11. Benefit Plans:** The system must allow for different payment of specified services based on the member's Medicaid group and category, with different rules for co-pays, co-insurance, and deductibles based on various income ranges.

**MAXIMUS Response:** The MI EBS contract does not require MAXIMUS to make payments for services. MAXIMUS may need to modify its Enrollment Broker system to accommodate different plan ID numbers that may be necessary to make different payments for the Medicaid population under ACA. See Section N. above.

- 12. Reporting:** Provide inventory of all existing ad-hoc, State, and Federal reports and impact to each for changes including but not limited to four (4) new eligibility categories; expanded Medicaid population; and benefit plan changes. Develop new reports as necessary to comply with State and Federal requirements.

**MAXIMUS Response:** MAXIMUS will modify existing enrollment broker reports to reflect the four new eligibility categories if an identifier is provided to MAXIMUS via the 1039.01 (4279) daily eligibility update file. DCH health care program reports will continue to provide information about children determined eligible for CHIP by the SOM eligibility determination service.

- 13. Inbound/Outbound Interfaces:** Identify all system interfaces and provide batch and/or real-time impacts to each. Provide the approach to enhance any existing interfaces and/or development of new interfaces for beneficiary assignment to one of the four (4) new eligibility categories.

**MAXIMUS Response:** Existing MAXIMUS interfaces with SOM for the enrollment broker and DCH health care programs have been provided to SOM as separate documents. Interface files are exchanged via the Data Exchange Gateway (DEG). Primary interface files include the Medicaid and CSHCS daily eligibility update files (1039.01 and 1039.02), daily enrollment upload files, eligibility and

enrollment daily update file (5390) and daily application referral files S (BDCH13S, BDCH13RE, BDCH14R, and BDCH14SE).

14. **System Performance:** Provide a system performance and/or stress testing plan to ensure existing system performance is not negatively impacted due to changes, including but not limited to establishing the four (4) new eligibility categories, new or enhanced interfaces, increased volume due to increases in the Medicaid population and benefit plan changes.

**MAXIMUS Response:** MAXIMUS systems usage review will include:

- Load and Stress testing of system performance and utilization
- Future volume projections in comparison to the Load and Stress testing results to determine CPU and memory expansion requirements
- Storage systems to insure adequate capacity to meet requirements
- Security and data encryption
- Current and projected network connectivity between MAXIMUS and the SOM to ensure capacity supports user requirements
- Web interfaces to support call center connectivity to SOM resources (e.g., CRM)

15. **Call Center Customer Service:** Provide solution approach necessary for customer relationship management systems, if needed, to maintain current system performance, including but not limited to identifying changes in call center processes, reference materials, staffing levels, and technical system changes.

**MAXIMUS Response:** MAXIMUS will maintain current telephonic systems to receive, route and handle calls for the various toll-free numbers required by the MI EBS contract. Enrollment broker and DCH health care program call records are stored in MAXSTAR; Beneficiary Helpline call records are stored in DCH’s CRM. Refer to numbers Q. 2. and 3., above for a description of reference materials and staffing.

**16. Other DTMB, IT Requirements**

MAXIMUS will carry out the system-related components of this amendment under the direction and control of the DTMB Project Control Office (PCO) and the Michigan Department of Community Health (DCH).

The following chart identifies the sections of this proposal in which information relevant to each hi-level requirement can be found.

MAXIMUS Section	ID	Category	Hi-Level Requirement
N	00181	Enrollment	Evaluate and revise as necessary changes to Enrollment Broker Health Plan selection processes due to implementation of ACA
A, C, D, E	00277	Eligibility	Allow for use of single streamlined paper and on-line application for determining MAGI Medicaid/CHIP initial eligibility and redeterminations
A, C, D, E	00283	Eligibility	Establish a foundational “no wrong door” model assuring that members’ applications are processed by the appropriate systems and staff without additional intervention required by the member
C	00453	Enrollment	Evaluate and revise as necessary the impact the implementation of the State’s MAGI Medicaid/CHIP eligibility determination service will have on the current MaxStar Systems for generating client identification numbers (CIN)
A, C	00455	Enrollment	Evaluate the impact the implementation of the State’s MAGI Medicaid/CHIP eligibility determination service will have on the MaxStar Systems for presumptive eligibility

			determinations
C	00456	Enrollment	Evaluate the impact the implementation of the State's MAGI Medicaid/CHIP eligibility determination service will have on the MaxStar Systems for health plan enrollments
B, C	00476	Enrollment	Modify the MaxStar systems to receive information from the State's MAGI Medicaid/CHIP eligibility determination service
B, C	00477	Enrollment	Modify MaxStar systems to transfer information to the State's MAGI Medicaid/CHIP eligibility determination service
	00478	Enrollment	Modify MaxStar systems to support the foundational "no wrong door" model assuring that members' applications are processed by the appropriate systems and staff without additional intervention required by the member
A, C, D, E	00479	Enrollment	Modify MaxStar systems to inactivate eligibility determination functionality and methodologies for Medicaid programs that will be handled by the State's MAGI Medicaid/CHIP eligibility determination service
N	00493	Enrollment	Ensure current data paths for Enrollment Broker interfaces are maintained
N	00494	Enrollment	Evaluate and revise as necessary the current Enrollment Broker interfaces due to implementation of the ACA
N	00495	Enrollment	Develop as necessary new Enrollment Broker interfaces to address changes required to implement the ACA
E, F, G, I	00514	Member	Evaluate current letters and notices to identify changes necessary due to ACA implementation
B, N	00595	MMIS	Receive new data and identifier(s) developed for the MAGI eligibility categories
B	00605	MMIS	Develop new MMIS interfaces as necessary due to implementation of the ACA

### **17. ACA Reporting for Medicaid**

MAXIMUS will continue to produce Medicaid enrollment broker reports identified in the MI EBS contract. MAXIMUS will modify these reports to reflect ACA-related changes in the MAXIMUS SOW.

### **18. ACA Privacy and Security**

The Michigan Enrollment Broker Services contract (DTMB number 071B1300215) contains numerous sections related to compliance with Michigan privacy and security requirements. These include sections 1.022.K.3, 1.022.L.1, 1.022.N, 1.022.O, 2.090, 2.092, and 2.273. MAXIMUS agrees to comply with all contract provisions related to privacy and security. In addition, under Section 1.022.M, MAXIMUS is required to perform an annual Statement of Auditing Standards (SAS-70) Level II review of its DCH health care program administrative responsibilities. The SAS-70 audit (now SSAE 16) includes a technical description of the Contractor's management information systems architecture (e.g., hardware components, operating system, database management system, access paths, etc.). MAXIMUS will participate in ACA audits as required and conducted by SOM.

**CONTRACT NO. 071B1300215, CHANGE NOTICE # 4**  
**PRICING NARRATIVE FOR ACA-RELATED OPERATIONAL AND SYSTEMS CHANGES**

**Final Submitted March 5, 2013**

Introduction

This narrative describes the one-time development prices and revisions to the ongoing component pricing in Attachment A to the MI EBS Contract. Some components involve both one-time and ongoing prices; others involve one or the other, but not both; and some involve no pricing changes. The one-time development prices are set forth below. The ongoing component pricing changes are set forth in a revised Attachment A (separate document). Categories with revisions are highlighted in different colors for ease of identification. The total revised contract value will be determined after the State of Michigan approves a Statement of Work.

**Q. Online Application Process**

The price for an online data collection tool is one of the following prices, not both.

**Alternative:**

1. Replace the current online application with a data collection tool developed by MAXIMUS and based on the CMS streamlined paper application.

One-time Development Price: \$ 750,000

Ongoing Component Prices: maintain the current annual prices set forth under MI EBS Contract, Attachment A, 1.022.H with no changes.

**Alternative:**

2. Replace the current online application with a SOM-selected data collection tool

One-time and Ongoing Component Prices: To be determined based on the product selected by SOM

**R. Interfaces between MAXIMUS and state of Michigan (SOM) Business Partners**

One-time Development Price: \$400,000

Ongoing Component Prices: Increase the current annual prices by \$120,000 per year for each tier set forth under MI EBS Contract, Attachment A, 1.022.G, b. 2) – Health Care Program Administration. This ongoing price, to be billed on a monthly basis, will provide the capacity to oversee the development and implementation of, and manage the ongoing operation of SOM interfaces.

Note: Revised Attachment A displays prices for this category in four ways – current prices, prices with the addition of capacity to manage the new interfaces (blue highlights), prices with the addition of the capacity to research systems issues during the post-implementation period (peach highlights), and prices with the addition of both interface and systems research capacity (green highlights).

**S. MAXSTAR – System of Record for DCH Health Care Programs**

One-time Development Price: \$330,000

Ongoing Component Prices: bill the current applicable prices for Health Care Program Administration set forth under MI EBS Contract, Attachment A, 1.022.G with no changes. This Pricing Component includes the operation of MAXSTAR.

**T. Case Maintenance**

One-time Development Price: \$0

Ongoing Component Prices: case maintenance activities are included in the prices for the operation of the program; see E. below

**U. Health Care Program Operations**

One-time Development Price: \$0

Ongoing Component Prices:

1. In addition to existing volume tiers, add new tiers, and associated prices, for Program Mailings under MI EBS Contract, Attachment A., Section 1.022.G. e). Additional pricing tiers are necessary because the current volume of mailings exceeds the 30% tier and the ACA-related changes are projected to further increase the volume of program mailings. The pricing for each new tier is based on the same pricing structure approved in the current contract.

The following chart identifies the current and *additional* pricing tiers

DCH Health Care Program Mailings Volume Tiers

Base tier	0 – 12,800
+10%	12,801 – 14,080
+20%	14,081 – 15,360
+30%	15,361 – 16,640
+40%	16,641 – 17,920
+50%	17,921 – 19,200
+75%	19,201 – 22,400
+100%	22,401 – 25,600

2. Increase the current annual prices by \$240,000 per year for each tier set forth under MI EBS Contract, Attachment A, 1.022.G, b. 2) – Health Care Program Administration. This ongoing price, to be billed on a monthly basis, will fund the ability to research systems issues during the post-implementation of ACA period. MAXIMUS will bill this monthly fee for each month that research capacity is necessary. The expected duration is six months beginning October 1, 2013. MAXIMUS will advise DCH when this ability is no longer necessary and will stop billings for this component.

Note: Revised Attachment A displays prices for this category in four ways – current prices, prices with the addition of capacity to manage the new interfaces (blue highlights), prices with the addition of the capacity to research systems issues during the post-implementation period (peach highlights), and prices with the addition of both interface and systems research capacity (green highlights).

3. Add a Per Mailing Price for mailing the ACA Redetermination Packet. This price represents only the additional costs necessary to a) print the CMS paper application that has more pages, b) pre-populate data fields on each page, and c) increase postage associated with the larger application. Other costs associated with producing the redetermination packet are included in the Program Mailing costs (1.022.G.e). Costs associated with modifying systems to accommodate these changes are included in C. MAXSTAR system of record above. The volume of ACA Redetermination Packets will be included in the volume of program mailings billed under Section 1.022.G.e) because this new pricing reflects only the difference in the cost of the existing redetermination letter that is included under Program Mailings.

## V. Parallel Processing

Unit Price per ACA Missing Information Letter Mailing: add a Price per Mailing category under 1.022.G.e) for this new letter that will be billed based on the volume mailed each month. The price is the same as the current unit prices under MI EBS Contract, Attachment A, Section 1.022.D, Other Insurance and Medicare Related Mailing because both letters have the same pricing components.

The ACA Missing Information letter includes the CMS paper application to obtain information necessary to process applicants for MAGI eligibility if they submitted a pre-MAGI application (DCH 0373 or DHS 1171). The ACA Missing Information letter is separate from the current Missing Information letter that is included under Section 1.022.G. e) Program Mailings. The volume of ACA Missing Information letters will not be included in the volume of program mailings billed under Section 1.022.G.e).

Ongoing Component Prices: bill the applicable contract prices for DCH health care program operations set forth under MI EBS Contract, Attachment A, 1.022.G with no changes.

**W. Mailing Eligibility Decision Letters for Eligibility Determinations**

One-time Development Price: \$20,000 to modify MAXSTAR to maintain a record that this letter was mailed, including the date of the mailing.

Unit Price per ACA Eligibility Decision Letter Mailing: Add a Price per Mailing category under 1.022.G.e) for this new letter that will be billed based on the volume mailed each month. The price is the same as the current unit prices under MI EBS Contract, Attachment A, Section 1.022.D, Other Insurance and Medicare Related Mailing because both letters have the same pricing components.

This ACA Eligibility Decision letter includes a cover letter and a department review form (supplied by DCH). This ACA Eligibility Decision letter is separate from the current eligibility decision letters included under Section 1.022.G. e) Program Mailings. The volume of ACA Eligibility Decision letters will not be included in the volume of program mailings billed under Section 1.022.G.e).

Ongoing Component Prices: bill the applicable contract prices for DCH health care program operations set forth under MI EBS Contract, Attachment A, 1.022.G with no changes.

**X. Beneficiary Helpline**

One-time Development Price: \$0

Ongoing Component Prices: bill the applicable contract prices for the Beneficiary Helpline set forth under MI EBS Contract, Attachment A, 1.022.A with no changes.

**Y. Medicaid Enrollments and Mailings**

One-time Development Price: \$0

Ongoing Component Prices: In addition to existing volume tiers, add new tiers, and associated prices, for Program Mailings under MI EBS Contract, Attachment A., Section 1.022.D. Additional pricing tiers are necessary because the current volume of mailings exceeds the 30% tier and the ACA-related changes are projected to further increase the volume of program mailings. The pricing for each new tier is based on the same pricing structure approved in the current contract.

The following chart identifies the current and *additional* pricing tiers

Medicaid Program Mailing Volume Tiers

Base tier	0 – 93,425
+10%	93,426 – 102,768
+20%	102,769 – 112,111
+30%	112,112 – 121,453
+40%	121,454 – 130,795
+50%	130,796 – 140,138
+75%	140,139 – 163,494
+100%	163,495 – 186,850

**Z. Enrollment Broker Auto Assignments**

One-time Development Price: \$0

Ongoing Component Prices: \$0

**AA. Plan Liaison**

One-time Development Price: \$0

Ongoing Component Prices: \$0

**BB. DCH Health Care Programs**

See sections A through G of the pricing narrative above.

**CC. mihealth Cards**

One-time Development Price: \$5,000 for programming necessary to accommodate new categories associated with ACA-related changes to the Medicaid population.

Ongoing Component Prices: bill \$1.33 for each card produced in excess of 517,000 cards annually.

**DD. Enrollment Broker Systems Changes**

One-time Development Price: \$150,000 (ACA-related Changes, N.1 and N.2)

One-time Development Price: \$30,000 (New plan ID numbers, N.3)

Ongoing Component Prices: bill the current applicable prices for Enrollment Broker Operations set forth under various categories in MI EBS Contract Attachment A. These Pricing Components include the operation of MAXSTAR.

**EE. Interactive Voice Response System (IVRS)**

One-time Development Price: \$50,000

Ongoing Component Prices: bill the current applicable prices for IVR services set forth under MI EBS Contract, Attachment A, Section 1.022.I with no changes.

**FF. Medicaid Outreach Activities**

One-time Prices: \$0

Ongoing Component Prices:

- Add a Per Call Unit price of \$0.25 per call for automated outbound outreach calls (2 minute call length). This price will be charged for calls that connect to a live person or an answering machine that allows a message to be recorded. This price will not be charged for calls that are not answered or that ring busy.
- Add a Per Letter Unit price of \$1.10 per letter for outreach mailings (single page with one single page insert)
- In addition to the base tier and price for outreach services set forth under Attachment A, Section 1.022.E, add volume tiers (+10%, +20% and +30%), and associated prices, for the increase in the Medicaid population that is mandatory for enrollment that will occur as a result of ACA-related changes to the Medicaid population. The pricing for each new tier is based on the same pricing structure approved in the current contract.

**Payment Terms****One-time Development Prices:**

MAXIMUS will bill one-time prices on the invoice for the month in which MAXIMUS completes the tasks described in this proposal. In the event that MAXIMUS is not able to complete the tasks for reasons not under the control of MAXIMUS, DCH agrees to pay MAXIMUS for the work completed.

**Ongoing Component Prices:**

MAXIMUS will bill the appropriate prices based on the volume of services or mailings provided for each category on the invoice for the month in which the services are provided.



Pricing Component	Reference	Method	First Year Price (12 months)	Second Year Price	Third Year Price	Fourth Year Price	Fifth Year Price	Sixth Year Price
Beneficiary Helpline	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks	a) \$3,138,455	a) \$3,133,814	a) \$3,342,184	a) \$3,412,033	a) \$3,467,235	a) \$3,467,235
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	b) \$3,498,207	b) \$3,499,892	b) \$3,515,861	b) \$3,545,590	b) \$3,600,739	b) \$3,600,739
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	c) \$3,729,184	c) \$3,734,511	c) \$3,740,123	c) \$3,773,203	c) \$3,834,718	c) \$3,834,718
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	d) \$3,987,663	d) \$3,997,351	d) \$4,004,593	d) \$4,037,998	d) \$4,106,870	d) \$4,106,870
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks	a) \$4,035,185	a) \$3,996,566	a) \$4,148,095	a) \$4,216,648	a) \$4,249,570	a) \$4,249,570
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	b) \$4,290,042	b) \$4,254,676	b) \$4,282,609	b) \$4,308,288	b) \$4,344,785	b) \$4,344,785
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	c) \$4,452,296	c) \$4,419,397	c) \$4,437,114	c) \$4,467,098	c) \$4,508,365	c) \$4,508,365
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	d) \$4,632,778	d) \$4,602,829	d) \$4,615,990	d) \$4,650,934	d) \$4,697,638	d) \$4,697,638

Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0	\$0	\$0	\$0	\$0	\$0
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$ 1,890,638	\$ 1,653,131	\$ 1,653,219	\$ 1,653,522	\$ 1,673,164	\$ 1,673,164
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$ 1,971,256	\$ 1,724,092	\$ 1,730,812	\$ 1,735,812	\$ 1,742,754	\$ 1,742,754
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$ 2,130,016	\$ 1,860,172	\$ 1,870,330	\$ 1,875,230	\$ 1,880,514	\$ 1,880,514
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$ 2,288,776	\$ 1,996,252	\$ 1,977,050	\$ 2,008,470	\$ 2,018,274	\$ 2,018,274
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 40% greater than 93,425 mailings			\$ 2,117,574	\$ 2,149,020	\$ 2,157,616	\$ 2,157,616
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 50% greater than 93,425 mailings			\$ 2,258,097	\$ 2,289,569	\$ 2,298,727	\$ 2,298,727
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 75% greater than 93,425 mailings			\$ 2,609,406	\$ 2,640,943	\$ 2,651,506	\$ 2,651,506
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 100% greater than 93,425 mailings			\$ 2,960,715	\$ 2,992,316	\$ 3,004,285	\$ 3,004,285
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$ 1.37	\$ 1.41	\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54

Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 10% more than mandatory beneficiaries as of October 1, 2013 Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 20% more than mandatory beneficiaries as of October 1, 2013 Fixed monthly price for the number of Medicaid beneficiaries that are mandatory for enrollment that is at least 30% more than mandatory beneficiaries as of October 1, 2013	\$ 1,423,945	\$ 1,439,901	\$ 1,451,249	\$ 1,462,979	\$ 1,491,944	\$ 1,491,944
					\$ 1,674,141	\$ 1,688,376	\$ 1,598,984	\$ 1,598,984
					\$ 1,777,358	\$ 1,792,678	\$ 1,706,023	\$ 1,706,023
					\$ 1,880,574	\$ 1,895,895	\$ 1,813,063	\$ 1,813,063
Outreach and Cooperation with Agencies		Automated Outbound Outreach Calls PRICE PER CALL			\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
		Outreach Mailings PRICE PER MAILING			\$ 1.10	\$ 1.13	\$ 1.16	\$ 1.16
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$ 2,355	\$ 2,289	\$ 2,309	\$ 2,326	\$ 2,326	\$ 2,326
Health Care Program Administration	1.022.G &  1.022.M							
a) Administrative Support for co-located DHS staff, including space		a) Fixed price for monthly support of required sub-tasks – bidder may include volume tiers or other quantity measures for pricing	a) \$208,019	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596	a) \$205,596
b) MICHild and Healthy Kids Medicaid		b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks	b1.1) \$484,982	b1.1) \$492,166	b1.1) \$541,728	b1.1) \$557,082	b1.1) \$574,105	b1.1) \$574,105
		b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	b1.2) \$576,005	b1.2) \$583,452	b1.2) \$586,835	b1.2) \$590,198	b1.2) \$607,999	b1.2) \$607,999

	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	b1.3) \$632,591	b1.3) \$640,792	b1.3) \$643,023	b1.3) \$646,021	b1.3) \$665,462	b1.3) \$665,462
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	b1.4) \$694,109	b1.4) \$703,228	b1.4) \$706,262	b1.4) \$711,140	b1.4) \$732,468	b1.4) \$732,468
	b2) Fixed price for all other enrollment related sub-tasks – bidder should also include volume tiers or other quantity measures for pricing						
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,359,740	b2.1) \$1,372,157	b2.1) \$1,414,669	b2.1) \$1,414,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,401,791	b2.2) \$1,419,180	b2.2) \$1,463,082	b2.2) \$1,463,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,501,174	b2.3) \$1,514,133	b2.3) \$1,561,060	b2.3) \$1,561,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,589,557	b2.4) \$1,609,087	b2.4) \$1,659,037	b2.4) \$1,659,037
	b2) \$120,000 has been added annually to each remaining contract year for ACA Interface Management						
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	b2.1) \$1,317,053	b2.1) \$1,342,633	b2.1) \$1,479,740	b2.1) \$1,492,157	b2.1) \$1,534,669	b2.1) \$1,534,669
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	b2.2) \$1,361,915	b2.2) \$1,389,738	b2.2) \$1,521,791	b2.2) \$1,539,180	b2.2) \$1,583,082	b2.2) \$1,583,082
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	b2.3) \$1,452,786	b2.3) \$1,482,575	b2.3) \$1,621,174	b2.3) \$1,634,133	b2.3) \$1,681,060	b2.3) \$1,681,060
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater	b2.4) \$1,543,658	b2.4) \$1,575,412	b2.4) \$1,709,557	b2.4) \$1,729,087	b2.4) \$1,779,037	b2.4) \$1,779,037

	<p>than 12,600</p> <p>b2) \$240,000 has been added annually to each remaining contract year for ACA-related systems research</p> <p>b2.1) Fixed price for Enrollments monthly volumes up to 12,600</p> <p>b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600</p> <p>b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600</p> <p>b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600</p>						
		b2.1)	b2.1)	b2.1)	b2.1)	b2.1)	b2.1)
		\$1,317,053	\$1,342,633	\$1,599,740	\$1,612,157	\$1,654,669	\$1,654,669
		b2.2)	b2.2)	b2.2)	b2.2)	b2.2)	b2.2)
		\$1,361,915	\$1,389,738	\$1,641,791	\$1,659,180	\$1,703,082	\$1,703,082
		b2.3)	b2.3)	b2.3)	b2.3)	b2.3)	b2.3)
		\$1,452,786	\$1,482,575	\$1,741,174	\$1,754,133	\$1,801,060	\$1,801,060
		b2.4)	b2.4)	b2.4)	b2.4)	b2.4)	b2.4)
		\$1,543,658	\$1,575,412	\$1,829,557	\$1,849,087	\$1,899,037	\$1,899,037
	<p>b2) \$360,000 has been added annually to each remaining contract year for ACA Interface Management and ACA-related systems issue research</p> <p>b2.1) Fixed price for Enrollments monthly volumes up to 12,600</p> <p>b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600</p> <p>b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600</p> <p>b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600</p>						
		b2.1)	b2.1)	b2.1)	b2.1)	b2.1)	b2.1)
		\$1,317,053	\$1,342,633	\$1,719,740	\$1,732,157	\$1,774,669	\$1,774,669
		b2.2)	b2.2)	b2.2)	b2.2)	b2.2)	b2.2)
		\$1,361,915	\$1,389,738	\$1,761,791	\$1,779,180	\$1,823,082	\$1,823,082
		b2.3)	b2.3)	b2.3)	b2.3)	b2.3)	b2.3)
		\$1,452,786	\$1,482,575	\$1,861,174	\$1,874,133	\$1,921,060	\$1,921,060
		b2.4)	b2.4)	b2.4)	b2.4)	b2.4)	b2.4)
		\$1,543,658	\$1,575,412	\$1,949,557	\$1,969,087	\$2,019,037	\$2,019,037
c) Plan First	c) Fixed monthly price for all related sub-tasks	c)	c)	c) \$482,511	c)	c)	c)
		\$478,413	\$480,780		\$490,932	\$500,128	\$500,128

d) MOMS	d) Fixed monthly price for all related sub-tasks	d) \$40,925	d) \$41,749	d) \$42,033	d) \$42,757	d) \$44,134	d) \$44,134	d) \$44,134
e) Program-related mailings	e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	e) \$181,333	e) \$185,143	e) \$186,011	e) \$187,837	e) \$192,728	e) \$192,728	e) \$192,728
	Fixed price for MICHild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	e.1) \$190,072	e.1) \$194,562	e.1) \$195,568	e.1) \$197,555	e.1) \$202,045	e.1) \$202,045	e.1) \$202,045
	Fixed price for MICHild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	e.2) \$208,174	e.2) \$213,091	e.2) \$214,813	e.2) \$216,370	e.2) \$221,287	e.2) \$221,287	e.2) \$221,287
	Fixed price for MICHild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	e.3) \$226,276	e.3) \$231,621	e.3) \$232,058	e.3) \$235,184	e.3) \$240,530	e.3) \$240,530	e.3) \$240,530
	Fixed price for MICHild Mailings monthly volumes at least 40% greater than 12,800 including all related sub-tasks			e.3) \$246,302	e.3) \$253,999	e.3) \$259,772	e.3) \$259,772	e.3) \$259,772
	Fixed price for MICHild Mailings monthly volumes at least 50% greater than 12,800 including all related sub-tasks			e.3) \$264,547	e.3) \$272,814	e.3) \$279,014	e.3) \$279,014	e.3) \$279,014
	Fixed price for MICHild Mailings monthly volumes at least 75% greater than 12,800 including all related sub-tasks			e.3) \$297,387	e.3) \$306,680	e.3) \$313,650	e.3) \$313,650	e.3) \$313,650
	Fixed price for MICHild Mailings monthly volumes at least 100% greater than 12,800 including all related sub-tasks			e.3) \$342,999	e.3) \$353,717	e.3) \$361,756	e.3) \$361,756	e.3) \$361,756
	ACA Missing Information Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54
	ACA Eligibility Decision Letter PRICE PER MAILING			\$ 1.45	\$ 1.50	\$ 1.54	\$ 1.54	\$ 1.54

		Redetermination Mailing (additional charge due to ACA changes) PRICE PER PACKET			\$ 1.15	\$1.18	\$ 1.21	\$ 1.21
Online Application System	1.022.H	Fixed monthly price	\$ 101,722	\$ 98,889	\$ 99,748	\$ 100,464	\$ 100,464	\$ 100,464
Interactive Voice Response System	1.022.I	Fixed monthly price	\$ 56,512	\$ 54,938	\$ 55,416	\$ 55,813	\$ 55,813	\$ 55,813
Premium Collection – MICHild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	a) \$337,778	a) \$340,456	a) \$343,556	a) \$347,159	a) \$354,056	a) \$354,056
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	b) \$340,417	b) \$344,420	b) \$348,844	b) \$352,177	b) \$356,690	b) \$356,690
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	c) \$347,545	c) \$351,812	c) \$353,236	c) \$359,833	c) \$364,346	c) \$364,346
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	d) \$354,673	d) \$359,204	d) \$362,628	d) \$367,489	d) \$372,002	d) \$372,002
Premium Collection – FTW Medicaid	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	a) \$3,061	a) \$2,976	a) \$3,002	a) \$3,023	a) \$3,023	a) \$3,023
		b) Fixed price for monthly premium volume at least 100% greater than 50, including all related sub-tasks	b) \$3,168	b) \$3,092	b) \$3,108	b) \$3,138	b) \$3,138	b) \$3,138
		c) Fixed price for monthly premium volume at least 500% greater than 50, including all related sub-tasks	c) \$3,600	c) \$3,548	c) \$3,540	c) \$3,594	c) \$3,594	c) \$3,594
mihealth Card Service	1.022.K	a) Fixed price for monthly card volume up to 470,000, including all related sub-tasks	a) \$662,923	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254	a) \$658,254
		b) Fixed price for monthly card volume at least 10% greater than 470,000, including all related sub-tasks	b) \$690,499	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985	b) \$687,985

STATE OF MICHIGAN  
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET  
 PROCUREMENT  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

January 22, 2013

**CHANGE NOTICE NO. 3**  
 to  
**CONTRACT NO. 071B1300215**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
MAXIMUS Health Services, Inc. 11419 Sunset Hills Road Reston, Virginia 20190	Bruce L. Caswell	brucecaswell@maximus.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(703) 251-8500	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DCH	Greg Rivet	517-335-5096	<a href="mailto:rivetg@michigan.gov">rivetg@michigan.gov</a>
BUYER	DTMB	Lance Kingsbury	517-241-3768	<a href="mailto:kingsburyl@michigan.gov">kingsburyl@michigan.gov</a>

CONTRACT SUMMARY:			
DESCRIPTION: Enrollment Broker Services – Department of Community Health			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 1, 2011	March 31, 2017	1, 1 Year Option	March 31, 2017
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		March 31, 2017
VALUE/COST OF CHANGE NOTICE:			ESTIMATED AGGREGATE CONTRACT VALUE REMAINS:	
\$0.00			\$87,810,275.00	

Effective immediately, the new Project Manager is now: **Jamy Henegsbach**  
 Medical Services Administration  
 Department of Community Health  
 400 S. Pine Street  
 Lansing, MI 48909  
[henegsbachj@michigan.gov](mailto:henegsbachj@michigan.gov)  
 Phone: 517-335-6168  
 Fax: 517-335-5136



All other terms, conditions, specifications, and pricing remain the same. Per agency request and DTMB Procurement approval.

**STATE OF MICHIGAN**  
**DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET**  
**PROCUREMENT**  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

March 14, 2012

**CHANGE NOTICE NO.2**  
**TO**  
**CONTRACT NO. 071B1300215**  
**between**  
**THE STATE OF MICHIGAN**  
**and**

NAME & ADDRESS OF CONTRACTOR		TELEPHONE (703) 251-8500 <b>Bruce L. Caswell</b>
<b>MAXIMUS Health Services, Inc.</b> <b>11419 Sunset Hills Road</b> <b>Reston, Virginia 20190</b>  <b>brucecaswell@maximus.com</b>		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-3768 <b>Lance Kingsbury</b>
Contract Compliance Inspector: Laura Dotson 517-241-4686 <b>Enrollment Broker Services – Department of Community Health</b>		
CONTRACT PERIOD:		From: <b>April 1, 2011</b> To: <b>March 31, 2017</b>
TERMS	<b>N/A</b>	SHIPMENT <b>N/A</b>
F.O.B.	<b>N/A</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		

**NATURE OF CHANGE(S):**

Effective immediately, the following language is hereby incorporated into the Contract:

**Summary of Monthly (Rolling) Open Enrollment for Medicaid Health Plans:**

The Contractor must provide all mandatory beneficiaries that have been enrolled in a Medicaid Health Plan (MHP), for more than 90 days, with an open enrollment opportunity to change MHPs at least once during a 12-month period. The Michigan Department of Community Health (DCH) has requested that the open enrollment process change from a single, annual cycle that involves mailing an open enrollment notice to all beneficiaries once each year to a monthly cycle that involves mailing an open enrollment notice to a subset of the population each month. The method for doing this is described below:

Beneficiaries that meet the following criteria are not included in Open Enrollment (OE) because either they are not locked into their MHP, or in the case of rural counties, they are not able to change plans at any time:

1. Rural Waiver Counties (Upper Peninsula counties)
2. Preferred Option Counties (Barry)
3. Voluntary enrollment status – Native Americans, Migrants and Dual eligible
4. Beneficiaries in the first 90 days of enrollment, including initial and re-enrollments.

**The CCI has been changed to Greg Rivet.**

**All other terms, conditions, specifications, and pricing remain the same.**

**AUTHORITY/REASON(S):**

**Per agency request and DTMB-Procurement approval.**

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$87,810,275.00**

**STATE OF MICHIGAN**  
**DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET**    December 22, 2011  
**PROCUREMENT**  
**P.O. BOX 30026, LANSING, MI 48909**  
**OR**  
**530 W. ALLEGAN, LANSING, MI 48933**

**CHANGE NOTICE NO.1**  
**TO**  
**CONTRACT NO. 071B1300215**  
**between**  
**THE STATE OF MICHIGAN**  
**and**

NAME & ADDRESS OF CONTRACTOR		TELEPHONE (703) 251-8500 <b>Bruce L. Caswell</b>
<b>MAXIMUS Health Services, Inc.</b> <b>11419 Sunset Hills Road</b> <b>Reston, Virginia 20190</b>  <b>brucecaswell@maximus.com</b>		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-3768 <b>Lance Kingsbury</b>
Contract Compliance Inspector: Laura Dotson 517-241-4686 <b>Enrollment Broker Services – Department of Community Health</b>		
CONTRACT PERIOD:		From: <b>April 1, 2011</b> To: <b>March 31, 2017</b>
TERMS	<b>N/A</b>	SHIPMENT <b>N/A</b>
F.O.B.	<b>N/A</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		

**NATURE OF CHANGE(S):**

**Effective immediately, the attached Incorporation of the Web Portal is hereby made a part of this contract. Please note that the CCI has been changed to Laura Dotson. All other terms, conditions, pricing and specifications remains the same.**

**AUTHORITY/REASON(S):**

**Per agency request and DTMB Procurement approval.**

**TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$87,810,275.00**

**STATE OF MICHIGAN**  
**DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET** December 22, 2011  
**PROCUREMENT**  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

**CHANGE NOTICE NO.1**  
**TO**  
**CONTRACT NO. 071B1300215**  
**between**  
**THE STATE OF MICHIGAN**  
**and**

NAME & ADDRESS OF CONTRACTOR  <b>MAXIMUS Health Services, Inc.</b> <b>11419 Sunset Hills Road</b> <b>Reston, Virginia 20190</b>  brucecaswell@maximus.com	TELEPHONE (703) 251-8500 <b>Bruce L. Caswell</b>
	CONTRACTOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-3768 <b>Lance Kingsbury</b>
Contract Compliance Inspector: Laura Dotson 517-241-4686 <b>Enrollment Broker Services – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>April 1, 2011</b> To: <b>March 31, 2017</b>	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE(S):**

Effective immediately, the attached Incorporation of the Web Portal is hereby made a part of this contract. Please note that the CCI has been changed to Laura Dotson. All other terms, conditions, pricing and specifications remains the same.

**AUTHORITY/REASON(S):**

Per agency request and DTMB Procurement approval.

**TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$87,810,275.00**



# **Michigan ENROLLS Web Portal Software Requirements Specification (SRS)**

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Prepared By: Michigan ENROLLS  
Version 1.7  
*July 11 2011*

MI EBS Web Portal  
Software Requirements Specification



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**Revision History**

Version	Change Description & Reasons	Change Date	Author
1.0	Initial Release	4/29/11	MI EBS
1.1	Internal Revisions	4/29/11	MI EBS
1.2	Internal Revisions	5/2/11	MI EBS
1.3	Internal Revisions	5/23/11	MI EBS
1.4	Internal Revisions	5/24/11	MI EBS
1.5	Internal Revisions	5/25/11	MI EBS
1.6	Internal Revisions	7/6/11	MI EBS
1.7	Revisions based on DCH Privacy Officer	7/11/11	MI EBS



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## Approval Signatures

This Requirements Document has been reviewed, accepted, and approved as follows:

### Michigan ENROLLS (Operations)

Phyllis Easton  
Project Manager

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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### Michigan Department of Community Health

Terry Geiger  
Customer Services Division Director

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

---

### MAXIMUS Systems

Bob Engels  
Systems Manager

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





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**Table of Contents**



## 1.0 Introduction

The purpose of the Michigan ENROLLS web portal is to provide Medicaid and other DCH program beneficiaries with 24/7 access to multiple self-service options as follow:

- a. enroll in a Medicaid health plan (i.e., new and changes) and pick a PCP when enrolling in an MHP. Adult Benefits Waiver (ABW) beneficiaries enrolled in a County Health Plan (CHP) will not be allowed to use the online enrollment function. They will be advised to contact the MI ENROLLS or Beneficiary Helpline call center.
- b. request a replacement mihealth card
- c. obtain Medicaid eligibility and MHP enrollment information for the current month (same as the IVR), and enrollment status (e.g., locked in). Beneficiaries that have Plan First or spend-down should receive a message that explains how their coverage is limited. For example, Plan First beneficiaries are eligible for family planning services only.
- d. update telephone numbers and email addresses
- e. obtain general program information, access brochures and forms in a downloadable PDF format, and access links to other web sites, such as the Medicaid health plans (MHPs) and the MICHild internet application

The public will have unrestricted access to the following areas of the web portal:

- a. Medicaid Health Plans in a searchable format
- b. Providers by type by MHP in a searchable format
- c. All general information and static material

Public users will not be required to verify or authenticate themselves when using any of the options listed above.

The web portal and all online transactions must be HIPAA compliant. The web portal will include 508-type accessibility features and will be available in English and Spanish.

Beneficiaries using online options to enroll, request a card, view case data or update telephone numbers and email addresses will be required to verify themselves using the same criteria required in the Call Center. Users that want to order a mihealth card or view case information and that enter only a beneficiary ID number will be allowed access only to information about that beneficiary. Users that enter a case number will be allowed access to information for all active beneficiaries. In addition to verifying themselves, beneficiaries that want to enroll in an MHP must authenticate themselves by entering a PIN that MAXIMUS will issue in the initial enrollment letter and the open enrollment letter. Because the PIN is issued to the case head or other authorized representative, users that select the enrollment option will be allowed to access information for all active case members by entering either a case number or beneficiary ID number. MAXIMUS will invalidate PINs after all active case members are locked-in to their MHP (i.e., enrolled for more than 90 days). Beneficiaries may contact the Call Center to get their PIN; however, the Call Center will encourage the beneficiary to enroll while the caller is on the telephone. Beneficiaries that want to request a mihealth card or obtain Medicaid eligibility and MHP enrollment information will not require a PIN.

Field Enrollment Counselors (FECs) will be able to conduct new enrollments on behalf of beneficiaries; FECs will not be able to conduct plan changes after the first 90 days or open enrollment. To conduct enrollments, FECs will be required to verify and authenticate beneficiary information, enter a unique ID number assigned to each FEC by MAXIMUS and enter the beneficiary's PIN. Requiring the FEC to enter the PIN issued in the enrollment letter assures the FEC has obtained the enrollment choice from the beneficiary.

MAXIMUS will update beneficiary records in the web portal within one business day of receiving updated data from the state's MMIS known as CHAMPS. MAXIMUS receives eligibility update files (usually daily) 7 days per week. MHP enrollments, phone number and e-mail updates, and replacement card requests will be extracted from the web portal on a daily basis (Monday through Thursday and Sunday evenings), and processed by MAXSTAR on the next business day.



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## 2.0 Business Flow

### 2.1 System Overview

The following system overview displays the web portal with respect to external users and the individual technology components that support external users. The overview illustrates how the web portal is a separate entity from the MAXSTAR system. A direct connection between the Michigan ENROLLS MAXSTAR system and the website will NOT exist (i.e., transactions will not be real time).

MAXSTAR will create a daily beneficiary extract file from the Michigan ENROLLS database (approximately 1.8 million active records) and a weekly MHP provider extract file (approximately 50,000 to 60,000 records) to import into the web server.

The web server will create three separate extract/output files for input to MAXSTAR on a daily basis:

- a) Medicaid health plan enrollment transactions, including both MHP and PCP selections
- b) replacement mihealth card requests
- c) demographic changes (i.e., phone numbers and e-mail addresses)

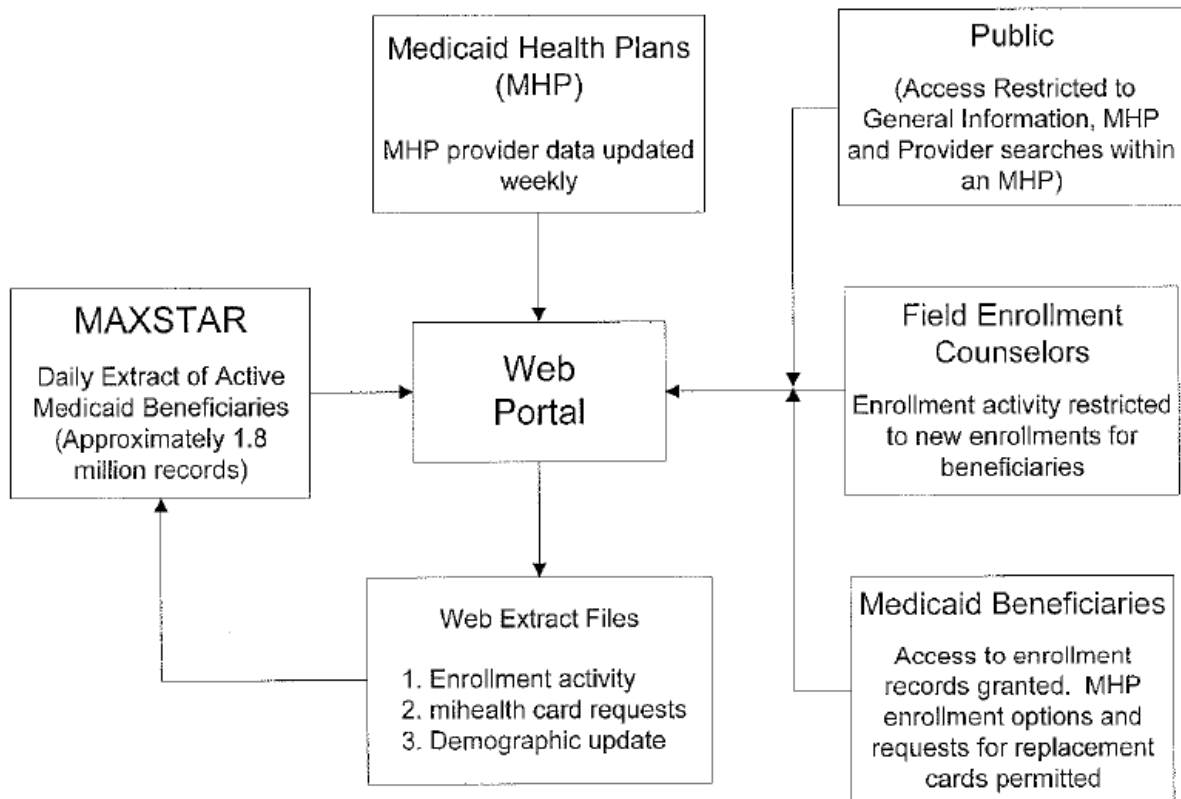
The web portal will monitor when Users use the web portal to determine the best time to import and extract data.

The web portal will track and report counts of:

- a) number of times the site was visited
- b) number of cases where data was viewed but no changes were made
- c) Date/Time of login and transaction submission
- d) MHP transactions including enrollments, changes and disenrollments to FFS, including those processed by an FEC
- e) replacement card requests



## 2.2 High Level Process Flow Michigan ENROLLS Web Portal



### Process flow:

1. A User will begin an online session by choosing an option:
  - a) MHP and PCP enrollment
  - b) mihealth card request
  - c) telephone and email address update
  - d) obtain Medicaid eligibility, MHP enrollment information, enrollment status (e.g., locked in) for the current month
  - e) obtain general program information, access brochures and forms in a downloadable PDF format, and access links to other web sites
  - f) public search of MHP and provider information
2. All non-public Users will be required to **identity** themselves ("**verifying the user**"). Users that want to enroll beneficiaries also will be required to enter a MAXIMUS-supplied PIN to **authenticate** that the User has the authority to enroll the beneficiary. Field Enrollment Counselors (FECs) will be required to enter both the PIN and their unique FEC ID number. The web portal will maintain a separate table for FEC unique ID numbers.
3. Verifying the User requires the User to enter the following data elements:
  - a) User name (first, last, MI)
  - b) Relationship to beneficiary (drop down menu)
  - c) Name (first, last, MI) of case member that needs to enroll or request a card [data element used to match with case data]
  - d) Date of birth (DOB) of case member identified in c) [data element used to match with case data]

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- e) Case number or recipient ID number for the beneficiary that needs a replacement card or to enroll [data element used to match with case data]
  - f) Full mailing address including house number, street name, direction indicator, city, state and zip. For purpose of determining if the address entered is the same as in the Medicaid database, the web portal mailing address match will be limited to house/street number, street name including directional indicator, and 5-digit zip code [data element used to match with case data]. Note: the web portal will NOT display the any address information to the User. Whether the address is correct is relevant only to mihealth card requests.
  - g) Household telephone number including area code (optional)
  - h) Email address (optional)
4. The web portal will compare the verification information listed in number 3 with MAXSTAR data imported daily to the web portal. If the required data elements noted above do not match, the User will be advised that they cannot enroll in an MHP or request a mihealth care online; they will be directed to contact the Call Center for any data mismatch except address. For address mismatches, the User will be directed to contact DHS.
5. If the verification data is correct, the web portal will direct the User to the selected option. If the User selects the card request or view case data option and entered the beneficiary ID number (not the case number), the web portal will display the following information only for the beneficiary whose ID number was entered. If the User enters the case number, the web portal will display the following information for all active beneficiaries:
- a) the name and age (not DOB) of each active case member, both enrolled and unenrolled
  - b) enrollment status (e.g., locked-in for enrolled members)
- If the User entered a beneficiary ID number, the User will be offered the option to enter another beneficiary ID number after completing a mihealth card request or viewing beneficiary information.
6. If the User selects the Enrollment option, the User will be required to enter a PIN (authentication). The web portal will display information and allow enrollments for all active beneficiaries on the same case if the User enters a valid PIN.
7. An the end of a session, the web portal will display enrollment or card request information for User approval and give the User the option to print the screen.
8. The web portal will remind verified Users to update their phone number and email address each time they access their records.

3.0 Requirements Specifications

Req #	Requirement Description	Requirement Type
<b>WEB PORTAL SYSTEM</b>		
1	MAXIMUS will develop, host, and maintain the Michigan ENROLLS web portal in our Reston, Virginia data center.	Business Rule
2	The interface and integration data between the web portal and MAXSTAR data will be HIPAA compliant and have accessibility features consistent with Section 508 of the U.S. Rehabilitation Act and the W3C Web Content Accessibility Guidelines.	Business Rule

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Req #	Requirement Description	Requirement Type
3	The web portal will be available in English and Spanish for all functions.	Business Rule
4	The web portal needs to track and report: <ul style="list-style-type: none"> <li>a) number of times the site was visited</li> <li>b) number of cases accessed where a change was made</li> <li>c) number of cases where data was viewed but no changes was made</li> <li>d) Date/Time of login and transaction submission</li> <li>e) Number of enrollment transactions, including those processed by an FEC</li> <li>f) Number of card requests</li> </ul> <p>Note: Each time a User accesses a specific case during the same day represents a separate hit. For example, when a User accesses a case twice in one day, the portal will record this as 2 hits.</p>	System Requirement
5	Public users will be able to access static content listed in number 14. All static content and downloadable documents will be maintained by the project.	System Requirement
6	Web portal will include the following functions: <ul style="list-style-type: none"> <li>a) pick a Medicaid Health Plan (new and changes) and Primary Care Provider (PCP)</li> <li>b) obtain Medicaid eligibility, MHP enrollment information, and enrollment status (e.g., locked in) of all active beneficiaries on the same case for the current month if a case number is entered. The web portal will display beneficiary-specific information only when the User enters a beneficiary ID number, not a case number, without a valid PIN.</li> <li>c) request a mihealth card</li> <li>d) update phone number and email address</li> <li>e) obtain static information</li> <li>f) allow the User to select another option from any other option</li> </ul>	Business Rule and System Requirement
7	For all Non-public users, the web portal must: <ul style="list-style-type: none"> <li>a) <b>Identify and verify</b> all Users by entering the data elements specified in number 19.</li> <li>b) <b>Authenticate</b> Users that choose the enrollment option by entering the PIN provided in the enrollment letter (User has the authority to enroll beneficiaries).</li> <li>c) <b>Authenticate</b> FEC Users by entering both the PIN and the MAXIMUS-assigned unique ID number</li> </ul>	Business Requirement
<b>TECHNICAL REQUIREMENTS</b>		
8	Secure, HIPAA-compliant transactional connections with program databases (not real-time) to offer "self-service" as a complement to phone-based customer assistance.	Business Rule
9	The Michigan ENROLLS web server and MAXSTAR database servers reside in our data center located in Reston, Virginia; communication between the two systems will be secured through TBD.  Network security configurations at both the Michigan office and Reston data center are adapted to allow for connectivity through multiple levels of physical and logical security to protect the data transactions.	Business Rule
10	The web portal subsystem within MAXIMUS is self-standing. The content and applications are separated from the database layer.	Business Rule
11	The web servers will communicate to an LDAP server via a secure protocol.	System Requirement

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<b>Req #</b>	<b>Requirement Description</b>	<b>Requirement Type</b>
12	The LDAP server will communicate with the MAXSTAR database by a secure data link. The LDAP protocol is used for authentication of Users.	System Requirement
<b>STATIC MATERIALS</b>		
13	Static information listed in number 14 will be posted in a format that Users can download or print. a) Some documents will be available in English, Spanish and Arabic. b) Not all documents will be available when the web portal is deployed.	Business Rule
14	The following list identifies proposed static material and links. a) A "What's New" section b) Frequently Asked Questions (FAQs) c) DCH Rights and Responsibilities brochure d) FFS handbook e) Field Enrollment Counselor (FEC) contact information (e.g., office hours, telephone numbers, address) f) County-specific MHP Consumer Guides g) Things You Need to Know fact sheet h) Important facts if You are Pregnant (handbill) i) MHP Co-pay Charts j) MiRx application /brochure k) MICHild, Healthy Kids and Plan First Internet Brochure l) Plan First brochure m) Michigan Free Health Check-ups brochure n) Adult Benefits Waiver Coverage (handbill) o) DCH HIPAA Privacy Notice p) Link to request a mihealth card option q) Link to enroll a beneficiary option r) Link to DCH website s) Links to MHP websites t) Link to MICHild internet application u) Link to MHP Service Area Listing v) Link to County Health Plan (CHP) Service Area Listing	Business Rule and System Requirement
<b>PUBLIC USERS</b>		
15	Public Users may access static information without verification or authentication.	Business Rule
16	Public Users (not verified) will be able to search MHP and provider data. Note: provider data does not need to be in a printable format.	Business Rule
<b>VERIFY AND AUTHENTICATE USERS</b>		
17	a) If Users attempt to access the enrollment or card request or view case data option, they will directed to verify the user and authenticate for enrollments. b) If a User attempts to login with unverified login information, display an error. c) If a User attempts to verify and authenticate three times without success, the User shall be locked out for a period of 30 minutes and will be given Call Center contact information. CSRs will provide assistance when contacted.	Business Rule
18	User Selects Option a) Enrollment b) Card Request	Business Rule

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Req #	Requirement Description	Requirement Type
	<ul style="list-style-type: none"> <li>c) View Medicaid eligibility and MHP enrollment information for the current month – similar to Interactive Voice Response System (IVR), or the enrollment status (e.g., locked in)</li> <li>d) Update telephone and email address</li> <li>e) General Public (access only to provider information, no access to beneficiary information)</li> </ul>	
19	<p>All non-public users must enter all of the following data elements (verifying the user):</p> <ul style="list-style-type: none"> <li>a) User name (first, last, MI)</li> <li>b) Relationship to beneficiary (drop down menu)</li> <li>c) Name (first, last, MI) of case member that needs to enroll or request a card [data element used to match with case data]</li> <li>d) Date of birth (DOB) of case member identified in c) [data element used to match with case data]</li> <li>e) Case number or recipient ID number for the beneficiary that needs a replacement card or to enroll [data element used to match with case data]</li> <li>f) Full mailing address including house number, street name, direction indicator, city, state and zip. For purpose of determining if the address entered is the same as in the Medicaid database, the web portal mailing address match will be limited to house/street number, street name including directional indicator, and 5-digit zip code [data element used to match with case data]. Note: the web portal will NOT display any address information to the User.</li> <li>g) Household telephone number including area code (optional)</li> <li>h) Email address (optional)</li> </ul>	Business Rule
20	<p>Web portal compares data entered by User to MAXSTAR case data (updated daily)</p> <ul style="list-style-type: none"> <li>a) If User data does not match the required data elements specified in number 19, User is directed to contact Call Center</li> <li>b) If User data matches MAXSTAR data, screens are displayed to User based on option selected (i.e., enrollment, card request, view case data)</li> </ul> <p>NOTE: if the User enters a beneficiary ID number without a valid PIN, the web portal will display information only for the beneficiary ID number entered. If a User enters a beneficiary ID number and a valid PIN, the web portal will display case information for all active case members and allow enrollments for case members eligible to enroll or make MHP changes.</p>	System Requirement
21	<p>If the verified User initially requested a mihealth card replacement and did not enter a valid PIN, the Web Portal will require the User to enter the PIN if the User selects Enrollment as a subsequent option.</p>	System Requirement
<b>GENERAL FUNCTIONALITY FOR ALL VERIFIED USERS</b>		
22	<p>A User that has been verified and authenticated for one task/function will be given the option to select another User Option. The Web Portal will redirect the User.</p> <p>Note: if the User enters a beneficiary ID number without a valid PIN, the web portal will display information only for the beneficiary ID number entered. If a User enters a beneficiary ID number and a valid PIN, the web portal will</p>	System requirement



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Req #	Requirement Description	Requirement Type
	display case information for all active case members and allow enrollments for case members eligible to enroll or make MHP changes.	
23	Users will be asked to update their phone number and e-mail address (contact information) every time they access their records.	Business Rule
23.a	Users will be offered the option of receiving electronic notifications (e.g., enrollment and confirmation letters) in the future if a valid email address is provided.	
	<b>ENROLLMENT FUNCTIONALITY</b>	
24	Verified User selects enrollment option and enters a valid PIN: a) Web portal will display name and age (not DOB) of each active case member, both enrolled and unenrolled. b) Web portal will display enrollment status (e.g., locked-in for enrolled members) for all active beneficiaries.	Business Rule
25	Access to beneficiary records will be restricted to Users, including FECs that have been verified according to the requirements of number 19.	Business Rule
26	MI ENROLLS will issue a PIN in each enrollment letter and open enrollment letter. Note: the enrollment letter is mailed to the case head, legal guardian, or DHS Foster Care Worker. The PIN will be issued at the case level. The web portal and MAXSTAR will need to link enrollments and PINs at the beneficiary level.	Business Rule
27	MAXIMUS will invalidate PINs after all active case members are locked-in to their MHP: a) After enrolled for more than 90 days (includes new enrollments, changes during first 90 days of enrollment and open enrollment changes) b) On June 1 (end of open enrollment) if no plan change is made during open enrollment	Business Rule
28	MI ENROLLS will issue a unique ID number to each certified FEC. MAXIMUS-assigned unique ID numbers for FEC will not be county-specific. This is a secondary authentication step.	Business Rule
29	MI ENROLLS will track field enrollments based on the FEC ID number. MI ENROLLS will invalidate FEC ID numbers for any FEC that no longer is authorized to conduct enrollments.	Business Rule
30	Users will be directed to the Call Center if they do not provide a valid PIN.	System Requirement
31	FECs will be directed to the Call Center if they do not provide a valid PIN or FEC ID.	System Requirement
32	FECs assist families with their initial enrollment options. FECs will NOT be allowed to process MHP changes or disenrollments.	Business Rule
33	FEC enrollment activity will be restricted to beneficiaries whose enrollment status is any of the following: a) B (IA letter sent) b) D (RM list issued) c) P (IPOP letter sent)	Business Rule
34	To process an enrollment, FECs: a) Enter PIN provided by beneficiary provided by MI ENROLLS in enrollment letter b) Enter MAXIMUS-assigned ID number	Business Rule



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Req #	Requirement Description	Requirement Type
	<ul style="list-style-type: none"> <li>c) Enter case number or recipient ID number to retrieve case data.</li> <li>d) If no beneficiaries on the case have an enrollment status of B, D or P, the Web Portal will advise FECs they are not authorized to conduct enrollments for any beneficiaries on that case</li> <li>e) For authenticated FECs, process new MHP enrollments, including PCP choices, for any beneficiary with an enrollment status code of B, D or P                B = beneficiary not enrolled; enrollment letter with PIN mailed.                D = beneficiary not enrolled; enrollment letter with PIN mailed; Field notified to send reminder letter.                P = beneficiary in POC county not enrolled.</li> <li>f) Submit enrollments after displaying MHP and PCP selections. Note: PCP selections are strongly encouraged, but not required.</li> </ul>	
35	The web portal will code enrollments processed by an FEC as a transaction 7 (Field enrollment). MAXSTAR needs to be able to report the number of enrollments processed by an FEC through the call center and via the web.	Business Rule
36	The web portal will allow verified and authenticated Users to process enrollments (MHP and PCP) even if address information does not match MAXSTAR records.	Business Rule
37	<p>The web portal will retrieve the records for active beneficiaries in the same case when a user is verified and authenticated with a valid PIN, whether the User entered a beneficiary ID or case number. The web portal will display the following beneficiary data for each active case member:</p> <ul style="list-style-type: none"> <li>a) Name (first name, last, MI)</li> <li>b) Age (a calculated value by the web server) – not DOB</li> <li>c) Enrollment status (e.g., enrolled &amp; locked in, enrolled &amp; in first 90 days, FFS &amp; excluded from enrollment, etc.) a calculated values by the web server</li> <li>d) MHP and phone number and Medicaid eligibility status for the current month. Beneficiaries eligible for Plan First and spend-down should receive a message with specific details about their coverage limitations (e.g., Plan First covers only family planning services).</li> <li>e) If User has requested plan change within 5 business days, display a message such as "You recently enrolled in a Medicaid health plan. Michigan ENROLLS will mail a confirmation letter to you within 7-10 days of when you did the enrollment."</li> </ul>	System Requirement
38	The web portal will direct the User to select MHP and provider search criteria.	System Requirement
39	<p>The web portal will allow Users to search MHPs in their residence county (or zip code in Wayne County) and PCPs and other provider types, such as specialists and hospitals, in their residence county and contiguous counties. Michigan staff will provide a list of the contiguous county for each of MI's 83 counties.</p> <p>The web portal must allow Users to search by PCPs or other provider types OR select a MHP in their county, then a PCP affiliated with that MHP.</p> <ul style="list-style-type: none"> <li>a) PCPs selections must be affiliated with a MHP in the beneficiary's residence county, but the PCP does not have to be located in the</li> </ul>	System Requirement

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Req #	Requirement Description		Requirement Type
	<p>beneficiary's county.</p> <p>b) PCP selection is NOT a requirement of the enrollment process, but is strongly encouraged. The web portal will display a message explaining that picking a PCP helps beneficiaries get the care they need more quickly.</p> <p>c) Provider searches should default to PCPs unless otherwise specified by the user.</p> <p>d) Display PCPs with multiple sites/groups in the same MHP should have all sites (including addresses and phone numbers)</p> <p>e) Whenever a PCP is selected on an enrollment, the matching site number must also be recorded and returned on the enrollment record. User does not need to select a site number, only a PCP address.</p> <p>f) Whenever a PCP is selected, the web portal must display if the PCP is accepting existing patients only, and require the User to click a "Yes" marker indicating the beneficiary is an existing patient. If the User clicks "No," the web portal must display a message that the PCP is not accepting new patients and the User must select a different PCP.</p>		
40	The web portal will display to "authenticated users" the provider data based on the beneficiary's residence county. See Section on Provider Searches.		Business Rule
41	The web portal will display MHP consumer guides specific to the MHPs that are available in the beneficiary's residence county.		Business Rule
42	<p>The web portal will allow the User to:</p> <p>a) select a MHP and PCP for each active unenrolled case member that is mandatory for enrollment</p> <p>b) Change plans for active beneficiaries that are eligible to change MHPs (e.g., open enrollment or first 90 days).</p> <p>c) Choose FFS for active beneficiaries that are eligible to return to FFS (i.e., voluntary or POC)</p>		System Requirement
43	Case members can pick different MHPs.		Business Rule
44	User will enter MHP and PCP selections following a provider search.		Business Rule
45	<p>To process an enrollment, User must</p> <p>a) enter DOB or last 4-digits of SSN for each member being enrolled (required for authentication)</p> <p>b) approve (submit) the MHP and PCP choices displayed by the web portal.</p>		System Requirement
45.a	The web portal must present to all Users that have completed an enrollment the appropriate education script. The web portal will require the User to click a button to acknowledge that s/he has read the education.		
46	The web portal will include a print screen option for the summary page and the education script.		System Requirement
47	Web portal must display the <b>tentative</b> effective date of an enrollment based on cut-off dates and a statement that the beneficiary will receive a letter from MI ENROLLS confirming the enrollment into the named MHP and PCP (if one is selected) with the effective date of the enrollment. The web portal should include a table (provided by the project and updated annually) of the effective dates of enrollment based on when the transaction is processed.		Business Rule

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Req #	Requirement Description	Requirement Type
48	Users can pick a PCP when picking an MHP. Beneficiaries already enrolled in an MHP cannot change PCPs through MI ENROLLS; they must contact their MHP to change a PCP. The web portal will display this message.	Business Rule
49	If a User does not enroll each unenrolled mandatory beneficiary, the web portal will display a reminder for each unenrolled beneficiary on the case. The system should accept all enrollments and not prevent completing the enrollment session if the User does not enroll all active unenrolled members. The reminder should include the auto assignment date.	System Requirement
50	The web portal will not allow beneficiaries that are "locked-in" to change MHPs or Excluded beneficiaries to enroll. Appendix B provides an enrollment activity chart with specific details for when enrollment activity is allowed.	System Requirement
51	The project will establish a cut-off time (e.g., 7 PM) after which MHP changes will be processed on the next business day. Enrollments submitted after the cut-off time on Fridays and on weekends will be processed at cut-off on Sunday if Monday is a business day. The same rule applies to holidays.	System Requirement
52	Users can change their plan choices during the same day; the web portal will process only the last choice of the day. If Users try to change a plan choice after the enrollment has been included in a daily extract file, the User will receive a message that their enrollment choice is being processed and cannot be changed for 3 to 5 calendar days. The web portal will direct Users to the Call Center if they have questions, or return to the web portal after 3 to 5 calendar days to change enrollments.	System Requirement
53	Users changing from one health plan to another will be required to select a disenrollment reason. Michigan staff is developing a list of disenrollment reasons.	Business Rule
54	Web portal edits will prevent users from submitting incomplete enrollment/disenrollment requests.	System Requirement
55	Display notes or hover bubbles associated with unenrolled mandatory beneficiaries will advise the User that the beneficiary will be auto assigned if you do not select a plan.	System Requirement
	<b>VIEW CASE RECORD INFORMATION (SIMILAR TO INTERACTIVE VOICE RESPONSE SYSTEM)</b>	
56	The Web Portal will display to Verified Users the following data elements for each active beneficiary on the case: <ul style="list-style-type: none"> <li>a) Name</li> <li>b) age (not DOB)</li> <li>c) Active Medicaid for the current month</li> <li>d) enrollment status (mandatory or voluntary or excluded)</li> <li>e) lock-in status</li> <li>f) If enrolled, the MHP and MHP phone number for the current month.</li> <li>g) If User has requested plan change within 5 business days, display a message such as "You recently enrolled in a Medicaid health plan. Michigan ENROLLS will mail a confirmation letter to you within 7-10 days of when you did the enrollment."</li> </ul> Note: Verified Users will be able to view case information regardless of the type of coverage, e.g., Medicaid, CSHCS, Adult Benefits	System Requirement

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Req #	Requirement Description	Requirement Type
	Waiver, and so on. Beneficiaries with Plan First and spend-down will receive specific details about their coverage limitations, e.g., Plan First covers only family planning services.	
	<b>MIHEALTH CARD REQUESTS</b>	
57	Users will be required to verify themselves before requesting a replacement mihealth card. Users do not need to enter a PIN to request a mihealth card.	Business Rule
58	<ul style="list-style-type: none"> <li>a) The web portal will reject a mihealth card request if the address entered by the User does not match the MAXSTAR address information.</li> <li>b) These Users will be referred to their local DHS office to update address information. The web portal will provide a link to the DHS website for local office information and provide a link to the MiBridges web portal that includes a case update function.</li> <li>c) Users will be advised to return to the web portal after DHS has updated their address.</li> </ul>	System Requirement
59	<ul style="list-style-type: none"> <li>a) For verified Users, if the address matches the MAXSTAR data, display the name and age (not DOB) for each active case member if the User entered a case number. If the User entered a beneficiary ID number, display information only for that beneficiary.</li> <li>b) To request a card, User must enter DOB or last 4-digits of SSN to request card for each case member needing a card. This is a second authentication step.</li> </ul>	System Requirement
60	Present a summary of card requests and require the User to actively approve each card request before submission. Advise Users that cards will be received in the mail within 14 calendar days. If the User entered a beneficiary ID number, offer the User the option to enter another beneficiary ID number.	System Requirement
61	The web portal will include a print screen option for the summary page.	System Requirement
	<b>PROVIDER SEARCH CAPABILITIES</b>	
62	<p>MHP search options:</p> <ul style="list-style-type: none"> <li>a) MHP Plan Name</li> <li>b) County</li> </ul> <p>Output: MHPs available in the county</p>	Business Rule
63	<p>Search options for Providers affiliated with a MHP*</p> <ul style="list-style-type: none"> <li>a) Provider type = PCP, SPC, HOS, DME, etc</li> <li>b) Name – both first and last, and last name only</li> <li>c) County</li> <li>d) City</li> <li>e) Zip Code</li> <li>f) Phone number</li> <li>g) PCP Specialties, e.g., OB, pediatrics</li> <li>h) Specialist Specialties, e.g., cardiology</li> <li>i) Gender</li> <li>j) Accepting new patients</li> <li>k) Language</li> </ul>	System Requirement

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Req #	Requirement Description		Requirement Type
	<p>* The default search option is a display of the PCPs affiliated with MHPs available in their residency county and contiguous counties. BlueCaid PCPs will be included in the display only for Wayne County beneficiaries residing in the zip codes in which BlueCaid is available in Wayne County. If the beneficiary lives in Wayne County but does not live in one of the approved zip codes, BlueCaid should not be displayed as an enrollment option. Note: BlueCaid in Wayne County is the only MHP with a limited zip code-based service area.</p> <p>Output: depending on complexity, and therefore price, either:</p> <ul style="list-style-type: none"> <li>a) Display similar to used for Pennsylvania web portal, or</li> <li>b) Display based on NPI. Specifically, all provider records with the same NPI will be displayed, regardless of the differences in the name, such as different spellings, use of middle initial, etc. [preferred option]</li> </ul>		
64	Print options of provider information are NOT a requirement.		System Requirement
64.a	<p>Provider file using the following key data elements (in 4275) to identify unique providers:</p> <ul style="list-style-type: none"> <li>a) Provider site number (data element 4)</li> <li>b) MHP provider number (data element 5)</li> <li>c) MHP Medicaid Provider ID number (data element 30)</li> </ul>		
65	Provider searches will have a visual mapping tool, such as Google Maps, to display locations and directions to Users.		System Requirement
<b>INTERFACES</b>			
66	<p>Exchange points for interface will be determined:</p> <p>If files are exchanged outside of the MAXIMUS system, outbound files will be placed on the vendor's system for pick-up, and incoming files will be placed on a MAXIMUS server for pick-up.</p>		System Requirement
67	Specific times for posting outbound files cannot be predicted accurately because the state of Michigan does not post files at consistent or regular times. MI ENROLLS cannot create extract files for the web portal until the state posts the daily update files.		System Requirement
68	MI EBS project staff will maintain and update tables within the web server. Examples of information stored in tables include county-specific MHPs, County Health Plans (CHPs), Medicare MCOs, tentative enrollment effective dates based on when a transaction is processed, and provider file updates.		System Requirement
69	<p>MAXSTAR extract file needs to include the most recent card request date so the web server can calculate whether to process or reject a mihealth card request.</p> <p>If a mihealth card was requested within 14 calendar days of this request, reject the request and advise Users they previously requested a card and should receive it by &lt;date&gt;.</p>		System Requirement
70	<p>MAXSTAR will create extract/update files for uploading to web portal when MI EBS project receives eligibility update files from CHAMPS, usually daily, 7 days per week:</p> <ul style="list-style-type: none"> <li>a) Daily beneficiary updates (usually Monday through Thursday and Sunday)</li> </ul>		System Requirement

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Req #	Requirement Description	Requirement Type
	b) Weekly provider file updates (Monday)	
71	Web portal output files will be extracted daily and sent to MAXSTAR for processing: a) enrollment transactions b) mihealth card request data c) phone number and e-mail data	System Requirement
72	The web extract file should link the FEC User ID number to each enrollment processed by that FEC.  The web portal will maintain a separate table for FEC user ID numbers.	System Requirement
73	Users will be "locked out" and not able to use the web portal when: a) daily files are imported to the web portal b) daily files are extracted from the web portal	Business Rule
74	a) The Web portal will create and send an edit/confirmation file that confirms that each MAXSTAR import file has been processed successfully into the web server. b) The notification also will identify the records that did not meet file record specifications. c) Records that do not meet record specification should not be loaded in the web portal.	System Requirement
75	Each exchange point will issue an e-mail notice when files are posted, picked-up and processed, and when records are rejected because they do not edit criteria (to be determined).	System Requirement
76	The MAXSTAR extract file will provide the web server with data values that allow to server to calculate which beneficiaries are: a) mandatory and eligible to enroll with a health plan b) which health plans are available to each beneficiary based on residence county c) which providers are affiliated with each MHP d) date of most recent card request	System Requirement
77	Michigan staff will develop the logic for identifying the enrollment status for each beneficiary based on specific values in beneficiary records sent to the web portal: a) mandatory and locked-in (cannot change plans or disenroll to FFS) b) mandatory and not locked in (eligible to change plans) c) excluded (cannot enroll in an MHP) d) voluntary (eligible to change plans or disenroll to FFS at any time) This includes Preferred Option counties, migrants, and dual eligibles (Medicare and Medicaid)	Business Rule
78	a) MAXSTAR will generate a record for each replacement card request with a control number of zero. b) CHAMPS will process the request and send MAXIMUS the beneficiary's record in the 4948 card request file the next day with an updated control number. c) MAXIMUS will process the 4948 by incrementing the control number by 1 and adding a tracking number.	System Requirement
79	File formats/data elements for extract files from MAXSTAR and web server will be developed.	System Requirement
	<b>ENROLLMENT POPULATION FACTS</b>	
80	a) Beneficiaries that must enroll with a MHP are known as mandatory	Business



Req #	Requirement Description	Requirement Type
	beneficiaries; they are "locked-in" after the first 90 days of enrollment with the same plan. b) 10% of MHP enrollees (150,000-180,000) are eligible to change plans at any given time (during first 90 days of enrollment). c) 1.25 million mandatory beneficiaries may change plans during the annual open enrollment period (from April 20 through May 31). d) 2-3% of beneficiaries change plans during the first 90 days of enrollment or during open enrollment. e) 1% of MHP enrollees are voluntary for enrollment. This means they can disenroll to Fee For Service (FFS) at any time. They are not "locked-in." f) In October 2011, approximately 160,000 Medicaid beneficiaries that also have Medicare (dual eligibles) will change from excluded to voluntary for enrollment in an MHP. g) Approximately 25% of Medicaid beneficiaries are Excluded from MHP enrollment.	Information

#### 4.0 Glossary of Terms

The following table identifies MAXSTAR terms that must be displayed in MI-specific terms. The table only includes those terms used by this module. These term changes are supported by the MAXSTAR configuration table for "Messages."

MAXSTAR Term	MI EBS Project Term/Abbreviation
Client	Beneficiary or User
Enrollment Broker Program	MAXSTAR

#### 5.0 Appendix A: Web Portal Screenshots

##### 5.1 Screenshot Overview

As screens used by beneficiaries are designed, MAXIMUS will submit them to DCH for review and approval.

##### 5.2 Web Portal Walkthrough

Figure 5.1 Web Portal Welcome Screen

Figure 5.2 Log-In Screen

Fig. 5.3 New Users Verification





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**Fig. 5.4 New Users Authentication**

**Fig. 5.5 Address Verification**

**Fig. 5.6 Email Address Update**

**Fig. 5.6 Telephone Update**

**Fig. 5.7 Self Service Application Welcome Screen**

**Fig. 5.8 User Information if Plan and PCP are Selected**

**Fig. 5.9 Health Plan Selection Page (No Plan Selected)**

**Fig. 5.10 Health Plan Selection Page (Plan Selected)**

**Fig. 5.11 PCP Search**

**Fig. 5.12 PCP Search Results**

**Fig. 5.13 Summarizing Selections, Changes and Requests**

**Fig. 5.14 Approving Selections, Changes and Requests**

**Fig. 5.14 mihealth Card Requests**

**Fig. 5.15 Summarizing mihealth Card Requests**

**Fig. 5.16 View Medicaid Eligibility and MHP Enrollment Information**



## 6.0 Appendix B: Enrollment Activity Chart

count	elig stat	enrl stat	Family Allowed	FEC Enrl		
1	C	I	call		123	<b>Eligibility Status Code</b>
600493	E	M	no enrl		P	Pregnant
23	M	H	call		V	Voluntary
37	M	X	call		M	Mandatory
60	M	K	call		E	Excluded
106	M	C	call		N	Not Eligible
885	M	P	enrl	Allow	C	CSHCS
1054	M	F	call		S	ABW - Adult Beneficiary Waiver
1843	M	E	call		X	ABW Excluded
2973	M	A	enrl		Z	ABW Native American Voluntary
4037	M	M	call			
6007	M	D	enrl	Allow		
22111	M	B	enrl	Allow	140	<b>Enrollment Status</b>
49995	M	G	enrl		A	No Action Yet
1161547	M	I	enrl*		B	IA Letter Sent
1	N	M	no enrl		C	Incomplete Form
1	S	H	call		D	Default Letter Sent
2	S	M	call		E	Trans Not Sent
3	S	B	enrl		F	Trans Sent
15	S	A	enrl		G	CIS Accepted
15	S	E	call		H	CIS Rejected
15	S	F	call		I	Effective Enrollment
216	S	G	enrl		J	Disenrolled/FFS
73418	S	I	enrl		K	Closed, Bad Address
1	V	J	call		L	Voluntary
3	V	H	call		M	Not Eligible
8	V	E	call		N	Need Research
53	V	M	call		P	IPOP Letter Sent
84	V	F	call		X	Unserved Counties and States
744	V	G	enrl			
2521	V	X	call			
6249	V	L	enrl	Allow	1711	<b>County Status</b>
7571	V	I	enrl		P	Voluntary - No AA's
7122	X	M	no enrl		F	Mandatory - AA's Created
1	Z	B	enrl		T	Preferred Option Assigns
2	Z	M	no enrl		X	No Enrollment At All
86	Z	I	enrl			
103	Z	X	call			Rural County - Y/N
177	Z	A	enrl			

\* A locked - unlocked marker in the beneficiary's record will determine if a) the beneficiary may transfer health plans and b) indicate if the beneficiary's PIN has been deactivated. The PIN is deactivated when a beneficiary is locked into their health plan enrollment until the next open-enrollment period.

\*\* The date of the last mihealth card request will also be included in the each beneficiary's record. Beneficiaries will not be allow to request a card replacement if the previous card was issued within the past 14 days.

**STATE OF MICHIGAN**  
**DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET**  
**PURCHASING OPERATIONS**  
**P.O. BOX 30026, LANSING, MI 48909**  
 OR  
**530 W. ALLEGAN, LANSING, MI 48933**

March 10, 2011

**NOTICE**  
**OF**  
**CONTRACT NO. 071B1300215**  
**between**  
**THE STATE OF MICHIGAN**  
**and**

NAME & ADDRESS OF CONTRACTOR		TELEPHONE (703) 251-8500 <b>Bruce L. Caswell</b>
<b>MAXIMUS Health Services, Inc.</b> <b>11419 Sunset Hills Road</b> <b>Reston, Virginia 20190</b>  <b>brucecaswell@maximus.com</b>		CONTRACTOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-3768 <b>Lance Kingsbury</b>
Contract Compliance Inspector: Penny Saites (517) 335-5096 <b>Enrollment Broker Services – Department of Community Health</b>		
CONTRACT PERIOD:		From: <b>April 1, 2011</b> To: <b>March 31, 2017</b>
TERMS	<b>N/A</b>	SHIPMENT <b>N/A</b>
F.O.B.	<b>N/A</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		

**TOTAL ESTIMATED CONTRACT VALUE: \$87,810,275.00**

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 PURCHASING OPERATIONS  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933**

**CONTRACT NO. 071B1300215  
 between  
 THE STATE OF MICHIGAN  
 and**

NAME & ADDRESS OF CONTRACTOR  <b>MAXIMUS Health Services, Inc.</b> <b>11419 Sunset Hills Road</b> <b>Reston, Virginia 20190</b>  <p style="text-align: right;">brucecaswell@maximus.com</p>	TELEPHONE (703) 251-8500 <b>Bruce L. Caswell</b> CONTRACTOR NUMBER/MAIL CODE  BUYER/CA (517) 241-3768 <b>Lance Kingsbury</b>
Contract Compliance Inspector: Penny Saites (517) 335-5096 <b>Enrollment Broker Services – Department of Community Health</b>	
CONTRACT PERIOD: From: <b>April 1, 2011</b> To: <b>March 31, 2017</b>	
TERMS <span style="float: right;">N/A</span>	SHIPMENT <span style="float: right;">N/A</span>
F.O.B. <span style="float: right;">N/A</span>	SHIPPED FROM <span style="float: right;">N/A</span>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	
MISCELLANEOUS INFORMATION: <b>The terms and conditions of this Contract are those of RFP #071100200235, this Contract Agreement and the Contractor's quote dated 11/24/2010. In the event of any conflicts between the specifications, and terms and conditions, indicated by the State and those indicated by the Contractor, those of the State take precedence.</b>	
<b>Estimated Contract Value: \$87,810,275.00</b>	

**THIS IS NOT AN ORDER:** This Contract Agreement is awarded on the basis of our inquiry bearing the RFP No. 07110200235. Orders for delivery will be issued directly by the Department that ordered the service through the issuance of a Purchase Order Form.

<b>FOR THE CONTRACTOR:</b>  MAXIMUS Health Services, Inc. Firm Name	<b>FOR THE STATE:</b>  Signature Lance Kingsbury – Buyer Specialist
Authorized Agent Signature	Name/Title Purchasing Operations
Authorized Agent (Print or Type)	Division
Date	Date



**STATE OF MICHIGAN**  
**Department of Technology Management and Budget**  
**Purchasing Operations**

Contract No. 071B1300215

Enrollment Broker Services

Buyer Name: Lance Kingsbury  
Telephone Number: 517.241.3768  
E-Mail Address: [kingsburyl@michigan.gov](mailto:kingsburyl@michigan.gov)



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**DEFINITIONS**

**24x7x365** means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).

**ABW** refers to the Adult Benefits Waiver – a program authorized through a federal Section 1115 Medicaid demonstration waiver that provides a limited package of basic health care benefits to uninsured childless adults. To be eligible, applicants must be 19 through 64 years of age, uninsured and ineligible for other Medicaid programs, have income below a specified threshold and meet Medicaid citizenship requirements. The DHS calls this the Adult Medical Program (AMP).

**Additional Service** means any Services within the scope of the Contract, but not specifically provided under any Statement of Work.

**Audit Period** means the seven year period following Contractor’s provision of any work under the Contract.

**BBA** means the Balanced Budget Act of 1997 (Public Law 105-33). The BBA established the rules and regulations for the federal Section 1915(b) waiver under which the CHCP is administered.

**BCCPT** means Breast and Cervical Cancer Prevention and Treatment and refers to a federal law that allows states to provide Medicaid coverage for women screened and determined to have breast or cervical cancer.

**Beneficiary** means a person determined eligible to receive benefits from one of the health care programs administered by DCH.

**Bidder(s)** are those companies that submitted a proposal in response to the RFP.

**Bridges** refers to the integrated computer system used by staff in DHS for enrolling people into Medicaid and other programs including cash assistance and social services.

**Business Day** means any day other than a Saturday, Sunday or State-recognized legal holiday from 8:00 a.m. EST through 5:00 p.m. EST unless otherwise stated.

**Blanket Purchase Order** is an alternate term for Contract and is used in the Plan Sponsors’ computer system.

**CCI** means Contract Compliance Inspector.

**CFR** means the Code of Federal Regulations – a repository of promulgated regulations that relate to federal law.

**CHAMPS** means the Community Health Automated Medicaid Processing System – Michigan’s MMIS.

**CHCP** means the Comprehensive Health Care Program – a capitated program of health care services for Medicaid beneficiaries in Michigan authorized by a federal CMS-approved Section 1915(b) waiver. Services are delivered through contracted MHPs.

**CHIP** means the Children’s Health Insurance Program – a program of health care services authorized by Title XXI of the Social Security Act. The program is primarily for children under the age of 19 who do not qualify for Medicaid because of income. In Michigan, the MIChild program is funded by CHIP.

**CHP** means County Health Plan – a term referring to the health plans that deliver services to beneficiaries enrolled in the ABW program.

**CMHSP** means Community Mental Health Services Provider – a community mental health agency, community mental health organization or community mental health authority provider that meets the requirements of the Michigan Mental Health Code (MCL 330.1232a).

**CMS** means the Centers for Medicare & Medicaid Services, within the US Department of Health and Human Services – the federal agency responsible for Medicaid.



**CRM** means Customer Relationship Management, an Oracle (Siebel) product – essentially a secure email and tracking system embedded within CHAMPS through which information is transferred, such as referrals for action between staff, contractors and providers.

**CSD** means the Customer Services Division within the Medical Services Administration.

**CSHCS** means Children’s Special Health Care Services – a program of health care and supportive services for children with qualifying medical conditions authorized by Title V of the Social Security Act.

**Days** means calendar days unless otherwise specified.

**DEG** means Data Exchange Gateway.

**Deleted/NA** means that section is not applicable or included in the Contract. This is used as a placeholder to maintain consistent numbering.

**Deliverable** means physical goods and/or services required or identified in a Statement of Work.

**DHS** means the Michigan Department of Human Services and its designated agents.

**DTMB** means the Michigan Department of Technology, Management and Budget.

**EFT** means Electronic Funds Transfer.

**Enrollee** means a beneficiary enrolled and receiving services through one of the health plans contracted with the State to deliver health care services.

**Environmentally Preferable Products** means a product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to: those which contain recycled content, minimize waste, conserve energy or water and reduce the amount of toxics either disposed of or consumed.

**ESO** means Emergency Services Only Medicaid coverage.

**FTW** means Freedom to Work – a Medicaid program designed to allow certain disabled beneficiaries dually eligible for Medicare to increase their earnings without losing their health care benefits. The program is authorized under the federal Ticket to Work and Work Incentives Improvement Act (TWWIIA).

**Healthy Kids** refers to a Medicaid health care program for low-income children under age 19 and pregnant woman of any age. Income eligibility limits are higher than for the traditional Medicaid population.

**HIPAA** means the Health Insurance Portability and Accountability Act of 1996. Among other provisions, this federal law established requirements for the protection of personal health information and mandated the use of standardized and electronic coding configurations and claim formats for health care services.

**HMO** means Health Maintenance Organization. All MHPs contracted to serve Medicaid beneficiaries are HMOs licensed to operate in Michigan.

**Incident** means any interruption in any function performed for the benefit of a Plan Sponsor.

**IVRS** means Interactive Voice Response System – a mechanism that allows Medicaid beneficiaries to verify Medicaid eligibility and managed care enrollment status.

**Key Personnel** means any personnel identified in **Section 1.031** as Key Personnel.

**MCL** means Michigan Compiled Laws – a repository of Michigan laws.

**MDCH** means the Michigan Department of Community Health and its designated agents.



**Medicaid** means the health care program for categorically eligible low-income persons authorized in federal law by Title XIX of the Social Security Act as amended (42 USC 1396 et seq.) and in Michigan law by the Social Welfare Act ( MCL 400.1 et seq.). The program is administered by the state but jointly funded by the federal government.

**Medicare** means the health insurance program for elderly and disabled persons authorized by Title XVIII of the Social Security Act (42 U.S.C. 1395 et seq.). The program is funded by the federal government and administered by contracted intermediaries.

**MHP** means Medicaid Health Plan – a term referring to the HMOs contracted to provide or arrange for the delivery of health care services to Michigan Medicaid beneficiaries in exchange for a fixed (capitated) prepaid monthly amount without regard for the frequency, extent or kind of health care services required.

**MICHIGAN ENROLLS** is the name given by DCH to the health plan enrollment activity, including the toll-free telephone line.

**MiChild** refers to Michigan’s program of health care services for uninsured children of Michigan’s working families. To be eligible, the children must be younger than 19 years of age, not Medicaid eligible, have income below a specified threshold and meet established citizenship requirements. Certain pregnant women also qualify for the program.

**Mihealth card** refers to DCH’s proprietary semi-permanent magnetic stripe plastic card called the “mihealth card” provided to beneficiaries eligible for several of the health care programs under the purview of DCH.

**MMIS** means the Medicaid Management Information System, the operating system used to administer the Medicaid program. Michigan’s MMIS is CHAMPS.

**MOMS** means Maternity Outpatient Medical Services and is a program of outpatient pregnancy-related services during the prenatal and 60-day postpartum period as well as inpatient delivery-related services. To be eligible, women must be pregnant and have income below a specified threshold. Pregnant women covered by the Medicaid ESO program may also qualify.

**MSA** means the Medical Services Administration, within the Michigan Department of Community Health. The MSA is responsible for administration of the Medicaid program in Michigan.

**New Work** means any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, such that once added will result in the need to provide the Contractor with additional consideration. “New Work” does not include Additional Service.

**PCP** means Primary Care Provider – a term referring to those providers within the MHPs designated as responsible for providing or arranging health care for specified enrollees of the contracted MHP.

**PIHP** means Prepaid Inpatient Health Plan – a term referring to the organizations contracted to provide or arrange for the delivery of mental health and substance abuse services to Medicaid beneficiaries in exchange for a fixed prepaid monthly amount. PIHPs must be certified as a CMHSP by DCH and may be a single CMHSP or the lead agency in an affiliation of CMHSPs.

**Plan First** refers to Michigan’s limited benefit Medicaid program of family planning services.

**RFP** means a Request for Proposal designed to solicit proposals for services.

**Services** means any function performed for the benefit of the State.

**SLA** means Service Level Agreement.

**State Location** means any physical location where the State performs work. State Location may include state-owned, leased or rented space.

**Subcontractor** means a company selected by the Contractor to perform a portion of the Services, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.

**Unauthorized Removal** means the Contractor’s removal of Key Personnel without the prior written consent of the State.



**USC** means United States Code – a repository of federal laws.

**Work in Progress** means a Deliverable that has been partially prepared, but has not been presented to the State for Approval.

**Work Product** refers to any data compilations, reports, and other media, materials or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by the Contract.



**Article 1 – Statement of Work (SOW)**

**1.010 Project Identification**

**1.011 Project Request**

This is a Contract for a Beneficiary Services Contractor (the “Contractor”) to perform a broad range of tasks associated with the health care programs administered by the Michigan Department of Community Health (MDCH). Generally stated, these tasks include:

- Maintaining an appropriately staffed Beneficiary Helpline that handles general inquiries regarding all aspects of programs under the purview of MDCH, as well as other help lines for specific services (e.g., health plan enrollment) and programs (e.g., MICHild);
- Developing and disseminating enrollment packets, educational materials and other informational literature pertinent to the health care programs administered by MDCH and providing enrollment assistance to beneficiaries as they choose health plans;
- Maintaining an automated enrollment/disenrollment system and responding to beneficiary requests to change or disenroll from a health plan;
- Developing and maintaining working relationships with other State and local agencies that interact with beneficiaries enrolled in the health care programs under the purview of MDCH;
- Assuring ongoing knowledge of the health and dental plans into which beneficiaries are enrolled;
- Evaluating applications and making recommendations of beneficiary eligibility to MDCH or its designee for non-Medicaid health care programs;
- Maintaining an online application system for beneficiaries and designated agencies;
- Providing an eligibility verification system for beneficiaries;
- Handling premium collection for selected health care programs;
- Distributing Mihealth cards to beneficiaries newly eligible for health care programs and as necessary due to program changes or the loss of cards; and
- Maintaining a management information system with full functionality to comply with MDCH’s specified requirements.

The Contract is to be effective April 1, 2011 through March 31, 2017. The period through March 31, 2011 will be for implementation and transition for the Contractor; no payment will be made to the Contractor during this period. The Contractor must begin providing all Services, without interruption, on April 1, 2011.

**1.012 Background**

Within MDCH, the MSA’s Bureau of Medicaid Operations and Quality Assurance, and specifically the CSD within that bureau, has responsibility for providing information, assistance and operational support for all beneficiaries receiving benefits through the health care programs under MDCH’s purview. This function involves the responsibility for answering questions, providing information, communicating with beneficiaries should there be changes in programs or coverage, resolving complaints, operating an automated process for enrolling and disenrolling beneficiaries in health plans and providing assistance and education for beneficiaries in their selection of an appropriate health plan. In essence, CSD staff is responsible for the entire spectrum of customer services for the health care programs.

By early 2010, there were more than 1.95 million beneficiaries receiving benefits through the various health care programs administered by MDCH and the department’s budget for fiscal year 2009-2010 totaled more than \$13 billion, with about 70 percent of that amount dedicated to paying for medical services (excluding mental health and substance abuse services) for the Medicaid population. The purpose of the Contract is to obtain the services of a Beneficiary Services Contractor to perform a broad range of administrative tasks to support beneficiaries receiving benefits through these health care programs. The programs currently include Medicaid, Healthy Kids Medicaid, MICHild, Freedom to Work (FTW) Medicaid, Adult Benefits Waiver (ABW), Maternity Outpatient Medical Services (MOMS), Plan First Medicaid and Children’s Special Health Care Services (CSHCS). There are also other smaller programs serving specifically targeted populations. MDCH health care programs are subject to State and/or federal approval and appropriations, and may change at any time. The Contract will apply to all of these programs and potentially to additional federally or state-mandated programs developed and administered by MDCH during the term of the Contract. Certain MDCH health care programs may be terminated before the end of the Contract, and the Contractor’s responsibilities under the Contract must adjust accordingly. Remaining programs may be modified as a result of new requirements under federal or state health reform and, depending upon the nature of the modifications may be considered by the State to be within the scope of the Contract.



Medicaid beneficiaries by far make up the largest share of the 1.95 million beneficiaries served, at more than 1.87 million, and almost 60 percent of these beneficiaries receive their medical health care (excluding dental, mental health and substance abuse services) through contracted Medicaid Health Plans (MHPs). There are 14 MHPs with at least one health plan serving every county in the State. Currently there are certain Medicaid population groups excluded from managed care enrollment, however there are plans to end some of these exclusions. For other populations, managed care enrollment is voluntary. It is anticipated that Medicaid beneficiaries dually eligible for Medicare (“duals”) may soon be given the option to enroll in MHPs and that children in foster care will be required to receive their health care through the MHPs beginning in late 2010. There are approximately 198,000 duals who will be impacted by this change and about 16,000 children in foster care.

There were approximately 30,000 children younger than age 19 and several hundred pregnant women (eligible through coverage for unborn children) receiving care through the contracted MICHild health plans in early 2010. There are seven health plans contracted; Blue Cross Blue Shield of Michigan provides or arranges care for about 88 percent of this population.

The FTW population, eligible for Medicaid through the federal Ticket to Work and Work Incentives Improvement Act (TWWIIA), numbers approximately 4,100 with only a handful currently required to pay monthly premiums in order to maintain their Medicaid eligibility. A policy change under consideration could increase both the eligible population and the number required to pay premiums. A portion of this population currently receives care on a fee-for-service basis due to Medicare coverage, but could move to managed care later in 2010 with other duals.

Michigan has also chosen to provide full Medicaid benefits to women determined eligible through the State’s BCCPT Program. These women are not enrolled in MHPs and receive their health care on a fee-for-service basis.

The ABW program provides a limited benefit package for childless adults with very low income who are between the ages of 19 and 64 and do not qualify for other Medicaid programs. This is also called the Adult Medical Program (AMP) by the DHS. Irrespective of the name, enrollment in this program fluctuates dramatically during any given year as adults meeting eligibility criteria are only able to enroll during specified open enrollment periods. As an example, enrollment during calendar year 2009 ranged from a low of 41,479 just prior to an open enrollment period to 87,358 shortly after the enrollment period ended. The vast majority of these beneficiaries (about 90 percent) reside in the 73 counties collectively served by 28 CHPs that provide or arrange for their limited health care services.

Beneficiaries in the CSHCS program who are also eligible for Medicaid (approximately 19,000 in early 2010) currently receive their health care on a fee-for-service basis, however it is anticipated that this population will be allowed to enroll in the MHPs beginning in the fall of 2010.

Pregnant women eligible for the prenatal and post natal care offered through the MOMS program, primarily low-income uninsured women who cannot meet Medicaid eligibility criteria, receive their care on a fee-for-service basis; this population included approximately 2,700 women in early 2010. The women covered by the State’s Plan First program, approximately 52,000 in early 2010, receive only family planning services and do so on a fee-for-service basis. The Plan First program has operated under authority of a Section 1115 waiver approved by the federal CMS since implementation in 2006 but the program may be changed to State Plan authority in the near future. Such a change could increase the number of individuals eligible for this program.

**1.020 Scope of Work and Deliverables**

**1.021 In Scope**

The Contractor is responsible for a number of different administrative responsibilities that will vary by population. The Contractor must perform, at a minimum, the following major tasks:

- A. **Beneficiary Helpline** – The Contractor must maintain an appropriately staffed Beneficiary Helpline to provide information and answer questions regarding all health care programs administered by MDCH in a consistent, timely and culturally-competent manner. This toll-free telephone helpline must adhere to standards established by MDCH regarding staff knowledge of policies and practices as they relate to beneficiaries, promptness of response, accuracy of information and ability to transfer contacts to and receive contacts from MDCH via a specified CRM system. Staff on the helpline must also assure that MDCH-approved informational materials and forms requested by beneficiaries are mailed in a timely manner.





- B. **Health Plan Enrollment Information, Education and Assistance** – The Contractor must maintain an appropriately staffed enrollment information and education function for beneficiaries for whom managed care enrollment is voluntary or required. This function will include, at a minimum, a toll-free telephone line that is separate from the Beneficiary Helpline, local enrollment/education offices and statewide outreach programs. The Contractor may provide this function directly, subcontract with existing local entities or a combination of both with approval from the State. The enrollment and education function must also include development and provision of MDCH-approved enrollment packets, educational materials and other pertinent informational literature, and notification of all enrollment changes and automatic assignment to health plans. The Contractor must assist beneficiaries in selecting an appropriate health plan that meets their individual needs. The Contractor must adhere to MDCH’s specified standards of promptness for enrollments, eligibility review and appropriate notice to applicants as to status of applications and requests for information or assistance.
- C. **Automated Enrollment/Disenrollment** – The Contractor must provide an automated enrollment/disenrollment system for Medicaid and other health programs under MDCH’s purview as determined appropriate by MDCH staff. The automated enrollment function must be capable of managing enrollments for newly eligible beneficiaries, enrollment changes for beneficiaries electing to change health plans and auto-assignment of beneficiaries to a health plan if they do not make a specific choice of plan.
- D. **Mailing Services** – The Contractor must provide a wide variety of enrollment packets, letters and informational pamphlets, literature and forms to applicants for and beneficiaries enrolled in the health care programs administered by MDCH. Mass mailings at the request of MDCH on specific policies, procedures or changes may also be required periodically, with reimbursement determined at that time based on volume.
- E. **Outreach and Cooperation with Agencies** – The Contractor must develop and maintain working relationships with the local DHS offices, local health departments and other relevant community agencies that interact with the beneficiaries of any health care program under the purview of MDCH. The Contractor must assure that these agencies are informed of enrollment, disenrollment and change protocols as well as any other relevant information applicable to health care program enrollment.
- F. **Familiarity with Health Plans** – The Contractor must work closely with and be familiar with the health and dental plans into which beneficiaries are enrolled. For Medicaid this also includes familiarity with each MHP’s provider panels and networks. The Contractor must also maintain up-to-date information regarding which plans are available and their service areas. The Contractor, MDCH and the plans will interact on a regular basis to assure open communication and prompt problem resolution.
- G. **Health Care Program Administration** – The Contractor must assure appropriate staffing and supports to receive and review in accordance with MDCH policies and procedures all applications for coverage by various health care programs under the purview of MDCH, including but not limited to MICHild. Based on the review and the program involved, the Contractor must either recommend approval or denial of eligibility or refer the applicant’s information to MDCH or its designee for a final determination of eligibility.
- H. **Online Application System** – The Contractor must maintain an online application system that allows beneficiaries and designated agencies to submit applications electronically for selected programs. The system must adhere to specifications established by MDCH.
- I. **Interactive Voice Response System (IVRS)** – The Contractor must provide and maintain an IVRS designed in a manner compliant with the HIPAA of 1996 to give beneficiaries information about their health care program eligibility, including, but not limited to: current eligibility status, current health plan enrollment and other information as determined by MDCH.
- J. **Premium Collection** – The Contractor must provide and maintain a premium collection system with sufficient staffing and supports for the various premium-based health care programs administered by MDCH. The policies and processes must be compliant with protocols established by MDCH and include timely reporting and fiscal controls in accordance with generally accepted standards and MDCH requirements.
- K. **Mihealth Card Service** – The Contractor must provide sufficient staffing and supports to generate mihealth cards to beneficiaries in accordance with MDCH criteria. New and replacement mihealth cards must be produced and mailed as necessary on a daily basis.

**1.022 Work and Deliverable**





The Contractor must provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below. There are a number of separate, but interrelated tasks and deliverables required in the Contract, as well as a number of sub-tasks. The tasks and deliverables, other than required reports specified in **Section 1.042**, are identified in this section. One or more of these tasks could be eliminated during the term of the Contract and, as indicated in this section, modifications of the tasks may also occur during the Contract period.

**A. Beneficiary Helpline**

The Contractor must manage a Beneficiary Helpline call center capable of handling approximately 56,000 calls per month during the first year of the Contract.

The Beneficiary Helpline telephone number, 1-800-642-3195, is owned by MDCH and all calls will be automatically transferred to the Contractor via a local telephone line. The Contractor must maintain the local telephone line.

**1. General Requirements**

The Contractor must ensure that the Beneficiary Helpline is accessible from out of state and from cell phones. The Contractor must also assure that the Beneficiary Helpline is equipped with a telecommunications device for the hearing impaired (TTY/TDD) and translation services must be available for non-English speaking callers. A voice mailbox must be available for after hours with a callback made the next business day; the voice mailbox must also be designed to accommodate non-English speaking callers as well as those with sensory deficiencies.

Any required T1 lines must be provided at the Contractor's expense.

The Beneficiary Helpline call center must be available to accept calls Monday through Friday from 8:00 a.m. to 7:00 p.m. (Eastern Standard/Daylight Time). The Contractor will not be required to provide services on any official holidays for which the State of Michigan has closed its offices. The Contractor will be notified by MDCH each year of the list of official State holidays. The Contractor must notify MDCH within 30 minutes of any unscheduled call center down time.

**2. Phone Counselors**

The Contractor must ensure the availability of phone counselors trained to address questions or issues regarding each of the health care programs administered by MDCH. Phone counselors must be sensitive to the possible cultural differences and special medical needs of these populations.

The Contractor must develop position descriptions for the call center's phone counselors, which must include the following criteria:

- Education/experience in working with consumers, including working with special needs populations and/or working with families of special needs children;
- Background/training in a health care related field;
- Demonstrated knowledge of health care insurance, Medicaid, MICHild, CSHCS, MOMS and the other health care programs administered by MDCH, or similar programs being administered in other states;
- Significant background and training in the managed care industry; and
- Education/experience working with computer applications.

The Contractor must adhere to these criteria when hiring staff and share resumes and position descriptions with the State upon request.

The Contractor must assure that its phone counselors receive additional training to enable them to provide accurate responses regarding all health care programs administered by MDCH. Copies of training materials, schedules and documentation of staff attendance must be available to MDCH upon request.

The phone counselors must identify the caller's issue and respond to or refer the call appropriately. Calls to the Beneficiary Helpline cover various subjects, including, but not limited to the following:

- General questions that must be either responded to or referred elsewhere for information or action;
- Requests for informational material or forms that require the Contractor's call center staff to mail the requested documents;
- Complaints that must be transferred to MDCH via the CRM tracking system or other inquiries that may require transfer via the CRM system to various areas within MDCH, such as the Enrollment Services Section, the Third Party Liability Division or the Medicare Buy-In Unit;
- Inquiries related to a wide range of topics including but not limited to billing, exceptions from health plan enrollment, benefit coverage and limitation policies applicable to the various health care programs, mihealth



cards, Medicare and coordination of benefits with other insurance, and the Contractor's phone counselors must be able to provide accurate responses or transfer calls elsewhere for resolution; and

- Requests that require the Contractor's call center staff to provide information regarding additional resources available to assist beneficiaries.

The Contractor must ensure that its phone counselors treat all callers with dignity. The callers' need for privacy must be respected and HIPAA guidelines followed. The phone counselors must be able to process general inquiries and complaints regarding all of the health care programs administered by MDCH. The phone counselors must also be able to assure that any informational material or forms requested during a call are immediately (no later than the next business day) mailed by call center staff.

When a beneficiary phone call requires follow-up by the CSD or another division within MDCH, the phone counselor must log the call into the CRM and request a call back to the beneficiary from the appropriate division.

3. Standards

The Contractor must assure that the telephone call center staffing level and the telephone system design, including the number of T1 lines, are adequate to fulfill the standards of promptness and quality listed below:

- All telephone calls must be answered within four rings (a call pick-up system that places the call in a queue may be used);
- Telephone calls must be of sufficient length to assure that all necessary information to respond to the inquiry is communicated to the caller;
- The wait time in the queue must not be longer than three minutes; and
- The abandoned (dropped) call rate must not exceed five percent of the Contractor's total call volume.

4. Assuring Knowledge is Current

All mailings from MDCH include the Beneficiary Helpline number for questions regarding the mailings. Therefore, new topics and issues arise often and the Contractor's phone counselors in the telephone call center must stay up-to-date on all issues so callers are given current and accurate information. All calls are to be logged on the MDCH-specified CRM system to enable MDCH staff to track the various types and reasons for calls as well as the beneficiaries and providers involved.

The Contractor must have a desk reference available for phone counselors. This desk reference must include necessary and current information enabling a response to callers with general inquiries and complaints. Maintenance of this desk reference will require extensive knowledge of the policies and procedures applicable to all health care programs under the purview of MDCH, as well as the policies and procedures utilized by its designee for Medicaid eligibility determination, DHS. Prior to its initial use, the desk reference must be approved by MDCH, and the document must be sent to MDCH on a monthly basis or more frequently upon request. MDCH will provide policy clarification and guidance to the Contractor as necessary and requested.

5. Distribution and Receipt of Forms, Publications and Correspondence

All requests for pamphlets, literature and forms must be processed timely and documents mailed at the Contractor's expense. In addition to calls received on the Beneficiary Helpline, the Contractor's call center staff will receive correspondence and forms from beneficiaries or their representatives. The Contractor must have staff and supports available to process these documents as appropriate. In addition to applications, the Contractor can expect to receive these and other forms: Beneficiary Complaint Form, Request for Exception to Managed Care and Special Disenrollment for Cause. The forms and correspondence received must be documented on the CRM system and transferred to the appropriate area within MDCH.

**B. Health Plan Enrollment Information, Education and Assistance**

The Contractor must process enrollments, disenrollments and changes in health plan enrollment for more than 1.2 million Medicaid beneficiaries and an annual average of 60,000 ABW beneficiaries. This enrollment activity must be conducted through MICHIGAN ENROLLS, the health plan enrollment toll-free telephone number managed by the Contractor. The current toll-free telephone number is 1-888-367-6557 and is expected to receive an average of 38,000 calls per month during the first year of the Contract. The general requirements and standards of promptness and quality that apply to the Beneficiary Helpline, as outlined in **Sections 1.022.A.1 and A.3**, also apply to the MICHIGAN ENROLLS telephone system and call center. The current TTY/TDD telephone number for MICHIGAN ENROLLS is 1-888-263-5697.

The Contractor must retain an adequate staff of specially trained phone counselors. All phone counselors must be able to process enrollments, disenrollments and enrollment changes over the telephone. In conducting health plan



choice counseling and enrollment activities, the phone counselors must ensure that they do not discriminate against beneficiaries on the basis of health status or need for health services. The Contractor must also ensure that enrollment discrimination is not promoted. The Contractor must assure that beneficiaries are accepted by MHPs in the order in which they apply, without restriction, up to the limits set under each MHP's contract with MDCH.

The Contractor must also maintain a process for paper and in-person enrollments, disenrollments and enrollment changes. The scope of this function is dependent upon the number of Medicaid and ABW beneficiaries, the number of contracted health plans and the variety of enrollment options under the various programs.

There are currently 14 MHPs contracted to provide or arrange for health care services for beneficiaries eligible for Medicaid. There is at least one MHP available to serve beneficiaries in every county of the State. The 15 counties in the Upper Peninsula are served by a single health plan under a federal "Rural Exception." There are five counties in the Lower Peninsula served by only one health plan however four of them are covered under federal "Preferred Option" rules. The enrollment processes associated with both the Rural Exception and Preferred Option are addressed later in this sub-section. The Contractor must, within the scope of the Contract, be able to make timely adjustments to its management information system, policies and procedures if necessary due to a change in designation of a particular county, e.g. from Preferred Option to mandatory enrollment, or for the status of particular MHPs (e.g., adding new service areas or temporarily not accepting new voluntary enrollments or auto-assignments in one or more counties).

There are currently 28 CHPs providing or arranging for health care services for ABW beneficiaries in 73 of the State's 83 counties. ABW beneficiaries residing in the other 10 counties receive their limited health care benefits on a fee-for-service basis.

The number of MHPs and CHPs may increase or decrease over the term of the Contract; these changes will not constitute a change in scope of the Contract and the Contractor must make necessary computer system, policy and staffing adjustments in a timely manner to comply with these changes.

The Contractor must ensure that all newly eligible beneficiaries are contacted and provided sufficient information in a timely, efficient, accessible and culturally competent manner to enable them to make an informed choice from among the health plans available in their area and to enroll in the one that best meets their health care needs. Interaction between the beneficiary and the Contractor may be in person, in writing, electronically or by telecommunication.

The Contractor must be able to receive and assimilate beneficiary eligibility information via electronic media from MDCH on a daily basis. The eligibility data for Medicaid and the ABW program are transmitted in a single file. The eligibility information for the CSHCS program is transmitted in a separate file. The Contractor must manipulate the data to identify the various enrollment groups. The general Medicaid population falls into three main categories for health plan enrollment: Mandatory, Voluntary and Excluded. However within these categories are various populations identified by program codes, scope of coverage, living arrangement codes or other specific classification codes.

The Contractor must also send a daily health plan enrollment/disenrollment file to CHAMPS in the file format specified by MDCH.

The Contractor must maintain a management information system capable of processing enrollments and disenrollments in compliance with MDCH's federally approved Comprehensive Health Care Program (CHCP) and ABW waivers, the provisions of which may change over the term of the Contract. Under the current CHCP waiver, there are several types of enrollment: Mandatory, Voluntary, Rural Exception, Preferred Option and Auto-assignment. There is also a category to which beneficiaries "Excluded" from health plan enrollment are assigned. Under the current ABW waiver, mandatory health plan enrollment is generally required if a CHP is available in the beneficiary's county of residence. Beginning during the fall of 2010, it is anticipated that Medicare beneficiaries also eligible for Medicaid may be given the option to enroll in MHPs. Likewise, it is anticipated that beginning in late 2010, CSHCS beneficiaries also eligible for Medicaid may be given the option to enroll in MHPs. Enrollment would be voluntary for the first 90 days, after which the enrolled CSHCS beneficiaries would be locked into the chosen health plan until the next open enrollment period.

The population groups of beneficiaries included in any of these categories, as identified by program codes, scope of coverage, living arrangement codes or other specific classification codes, may change over the term of the Contract. These changes will not constitute a change in scope of the Contract and the Contractor must be able to make necessary adjustments in its management information system and in staff policies and procedures in a timely manner to comply with MDCH's needs.



1. Information Requirements

Within three business days of receipt of the eligibility information, the Contractor must initiate the enrollment process by sending an enrollment packet to the beneficiary. Enrollment packets are described in **Section 1.022.D.1**. In addition to contacting beneficiaries by mail, the Contractor must offer community presentations as appropriate. The Contractor may also enroll beneficiaries through telephone contact, in person or through another MDCH-approved alternative method. Contacts with beneficiaries should describe the concept of managed care, discuss the health plans, explain the role of the phone counselor, respond to questions regarding the health plans and assist the beneficiary in completing the necessary forms for enrollment.

The Contractor must provide managed care education on the following topics, at a minimum, to all general (except those populations excluded from managed care enrollment) Medicaid and ABW beneficiaries with whom there is contact:

- Managed care medical home concept;
- Role and responsibilities of principal coordinating physicians and primary care physicians;
- Beneficiary rights and responsibilities as a health plan enrollee;
- Appropriate use of a hospital emergency room; and
- Required processes for health plan enrollment, disenrollment and making enrollment changes as well as the auto-assignment process.

The Contractor must conduct education for beneficiaries to encourage choice and therefore limit the number of beneficiaries that are auto-assigned to the MHPs.

Contacts with beneficiaries, either verbal or written, must be culturally competent, appropriate to the beneficiary's literacy level and in a manner that accommodates beneficiaries with sensory and/or physical disabilities. The Contractor must also have translation services available for verbal contacts with beneficiaries whose primary language is not English.

The Contractor must have sufficient staff available to meet the managed care education needs of the community, the MHPs and CHPs and beneficiaries regarding enrollment services. The Contractor must develop a methodology that provides for the immediate and ongoing managed care education needs outlined in the Contract. The Contractor must provide managed care education (in writing and with visual or audio aids as appropriate) and enrollment functions without regard to sex, race, religion, age, national origin, marital status, political beliefs or disability.

The Contractor must develop staff resources sufficient to meet the needs of beneficiaries who are unable to enroll over the telephone or who require additional assistance with the enrollment process. This includes, but is not limited to community group presentations or visits at the Contractor's established locations.

Additionally, the Contractor must work with consumer, parent and provider advocates as well as community and State agencies as appropriate to assure optimal beneficiary education regarding MDCH's various health care programs.

2. Enrollment Process for Medicaid Health Plans

With few exceptions, Medicaid beneficiaries that are not excluded from managed care enrollment must choose a health plan. The Contractor must assist beneficiaries, parents and guardians or the beneficiaries' designees in choosing the MHP that best meets their individual needs. This includes taking the time necessary to identify the needs of each beneficiary, identifying in particular the special needs or circumstances presented by the beneficiary, explaining the available plan options in a manner the beneficiary understands and assisting the beneficiary to identify the most appropriate plan. It is also required that when a beneficiary already has a relationship with a provider and wants to retain that relationship, the Contractor must have procedures in place to assure whenever possible that those requests are honored. The Contractor must assist the beneficiary in choosing the most appropriate Primary Care Provider (PCP) within the MHP and communicate that choice to the MHP whenever possible.

The Contractor must require its phone counselors to use the Authorized Representative crosswalk provided by MDCH to ensure they speak only to persons authorized under federal law.

MDCH will on an ongoing basis assess the Contractor's performance on the task of assisting beneficiaries in choosing their MHP. This assessment will occur through monitoring selection consistency, beneficiary health plan changes, the auto-assignment rate and beneficiary satisfaction surveys.



Family members may be enrolled into different health plans. It is incumbent upon the Contractor to emphasize the provider choices available in the various MHPs to all family members so the best possible choice of a health plan is made for each family member.

As stated previously, the Contractor must begin the enrollment process within three business days of receipt of the eligibility information from MDCH. The Contractor must complete the enrollment process within 28 calendar days of notification. If the beneficiary chooses a health plan, the Contractor must process the enrollment within three business days of this choice.

The Contractor must mail written confirmation of enrollment to the beneficiary within three business days of completing the enrollment process. The confirmation must include: the name of the MHP selected, the telephone number for the MHP's Member Services staff, the name and contact information for the PCP if applicable, co-payment requirements if applicable and the begin date of the health plan enrollment.

If the Medicaid beneficiary does not respond to the initial enrollment packet sent by the Contractor and has not chosen a health plan within 21 calendar days of the Contractor's notification of eligibility, the Contractor must assign the beneficiary to an MHP, if appropriate based on established MDCH enrollment criteria. The Contractor must provide written confirmation to the beneficiary within three business days of the assignment. The confirmation must include: the name of the MHP to which the beneficiary has been assigned, the MHP's Member Services telephone number, the begin date of the health plan enrollment and the next open enrollment period. To assist the beneficiary in choosing an MHP and avoid the need for assignment, the Contractor is encouraged to make telephone or in-person contact with the beneficiary at a reasonable point late in the 21-day period and may engage community groups to assist it in doing so.

After a beneficiary enrolls with a health plan, they may change plans within the first 90 calendar days of enrollment. After 90 calendar days of enrollment, they must generally remain in the MHP (are locked in to the MHP) until an open enrollment period, which is held once per year at a time determined by MDCH. MDCH may occasionally lift the "lock-in" for specific MHPs in specific counties.

The Contractor must notify beneficiaries of open enrollment periods. This information must include notice of opportunity to change MHPs and identify the MHP options available. The Contractor must prepare and send the open enrollment notice in all languages specified by MDCH and must prepare a file for MDCH, in a format approved by MDCH that identifies all beneficiaries to whom the notices were sent. The Contractor may be asked to include additional materials with some or all of the open enrollment notices, e.g., a brochure related to the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program for families with children or a Privacy Notice for all MHP enrollees. The file submitted to MDCH must identify the beneficiaries to whom any additional materials were mailed.

Rural Exception County Enrollment Process

The CHCP waiver allows Michigan to designate certain counties as Rural Exception counties. The 15 counties in the Upper Peninsula currently have such a designation. In these counties, the Contractor must enroll all Medicaid beneficiaries in mandatory populations into the single MHP in the county. The Contractor does not mail an enrollment packet to beneficiaries in a Rural Exception county. The Contractor must process enrollments in Rural Exception counties within three business days of receipt of the eligibility information from MDCH and send beneficiaries' confirmation within three business days of the enrollment. The confirmation, as described in **Section 1.022.D.1**, must include: the name of the MHP to which the beneficiary has been assigned, the MHP's Member Services telephone number and the begin date of the health plan enrollment.

Preferred Option County Enrollment Process

The CHCP waiver allows Michigan to designate certain counties as Preferred Option counties. There are currently four counties with such a designation (Barry, Charlevoix, Cheboygan and Leelanau). In these counties only one MHP is available for enrollment. The Contractor must notify each beneficiary within three business days of receipt of the eligibility information from MDCH of the option to enroll in the available MHP or to choose to receive care on a fee-for-service basis. The Contractor must enroll all Medicaid beneficiaries in mandatory populations into the MHP in the county if they do not contact the Contractor within 21 calendar days of the Contractor's notification of eligibility to choose fee-for-service. Beneficiaries choosing fee-for-service must be enrolled to reflect this choice. The Contractor must send beneficiaries confirmation of their enrollment in fee-for-service or an MHP within three business days of receiving notice of choice or within three business days of the end of the 21-day period, whichever occurs first. The confirmation letter for beneficiaries enrolling in an MHP, as described in **Section 1.022.D.1**, must include: the name of the MHP, the MHP's Member Services telephone number and the begin date of the health plan enrollment. Beneficiaries choosing to enroll in an MHP may at any time choose to disenroll and receive care on a fee-for-service





basis, and vice versa. The Contractor must process these enrollment request changes within three business days of receipt.

3. Enrollment Process in County Health Plans

For the counties in which a CHP is available, currently 73, the Contractor must enroll beneficiaries eligible for the ABW program into the CHP, with one exception. ABW beneficiaries who are Native Americans or Alaska Natives have an option to enroll in the CHP or to receive care on a fee-for-service basis. There is only one CHP available in each of the 73 counties so enrollment is based solely on the beneficiary’s county of residence. If an ABW beneficiary moves out of the county, the Contractor must disenroll the beneficiary from the CHP and enroll the beneficiary into the CHP serving the new county of residence or into fee-for-service if no CHP is available in the new county. The Contractor must send beneficiaries’ confirmation of their enrollment or change in enrollment within three business days of completing the process. The confirmation letter for beneficiaries enrolling in a CHP, as described in **Section 1.022.D.2**, must include: the name of the CHP, the CHP’s Member Services telephone number and the begin date of the health plan enrollment.

4. Additional Enrollment Responsibilities

There is a “cut-off” date established each month that determines whether new managed care enrollments and any changes in enrollment take effect on the first day of the following month or will be delayed until the second month following the cut-off date. MDCH will advise the Contractor of these monthly cut-off dates.

Each contracted MHP has an established enrollment capacity that must not be exceeded. The Contractor must monitor daily health plan enrollment and capacity numbers to assure enrollments do not exceed any health plan’s capacity and be able to stop the auto-assignments when any health plan’s capacity has reached the MDCH-established threshold, which is currently set at 80 percent.

The Contractor must process all re-enrollments of mandatory Medicaid beneficiaries for the next available month if the beneficiaries become disenrolled due to eligibility or case number changes. Re-enrollment in the same MHP occurs when the disenrollment occurred within the previous 60 calendar days. Beneficiaries who regain Medicaid eligibility after the 60-day window receive an enrollment kit like other newly eligible Medicaid beneficiaries.

The Contractor must provide MDCH with an electronic list (in a format and at a frequency determined by MDCH) that identifies all MHP enrollees whose eligibility status has changed in a manner that re-categorizes them as “Excluded”, but who are still enrolled in a health plan.

The Contractor must have the capability to suspend enrollments for both Medicaid and ABW beneficiaries, by county or by a specific health plan and by the various enrollment categories, e.g., Voluntary, Rural Exception or Auto-assignment, upon MDCH request.

5. Disenrollments

The Contractor must process disenrollments automatically in instances where a beneficiary moves out of a health plan’s service area or becomes ineligible for enrollment (is re-categorized as “Excluded”). An MHP enrollee who becomes Medicare eligible or gains comprehensive commercial HMO coverage would currently meet the definition of “Excluded” as would an MHP enrollee whose stay in an institutional setting extended beyond MHP contractual requirements. The disenrollment process includes issuance of a Disenrollment Letter to the beneficiary. The Contractor must also ensure that assistance in changing health plans or in disenrolling from a health plan when appropriate is available, accessible and provided to beneficiaries in a timely and accurate manner. Reasons for health plan changes and disenrollments must be recorded and maintained in a database compatible with MDCH’s computer systems. The structure and content of the database must be approved by MDCH and MDCH must be provided access.

6. Medical Exceptions

The Contractor must respond to requests for a medical exception to enrollment in MHPs and CHPs, provide an explanation to beneficiaries or their representatives of the allowable reasons for an exception and provide the beneficiaries with the Request for Exception to Managed Care form developed by MDCH. The beneficiary is responsible for completing the form, obtaining any supporting documentation to justify a request for medical exception to managed care enrollment and for sending the information to MDCH via the Contractor. The Contractor is expected, if requested, to answer any questions the beneficiary or their representative may have regarding the information required by MDCH and to provide the beneficiary with whatever assistance is needed to complete the required form.



The Contractor must complete an initial screening of the form with criteria provided by MDCH and facilitate the transfer of that information to appropriate MDCH staff. The transfer process involves inputting information from the Request for Exception to Managed Care forms received by the Contractor into the CRM, including information related to the initial screening. The Contractor must assure that the submitted Request for Exception to Managed Care form and supporting documentation is transferred to MDCH via both database and daily courier delivery.

**7. Grievances and Appeals**

The Contractor must be familiar with the grievance and complaint processes available to beneficiaries enrolled in MDCH's health care programs under applicable federal law and regulations, including but not necessarily limited to federal law at 42 USC 1396u-2 and federal regulations at 42 CFR Part 438. The Contractor must also be familiar with similar provisions in Michigan statutes, including the Michigan Insurance Code, the Public Health Code, the Non-Profit Dental Care Corporation Act and other statutes that provide Michigan consumers with rights related to the provision of health care benefits. The Contractor must provide information and assistance upon request to any program beneficiary, or their legal representative, as they consider or complete a complaint or grievance form related to the receipt of health care. The Contractor must limit its involvement to helping the beneficiary understand the steps in an applicable grievance process; the Contractor must not act as the beneficiary's legal counsel or representative in such action. All activities related to complaints and grievances received from beneficiaries must be recorded in the required log for that purpose.

**8. Data Studies**

The Contractor must participate in studies that will be defined jointly by MDCH and the Contractor. The studies may require extracts of defined data from the Contractor's management information system. The focus will be the effectiveness of the enrollment policies, enrollment groups and/or overall quality assurance or other issues of interest to MDCH.

**9. Medicaid Health Plan Provider Files**

The Contractor must include in its management information system data regarding all network providers for each MHP. The MHPs are required to send a complete and accurate file to the Contractor at least once per month. The Contractor must maintain and update its management information system upon receipt of the data from the MHPs and no less frequently than once per week. The Contractor must also notify MHPs of file errors and provide a summary report to MDCH of file errors for each MHP. The Contractor's enrollment staff must have access to this management information system in order to assist beneficiaries in making an informed enrollment decision. The Contractor must provide technical assistance to the MHPs regarding the submission of provider files. MDCH must approve any revisions to the provider file specifications prior to implementation by the Contractor.

**C. Automated Enrollment/Disenrollment**

The Contractor must develop and implement an auto-assignment algorithm for use in assigning Medicaid beneficiaries to MHPs. The algorithm must be in compliance with MDCH policies and its contract with the MHPs, and the algorithm must be approved by MDCH prior to implementation. The algorithm must reflect clinical and administrative measures used to place each health plan in each region in a group for auto-assignment purposes. MHPs must be classified into one of three groups based on a numerical score derived from the measures, which will be determined solely by MDCH and updated quarterly. MHPs in each group must receive an equal percentage of auto-assignments until they reach 80 percent of their designated enrollment capacity; and MHPs in the highest scoring group must receive more auto-assignments than the second group, which must receive more auto-assignments than the third group. The algorithm must have the flexibility to stop or restart auto-assignments for each MHP as necessary and to re-distribute auto-assignments within a county based on the number of MHPs eligible in each band to receive them.

The Contractor must run the auto-assignment algorithm at least weekly and provide a report to MDCH on a monthly basis that includes county and MHP-specific information about the number of auto-assignments made. The report must also identify the enrollment capacity for each MHP at the point of report generation. The report format must be approved by MDCH.

The Contractor must develop and submit an auto-assignment algorithm to MDCH for approval within 30 calendar days of the Contract start date.

**D. Mailing Services**

The Contractor must provide a wide variety of enrollment packets, letters and informational pamphlets, literature and forms to applicants for and beneficiaries enrolled in the health care programs administered by MDCH. Some of the



materials must be prepared and maintained by the Contractor and some must be ordered from MDCH with a supply maintained by the Contractor for mailing purposes.

The Contractor may perform this task directly or may use a Subcontractor approved by the State for certain components.

Occasional mass mailings at the request of MDCH on specific policies, procedures or changes may also be required; reimbursement for the costs associated with such mailings will be determined at that time.

The Contractor must develop, print, distribute, maintain and update the following documents (this will include printing and mailing costs, as appropriate). MDCH must approve all written materials while they are in draft form and may require changes in whole or in part. All materials must comply with established policies for the health care program(s) to which the materials apply and include MDCH-required language as appropriate, e.g., the department’s non-discrimination statement. MDCH reserves the right to identify additional materials the Contractor must include in its mailings. A description of current materials and a schedule for mailing each document is identified below.

Type of Mailing	Time frame
Mandatory and Voluntary enrollment packets – MHPs	3 business days of receipt of eligibility information
Rural Exception packet – MHPs	3 business days of receipt of eligibility information
Preferred Option packet – MHPs	3 business days of processing enrollment
Health Plan Confirmation Letter – MHPs	3 business days of processing enrollment
Fee-for-Service Confirmation Letter – MHPs	3 business days of processing enrollment
Auto-assignment Confirmation Letter – MHPs	3 business days of processing enrollment
Change of MHP Letters – MHPs	3 business days of processing change
Disenrollment Letter – MHPs	3 business days of processing disenrollment
Re-enrollment Letter – MHPs	3 business days of processing re-enrollment
Open Enrollment Letter – MHPs	Last week of month prior to beginning of open enrollment period
Health Plan Confirmation letters – CHPs	3 business days of processing enrollment
Change of CHP Letters – CHPs	3 business days of processing enrollment
Disenrollment Letter – CHPs	3 business days of processing disenrollment

The Contractor’s management information system must accept Medicare and Commercial HMO disenrollment files from MDCH. The Contractor must maintain two separate interfaces to accommodate the file transmissions.

1. Medicaid Enrollment Packets and Letters

Packets for Mandatory MHP Enrollment: The mandatory packet must include a letter explaining the enrollment process and encouraging the beneficiary to contact the Contractor’s MICHIGAN ENROLLS toll-free telephone line for assistance in choosing both an MHP and a PCP. The packet must also include a pre-filled enrollment form (including name, date of birth, ID number and address), information regarding the MHPs available including the respective copayment requirements if applicable, a county-specific consumer guide and a business reply mailing envelope. The Contractor is responsible for developing the enrollment process and all enrollment materials. The process and materials must be approved by MDCH prior to use. The current Medicaid populations for which managed care enrollment is mandatory are:

- Families with children receiving assistance under the Family Independence Program (FIP);
- Persons under age 21 who are receiving Medicaid;
- Persons receiving Medicaid for caretaker relatives and families with dependent children who do not receive FIP;
- Supplemental Security Income (SSI) beneficiaries who are not also covered by Medicare;
- Persons receiving Medicaid for the blind or disabled who are not also covered by Medicare;
- Persons receiving Medicaid for the aged who are not also covered by Medicare;
- Pregnant women; and
- Persons not included in the voluntary or excluded populations as defined by MDCH.

MDCH may identify additional Medicaid populations as mandatory for managed care enrollment during the term of the Contract. Should this occur, the Contractor will be required to adapt its staffing and supports to accommodate the change.

Packets for Voluntary MHP Enrollment: The Contractor must develop separate packets for each Medicaid population





that has the option to voluntarily enroll in an MHP. Voluntary packets must include an enrollment letter that explains the voluntary enrollment process and that encourages the beneficiary to contact the Contractor's MICHIGAN ENROLLS toll-free telephone line for assistance in choosing both an MHP and a PCP. The packet must also include a pre-filled enrollment form (including name, date of birth, ID number and address), information regarding the health plans available including the respective copayment requirements if applicable, a county-specific consumer guide, a copy of the Medicaid Fee-For-Service Handbook (provided by MDCH), information about the MHPs available in the beneficiary's county and a business reply mailing envelope. Both the enrollment process and the enrollment form must be developed by the Contractor and approved by MDCH prior to use. Currently the voluntary populations are migrants, Alaska Natives and Native Americans. Letters for the migrant population must be produced in both English and Spanish.

The Contractor must have the capacity to change the designation of a Medicaid population from Mandatory to Voluntary, or vice versa, and develop enrollment packets accordingly. Similarly, the Contractor must have the capacity to change the designation of a county from Mandatory to Preferred Option or Rural Exception, and vice versa.

Packets for Preferred Option: The Preferred Option packet must be provided to Medicaid beneficiaries targeted for managed care enrollment that reside in the four Preferred Option counties. The packet must be county-specific and contain an enrollment letter, a letter explaining the enrollment process, information regarding the single available MHP and about the option to enroll instead in fee-for-service. The packet must also contain two pamphlets provided by or prepared in consultation with MDCH: *Things You Need to Know* and *Your Rights and Responsibilities*. There are currently four Preferred Option counties: Barry, Charlevoix, Cheboygan and Leelanau.

Packet for Rural Exception: The Rural Exception packet must be provided to Medicaid beneficiaries targeted for managed care enrollment that reside in Rural Exception counties. The packet must include a confirmation letter advising beneficiaries that they have been automatically enrolled into the MHP serving their county. The packet must also contain two pamphlets provided by or prepared in consultation with MDCH: *Things You Need to Know* and *Your Rights and Responsibilities*. There are currently 15 Rural Exception counties, specifically all counties in the Upper Peninsula.

Health Plan Confirmation Letter: The Contractor must send a confirmation letter to all Medicaid beneficiaries that have been enrolled in an MHP. The letter verifies the health plan enrollment and PCP assignment if a PCP is chosen at the time of enrollment. The packet containing the confirmation letter must also contain two pamphlets provided by or prepared in consultation with MDCH: *Things You Need to Know* and *Your Rights and Responsibilities*.

Auto-Assignment Confirmation Letter: The Contractor must send a confirmation letter to all Medicaid beneficiaries that have been enrolled in an MHP through auto-assignment. The letter verifies the health plan enrollment and advises that the beneficiary may choose a different MHP within the first 90 days of enrollment. The packet containing the confirmation letter must also contain two pamphlets provided by or prepared in consultation with MDCH: *Things You Need to Know* and *Your Rights and Responsibilities*.

Fee-for-Service Confirmation Letter: The Contractor must send a confirmation letter to all Medicaid beneficiaries that have chosen to remain in fee-for-service when fee-for-service is an available enrollment option. The letter must advise the beneficiary that they will receive their health care on a fee-for-service basis and the packet containing the confirmation letter must also include a copy of the Medicaid Fee-For-Service Handbook provided by MDCH.

Auto-Enrollment Confirmation Letter: The Contractor must send a confirmation letter to Medicaid beneficiaries that have been automatically enrolled into an MHP in a Preferred Option county because they did not contact the Contractor to enroll instead in fee-for-service. The letters must be county-specific.

Change of MHP Letters: When a Medicaid beneficiary enrolled in an MHP moves to another county and the beneficiary's current MHP is not available in the new county, the Contractor must send the beneficiary a letter that provides information regarding managed care options available in the new county. The content of the letter, the enrollment packet provided and the choices offered to the beneficiary will depend on the county involved, e.g., whether it is a mandatory enrollment county, a Preferred Option county or a Rural Exception county.

Disenrollment Letter: The Contractor must send a confirmation letter to beneficiaries who must be disenrolled from an MHP and will, for specific reasons as determined by MDCH, need to receive future health care on a fee-for-service basis. The packet containing the confirmation letter must also include a copy of the Medicaid Fee-For-Service Handbook.



Re-enrollment Letter: When a Medicaid beneficiary enrolled in an MHP loses and regains eligibility, the beneficiary is automatically re-enrolled into the MHP in which they were previously enrolled if the lapse of eligibility was shorter than 60 calendar days, they still reside in the MHP’s service area and they otherwise qualify for managed care enrollment. The Contractor must send a re-enrollment letter to these beneficiaries advising that they will be enrolled in their prior MHP. The letter must include the effective date of the MHP re-enrollment.

Open Enrollment Letter: An open enrollment period will be determined each year by MDCH. The Contractor must send open enrollment letters to all beneficiaries enrolled in MHPs except for those in Rural Exception or Preferred Option counties. The letters must explain that beneficiaries have the option during this period to change their MHP choices and provide information about how to do so. The Contractor must mail the letters the last week of the month prior to the beginning of the open enrollment period. Any changes in MHP enrollment will be effective on a date determined by MDCH. The Contractor must agree to include additional materials in the envelope with the open enrollment letter as requested by MDCH.

2. **ABW Enrollment Packets and Letters**

Health Plan Confirmation Letters: The Contractor must send a confirmation letter to ABW beneficiaries that have been automatically enrolled into a CHP because they reside in a county served by such a health plan. There are currently 73 counties served by a CHP. The letter must be county-specific and identify the CHP into which the beneficiary has been enrolled. The packet containing the confirmation letter must also contain two pamphlets provided by or prepared in consultation with MDCH: *Things You Need to Know* and *Your Rights and Responsibilities*.

Change of CHP Letters: When an ABW beneficiary moves from a county covered by one CHP to a county covered by another CHP, the Contractor must send the beneficiary a confirmation letter that includes the name and contact information for the new CHP and the effective date of enrollment in the new plan. If the ABW beneficiary moves from a county covered by a CHP to a county where no CHP is available, the Contractor must send the beneficiary a confirmation letter that explains the availability of health care on a fee-for-service basis.

Disenrollment Letter: The Contractor must send a confirmation letter to beneficiaries who are being disenrolled from a CHP and will, for specific reasons as determined by MDCH, need to receive future health care on a fee-for-service basis. The packet containing the confirmation letter must also include a copy of an informational insert provided by MDCH.

3. **Literature and Other Materials Ordered from MDCH**

The Contractor must order the following pamphlets, literature, forms and envelopes from MDCH and maintain an adequate supply of these materials. The Contractor must mail the appropriate pamphlet, literature or form at the request of MDCH or a beneficiary and include the appropriate pamphlet, literature or form in each enrollment-related packet mailed. The Contractor will be responsible for all mailing costs. Other pamphlets, literature and forms may be added to this list if determined necessary and appropriate by MDCH.

- Hearing Request Form
- Beneficiary Complaint Form
- Your Rights and Responsibilities
- Special Disenrollment For Cause
- Medicaid Fee-For-Service Handbook
- Request for Exception to Managed Care
- A Guide to Michigan’s Medicaid Health Plans
- Number 10 envelopes with MDCH return mailing address
- Number 9 envelopes pre-printed with MDCH mailing address

4. **Other Mailing Requirements**

The Contractor must monitor all returned mail and provide a monthly report to each DHS local office identifying addresses in their area from which mail has been returned more than once. This report must include specified beneficiary identifiers and the addresses causing the mail to be returned. The Contractor must establish a process to cease mailings to the identified address until a change of address is received from MDCH.

**E. Outreach and Cooperation with Agencies**

The Contractor must develop and maintain supportive working relationships with the local DHS offices, local health departments and other relevant community agencies, including advocacy organizations that interact with the beneficiaries of the health care programs administered by MDCH. These relationships must be established in every county in the State. In the event the Contractor is unable to establish a relationship with a community agency or



organization in a particular county, the Contractor must make a local representative of the Contractor available in that county.

The community agencies should be encouraged to assist beneficiaries in the MHP enrollment process. The Contractor must inform the community agencies and organizations of required enrollment, disenrollment and change protocols, provide education and training of agency/organization staff if requested and be available to answer any resulting inquiries from them.

The Contractor must place special emphasis and support on the education and enrollment activities targeted toward individuals potentially eligible for Healthy Kids Medicaid, MICHild, Plan First and MOMS and be responsive to community input related to the operation of these programs. The focus must be on identifying uninsured children and women who may qualify for Healthy Kids Medicaid, MICHild, Plan First or MOMS. The Contractor must develop protocols including time frames to provide educational and application materials to these agencies/organizations, as well as any State agencies requesting them.

**F. Familiarity with Health Plans**

The Contractor must work closely with and be familiar with the health and dental plans into which beneficiaries in the various health care programs administered by MDCH are enrolled. For Medicaid this also includes a requirement for familiarity with each MHP's provider panels and networks. The Contractor must also maintain up-to-date information regarding which plans are available and their service areas. The Contractor, MDCH and the plans will interact on a regular basis to assure open communication and prompt problem resolution.

**G. Health Care Program Administration**

The Contractor must assist MDCH in the administration of some of the health care programs under its purview. The principal administrative effort will relate to the MICHild program, but additional work will be required to support MDCH's administrative activities associated with the Healthy Kids Medicaid, Plan First and MOMS programs. The Contractor may also be required to perform administrative activities associated with additional federally or state-mandated programs developed and administered by MDCH during the term of the Contract.

**1. Administrative Support**

The Contractor must provide space, equipment and supports for co-located DHS staff as specified within this task. There is a common paper application used for the MICHild program, Healthy Kids Medicaid, Plan First and MOMS. There is also an online application process that the Contractor must maintain through a secure Internet portal. Although the Contractor will have specific responsibility for administering the MICHild program, selected administrative activities must be performed in support of Healthy Kids Medicaid and Plan First and the co-located DHS staff that have responsibility for them. Further, the Contractor must perform selected administrative activities specified by MDCH in support of other health care programs under its purview, including the MOMS program. Additional administrative support requirements appear in **Section 1.022.M**.

**2. Management Information System**

The Contractor must establish and maintain a management information system appropriate to support the health care program administrative responsibilities included within this task. Additional management information system requirements appear in **Section 1.022.L**.

The Contractor must ensure that MICHild beneficiaries are not receiving Medicaid benefits and maintain the integrity of the application and enrollment process. The management information system must be able to prevent enrollments for MICHild when Medicaid eligibility already exists and be designed to detect overlaps in eligibility between the two programs should Medicaid eligibility be established after MICHild eligibility is determined. A mechanism to report any identified overlaps and a protocol to appropriately address such instances must be developed in compliance with MDCH policy and requirements.

The Contractor's management information system must be HIPAA compliant and include a complete and accurate database of demographic eligibility and enrollment data related to MICHild and Plan First beneficiaries. MDCH will provide the data elements that must be included in the database and it must be maintained by the Contractor. The Contractor's systems must be compatible with systems used by MDCH to transmit and accept data as required.

The Contractor must develop and maintain the capability for MDCH to have online and hard record access to the Contractor's databases, including all software used in the Contractor's eligibility determination recommendation. The access must allow MDCH to replicate budget calculations, to perform audit and quality assurance functions, to carry



out ad hoc queries on the data and to generate reports. The Contractor must provide instructions and training to MDCH staff regarding the operation of its database.

3. Audit Access

Specified MDCH staff must have complete access to all case files to perform monthly random post-eligibility audits to ensure that the Contractor is adhering to all applicable MDCH policies and procedures and to requirements in the State Plan approved by CMS.

4. MICHild

The MICHild program was developed in Michigan in response to the passage of Title XXI of the Social Security Act, which gave states the option to extend health care benefits to uninsured children under the age of 19 living in families with income at or below 200 percent of the federal poverty level. Subsequently Michigan's program was expanded to include low-income uninsured pregnant women with "unborn children" who do not meet eligibility criteria for coverage under Medicaid.

MDCH contracts with licensed insurers and health maintenance organizations (HMOs), as well as mental health and substance abuse providers, to provide a specified health benefit package for MICHild beneficiaries. MDCH also contracts with separate dental plans to provide dental care for MICHild beneficiaries.

The Contractor must assure appropriate staffing and system supports to perform specified administrative functions under the direction of MDCH, including, but not limited to the following:

- Education and enrollment assistance, including choice counseling;
- Distribution, receipt and initial review of applications;
- Initial eligibility determination recommendations;
- Eligibility redetermination recommendations on an annual basis;
- Coordination of the enrollment process with health plans; and
- Case maintenance activities in compliance with established MDCH policies and procedures.

The Contractor must also collect the required premiums from the families of MICHild beneficiaries. This requirement is addressed in the Premium Collection task within this section of the Contract.

Education and Enrollment Assistance: The Contractor must maintain the MICHild toll-free telephone line, 1-888-988-6300, with necessary staffing and supports for families and other individuals calling to ask questions about MICHild program coverage or health plan enrollment. The MICHild toll-free telephone line is expected to receive approximately 15,000 calls per month during the first year of the Contract. The general requirements and standards of promptness and quality that apply to the Beneficiary Helpline, as outlined in **Sections 1.022.A.1 and A.3**, also apply to the MICHild telephone system and call center. The current TTY/TDD telephone number for MICHild is 1-888-263-5697.

Phone Counselors: The Contractor must ensure the availability of phone counselors trained to address questions or issues regarding the MICHild program, as well as to provide necessary education and enrollment assistance. The phone counselor requirements set forth in **Section 1.022.A.2** apply to the Contractor's MICHild phone counselors. However, the Contractor's MICHild phone counselors need only receive additional training specific to the MICHild program. The phone counselors may, but are not expected to, address questions, issues or complaints regarding other health care programs administered by MDCH.

Contacts with beneficiaries, enrollment assistance and managed care education provided by MICHild phone counselors must conform to the Medicaid and ABW information requirements outlined in **Section 1.022.B.1**.

The Contractor must require its MICHild phone counselors to use the Authorized Representative crosswalk provided by MDCH to ensure they speak only to persons authorized under federal law.

Distribution of Applications: There is a "no wrong door policy" for the MICHild program. Families may apply for coverage through any of the following agencies/methods:

- Health plans that MDCH has certified to participate in the application process;
- Local health departments;
- Local offices of DHS;
- Paper applications submitted to the Contractor through the mail; or
- Applications submitted via the online Internet portal.



The Contractor must respond to requests for MICHild enrollment applications, either for individual applications or for supplies of the forms when requested by organizations, made through the MICHild telephone line or through the Internet portal. The Contractor is the sole source for paper applications for the MICHild program. The Contractor must mail applications to any requestor within two business days unless otherwise approved by MDCH. The Contractor may also subcontract with local organizations to respond to application requests if prior approved by the State.

Application Process: The Contractor must have the capability to process all MICHild applications received, whether on paper or through MDCH's online application portal on the Internet. An estimated 10,000 new applications (representing as many as 16,000 children) and 2,600 redeterminations are processed each month.

The data from the online applications must be retrieved from the Internet portal daily and printed. The applications must be checked to assure that an electronic signature has been provided. Applications received in paper form must be similarly reviewed for completeness.

The Contractor must conduct an initial review of every application to determine if it should be processed for MICHild eligibility determination recommendation or referred/delivered to DHS staff co-located with the Contractor for further review and a Healthy Kids Medicaid eligibility determination. Any application being referred/delivered to DHS must first be logged into the Contractor's management information system. The referral/delivery process is manual at this time. However an electronic file transfer process is under development and the Contractor must be prepared to accommodate it within the scope of the Contract when it goes live.

MICHild Eligibility Activities: MDCH has certified selected health plans and agencies to submit MICHild applications on behalf of families applying for children and on behalf of pregnant women with "unborn children". These agencies assist applicants with completing the application and then submit it to the Contractor via the online application portal on the Internet. The Contractor grants presumptive eligibility to children whose online applications submitted by these agencies appear to meet all requirements for MICHild coverage. The Contractor must provide certified agencies with the applications, processes, and procedures for determining MICHild presumptive eligibility. The processes and procedures must be approved by MDCH before the Contractor can send them to the certified agencies.

Presumptive eligibility will remain in effect from the date an application receives preliminary approval by the Contractor through the last day of the first full month following that date. During the month of presumptive eligibility, the Contractor must review the application and make a final determination recommendation of eligibility.

The Contractor must accept responsibility for all eligibility determination recommendations for the MICHild program and base all recommendations solely upon policy and procedures approved by MDCH. All beneficiaries of the MICHild program must meet all eligibility factors established by MDCH for the MICHild program.

The Contractor must perform citizenship and identity verification for MICHild applicants as required by federal law and MDCH policy. Citizenship verification will initially occur through a match of applicant information with MDCH's Vital Records data. This process must occur within the application time frame required by MDCH's standard of promptness for MICHild eligibility determination recommendations. There is a potential that the current verification process will change during the term of the Contract and be enhanced or replaced by a match with federal social security number data. The Contractor must, within the scope of the Contract, adapt its citizenship verification process if this change occurs.

Within two business days of receipt, the Contractor must review all applications and enter into its database appropriate information from the application and the review. The Contractor must electronically transmit a daily file to MDCH containing a list of the applications for which approval is recommended. MDCH staff will review this data, indicate on the file if the application is accepted or rejected and return the electronic file to the Contractor.

The Contractor must mail a decision on eligibility to the family's address via first class mail, postmarked within 10 business days of the date the completed application was received.

- If the application is approved for MICHild eligibility, the letter must provide notice of the approval decision and the effective date of coverage, which is the first day of the next available month following approval of the application. The letter must also inform the family of the health and dental plans into which the applicant(s) has been enrolled and identify available mental health and substance abuse services providers. Lastly, the letter must also advise that the beneficiary may change MICHild health plans within the first 90 days of enrollment.
- If the application is denied, the letter must clearly state the reason for the denial of eligibility and must inform the applicant family of its right to appeal the determination. If the application is denied and presumptive eligibility has





been granted because the application was submitted by a certified agency, the letter must inform the family of the date that presumptive eligibility will no longer be in force and MICHild coverage terminated.

Generally, once eligibility is determined, MICHild coverage continues for one year from the effective date of coverage unless the MICHild beneficiary no longer meets program participation criteria. The Contractor must provide a renewal application form to the beneficiary's family (or the beneficiary directly if living independently) within a minimum of 60 calendar days prior to the end of the beneficiary's eligibility year. The renewal form must be pre-printed with demographic information provided on the initial application and include instructions that the information should be updated as necessary.

If a renewal application form has not been received within 20 calendar days from the date mailed, the Contractor must follow up with the family. The protocol for contacting families must be approved by MDCH prior to implementation.

If the family fails to respond to the renewal application request, eligibility for MICHild program coverage must be terminated in accordance with MDCH policy and following case-specific MDCH approval of the closure. The Contractor must send a notice of the case closure to the family that also advises of the right to appeal the closure action.

On a monthly basis the Contractor must contact and survey a total of 50 families that did not return MICHild renewal applications resulting in case closure. Cases closed due to Medicaid eligibility will be excluded from the survey sample. The purpose of the survey will be to determine the reason(s) the applications were not returned. The survey instrument and means for conducting the survey will be mutually determined by MDCH and the Contractor.

MICHild Eligibility and Enrollment Information: MICHild eligibility, enrollment and case closure information must be transmitted electronically to CHAMPS on a daily basis in the established MDCH file format.

Children's Special Health Care Services: The CSHCS program is authorized under Title V of the Social Security Act and provides medically necessary services to children and some adults with certain qualifying conditions. Many of these beneficiaries have very serious medical conditions and highly complex health care needs.

The Contractor must allow MICHild eligible children who are not eligible for Medicaid, but are active participants in the CSHCS program to have the following options if they are uninsured:

- Enroll in the MICHild health plan administered by Blue Cross Blue Shield of Michigan while maintaining their CSHCS benefits;
- Enroll in the MICHild health plan administered by Blue Cross Blue Shield of Michigan and disenroll from the CSHCS program; or
- Elect to not enroll in the MICHild program and maintain CSHCS-only benefits through the CSHCS Basic Health Plan administered by MDCH.

Some CSHCS participants are dually eligible for Medicaid. As with any other MICHild applicant or beneficiary, the Contractor must utilize its management information system to ensure on an ongoing basis that MICHild beneficiaries who are also CSHCS participants do not have Medicaid eligibility. Any overlaps in eligibility must be identified by the Contractor and appropriate actions taken to disenroll the beneficiary from the MICHild program.

5. Healthy Kids Medicaid

The Contractor has no administrative responsibility for determining applicant eligibility for Healthy Kids Medicaid coverage because it is a Medicaid program. However there is a requirement to perform initial review of applications submitted for MICHild coverage, both those submitted in paper form to the Contractor and those submitted through the online application process on the Internet portal. The purpose of this review is to rule out potential Healthy Kids Medicaid eligibility. After this initial review, the Contractor must refer/deliver applications for applicants potentially eligible for Healthy Kids Medicaid benefits to the DHS staff co-located at the Contractor's place of business.

The Contractor is also responsible for performing required administrative functions under the direction of MDCH for the co-located DHS staff, including, but not necessarily limited to the following:

- Provide a minimum of 7,175 square feet of on-site office space for co-located DHS staff according to standards approved by MDCH. The Contractor must have the ability to expand this office space to accommodate additional DHS staff should program needs change.
- Provide clerical support for the co-located DHS staff by forwarding completed case files to the applicable local DHS office in accordance with the beneficiary's place of residence.
- Provide telephone support for co-located DHS staff as follows:



- Receive and refer incoming telephone calls to DHS staff; and
- Provide to DHS staff as appropriate any other information received during an incoming telephone call that may require action.

6. Plan First Eligibility Support Services

Plan First is a limited benefit Medicaid program that provides family planning services on a fee-for-service basis. The program has operated under authority of a federal CMS-approved Section 1115 waiver since implementation in 2006, but the program may be changed to State Plan authority in the near future.

The program has historically been limited to low-income uninsured women between the ages of 19 and 44. If the program’s authority changes the number of eligible individuals could change as well. As of early 2010, there were approximately 52,000 women participating in this program.

The Contractor must perform required administrative functions under the direction of MDCH, including, but not necessarily limited to the following:

- Provide a minimum of 2,610 square feet of on-site office space for co-located DHS staff according to standards approved by MDCH. The Contractor must have the ability to expand this office space to accommodate additional DHS staff should program needs change.
- Provide a minimum central file area space of 705 square feet for Plan First files according to standards approved by MDCH. The Contractor must have the ability to expand this file area space to accommodate additional files should program needs change.
- Maintain a Post Office Box for applications and all mail to be sent in by a beneficiary.
- Screen any Plan First applications received for completeness, i.e., name, date of birth, and signature.
  - Return a copy of any incomplete application with a cover letter explaining what is required in order to process the application and include a postage-paid return envelope.
- Review all complete applications for other insurance information.
  - If an insurance card is provided, make an additional copy of the card for the co-located DHS staff.
  - DHS staff will return a copy of the card to the Contractor for entry into the CRM system, after a Medicaid ID has been assigned.
- Staple the complete application and all submitted documentation together, place in a manila folder with the applicant/beneficiary name on the tab and deliver to co-located DHS staff by the next business day.
- Provide clerical support for co-located DHS staff.
  - Complete all case filing or filing of additional documents in the cases maintained by the DHS staff; and
  - Assure that each case file is appropriately labeled in accordance with DHS requirements.
- Provide telephone support for co-located DHS staff as follows:
  - Receive and refer incoming telephone calls to DHS staff;
  - Document any reported changes received by telephone, e.g., address of a Plan First participant, in the CRM system; and
  - Provide to DHS staff as appropriate any other information received during an incoming telephone call that may require action.
- Outreach
  - Send out supplies of Plan First applications, brochures and other materials to DHS local offices, local health departments and other locations determined by MDCH and/or the Contractor to be appropriate – the Contractor is the sole source for paper applications for this program;
  - Send out a Plan First application to any woman whose Medicaid eligibility was due to pregnancy (i.e., Healthy Kids Medicaid) and is scheduled to be terminated in approximately 45 days; and
  - Send out an application to any woman between the ages of 19 and 44 at the time that her Medicaid has ended for any other reason.

7. MOMS Eligibility Support Services

MOMS is a time-limited health care program for low-income uninsured women who cannot meet eligibility criteria for full Medicaid benefits. Generally the women covered by this program are eligible for Emergency Services Only (ESO) Medicaid benefits. The program provides prenatal and postpartum outpatient pregnancy-related services for women who are pregnant or recently pregnant. If the woman is eligible for ESO benefits, coverage ends two calendar months following the month pregnancy ends; otherwise benefits are limited to 45 calendar days beginning on the date of application.

Certain local health departments, federally qualified health centers and other agencies have been certified by MDCH to assist applicants in applying for the MOMS program. These entities assist applicants in completing applications and may issue both a MOMS Enrollment Notice (MSA-1142) and a Guarantee of Payment for Pregnancy-Related



Services (MDCH-1164) for applicants as well. The entities will submit applications and the forms to the Contractor via the online application Internet portal, by facsimile or through the mail. Applications will also be received by the Contractor through the Internet portal or by mail directly from applicants or other sources. Based on historical trends, the Contractor can expect to receive approximately 1,300 applications each month from all sources.

Upon receipt of a MOMS application, the Contractor must complete a screening, which includes assuring that the application is complete and appropriately signed.

- If the application is incomplete (i.e., missing the name, date of birth, or signature), the Contractor must return a copy of the incomplete application to the organization or entity that submitted it. A cover letter explaining what is required in order to process the application must be sent with the copy and a postage-paid return envelope must be provided.
- The screening process must also include an initial assessment of the applicant's eligibility for full or ESO Medicaid benefits. If the applicant appears to meet eligibility standards for Medicaid, the application must be referred/delivered to the co-located DHS staff for action as appropriate.
- If the screening assessment indicates that the application is complete and does not reflect potential Medicaid coverage, the application must be referred to MDCH for consideration of enrollment in the 45-day MOMS program.

The disposition of the application as a result of the screening process along with required demographic information from the application and the enrollment notice, if applicable, must be recorded in MDCH's MOMS database immediately following completion of the screening.

All data collected by the Contractor for the MOMS program will be subject to the same standards, conditions and availability as the MICHild program data. MDCH maintains MOMS eligibility information on an Oracle database to which the Contractor will have appropriate access. All data collection and processing for MOMS must be done according to MDCH-approved policies and procedures.

8. MICHild, Healthy Kids Medicaid, Plan First and MOMS Forms and Literature

The Contractor must develop, print, distribute, maintain and update forms, pamphlets and other informational literature (this will include printing and mailing costs, as appropriate). MDCH must approve all written materials while they are in draft form and may require changes in whole or in part. All materials must comply with established policies for the health care program(s) to which the materials apply and include MDCH required language as appropriate, e.g., the department's non-discrimination statement.

The requirements for this sub-task must be carried out in the same manner and with the same standards for promptness and quality as the requirements in **Section 1.022.D**. Materials must be mailed no later than three business days of the request. Forms and other materials include but are not necessarily limited to the following:

- Informational material that explains MICHild, Healthy Kids Medicaid, Plan First and MOMS benefits;
- The paper application form used for MICHild, Healthy Kids Medicaid, Plan First and MOMS;
- Informational material that describes MICHild enrollment options and procedures for changing enrollment;
- Informational material that lists the names and locations of MICHild health and dental plans available in each county;
- Informational material that clearly explains beneficiary eligibility grievance and appeal procedures applicable to the MICHild, Healthy Kids Medicaid, Plan First and MOMS programs;
- Certificate of Creditable Coverage forms for beneficiaries leaving the MICHild program; and
- Approval and denial letters applicable to the MICHild program.

In addition to the forms and informational material that the Contractor must develop and print, there are other forms, pamphlets and literature that must be ordered from MDCH and kept in adequate supply for use as needed. At this time those materials include the following but the list could change in the future:

- MOMS Enrollment Notice, MSA-1142; and
- Brochure for Breast and Cervical Cancer Screening Services.

The Contractor must mail the appropriate pamphlet, literature and/or form at the request of MDCH or any other individual and include the program-appropriate pamphlet, literature and/or form in each enrollment-related packet. The Contractor will be responsible for mailing costs.

The Contractor may perform this sub-task directly or may use a subcontractor approved by the State for certain components.





**H. Online Application System**

The Contractor must maintain the online application process as currently configured and approved by MDCH. A presumptive eligibility tool must be maintained within this application process that calculates program specific eligibility and produces notices, coupons and all relevant elements as directed and/or approved by MDCH.

The Contractor must integrate data received through the online application process, and provide a mechanism to add data from paper applications, into its management information system’s database of all MIChild and Healthy Kids Medicaid beneficiaries. These duties include but are not limited to the following:

- Developing and maintaining a server back-up;
- Developing and implementing disaster recovery policies and procedures;
- Immediately responding to problems, programming changes, correctness of computations; and correctness of information provided for drop down lists; and
- Maintaining continuous service 24 hours per day, seven days per week.

**I. Interactive Voice Response System**

The Contractor must provide an Interactive Voice Response System (IVRS) to respond to Medicaid beneficiary inquiries regarding eligibility and health plan enrollment status.

1. Beneficiaries must be able to access the Contractor’s system via a toll-free telephone number to obtain Medicaid eligibility and health plan enrollment status by using identifying information, e.g., birth date and/or social security number. The system must have appropriate security protocols to protect the confidentiality and privacy of beneficiaries included in the system; protocols must be HIPAA-compliant.
2. The IVRS must have the capability to inform the beneficiary if Medicaid eligibility is active for the current month. The IVRS must also have the capability to inform the beneficiary if they are currently enrolled in an MHP and if so, provide the name of the MHP and the health plan’s Member Services toll-free telephone number.
3. The IVRS must be available 24 hours per day, seven days per week.
4. The IVRS must include a feature that permits callers to leave a voice mail message for response by the Contractor on the next business day. The voice mail feature must be structured in a manner that accommodates beneficiaries with sensory and/or physical disabilities. Voice mail instructions must be simply stated and the voice mail feature must include the capability to communicate instructions to callers in prevalent languages. MDCH currently considers Arabic and Spanish to be prevalent languages in addition to English, however additional languages could be determined by MDCH to be prevalent in the future. Should that occur the Contractor must accommodate the change in a timely manner and at no cost to the State.
5. The Contractor must develop and maintain a database that tracks volume of calls, the identifying information provided to access eligibility and health plan enrollment status and the data elements requested. The database must have query capability permitting the Contractor to provide ad hoc reports to MDCH upon request related to IVRS activity.

**J. Premium Collection**

The Contractor must provide and maintain a premium collection system with sufficient staffing and supports for the premium-based health care programs administered by MDCH. The policies and processes must be compliant with protocols established by MDCH and include timely reporting and fiscal controls in accordance with generally accepted standards and MDCH requirements. A database designed to facilitate the premium collection process, including the generation of required letters, premium coupons and reports is required. The database must be capable of providing reports required and in a format approved by MDCH. There are currently two programs that require premiums, MIChild and Freedom to Work (FTW) Medicaid. Should MDCH establish additional premium-based programs, the Contractor must assure sufficient staffing and supports for such programs within the scope of the Contract.

The Contractor may perform this task directly or through the use of a subcontractor approved by the State.

**1. MIChild**

The MIChild program provides health care benefits for children under the age of 19 and certain pregnant women with “unborn” children. A monthly premium of \$10 is assessed regardless of the number of covered children in a family if family income is above MDCH-specified thresholds.



Families with a household member who is a Native American or Alaska Native are exempt from the MICHild premium.

2. Freedom to Work (FTW) Medicaid

FTW Medicaid is a program designed to allow certain disabled beneficiaries to increase their earnings to a specific point without the risk of losing their Medicaid coverage. Once a FTW beneficiary's countable earned income reaches a certain level the beneficiary is responsible for paying an income-based monthly premium to continue Medicaid eligibility. As this is a Medicaid category of eligibility, DHS determines eligibility for this program and will notify the Contractor of newly determined beneficiaries with premium responsibilities and of any changes in income affecting premium requirements.

The Contractor must regularly, at least monthly, monitor Medicaid eligibility files to assure timely processing of premium collections for newly determined FTW Medicaid beneficiaries as well as any adjustments in premium requirements for currently covered beneficiaries.

The required premium amounts are established by MDCH and the Contractor must adhere to all MDCH policies and procedures for communication and premium collection. The number of FTW Medicaid beneficiaries required to pay a premium is currently fewer than ten per month. In the event that the number increases during the term of the Contract, such an increase must be considered within the scope of the Contract and the Contractor must assure sufficient staffing and supports to accommodate any increase in volume.

3. Premium Collection Responsibilities

Unless otherwise noted, the Contractor's premium collection responsibilities are the same for both MICHild and FTW Medicaid. The Contractor must design, develop, print and mail payment option letters with premium payment coupons to the families of MICHild beneficiaries (or directly to MICHild beneficiaries living independently) and to FTW beneficiaries, both at initial approval and at redetermination of coverage. Two letters are required for each program, one for newly eligible beneficiaries and one for beneficiaries redetermined eligible. Each letter should:

- Instruct the family or beneficiary, as applicable, to include the coupon(s) with their premium payment to facilitate prompt posting of payments to the beneficiary's record.
- Advise the family or beneficiary, as applicable, that the payment must be made either by check or money order and that payment is due each month for the following month's coverage.
- Explain that there is a payment grace period until the end of the month covered by the premium and that payments will be considered delinquent if not received by that date.

In MICHild, the letters must also indicate that the beneficiary will be disenrolled from the program if the payment is not received and provide an option to pay premiums on other than a monthly basis, e.g., quarterly or in a lump sum for the entire year.

The letters must be designed to contain appropriate beneficiary/family-specific information within HIPAA constraints and be enclosed in an envelope of the type used for other MICHild or FTW beneficiary mailings, as applicable. MDCH must approve all materials prior to use by the Contractor.

Payment option letters with premium payment coupons must be mailed within five business days following the Contractor's approval of a new application in MICHild, the Contractor's notification of approval of a new application in FTW or a redetermination of coverage in either program. The Contractor must not include any other enclosures with the payment option letters and premium payment coupons.

The Contractor must provide a second payment option letter with premium payment coupons if notified that the original letter and coupons were lost or not received.

Families that apply for MICHild benefits for their children and are approved through the online Internet application process receive printed copies of their approval letter and MICHild premium payment coupons through the online system. The Contractor will not mail payment option letters with premium payment coupons to these families unless notified that the original letter and coupons were lost or not received.

If a MICHild premium is not received by the tenth day of the month covered by the premium, the Contractor must send a letter to remind the family of the balance due and to advise that the beneficiary will be disenrolled from the program on the last day of that month. This letter must be sent no later than the tenth day of the month of the unpaid premium. The letter must also advise each beneficiary of appeal rights and provide both an appeal form and a Certificate of Creditable Coverage. The content of both the letter and the appeal form must be approved by MDCH prior to use. If



the family submits a new application within six months of the disenrollment for failure to pay the premium, it must include not only the initial premium for future coverage but also the premium balance owed at the time of disenrollment.

If a FTW Medicaid premium is not received by the tenth day of the month covered by the premium, the Contractor must immediately notify MDCH via the CRM system and record such action in the beneficiary's record on its database. If the premium is received during but after the tenth day of the month, the Contractor must immediately notify MDCH via the CRM system and record such action in the beneficiary's record on its database.

The Contractor must process the MICHild and FTW payments received, including payments received from families of MICHild beneficiaries or MICHild health plans on behalf of MICHild beneficiaries, and indicate payment receipt in the appropriate beneficiary's record. Specifically, the Contractor must process payments received by check or money order within five business days of receipt. "Processed" is defined as indicating receipt of the payment in the beneficiary record. The Contractor must research and whenever possible resolve all non-standard payments, including payments made without coupons.

Payments received must be deposited to a Lock-Box Account approved by MDCH. The Contractor is expected to post all payments deposited in the Lock-Box to its database or module established for that purpose within 24 business hours of receipt. The Contractor will retain any interest earned on the account and any fees associated with maintaining the account will be the responsibility of the Contractor.

The Contractor must refund, or credit an active account as appropriate, any overpayments and refund payments for beneficiaries during a period of ineligibility. Such refunds must be mailed to the families of beneficiaries or beneficiaries, as applicable, within 30 days of determining the need for refund. Any failed payment must be noted in the beneficiaries' record as non-payment. The Contractor must provide MDCH with a monthly report summarizing all receipts, credits and refunds.

On an ongoing basis the Contractor must electronically match the MICHild and Medicaid eligibility databases to identify any MICHild enrollees with active Medicaid coverage. The Contractor must take appropriate action regarding MICHild eligibility, enrollment and premium collection or refunds in accordance with established MDCH policy.

**K. Mihealth Card Service**

The Contractor must produce and distribute MDCH's proprietary semi-permanent magnetic stripe plastic card called the "mihealth card" that is currently issued to the Medicaid (including, but not limited to Medicaid, Healthy Kids Medicaid, ABW, Plan First Medicaid and other smaller programs) and CSHCS populations. Approximately 38,000 new and replacement mihealth cards were being issued on a monthly basis in early 2010. The Contractor will also be responsible for mailing any and all inserts and/or brochures with the card as directed by MDCH. The content, volume and frequency of these inserts and/or brochures may change over the term of the Contract. It is also possible that MDCH could determine it appropriate for the mihealth card to be issued to additional populations or to eliminate the card's issuance for one or more of the current populations for which the card is used. These changes will not constitute a change in the scope of the Contract and the Contractor must be able to make necessary adjustments in its staffing and procedures in a timely manner to comply with MDCH's needs.

The Contractor must be able to begin production and distribution of the mihealth card within 60 calendar days of the effective date of the Contract.

The Contractor may provide this service directly or through the use of a subcontractor approved by the State.

**1. Design and Development**

Within ten calendar days of the effective date of the Contract, the Contractor must submit a final project work plan to MDCH that identifies and schedules all development and implementation activities associated with the mihealth card process. The work plan must address all tasks for application design/configuration, implementation, testing, training, launch and post-launch support for MDCH and providers. The plan must also highlight MDCH's responsibilities during the development process, if any, provide an inventory of costs (including cost per card, presort fee and cost for postage) and indicate key milestone dates.

The Contractor must develop data systems to transmit data to MDCH in a format acceptable to MDCH. The format must be compatible with MDCH's current computer system infrastructure and the data system must be able to accept



and assimilate data received from MDCH. The Contractor must be able to receive and send the mihealth card file via electronic media from and to MDCH on a daily basis.

2. Testing, Implementation and Operation

The Contractor must complete sufficient testing with test data provided by MDCH to meet all Contract requirements. The Contractor must also provide documented test results, reviewed with MDCH staff, before will grant approval to launch the system with full production operation. The Contractor must make any necessary changes and/or modifications if the system does not meet all Contract requirements, including re-testing the system.

The Contractor will work with MDCH to finalize a work plan and acceptable rollout schedule and then launch a successful application with full production operation. The Contractor must warrant, for one year after the application launch, that the production system will meet the business needs as designed. The Contractor’s mihealth card system must accommodate in a timely manner any changes mandated by MDCH.

The Contractor must monitor the system on an ongoing basis to assure that it operates within performance standards. The Contractor will be the first contact point for problem reporting and problem resolution if MDCH discovers any problems with the system. The Contractor must accept responsibility for taking corrective action without charge to the State to bring the system back to acceptable performance standards.

3. Data Exchange

MDCH will provide data necessary to the mihealth card application through a secure gateway. MDCH will not grant the Contractor direct access to the MDCH eligibility data. The data exchange must provide for easy integration/updating of the MDCH eligibility data into the proposed system. The Contractor must adhere to relevant HIPAA confidentiality/privacy laws, regulations and contractual provisions and must establish appropriate administrative, technical and physical safeguards to ensure the security and confidentiality of records.

MDCH will send the Contractor a daily card file in a format established by MDCH. The daily card file will include both new and replacement card information. The daily card file will include the following data elements:

- Beneficiary name;
- Beneficiary ID number;
- Case number;
- Responsible party name and address;
- Beneficiary address;
- Update code (identifies the health care program);
- Status code (identifies type of card – initial card or replacement card); and
- Card control number (contains the beneficiary ID and card count number).

The Contractor must assign a card control number to each mihealth card issued. The Contractor’s data system for assigning and tracking control numbers must be completely compatible with existing MDCH systems and files.

The Contractor must mail the cards to the beneficiaries within 48 hours of receipt of the card file. The Contractor must mail the mihealth cards for all persons in a household in a single packet using the beneficiary case numbers only for the Medicaid population. The Contractor must also mail inserts and/or brochures with beneficiaries’ mihealth cards based on their update codes and status codes.

The Contractor must contact a MDCH-designated staff person within 30 minutes of becoming aware of any issues with their mihealth card production or mailing processes, or within 30 minutes on the next business day if the issue occurs after normal MDCH business hours. The notification must explain actions the Contractor is taking to resolve the problem and expected time of resolution, which must be accomplished within four hours.

The Contractor must create a daily mihealth card file in a MDCH-specified format to send back to MDCH to confirm issuance of the cards and identify the cards returned as undeliverable. The card file produced by the Contractor must contain the following elements:

- Status code;
- Beneficiary ID number;
- Card control number; and
- Date card issued.



The Contractor must develop and maintain a system to invalidate lost or returned mihealth cards. The Contractor is also subject to random auditing by MDCH. Upon confirmation of contract violations MDCH may require appropriate corrective action and/or terminate access to the data, depending upon the nature and degree of the violations.

4. Card Specifications

The Contractor must procure sufficient raw materials for approximately 12 months of daily new card issuances and card re-issuances. Raw materials include the card, card carrier and envelope. The Contractor must always maintain sufficient raw material stock so there is no delay in mailing mihealth cards. MDCH will provide the design of the card, card carrier, and envelope to the Contractor. MDCH will provide the Contractor with sufficient inserts and brochure stock, which will be shipped to the Contractor prior to system roll-out. The Contractor must have sufficient storage space to store up to approximately a 12-month supply of inserts and brochure stock.

The Contractor must match the MDCH proprietary mihealth card specifications, which include the following:

- Card Stock – 2-1/8” x 3-3/8” x .030 stock with non-glare finish;
- Card Color – blue (293) and green (361) background with text printed in black;
- Lo-Co Magnetic strip containing the beneficiary ID number and card control number compatible with EDI magnetic stripe readers for providers to utilize the magnetic swipe technology;
- No signature panel;
- No holographic designs;
- No embossing;
- Front of card must contain: Beneficiary’s name and Beneficiary’s ID number; and
- Back of card must contain the following text:

**Important Beneficiary Information:** Present this card each time you get medical services. Only the person named on the card can use this card. Before you get any service, you have a right to know that your medical coverage may not cover some services and you may need to pay for them. For eligibility information and questions, call the Beneficiary Help Line: 1-800-642-3195.

**Important Provider Information:** This card does not guarantee medical coverage exists. You are responsible for verifying eligibility. Go to the following website for available eligibility verification systems: [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders) (Then “Eligibility Verification”). Provider Assistance: 1-800-292-2550.

The Contractor is responsible for any cost related to defective cards discovered by either MDCH or the Contractor.

5. Card Issuance

The Contractor must produce and mail all new and replacement mihealth cards on a daily basis. Beneficiaries receive a mihealth card for the following reasons:

- They are newly eligible for one of the specified health care programs;
- The card issued was never received;
- The beneficiary’s name has changed; or
- The issued card was lost, stolen or damaged.

The Contractor must be able to provide appropriate staff and resources to properly fulfill the requirements associated with mihealth card process development and mihealth card issuance required under the Contract. The Contractor must be able to address within a time frame acceptable to MDCH any identified problems, including but not necessarily limited to problems that need to be addressed immediately by the Contractor, changes/modifications requested by MDCH, and mihealth card reports.

The Contractor will receive all undeliverable mihealth cards. The assigned card control number on each undeliverable mihealth card must be recorded. The undeliverable cards must be shredded within 48 hours of receipt.

6. Reporting Requirements

The Contractor’s mihealth card system must be capable of providing reports determined by MDCH to be necessary and with MDCH-specified data elements. Reports must be provided that include but may not be limited to the following:

- A daily card count report indicating how many cards were issued for the day, including undeliverable cards received by Update code (to identify program—Medicaid or CSHCS) and Status code (to identify initial card or replacement card);
- Monthly and annual card count reports; and





- A production summary report for each monthly invoice indicating the number of cards and inserts mailed, a breakdown of postage costs, and the number of cards returned to the Contractor as undeliverable.

7. Complaint Process

The Contractor must develop a complaint process to log complaints in the CRM regarding any card problems reported by providers, beneficiaries or their representatives and MDCH or another State agency (e.g., DHS. Logged information must include at least the following information: date of the complaint, nature of the complaint, resolution and date of resolution). MDCH must approve the complaint process and the log as well as any communications to beneficiaries or providers regarding mihealth card services prior to use by the Contractor. A copy of the complaint log must be provided to MDCH on a monthly basis.

**L. Information Technology**

The Contractor must maintain a management information system capable of supporting the administrative responsibilities included in this Contract. The system must be capable of producing comprehensive reports for MDCH, including, but not limited to monthly and annual enrollment reports, demographic reports as requested and any other management reports determined necessary by MDCH during the term of the Contract.

Within 10 business days of Contract award, the Contractor must provide a data system design analysis for the required management information system. The analysis must include file layouts, proposed reports and identify the means by which access by specified MDCH staff will be provided.

The Contractor’s management information system must include up-to-date provider network information for all MHPs in a format specified by MDCH and include specified information regarding MICHild health and dental plans. The system must have the capacity to fully integrate with MDCH’s management information system and data warehouse and must adhere to all federal and state policies and procedures in a HIPAA-compliant manner. The Contractor must allow MDCH or its designees access to all information maintained on the Contractor’s database(s).

As used in this section, the term “designee” could include DTMB, DHS or any federal agency with oversight responsibilities for the health care programs administered by MDCH. Any references in this section to “MDCH” could include one or more of these entities in addition to or instead of MDCH.

The management information system and database requirements set forth in this section are summaries only. MDCH will provide detailed information regarding file layouts and database requirements to the Contractor upon Contract award. Many file layouts and database requirements are included in the Bidder’s Library.

1. Management Information System Requirements

The Contractor and its management information system must meet the following requirements:

- The system must be compatible with MDCH’s Medicaid Management Information System (MMIS) called Community Health Automated Medicaid Processing System (CHAMPS) and the MDCH data warehouse as well as MDCH’s Oracle database used for the MOMS program. Any changes to MDCH’s computer systems necessitating changes in the Contractor’s management information system are “in scope” for the Contract and must be made in a timely manner acceptable to MDCH.
- All files prepared by the Contractor must be in the record formats prescribed by MDCH.
- The Contractor must be able to utilize all files provided by MDCH in the formats prescribed.
- The Contractor’s management information system must be flexible and able to utilize and integrate data sent from the databases maintained by MDCH and its designees.
- The Contractor must manage the data sent by MDCH appropriately. The Contractor will be charged for data “refreshes” requested as the result of data mismanagement. Data refreshes necessary due to MDCH error will be provided without charge.
- The Contractor must maintain a complete testing environment with a test database. MDCH staff must have access to the test environment.
- All data conversions must be tested prior to implementation.
- The Contractor must have written policies and procedures to provide a secure computer room.
- The Contractor must have software control policies and procedures that meet State of Michigan standards for data security.
- The Contractor must develop and maintain disaster recovery policies and procedures. The Contractor must inform MDCH 30 calendar days prior to any change in these policies and procedures.
- The Contractor must have back-up policies and procedures and the capability to fully restore its management information system without MDCH intervention.
- The Contractor must notify MDCH of any system or software failure within two hours.



- The Contractor must retain all data collected for a minimum of seven years with data for the most recent two years maintained online. The Contractor may archive data after two years of inactivity.
- The Contractor’s transaction submission error rate cannot exceed five percent.
- The Contractor must have computer log records to track data accessed in case of security or confidentiality breaches.
- The Contractor must notify MDCH of any security or confidentiality breach and provide an explanation of scope of the breach as well as a means to resolve it within 30 minutes of becoming aware of the breach, or within 30 minutes on the next business day if the breach occurs after normal MDCH business hours.
- The Contractor’s management information system must have capacity for 2.5 million records initially with an average growth rate of 1 million records per year.
- The Contractor’s management information system must be approved by MDCH, and any designees as appropriate. The system design and all data must be fully integrated.
- The Contractor must adhere to all HIPAA security and confidentiality rules consistent with federal requirements and MDCH policies and procedures. The Contractor must, prior to implementation of activities associated with the Contract, provide documentation of staff training in HIPAA security and confidentiality. Security and confidentiality agreements signed by the Contractor’s staff must be available for review by MDCH prior to implementation of the Contract and upon request thereafter.

All data given to the Contractor by MDCH or its designees and all data collected by the Contractor in the performance of contractual duties is the property of MDCH and must be turned over to MDCH at such time as the Contract between the parties is terminated. The Contractor must allow MDCH online and hard copy access to this data within two weeks of request.

In addition, the information collected by the Contractor during the performance of duties required through this Contract is proprietary and may not be used for any other purpose without MDCH’s permission.

2. Required Interfaces

The Contractor must develop or install, as directed by MDCH, interfaces for file transfers with MDCH and any designees. The number and structure of interfaces may change during the term of the Contract. Any additional interfaces or modifications to existing interfaces are within the scope of the Contract. The additional or modified interfaces may include, but are not limited to real time interfaces required under federal health reform.

The Contractor must develop and accept responsibility for an interface to transfer managed care enrollment choice information to MDCH in a format that will be provided by MDCH. The development and maintenance of the systems interface will be the responsibility of the Contractor. The Contractor must work with each MHP to arrange transfer of the following data on a frequency specified by MDCH:

- Daily transmission of enrollment/disenrollment choices of beneficiaries into or out of the MHPs in the required MDCH file layout. The Contractor must publish an implementation guide that has been approved by MDCH. The MHPs will receive from MDCH the monthly and weekly enrollment files that contain the official enrollment and disenrollment notification. Beneficiary choice of PCP within a health plan when applicable must be included on the daily enrollment file.
- MHP provider participation network – MHPs are required to report all changes within their provider network and their locations within seven days of the change using a record format supplied by MDCH (4275 file). The Contractor will edit the data before loading it on its database and notify MDCH of submissions by date and plan, with an indication of the number of errors by plan.
- A nightly batch transmission of referrals from the Contractor to Bridges when the Contractor determines a child potentially eligible for Medicaid; and nightly batch transmission of referrals from Bridges to the Contractor when Bridges determines that a child’s income exceeds Medicaid thresholds. Regardless of how the referrals are received by the Contractor (paper application or online), the referral must be transmitted to the Bridges application for Medicaid eligibility determination.

The Contractor must have a secure file transfer and retrieval process that must be prior approved by MDCH. The Contractor must accept responsibility for acquisition and maintenance of all communications equipment, including, but not limited to lease lines and data transmission lines necessary to maintain the above communications. Data system design analysis must be must be approved by MDCH. The Contractor must bear the expense of any system modifications due to policy and/or health plan changes.

3. Data Transfers



The Contractor must develop or install, as directed by MDCH, mechanisms to facilitate data transfers required for the Contract. The requirements related to data transfers and the entities involved in the transfers may change during the term of the Contract. Any modifications to existing mechanisms are within the scope of the Contract. Expected data transfers include, but are not necessarily limited to:

- Data transfers from MDCH to the Contractor – MDCH will send two files of eligibility data each week day (excluding State holidays), one for Medicaid and one for CSHCS. The files will include data for newly eligible beneficiaries as well as any changes in demographic information for existing beneficiaries, such as change of address, county of residence, eligibility, etc. These files will be transferred utilizing the State’s Data Exchange Gateway (DEG) and the data must be immediately assimilated into the Contractor’s management information system.
- Data transfers from the Contractor to MDCH – The Contractor must send a file of enrollment transactions to MDCH each week day (excluding State holidays). The data transfers must be in a format specified by MDCH for production files and be transferred utilizing the State’s DEG. The Contractor must send MDCH on a daily basis an extract file of MICHild beneficiary enrollment data.
- Data transfers from the Contractor to and from Bridges – The Contractor must send a file from the Contractor when the Contractor determines a child to be potentially eligible for Medicaid. This will be in the form of a nightly batch transmission that will include data such as applicant demographics, application number, application income(s), etc. The file transfer will need to utilize the Bridges interface protocols so the data can be assimilated into Bridges for possible Medicaid eligibility. Also, the Contractor must be able to receive a file from Bridges to the Contractor when Bridges determines a child to exceed Medicaid income thresholds.

4. Medicaid/CSHCS/ABW Database

The Contractor must maintain the following data in a standard database format acceptable to MDCH. Specified MDCH staff must have online and document access to this data from outside the Contractor’s location during every business day. The Contractor must provide training to MDCH staff regarding use of its databases.

- Beneficiary Database – The Contractor must maintain beneficiary data provided by MDCH in record formats identical to the formats supplied by MDCH. Data will relate to the following health care programs administered by MDCH: Medicaid, CSHCS and ABW. The record format must include a field specifying the date of file transmission by MDCH.
- MHP Database – The Contractor must maintain a complete list, by county, of all MHPs and the participating providers in each health plan. The database must also include service area by plan, whether or not the plan is getting auto-assignments and health plan enrollment capacity by county. This database must be kept current. The Contractor must also include in this database, or maintain a second database, that includes provider demographics and whether they are accepting new patients. The Contractor must maintain the data in formats supplied by MDCH.
- Complaint Log – The Contractor must maintain a database that includes a log of all complaints filed by beneficiaries regarding the education and/or enrollment process/protocols. The database must include beneficiary ID number, date of complaint, nature of the complaint, resolution and date of resolution. This information must interface with and be accessible through the Contractor’s enrollment database.
- Daily Telephone Log – The Contractor must maintain a database that logs all incoming enrollment-related calls to the Contractor’s toll-free telephone line. The database must include the name of the caller, the beneficiary’s ID number and health care program, purpose of the call, person who answered the call and the resolution of the call. Non-enrollment calls are not to be included on this log; instead they should be documented in the CRM system.

5. MICHild/FTW/Plan First/MOMS Database

Beneficiary Database – The Contractor must maintain a database of MICHild applicants and beneficiaries as well as applicants and beneficiaries in FTW and Plan First Medicaid and in the MOMS program. The database must include at a minimum the following demographic data excerpted from the MICHild application or appropriate other sources in a standard database format and coding configuration acceptable to MDCH:

- Beneficiary Name;
- Address;
- County of residence;
- Residency status;
- Citizenship status (including ESO);
- Date of Birth;
- Gender;
- Race;
- Pregnancy Status;
- Parent or guardian names;





- Countable income;
- Social security number;
- MIChild health plan enrollment or disenrollment with reason for disenrollment;
- Begin and end dates of MIChild health plan enrollment;
- Begin and end dates of MIChild eligibility;
- Status of MIChild application/redetermination – approved, denied with reason for denial, referred for Medicaid or CSHCS;
- Type of application – online, paper, submitted by agency (name of submitting agency);
- Begin and end dates of FTW eligibility;
- FTW premium payment required, by month;
- FTW premium payment status, by month – paid, invoiced, in arrears;
- Begin date of Plan First eligibility;
- End date of Plan First eligibility – reason for case closure, e.g., Medicaid eligibility determined;
- MOMS preliminary eligibility granted;
- Begin and end date of MOMS eligibility; and
- Any unique identifiers assigned by either the Contractor or MDCH.

6. MIChild Health Plan Database

The Contractor must maintain a complete list, by county, of all health and dental plans and of all mental health and substance abuse services providers available to MIChild beneficiaries.

7. Complaint Log

The Contractor must maintain a database that includes a log of all complaints filed by MIChild, FTW, Plan First or MOMS beneficiaries regarding the Contractor’s services. The database must include beneficiary ID number, date of complaint, nature of the complaint, resolution and date of resolution. This information must be accessible to MDCH.

8. Daily Telephone Log

The Contractor must maintain a database that logs all incoming calls to the Contractor’s toll-free telephone line. The database must include the name of the caller, the beneficiary’s ID number and health care program, purpose of the call, person who answered the call and the resolution of the call.

**M. Administrative Requirements**

The Contractor and its Subcontractors must comply with federal law at 42 USC 1396b(b)(4) and federal regulations at 42 CFR 438.810(b)(1), which prohibit federal financial participation for the services of an enrollment broker unless the broker and any Subcontractors are independent of any managed care entities or other health care providers in the state in which they provide enrollment services. The law also requires that the broker and any Subcontractors be free from conflict of interest. As such, the Contractor and any subcontractors must, for the term of the Contract, be independent from any health care organization or provider of health, dental, mental health or substance abuse care or any other health care provider doing business in the State of Michigan. This requirement is applicable to any health care program administered by MDCH. Freedom from conflict of interest means that no person who is an owner, employee, consultant of the broker or a Subcontractor, or who has any contract with the broker may have any direct or indirect financial interest with a managed care entity or health care provider that furnishes services in Michigan. The Contractor and its Subcontractors also must not have been (1) excluded from participation in medical services programs under either 42 USC 1395 or 1396; (2) debarred by any federal agency; or (3) subject to a civil penalty under 42 USC 301 et seq.

The Contractor must be incorporated in the State of Michigan or authorized to conduct business in Michigan. The Contractor must maintain an appropriately staffed office and one or more call centers staffed to handle up to four toll-free telephone lines for the various tasks included in the Contract. The office and call center(s) must be located in the Greater Lansing area, within an 20-mile radius of the administrative offices of MDCH’s Medical Services Administration, currently located at 400 S. Pine in Lansing, Michigan. The physical proximity is designed to facilitate the close working relationship between the Contractor and MDCH, as well as efficiency in travel times and expenses for MDCH staff. The Contractor must maintain offices within this proximity for the duration of the Contract. The local office must retain, at a minimum, all financial records, clients records, resources, management information systems, data storage and staff appropriate to manage the tasks included in the Contract.

In addition to the local office, the Contractor must establish offices in geographic areas throughout Michigan based on distribution of the beneficiary population. The field offices must be located to facilitate beneficiary access to services provided by the Contractor. It is expected that the general population will desire and be able to access services during



convenient hours in a known and easy to access physical location within their county of residence. If the Contractor does not establish offices in each county then a thorough explanation of how these services will be offered sufficiently to meet the needs of the general population must be included in the proposal. Facilities utilized must meet the access requirements contained in the Americans with Disabilities Act of 1990. These field offices must be staffed to adequately meet the requirements of the Contract while assuring that no direct managed care marketing occurs. Activities must include, but may not be limited to timely and accurate interactions with beneficiaries, the provision of information and education regarding MDCH programs and services, enrollment activities, data exchange and reporting.

MDCH requires that all written material, including letters, forms and informational pamphlets, be at or below a 6th grade reading level. MDCH will determine and advise the Contractor of any alternate formats that must be made available to beneficiaries upon request.

All written materials must also be translated in prevalent languages as determined annually by MDCH, and the Contractor must provide adequate assurances to MDCH regarding the accuracy of the translated materials upon MDCH request. MDCH currently considers Arabic and Spanish to be prevalent languages in addition to English, however additional languages could be determined prevalent in the future and the Contractor would also be required to prepare materials in those languages. When indicated by MDCH, written materials such as beneficiary letters must have instructions in Arabic and Spanish directing the beneficiary to contact the Beneficiary Helpline if help is needed to understand the letter. All written materials must be reviewed and approved by MDCH prior to use.

The Contractor must also comply with the following administrative requirements:

- Furnish and supply offices at Contractor expense including telephones, paper supplies, postage machines, furniture and other necessary items for the work force;
- Develop written policies and procedures, employee manuals, external and internal communication protocols and training materials necessary to fulfill the requirements of the Contract, assuring that MDCH approval is obtained as appropriate;
- Develop detailed and HIPAA-compliant procedures for the security and safeguarding of documents and files including the loss, misuse, or dissemination of confidential information to unauthorized personnel, assuring that MDCH approval is obtained as appropriate;
- Provide and distribute MDCH-approved photo IDs to the phone counselors;
- Maintain strict adherence by all staff to MDCH's HIPAA security procedures; and
- Provide timely notification to MDCH of any employee terminations and the employee user IDs and passwords to permit removal of these access codes from MDCH computer systems.

The Contractor must perform an annual Statement of Auditing Standards (SAS-70) Level II review of its MICHild administrative responsibilities and submit the results of the review to MDCH within two weeks of its completion. The SAS-70 audit must include an evaluation of the Contractor's internal controls relative to its own operations as well as those of any subcontractors. The audit must also include a technical description of the Contractor's management information systems architecture (e.g., hardware components, operating system, database management system, access paths, etc.).

The Contractor must have meeting rooms available to hold various weekly and monthly meetings, including Project Management, Operation Workgroups and other meetings determined necessary by MDCH throughout the term of the Contract. The Contractor must also have storage available for a 12-month supply of all materials required through the Contract to be sent by the Contractor to applicants for and beneficiaries covered by the health care programs administered by MDCH. These materials also include forms and publications prepared by MDCH and provided to the Contractor.

**N. Internal Controls and Quality Assurance Monitoring**

The Contractor must develop and operationalize internal policies, procedures and controls that ensure the quality of the services that it provides for the applicants and beneficiaries in the various health care programs under MDCH's purview. All policies and procedures must be approved by MDCH prior to implementation. Internal procedures must include audits to ensure all quality standards set forth in the Contract are met, whether provided directly by the Contractor or through a subcontractor, including, but not limited to the following:

- Compliance with federal and State laws related to confidentiality and privacy of information;
- Standards of conduct and compliance with MDCH requirements by phone counselors and other staff having direct contact with applicants and beneficiaries;
- Standards of promptness timelines for response to verbal, telephonic and written requests for enrollment information, education and assistance;



- Compliance with MDCH requirements for timeliness and accuracy of mailings to applicants and beneficiaries;
- Accuracy of eligibility determination recommendations;
- Standards of promptness timelines for processing applications and for notifications to applicants;
- Compliance with MDCH requirements for record retention; and
- Compliance with data system production, security and maintenance requirements.

MDCH will perform oversight and monitoring activities to ensure that the Contractor maintains compliance with the quality standards set forth in the Contract including, but not necessarily limited to:

- Review reports and logs submitted by the Contractor;
- Monitor compliance with Contract requirements;
- Conduct unscheduled site visits for performance auditing purposes;
- Conduct an independent evaluation of the enrollment counselor process at least annually, including beneficiary satisfaction surveys;
- Evaluate effectiveness of educational materials and activities;
- Conduct annual audits of the accounting records related to the Contract, including accounting records of any parent, affiliate or subsidiary of the Contractor as well as any subcontractor;
- Meet with the Contractor on a monthly basis, at a minimum, to review enrollment status and to discuss any other concerns related to the activities required under the Contract;
- Monitor the Contractor to ensure provision of adequate levels of service;
- Facilitate open communication and prompt resolution of problems between the Contractor, MDCH, health plans or any other entities involved in activities included under the Contract;
- Apply sanctions as necessary to assure compliance with enrollment services contract requirements;
- Collaborate with the Contractor to improve services; and
- Identify errors, discrepancies in beneficiary information and enrollment requests unable to be processed in data transmitted to MDCH by the Contractor.

**O. Compliance with Federal and State Laws, Rules, Regulations, Policies and Guidelines**

The Contractor must comply with all federal and State laws, rules, regulations, policies and guidelines governing the tasks required under the Contract. Although **Section 2.210** of the Contract speaks generally to Governing Law requirements, the following provisions are particularly noteworthy as they apply to the Contract:

- Any services or deliverables paid in association with the Contract will be from federal and State funds and any false claims, statements or documents, or any concealment of a material fact may be prosecuted under applicable federal or State laws and regulations, including the Michigan False Claims Act.
- The Contractor must comply in all material respects with all federal and State mandated regulations, rules, orders or guidance applicable to privacy, security and electronic transactions, including without limitation regulations promulgated under Title II Subtitle F of the Health Insurance Portability and Accountability Act (Public Law 104-191) (HIPAA). Furthermore, the Contractor must comply with any new or revised legislation, regulations, rules or orders applicable to tasks awarded to the Contractor pursuant to the Contract including, without limitation, the Standards for Privacy of Individually Identifiable Health Information or similar legislation (collectively, "Laws"), in order to ensure the Contractor is at all times in conformance with all Laws.
- The Contractor must sign a Business Associate Agreement (BAA) with MDCH and affirm therein compliance with all applicable HIPAA requirements. The BAA will also include language regarding Security and Confidentiality, as referenced in **Section 2.090** and **Section 2.100** in the Contract.

**P. Value-Added Services**

MDCH is interested in the Contractor's ability to provide value-added services above the minimum requirements. Value-added services include any services or deliverables that would improve the beneficiary experience and/or reduce MDCH costs. These services may include, but are not limited to:

- Online health plan enrollment options;
- Online premium payment options;
- Online mihealth card services;
- Development of a process for making premium payments in cash;
- Bi-lingual phone counselors; and
- Development of enhanced relationships with community-based organizations.

**Q. Additional Enrollment Broker Services**



The State may require additional enrollment broker services for other programs and State agencies in the future. As such needs arise, the State may request a quote/proposal from the Contractor and, if the quote/proposal is acceptable, the State will incorporate the statement of work into the Contract.

**1.030 Roles and Responsibilities**

**1.031 Contractor Staff, Roles, and Responsibilities**

The Contractor must provide adequate staffing to assure efficient and effective performance of the tasks required under the Contract. Staff must be qualified to perform the tasks and the work required under the Contract must be guided by personnel experienced in the type of tasks involved.

**A. Key Personnel**

For purposes of the Contract, the following are considered Key Personnel:

1. Phyllis Easton: *Project Manager*. The Contractor must have a Project Manager as a single point of contact for MDCH with overall responsibility for the Contractor’s functions under the Contract. The Project Manager must have the authority to make decisions and to resolve problems on his/her company’s behalf with the State (both MDCH and DTMB).
2. Jerry Armstrong, Darlene Holt, Terri Reed, Laurthel Hayes III, Tara Clark: *Project Sub-Managers*. MDCH considers individuals responsible for specified major operational activities under the Contract to be Key Personnel if they report directly to the Project Manager. Examples may include but are not limited to individuals supervising call center or enrollment processing activities. Recognizing that the Project Manager may not always be readily available to resolve day-to-day operational problems, the Project Sub-Managers must be available by email or telephone to respond to inquiries from MDCH staff within 30 minutes of contact during every business day.
3. Glenadene Goodrich: *Financial Manager*. MDCH considers it important that the Contractor have a knowledgeable and experienced member of its staff responsible for financial management, including premium collection.
4. Bob Engels: *Management Information Systems (IS) Manager*. A significant share of the work involved for the Contract involves information technology. Accordingly, to assure that the tasks are managed effectively, an on-site IS manager and IS staff are required.

**B. Staff Training**

The Contractor must provide training appropriate to the specific tasks. This training must be provided for all new employees prior to assuming their duties. Training must include, but not be limited to such topics as Medicaid, MICHild and other MDCH programs, cultural competency, managed care and special populations. The Contractor must conduct regular refresher training to assure that all staff are aware of any program, process or policy changes. The Contractor must permit the State (MDCH and/or DTMB) access to records relating to such training and, if requested, permit State staff to attend (monitor) training programs.

**1.040 Project Plan**

**1.041 Project Plan Management**

**A. Project Management by the Contractor**

The Contractor must carry out the tasks required by the Contract under the direction and control of MDCH. Although there will be continuous liaison with the Contractor’s team, the Contractor’s Project Manager must meet regularly with the MDCH Project Manager for the duration of the Contract period. The purpose of the meetings will be to review progress on issues related to new initiatives or problem resolution and to discuss any other matters determined pertinent by the parties.

Project management meetings will occur on a bi-weekly basis at a minimum, may be either face-to-face or via telephone at the discretion of the MDCH Project Manager and will include additional staff from both parties as well as Subcontractors if applicable and determined appropriate. Meetings will be held at a mutually agreeable location and special meetings may be called by either party to address problems or issues requiring immediate attention.

During the initial months of the Contract project management meetings may occur more frequently if determined necessary for effective implementation of Contract requirements.



The Contractor must be responsive to any issues raised by MDCH staff. The Contractor’s Key Personnel, or other specifically designated staff must be available by email or telephone to respond to inquiries or concerns from MDCH staff by close of business on the day of contact.

The Contractor’s Project Manager must submit brief written monthly summaries of progress specific to the various tasks required under the Contract to the MDCH Project Manager. The summaries must outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, that should be brought to the attention of the MDCH Project Manager; and any significant deviation from previously agreed-upon work statements. These monthly reports must be submitted to the MDCH Project Manager via email on a schedule to be mutually agreed upon. These reports are in addition to any reports required in the tasks described in **Section 1.022** and **Section 1.042** of the Contract. During the first few months of the Contract, emailed progress reports will be required on a weekly basis. The MDCH Project Manager will determine when weekly reports are no longer required.

Within 10 business days of Contract effective date, the Contractor’s Project Manager must submit a work plan to the MDCH Project Manager for final approval. This work plan must be in agreement with any documents included in the Contractor’s proposal and accepted by the State for the Contract and must, at a minimum, include the following items.

- The Contractor’s organization structure, including Subcontractors, if any.
- The Contractor’s staffing table with names and titles of both Key Personnel and any subordinate supervisory staff assigned to the various tasks required by the Contract. This must be in agreement with staffing identified in the accepted proposal. Necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval by the State (MDCH and/or DTMB depending on which staff are involved).
- A breakdown for each task that shows process flows, systems requirements and functionalities, timelines and reports and staff resources required and allocated to each.
- A time-phased plan, graphically displayed, showing events and decision points included in the Contractor’s work plan.

**B. Project Management by MDCH**

MDCH will, if determined necessary, conduct a readiness review of the awarded Contractor beginning as early as the effective date the Contract. DTMB, at its discretion, may participate in this readiness review as well.

As a part of the readiness review, the Contractor must submit documentation and/or demonstrate the Contractor’s readiness to perform in operational areas including, but not limited to:

- Staffing;
- Call center(s);
- Management information system;
- Mailing services;
- Enrollment, disenrollment, education and assistance;
- Outreach and cooperation with community agencies;
- Health program administration;
- Premium collection;
- Mihealth card services;
- Interactive Voice Response system; and
- Online application system.

As a part of the readiness review, the Contractor must also demonstrate its ability to perform major tasks outlined in the Contract. In the event the Contractor is unable to demonstrate to MDCH’s satisfaction the Contractor’s readiness to perform one of the major tasks outlined in the table below by the required due date, the Contractor may be subject to the liquidated damages set forth in **Section 2.243** of the Contract. Collection of any liquidated damages will be through gross adjustments to the payments described in **Section 1.062** of the Contract.

Item No.	Readiness Review Task	Due Date
1	Submit work plan including a transition plan	10 business days after Contract award
2	Provide data system design analysis for management information system, as set forth in <b>Section 1.022.L</b>	10 business days after Contract award





3	Demonstrate that a management information system has been developed to meet the requirements of <b>Section 1.022.L</b> including HIPAA compliance	60 calendar days prior to Contract effective date
4	Demonstrate ability to receive and process beneficiary eligibility information electronically in the file format specified by MDCH	60 calendar days prior to Contract effective date
5	Demonstrate ability to send eligibility, enrollment and disenrollment files electronically in the file format specified by MDCH	60 calendar days prior to Contract effective date
6	Develop and obtain MDCH approval of auto-assignment algorithm	60 calendar days prior to Contract effective date
7	Build databases required to carry out the requirements set forth in the Contract (MHP providers, MHP/CHP enrollment, MICHild, Plan First, MOMS, FTW, etc)	60 calendar days prior to Contract effective date
8	Demonstrate ability to accept daily mihealth card file in format specified by MDCH and to produce mihealth cards to MDCH's specifications	60 calendar days prior to Contract effective date
9	Develop online application process for MICHild, Healthy Kids Medicaid, Plan First and MOMS	30 calendar days prior to Contract effective date
10	Demonstrate ability to accept and process network provider files from MHPs	30 calendar days prior to Contract effective date
11	Demonstrate that the required telephone lines are up and running	30 calendar days prior to Contract effective date
12	Establish IVRS to MDCH's specifications	30 calendar days prior to Contract effective date
13	Demonstrate that telephone call center staff have been trained, understand their roles and responsibilities and have content knowledge related to their assigned program(s) and tasks	30 calendar days prior to Contract effective date
14	Demonstrate that a staff desk reference manual and all required forms, letter templates and brochures have been developed in compliance with MDCH specifications	30 calendar days prior to Contract effective date
15	Demonstrate both staff and systems ability to process MICHild and FTW premium payments and to update database with payment or non-payment information; demonstrate staff training results	30 calendar days prior to Contract effective date
16	Demonstrate that internal policies and procedures to ensure the quality of services provided to MDCH and program applicants and beneficiaries have been developed	30 calendar days prior to Contract effective date

A Project Manager will be designated by MDCH as the primary point of contact between the Contractor and personnel in MDCH. The MDCH Project Manager will:

- Perform or oversee the performance by State staff of a periodic quality assurance review of tasks required by the Contract;
- Ensure that the Contractor is provided with necessary systems and interface specifications and any forms or formats required for the performance of the contracted tasks;
- Respond in a timely manner to requests for clarification of MDCH policies and procedures as they relate to tasks required under the Contract; and
- Ensure that the Contractor's staff is provided with access as appropriate to other data or systems necessary to fulfill the requirements of the Contract.

The referenced quality assurance review by State staff is separate and distinct from the quality assurance monitoring required of the Contractor.

MDCH will review and respond with either an approval, denial or request for revision all forms, form letters, literature and other documents submitted by the Contractor that are intended for issuance to applicants or beneficiaries of the health care programs under its purview. MDCH will also review and provide a response regarding any documents



prepared for distribution to other parties. Such review and approval is required prior to their use by either the Contractor or a Subcontractor, if applicable.

**1.042 Reports**

The Contractor must provide, during the period of the Contract, standardized and ad hoc reports from information in its database as specified by MDCH and related to all tasks required under the Contract. The content and format for all reports, the methodologies for generating them and the time frame for submitting them to the MDCH Project Manager will be mutually determined and could change over time. All report formats must be approved by MDCH prior to implementation. Reports must be submitted electronically and by hard copy unless otherwise specified by MDCH. Additional reports determined necessary by MDCH are within the scope of the Contract.

**A. Weekly and Monthly Reports**

The Contractor's reports must be accompanied by a narrative explaining trends and problems experienced since the previous report and recommendations to MDCH for policy or procedure changes if applicable. The Contractor may also provide comments if appropriate.

**1. Medicaid standardized summary reports, issued monthly, that provide some combination of the following data elements related to managed care enrollment for the preceding month:**

- Number of beneficiaries referred by MDCH for health plan enrollment;
- Number of beneficiaries successfully enrolled during the month, by enrollment date and by type of health plan selected;
- Method of enrollment by beneficiaries that choose a health plan;
- Auto-assignments by county and by health plan;
- Number of enrollments still pending, with reasons;
- Number of other incomplete enrollments, including pending enrollments from previous months and new referrals from MDCH not yet acted upon;
- Number of enrollment changes from one health plan to another, with reason for change; and
- Number of health plan disenrollments, with reasons.

**2. MICHild standardized summary reports, issued weekly, that provide some combination of the following data elements related to program activities for the preceding week:**

- Number of new applications received each day, both from the general public and from DHS, reported separately by means of application, with a total for the week;
- Number of new applications processed each day, both from the general public and from DHS, with a total for the week;
- Number of children included on new applications received, for the week;
- Number of pregnant women with "unborn children" included on new applications received, for the week;
- Number of applications mailed, for the week;
- Number of renewal applications mailed each day;
- Number of renewal applications received each day;
- Number of children included on renewal applications received, for the week;
- Number of new applications approved each day, separately for children and pregnant women with "unborn children";
- Number of renewal applications approved each day;
- Number of new applications sent to DHS staff for Healthy Kids Medicaid review, each day;
- Number of renewal applications sent to DHS staff for Healthy Kids Medicaid review, each day;
- Number of new applications denied for MICHild, each day;
- Number of beneficiaries disenrolled due to active Medicaid, for the week, separately for children and pregnant women with "unborn children";
- Number of beneficiaries disenrolled for failure to pay premiums, for the week;
- Number of beneficiaries disenrolled for failure to return renewal form, for the week;
- Number of applications referred to DHS staff for Healthy Kids Medicaid review due to audit results, for the week, separately for new and renewal applications;
- Number of applications within the ten-day pending period, for the week, separately for new and renewal applications;
- Number of incomplete applications pending, for the week, separately for new and renewal applications;



- Number of telephone calls received, for the week; and
  - Average abandoned call rate, for the week.
3. MICHild standardized summary reports, issued monthly, that provide some combination of the following data elements related to program activities for the preceding month:
    - Number of children for whom new applications were processed, including the number of children enrolled in MICHild, referred to DHS staff for Healthy Kids Medicaid review, and denied;
    - Number of children for whom renewal applications were processed, including the number of children enrolled in MICHild, referred to DHS staff for Healthy Kids Medicaid review, and denied;
    - Number of pregnant women with “unborn children” for which new applications were processed, including the number of women enrolled and the number denied;
    - Number of beneficiaries enrolled, including a separate estimate of the number of CHIP-eligible children age 16 to 18 receiving health care through Healthy Kids Medicaid;
    - Number of beneficiaries enrolled by gender, age and race/ethnicity, stated as percentages of total enrollment;
    - Number of CSHCS-participating children enrolled in MICHild;
    - Number of new and cumulative MICHild beneficiaries enrolled with health and dental plans by county and by plan;
    - Number of beneficiaries granted preliminary eligibility by health plans, reported by plan;
    - Number of applications received and the number of children applying, by county and listing separately the number of new applications and the number of renewal applications;
    - Number of applications approved and pending, separately for new and renewal applications;
    - Number of application denials, listing the reasons for denial and the percentage and number for each denial reason, separately for new and renewal applications; and
    - Number of telephone calls received, with abandoned call rates and amount of time callers are in the calling queue before the call is distributed to staff.
  4. Time frame between receipt of electronic eligibility notification from MDCH for Medicaid and ABW and enrollment in an MHP or CHP, including average, maximum and minimum time frames – monthly.
  5. Time frame for MICHild eligibility determinations, including standard of promptness information – monthly.
  6. Premium amounts due and collected, reported separately for MICHild and FTW Medicaid – monthly.
  7. Complaints and grievances filed, by program, with resolutions – monthly.
  8. Report of survey results for families that did not return renewal application forms – monthly.
  9. Breakdown of the sources of information about the MICHild program learned from callers to the MICHild telephone line – monthly.
  10. CMS report data, due on a quarterly and annual basis, that includes some combination of the following data elements about MICHild:
    - Unduplicated number of children ever enrolled during reporting period, by age
    - Unduplicated number of new enrollees during reporting period, by age
    - Unduplicated number of disenrollees during reporting period, by age
    - Number of member months of enrollment during reporting period, by age
    - Average number of member months
    - Number of children enrolled at the end of the reporting period
    - Unduplicated enrollment by gender, race and ethnicity
  11. MDCH budget reports, issued quarterly, that provide information about MICHild premium collections, refunds and returned check amounts.
- B. Ad Hoc Reports
- The Contractor will be required to submit a number of ad hoc reports periodically. These reports could vary as to format and frequency and will include, but not necessarily be limited to the following information:
1. Telephone Logs





- Separate logs must be kept on the Contractor’s database for Medicaid, ABW and MICHild enrollment calls, showing the number of calls answered per day/week/month by each operator, by source and by type of call (e.g., enrollment, disenrollment or change). The log must also reflect any transfer of information through the CRM system. Specified MDCH staff must have access to the database on which this information is stored.
- Separate logs must be kept on the Contractor’s database for Beneficiary Helpline calls, showing the number of calls answered per day/week/month by each operator, by source and by type of and reason for call (e.g., inquiry, complaint, publication or form request, including requests for the MDCH Hearing Request Form). Information should also be stored that identifies reported questions regarding covered services and problems accessing services, by program. The log must also reflect any transfer of information through the CRM system. Specified MDCH staff must have access to the database on which this information is stored.

Extensive reporting by the telephone company of telephone activity will be required to assure that the Contractor is fulfilling the promptness and quality standard requirements of the Contract. The Contractor must submit monthly reports obtained from its phone company to MDCH, which must include, but not necessarily be limited to the following information:

- Number of telephone calls answered per day/per week/per month by each operator;
- Number of telephone calls received by all operators per day/week/month;
- Number of calls in the queue at peak times during the month;
- Wait time for calls in queue, including average, maximum and minimum time frames;
- Average length of call per operator per day; and
- Active time and inactive time for each operator's line during the month.

2. Mail Log – monthly

- Number of mailings and number of beneficiaries per mailing;
- Type of each mailing;
- Reason for each mailing; and
- Date of the mailing.

3. Other Contacts – monthly

- Method of contact (phone, mail, etc.);
- Source; and
- Reason for contact.

4. Presentations – monthly

- Number;
- Audience; and
- Date.

5. Number of referrals by type and by agency – monthly

6. Other reports as requested by MDCH

**1.050 Acceptance**

**1.051 Criteria**

The following criteria will be used by the State to determine Acceptance of the Services and/or Deliverables provided under this Statement of Work.

The MDCH Project Manager will be responsible for verifying that the work:

- Was performed within the time period referenced;
- Meets the deliverables criteria; and
- Was performed according to the Contract specifications.

Before implementing any of the tasks described in **Section 1.022** the Contractor must perform necessary testing and quality assurance tasks to verify compliance with the requirements in the Contract. Included in this requirement is the development of any electronic systems, reports, documents or other protocols established in order to perform the required tasks. The Contractor must demonstrate such compliance to the satisfaction of the MDCH Project Manager. If



modifications are required, they must be made prior to Contract implementation. A readiness review will be conducted if determined appropriate by the MDCH Project Manager. See more about the readiness review in **Section 1.041.B**.

For the duration of the Contract, should the MDCH Project Manager advise the Contractor of modifications that must be made in any electronic systems, reports, documents or other protocols associated with the tasks being performed by the Contractor or any Subcontractor, either due to issues with the way such tasks are being performed or due to changes in federal or state requirements, the Contractor must at no cost to MDCH make such modifications within time frames mutually determined by the MDCH Project Manager and the Contractor.

The MDCH Project Manager will be responsible for reviewing each invoice from the Contractor(s) to ensure that the amounts billed are consistent with deliverables. Once the MDCH Project Manager approves the invoice he/she will forward it to MDCH Purchasing for payment via the established MDCH approval path.

**1.052 Final Acceptance – Deleted/NA**

**1.060 Pricing**

**1.061 Pricing**

For authorized Services and Price List, see Attachment A.

Contractor’s out-of-pocket expenses are not separately reimbursable by the State unless, on a case-by-case basis for unusual expenses, the State has agreed in advance and in writing to reimburse Contractor for the expense at the State’s current travel reimbursement rates. See [www.michigan.gov/dtmb](http://www.michigan.gov/dtmb) for current rates.

**1.062 Price Term**

Prices are firm for the entire length of the Contract.

If at any time during the period of this Contract, the Contractor enters into a fixed-price services contract with any other state governmental customer, and, as a result of the Patient Protection and Affordable Care Act, PL 111-148 enacted on March 23, 2010 and as amended on March 30, 2010 by the Health Care and Education Reconciliation Act of 2010, PL 111-152, provides such customer equivalent services in equivalent volumes at lower prices than those included in this Contract under materially similar terms and conditions, the Contractor must within 30 days of implementing or providing such terms to another party either (a) offer the better pricing terms to the State of Michigan, or (b) present to the State a written argument that this clause is inapplicable, and/or that a price adjustment is inappropriate, under the circumstance. Upon written request by the State, but not more than annually, the Contractor must provide a written certification stating that the Contractor is in full compliance with this Section for the Contract year. The Contractor will not be obligated for any retroactive price adjustment that is a direct result of the enforcement of this clause.

**1.063 Tax Excluded from Price**

- (a) Sales Tax: For purchases made directly by the State, the State is exempt from State and Local Sales Tax. Prices must not include the taxes. Exemption Certificates for State Sales Tax will be furnished upon request.
- (b) Federal Excise Tax: The State may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for the State’s exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, prices must not include the Federal Excise Tax.

**1.064 Holdback – Deleted/NA**

**1.070 Additional Requirements**

**1.071 Additional Terms and Conditions specific to the Contract**

A. Contractor Liability for Fiscal Sanctions



If any State or federal agency or court of law imposes fiscal sanctions or disallowances against MDCH or DHS as a result of the Contractor's action or inaction associated with an Activity covered by the Contract, the Contractor must accept fiscal liability and compensate MDCH or DHS for any and all sanctioned or disallowed amounts. This liability extends to the Contractor's Subcontractors, if any.

**B. Contractor's Failure to Comply**

Should the Contractor at any time: 1) refuse or neglect to supply adequate and competent supervision; 2) refuse or fail to provide sufficient and properly skilled personnel, equipment or materials of the proper quality or quantity; 3) fail to provide the services in accordance with the time frames set forth in the Contract; or 4) fail in the performance of any item or condition contained in the Contract not otherwise covered by a Service Level Agreement (SLA), the State (MDCH and/or DTMB) may in addition to any other contractual, legal or equitable remedies proceed to take any one or more of the following actions after five business days written notice to the Contractor:

- Withhold any monies then or next due to the Contractor;
- Obtain the services or their equivalent from a third party, pay the third party for same, and withhold the amount so paid to the third party from any money then or thereafter due to the Contractor; or
- Withhold monies in the amount of any damage caused by any deficiency, error or delay in the services.

**C. Service Level Agreements (SLAs) and At Risk Fees**

The Contractor must meet the Performance Commitment level for each of the SLAs listed below. The Contractor must ensure that the SLAs are measurable using the Contractor's standard management information systems. The State reserves the right to independently verify the Contractor's assessment of its performance, either by State employee or third party review. Disagreements regarding SLAs will be subject to Dispute Resolution (Section 2.190).

The Contractor must notify MDCH as soon as it becomes aware that it will not meet, or is unlikely to meet, any of the Performance Commitments for the SLAs for the reporting period. Within five business days of notifying MDCH, the Contractor must submit a corrective action plan for MDCH approval. The Contractor must also submit a corrective action plan at any time upon MDCH request when the failure is identified by MDCH.

In the event the Contractor fails to meet a Performance Commitment for two or more consecutive reporting periods, MDCH reserves the right to withhold the applicable At Risk Fees outlined below from the payments described in **Section 1.062** of the Contract.

**(a) Performance Category: Customer Service**

Performance Commitment(s):

1. One hundred percent of incoming telephone calls will be answered within four rings (a call pick-up system which places the calls in a queue may be used)
2. The average wait time for calls in the queue will not exceed three minutes
3. The abandoned (dropped) call rate will not exceed five percent of the Contractor's total call volume
4. One hundred percent of all after-hours calls will be returned the following business day

Measurement: Monthly reports

At Risk Fees: \$2,500.00 for each month the Contractor fails to meet a Performance Commitment

**(b) Performance Category: Customer Service**

Performance Commitment(s): The Contractor will notify MDCH of any changes to its phone counselor desk reference. The Contractor will make available to MDCH a copy of its desk reference on a monthly basis and each time changes are made.

Measurement: Monthly notification

At Risk Fees: \$2,500.00 for each month the Contractor fails to meet the Performance Commitment

**(c) Performance Category: Medicaid/ABW Enrollment**

Performance Commitment(s):

1. The Contractor will begin the enrollment process within three business days of notification of beneficiary eligibility in at least 98 percent of all beneficiary cases
2. The enrollment process will be completed within 28 business days of notification of beneficiary eligibility in at least 97 percent of all beneficiary cases
3. At least 98 percent of all enrollments for beneficiaries that choose a health plan will be processed within three business days of being notified of the beneficiary's choice
4. At least 98 percent of all enrollments will be confirmed within three business days of processing the enrollment



The Contractor will also notify MDCH of *any* beneficiary case where it fails to meet the enrollment process deadlines set forth above.

Measurement: Monthly reports

At Risk Fees: \$2,500.00 for each month the Contractor fails to meet a Performance Commitment

(d) Performance Category: Medicaid/ABW Enrollment

Performance Commitment(s): The Contractor will monitor daily health plan enrollment and capacity numbers to assure enrollments do not exceed any health plan's capacity and will stop all auto-assignments when the health plan's capacity has reached the maximum enrollment capacity established by MDCH. The Contractor will report health plan enrollment and capacity numbers to MDCH on a monthly basis.

Measurement: Monthly reports

At Risk Fees: \$2,500.00 for each month the Contractor fails to meet the Performance Commitment

(e) Performance Category: Medicaid/ABW Enrollment

Performance Commitment(s): The Contractor will, at a minimum, update the MHP provider network database on a weekly basis. The Contractor will notify MDCH each time the MHP provider network database is updated. The Contractor is not required to update the MHP provider network database in any week it does not receive network updates from the MHPs.

Measurement: Weekly notification

At Risk Fees: \$2,500.00 for each week the Contractor fails to meet the Performance Commitment

(f) Performance Category: Beneficiary Education

Performance Commitment(s): The Contractor will convene, at a minimum, three general education meetings each quarter. The locations of the general meetings each quarter must be mutually agreed upon by the Contractor and MDCH.

Measurement: Quarterly reports

At Risk Fees: \$7,500.00 for each quarter the Contractor fails to meet the Performance Commitment

(g) Performance Category: Mailing Enrollment Packets and Other Mailings

Performance Commitment(s): The Contractor will mail at least 98 percent of all enrollment packets and letters within the time frames set forth in **Section 1.022.D.1** of the Contract.

Measurement: Monthly reports

At Risk Fees: \$5,000.00 for each month the Contractor fails to meet the Performance Commitment

(h) Performance Category: Mihealth Card Service

Performance Commitment(s): 100 percent of all mihealth cards will be mailed within 48 hours of receipt of the card file from MDCH

Measurement: Monthly reports

At Risk Fees: \$10,000.00 for each month the Contractor fails to meet the Performance Commitment

(i) Performance Category: MICHild Program Activities

Performance Commitment(s): At least 98 percent of all MICHild applications will be mailed to the requestor within two business days of the request

Measurement: Monthly reports

At Risk Fees: \$1,500.00 for each month the Contractor fails to meet the Performance Commitment

(j) Performance Category: MICHild Program Activities

Performance Commitment(s):

1. At least 98 percent of all MICHild applications will be reviewed and entered into the Contractor's database within two business days of receipt
2. 100 percent of all MICHild applications will be responded to with an eligibility decision within ten business days of the date the complete application was received

The Contractor will also notify MDCH of *any* beneficiary case where it fails to meet the eligibility decision deadlines set forth above.

Measurement: Monthly reports and MDCH audits

At Risk Fees: \$5,000.00 for each month the Contractor fails to meet a Performance Commitment

(k) Performance Category: MICHild Program Activities

Performance Commitment(s): At least 97 percent of all case files audited by MDCH will be determined to have been processed accurately by the Contractor



The Contractor will also notify MDCH of *any* beneficiary case where it fails to meet the eligibility decision deadlines set forth above.

Measurement: Monthly reports and MDCH audits

At Risk Fees: \$5,000.00 for each month the Contractor fails to meet a Performance Commitment

(l) Performance Category: MIChild Program Activities

Performance Commitment(s): 100 percent of all MIChild renewal applications will be mailed to beneficiaries at least 60 calendar days prior to the end of the beneficiary's eligibility year

Measurement: Monthly reports

At Risk Fees: \$7,500.00 for each month the Contractor fails to meet a Performance Commitment

(m) Performance Category: MIChild Program Activities

Performance Commitment(s): The Contractor will perform an annual Statement of Auditing Standards (SAS-70) Level II review of its MIChild administrative responsibilities and submit the results to MDCH

Measurement: SAS-70 audit results

At Risk Fees: \$12,000.00 for each year the Contractor fails to perform a SAS-70 audit. The Contractor will also be subject to up to an additional \$15,000.00 in At Risk Fees for each major deficiency identified in the SAS-70 audit.

(n) Performance Category: MOMS, Plan First and Healthy Kids Medicaid Eligibility

Performance Commitment(s): The Contractor will screen 100 percent of Healthy Kids Medicaid, Plan First and MOMS applications within ten business days of receipt

Measurement: Monthly reports

At Risk Fees: \$7,500.00 for each month the Contractor fails to meet the Performance Commitment

(o) Performance Category: MIChild and FTW Medicaid Premium Collection

Performance Commitment(s): 100 percent of all payment option letters with premium payment coupons will be provided within five business days of approving a new application or redetermination of coverage for a MIChild beneficiary and within five business days of identifying an FTW Medicaid beneficiary for whom a premium payment notice is required

Measurement: Monthly reports

At Risk Fees: \$5,000.00 for each month the Contractor fails to meet the Performance Commitment

(p) Performance Category: MIChild and FTW Medicaid Premium Collection

Performance Commitment(s):

1. At least 98 percent of all payments received by check or money order will be processed within five business days of receipt
2. At least 98 percent of all refunds due and owing will be mailed to the beneficiary or the beneficiary's family within 30 calendar of determining the need for a refund

Measurement: Monthly reports

At Risk Fees: \$10,000.00 for each month the Contractor fails to meet a Performance Commitment

(q) Performance Category: MIChild and FTW Medicaid Premium Collection

Performance Commitment(s): 100 percent of all overdue premium reminder letters will be mailed within ten business days of the first day the balance becomes overdue

Measurement: Monthly reports

At Risk Fees: \$5,000.00 for each month the Contractor fails to meet the Performance Commitment

(r) Performance Category: Information Technology

Performance Commitment(s): The Contractor's transaction submission error rate will not exceed five percent

Measurement: Monthly reports

At Risk Fees: \$15,000.00 for each month the Contractor fails to meet the Performance Commitment

(s) Performance Category: Information Technology

Performance Commitment(s): 97 percent of daily and monthly file transfers will be made on a timely basis

Measurement: Monthly reports

At Risk Fees: \$5,000.00 for each instance the Contractor fails to perform a file transfer on a timely basis

(t) Performance Category: Reporting

Performance Commitment(s): The Contractor will submit required reports by the due dates established by MDCH

Measurement: Monthly reports



At Risk Fees: \$1,000.00 for each instance the Contractor fails to submit a report by the due date established by MDCH



## Article 2, Terms and Conditions

### 2.000 Contract Structure and Term

#### **2.001 Contract Term**

The Contract is for a period of six years beginning April 1, 2011 through March 31, 2017. All outstanding Purchase Orders must also expire upon the termination (cancellation for any of the reasons listed in **Section 2.150**) of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, will remain in effect for the balance of the fiscal year for which they were issued.

#### **2.002 Options to Renew**

The Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to one additional one year period.

#### **2.003 Legal Effect**

Contractor must show acceptance of the Contract by signing two copies of the Contract and returning them to the Contract Administrator. The Contractor must not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a Contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State assumes no liability for costs incurred by Contractor or payment under the Contract, until Contractor is notified in writing that the Contract (or Change Order) has been approved by the State Administrative Board (if required), approved and signed by all the parties, and a Purchase Order against the Contract has been issued.

#### **2.004 Attachments & Exhibits**

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing the Contract, are incorporated in their entirety and form part of the Contract.

#### **2.005 Ordering**

The State will issue a written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order, which must be approved by the Contract Administrator or the Contract Administrator's designee, to order any Services/Deliverables under the Contract. All orders are subject to the terms and conditions of the Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are also specifically contained in that Purchase Order's or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor must furnish all such materials and services as may be ordered during the CONTRACT period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

#### **2.006 Order of Precedence**

- (a) The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005**.
- (b) In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work will take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of the Contract, which may be modified or amended only by a formal Contract amendment.

#### **2.007 Headings**





Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

**2.008 Form, Function & Utility**

If the Contract is for use of more than one State agency and if the Deliverable/Service does not meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

**2.009 Reformation and Severability**

Each provision of the Contract is severable from all other provisions of the Contract and, if one or more of the provisions of the Contract is declared invalid, the remaining provisions of the Contract remain in full force and effect.

**2.010 Consents and Approvals**

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

**2.011 No Waiver of Default**

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

**2.012 Survival**

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

**2.020 Contract Administration**

**2.021 Issuing Office**

The Contract is issued by DTMB, Purchasing Operations and MDCH (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. Purchasing Operations **is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of the Contract.** The Contractor Administrator within Purchasing Operations for the Contract is:

Lance Kingsbury  
 DTMB – Purchasing Operations  
 Mason Bldg, 2nd Floor  
 PO Box 30026  
 Lansing, MI 48909  
 Email: kingsburyl@michigan.gov  
 Phone: 517-241-3768

**2.022 Contract Compliance Inspector**

After DTMB-Purchasing Operations receives the properly executed Contract, it is anticipated that the Director of Purchasing Operations, in consultation with MDCH, will direct the person named below, or any other person so designated, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. However, monitoring of the Contract implies **no authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract as that authority is retained by DTMB Purchasing Operations.** The CCI for the Contract is:

Penny Saites  
 MDCH  
 320 South Walnut  
 Lansing, MI 48933  
 Email: saitesp@michigan.gov





Phone: 517-335-5096  
 Fax: 517-241-4845

**2.023 Project Manager**

The following individual will oversee the project:

Terry Geiger - Director, Customer Services Division  
 Medical Services Administration  
 Department of Community Health 400 S. Pine Street, Lansing, MI 48909 [GeigerTer@michigan.gov](mailto:GeigerTer@michigan.gov)  
 Phone: 517-373-6561  
 Fax: 517-373-9401

**2.024 Change Requests**

The State reserves the right to request, from time to time, any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the services/deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the Contractor does not so notify the State, the Contractor has no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable.

Change Requests:

- (a) By giving Contractor written notice within a reasonable time, the State must be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under the Contract, describing the Change and its effects on the Services and any affected components of the Contract (a "Contract Change Notice").
- (b) No proposed Change may be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the DTMB-Purchasing Operations.
- (c) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of the Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

**2.025 Notices**

Any notice given to a party under the Contract must be deemed effective, if addressed to the State contact as noted in Section 2.021 and the Contractor's contact as noted on the cover page of the contract, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

Either party may change its address where notices are to be sent by giving notice according to this Section.

**2.026 Binding Commitments**

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon written notice.

**2.027 Relationship of the Parties**

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of Contractor or any of its Subcontractors must be deemed to be an employee, agent or servant of the State for any reason. Contractor is solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

**2.028 Covenant of Good Faith**



Each party must act reasonably and in good faith. Unless stated otherwise in the Contract, the parties must not unreasonably delay, condition, or withhold the giving of any consent, decision, or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

**2.029 Assignments**

- (a) Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the requirements of the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.
- (b) Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties, and the requirement under the Contract that all payments must be made to one entity continues.
- (c) If the Contractor intends to assign the Contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

**2.030 General Provisions**

**2.031 Media Releases**

News releases (including promotional literature and commercial advertisements) pertaining to the Contract or project to which it relates must not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the Contract are to be released without prior written approval of the State and then only to persons designated.

**2.032 Contract Distribution**

Purchasing Operations retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Purchasing Operations.

**2.033 Permits**

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State must pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

**2.034 Website Incorporation**

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

**2.035 Future Bidding Preclusion**

Contractor acknowledges that, to the extent the Contract involves the creation, research, investigation or generation of a future RFP, it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any Bidder if the State determines that the Bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP.

**2.036 Freedom of Information**



All information in any proposal submitted to the State by Contractor and the Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 PA 442, MCL 15.231, et seq (the "FOIA").

**2.037 Disaster Recovery**

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under the Contract must provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

**2.040 Financial Provisions**

**2.041 Fixed Prices for Services/Deliverables**

Each Statement of Work or Purchase Order issued under the Contract must specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

**2.042 Adjustments for Reductions in Scope of Services/Deliverables**

If the scope of the Services/Deliverables under any Statement of Work issued under the Contract is subsequently reduced by the State, the parties must negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

**2.043 Services/Deliverables Covered**

For all Services/Deliverables to be provided by Contractor (and its Subcontractors, if any) under the Contract, the State must not be obligated to pay any amounts in addition to the charges specified in the Contract.

**2.044 Invoicing and Payment – In General**

- (a) Each Statement of Work issued under the Contract must list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.
- (b) Each Contractor invoice must show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis must show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.064**.
- (c) Correct invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 PA 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.
- (d) All invoices should reflect actual work done. Specific details of invoices and payments will be agreed upon between the CCI and the Contractor.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) must be mutually agreed upon. The schedule must show payment amount and must reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy, statements must be forwarded to the designated representative by the 15th day of the following month.

The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the CCI, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

**2.045 Pro-ration**

To the extent there are any Services that are to be paid for on a monthly basis, the cost of such Services must be pro-rated for any partial month.



**2.046 Antitrust Assignment**

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of the Contract.

**2.047 Final Payment**

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party’s continuing obligations under the Contract, nor will it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with the Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor’s acceptance of final payment by the State under the Contract must constitute a waiver of all claims by Contractor against the State for payment under the Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

**2.048 Electronic Payment Requirement**

Electronic transfer of funds is required for payments on State contracts. The Contractor must register with the State electronically at <http://www.cpexpress.state.mi.us>. As stated in 1984 PA 431, all contracts that the State enters into for the purchase of goods and services must provide that payment will be made by Electronic Fund Transfer (EFT).

**2.050 Taxes**

**2.051 Employment Taxes**

Contractors are expected to collect and pay all applicable federal, state, and local employment taxes.

**2.052 Sales and Use Taxes**

Contractors are required to be registered and to remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining “two or more trades or businesses under common control” the term “organization” means sole proprietorship, a partnership (as defined in § 701(a)(2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

**2.060 Contract Management**

**2.061 Contractor Personnel Qualifications**

All persons assigned by Contractor to the performance of Services under the Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of the Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for the Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

**2.062 Contractor Key Personnel**

- (a) The Contractor must provide the CCI with the names of the Key Personnel.
- (b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.
- (c) The State reserves the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. Before assigning an individual to any Key Personnel position, Contractor must notify the State of the proposed assignment, must introduce the individual to the appropriate State representatives, and must provide the State with a resume and any other information about the individual reasonably requested by the State. The State reserves the right to interview the individual before granting written approval. In the event the State finds a proposed individual unacceptable, the State must provide a written explanation including reasonable detail outlining the reasons for the rejection.



- (d) Contractor must not remove any Key Personnel from their assigned roles on the Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("Unauthorized Removal"). Unauthorized Removals does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination of the Key Personnel's employment. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements and appropriate transition planning must be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights.
- (e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

**2.063 Re-assignment of Personnel at the State's Request**

The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, good-faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service will not be counted for a time as agreed to by the parties.

**2.064 Contractor Personnel Location – Deleted/NA**

**2.065 Contractor Identification**

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

**2.066 Cooperation with Third Parties**

Contractor must cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor must provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with the Contract and will not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and must not unnecessarily or unreasonably interfere with, delay, or otherwise impede Contractor's performance under the Contract with the requests for access.

**2.067 Contractor Return of State Equipment/Resources**

The Contractor must return to the State any State-furnished equipment, facilities, and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

**2.068 Contract Management Responsibilities**

The Contractor must assume responsibility for all contractual activities, whether or not that Contractor performs them. Further, the State considers the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated Contract. If any part of the work is to be subcontracted, the Contract must include a list of Subcontractors, including firm name and address, contact person and a complete description of work to be subcontracted. The State reserves the right to approve Subcontractors and to require the Contractor to replace Subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the Subcontractor to all provisions of the Contract. Any change in Subcontractors must be approved by the State, in writing, prior to such change.





**2.070 Subcontracting by Contractor**

**2.071 Contractor Full Responsibility**

Contractor has full responsibility for the successful performance and completion of all of the Services and Deliverables. The State will consider Contractor to be the sole point of contact with regard to all contractual matters under the Contract, including payment of any and all charges for Services and Deliverables.

**2.072 State Consent to Delegation**

Contractor must not delegate any duties under the Contract to a Subcontractor unless the DTMB-Purchasing Operations has given written consent to such delegation. The State reserves the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State’s request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State’s request must be based on legitimate, good-faith reasons. Replacement Subcontractor(s) for the removed Subcontractor must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State will agree to an equitable adjustment in schedule or other terms that may be affected by the State’s required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work will not be counted for a time agreed upon by the parties.

**2.073 Subcontractor Bound to Contract**

In any subcontracts entered into by Contractor for the performance of the Services, Contractor must require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of the Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by the Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor is the responsibility of Contractor, and Contractor must remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor must make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State will not be obligated to direct payments for the Services other than to Contractor. The State’s written approval of any Subcontractor engaged by Contractor to perform any obligation under the Contract will not relieve Contractor of any obligations or performance required under the Contract.

**2.074 Flow Down**

Except where specifically approved in writing by the State on a case-by-case basis, Contractor must flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, 2.200** in all of its agreements with any Subcontractors.

**2.075 Competitive Selection**

The Contractor must select Subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

**2.080 State Responsibilities**

**2.081 Equipment**

The State must provide only the equipment and resources identified in the Statements of Work and other Contract Exhibits.

**2.082 Facilities – Deleted/NA**

**2.090 Security**

**2.091 Background Checks**

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Fingerprint Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC



Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.

All Contractor personnel must comply with the State’s security and acceptable use policies for State IT equipment and resources. See <http://www.michigan.gov/dit>. Furthermore, Contractor personnel must agree to the State’s security and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. The Contractor must present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff must comply with all Physical Security procedures in place within the facilities where they are working.

**2.092 Security Breach Notification**

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State, in writing, any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

**2.093 PCI Data Security Requirements – Deleted/NA**

**2.100 Confidentiality**

**2.101 Confidentiality**

Contractor and the State each acknowledge that the other possesses, and will continue to possess, confidential information that has been developed or received by it. As used in this Section, “Confidential Information” of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below) which is marked confidential, restricted, proprietary, or with a similar designation. “Confidential Information” of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under the Contract, is marked as confidential, proprietary, or with a similar designation by the State. “Confidential Information” excludes any information (including the Contract) that is publicly available under the Michigan FOIA.

**2.102 Protection and Destruction of Confidential Information**

The State and Contractor must each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication, or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by the Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party’s Confidential Information to the other party. Each party must limit disclosure of the other party’s Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of the Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under the Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor’s scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State’s Confidential Information in confidence. At the State’s request, any employee of Contractor and of any Subcontractor having access or continued access to the State’s Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor’s and the Subcontractor’s obligations under this Section and of the employee’s obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

**2.103 Exclusions**

Notwithstanding the foregoing, the provisions of **Section 2.100** will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to



restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of **Section 2.100** will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

**2.104 No Implied Rights**

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

**2.105 Respective Obligations**

The parties' respective obligations under this Section must survive the termination or expiration of the Contract for any reason.

**2.110 Records and Inspections**

**2.111 Inspection of Work Performed**

The State's authorized representatives must at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and must have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives must be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor must provide all reasonable facilities and assistance for the State's representatives.

**2.112 Examination of Records**

For seven years after the Contractor provides any work under the Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules. The State must notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor, including, but not limited to, the Contractor's actual costs, to the extent access would require the confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any Subcontractor of Contractor performing services in connection with this Contract.

**2.113 Retention of Records**

Contractor must maintain at least until the end of the Audit Period, all pertinent financial and accounting records (including time sheets and payroll records, information pertaining to the Contract, and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records must be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

**2.114 Audit Resolution**

If necessary, the Contractor and the State will meet to review each audit report promptly after issuance. The Contractor must respond to each audit report in writing within 30 days from receipt of the report, unless a shorter response time is specified in the report. The Contractor and the State must develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in the audit report.

**2.115 Errors**

- (a) If the audit demonstrates any errors in the documents provided to the State, then the amount in error must be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount will be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the Contract, whichever is earlier.
- (b) In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10 percent, then the Contractor must pay all of the reasonable costs of the audit.





**2.120 Warranties**

**2.121 Warranties and Representations**

The Contractor represents and warrants:

- (a) It is capable in all respects of fulfilling and must fulfill all of its obligations under the Contract. The performance of all obligations under the Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under the Contract.
- (b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract’s requirements and other standards of performance.
- (c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under the Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under the Contract, nor their use by the State, will infringe the patent, copyright, trade secret, or other proprietary rights of any third party.
- (d) If, under the Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor’s name), then in addition to Contractor’s other responsibilities with respect to the items in the Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer’s warranty for the Deliverable.
- (e) The Contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into the Contract, on behalf of Contractor.
- (f) It is qualified and registered to transact business in all locations where required.
- (g) Neither the Contractor nor any affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor’s performance of its duties and responsibilities to the State under the Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.
- (h) If any of the certifications, representations, or disclosures made in the Contractor’s original bid response change after the Contract start date, the Contractor must report those changes immediately to DTMB-Purchasing Operations.

**2.122 Warranty of Merchantability – Deleted/NA**

**2.123 Warranty of Fitness for a Particular Purpose – Deleted/NA**

**2.124 Warranty of Title – Deleted/NA**

**2.125 Equipment Warranty – Deleted/NA**

**2.126 Equipment to be New – Deleted/NA**

**2.127 Prohibited Products – Deleted/NA**

**2.128 Consequences For Breach**

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of the Contract.

**2.130 Insurance**



**2.131 Liability Insurance**

The Contractor must provide proof of the minimum levels of insurance coverage as indicated below. The insurance must protect the State from claims which may arise out of or result from the Contractor's performance of Services under the terms of the Contract, whether the Services are performed by the Contractor, or by any Subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under the Contract.

All insurance coverage's provided relative to the Contract/Purchase Order are PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance must be written for not less than any minimum coverage specified in the Contract or required by law, whichever is greater.

The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in the Contract must be issued by companies that have been approved to do business in the State. See [www.michigan.gov/deleg](http://www.michigan.gov/deleg).

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

The Contractor is required to pay for and provide the type and amount of insurance checked  below:

- 1. Commercial General Liability with the following minimum coverage:
  - \$2,000,000.00 General Aggregate Limit other than Products/Completed Operations
  - \$2,000,000.00 Products/Completed Operations Aggregate Limit
  - \$1,000,000.00 Personal & Advertising Injury Limit
  - \$1,000,000.00 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 2. If a motor vehicle is used to provide services or products under the Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- 3. Workers' compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

- 4. Employers liability insurance with the following minimum limits:
  - \$100,000.00 each accident



\$100,000.00 each employee by disease  
 \$500,000.00 aggregate disease

**2.132 Subcontractor Insurance Coverage**

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under the Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor’s insurance on the coverage required in this Section. Subcontractor must fully comply with the insurance coverage required in this Section. Failure of Subcontractor to comply with insurance requirements does not limit Contractor’s liability or responsibility.

**2.133 Certificates of Insurance and Other Requirements**

Contractor must furnish to DTMB-Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the “Certificates”). The Certificate must be on the standard “accord” form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverages afforded under the policies **MUST NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED** without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, DTMB. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insureds under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer’s attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three (3) years following the expiration or termination for any reason of the Contract. The minimum limits of coverage specified above are not intended, and must not be construed, to limit any liability or indemnity of Contractor under the Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in the Contract, or if any insurer cancels or significantly reduces any required insurance as specified in the Contract without the State’s written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

**2.140 Indemnification**

**2.141 General Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys’ fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of the Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its Subcontractors, or by anyone else for whose acts any of them may be liable.

**2.142 Code Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor’s breach of the No Surreptitious Code Warranty.

**2.143 Employee Indemnification**

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its Subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its Subcontractors under worker’s disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.



**2.144 Patent/Copyright Infringement Indemnification**

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its Subcontractors, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if the option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under the Contract.

**2.145 Continuation of Indemnification Obligations**

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

**2.146 Indemnification Procedures**

The procedures set forth below must apply to all indemnity obligations under the Contract.

- (a) After the State receives notice of the action or proceeding involving a claim for which it will seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.
- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under the Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under this Section, the



insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

**2.150 Termination/Cancellation**

**2.151 Notice and Right to Cure**

If the Contractor breaches the Contract, and the State, in its sole discretion, determines that the breach is curable, then the State must provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

**2.152 Termination for Cause**

- (a) The State may terminate the Contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under the Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State
- (b) If the Contract is terminated for cause, the Contractor must pay all reasonable costs incurred by the State in terminating the Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by the Contract from other sources provided the State has made all reasonable efforts to mitigate its costs. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in the Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under the Contract.
- (c) If the State chooses to partially terminate the Contract for cause, charges payable under the Contract will be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of the Contract that are terminated for cause must cease on the effective date of the termination.
- (d) If the State terminates the Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in the Contract for a termination for convenience.

**2.153 Termination for Convenience**

The State may terminate the Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate the Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate the Contract in part, the charges payable under the Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of the Contract that are terminated for cause must cease on the effective date of the termination.

**2.154 Termination for Non-Appropriation**

- (a) Contractor acknowledges that, if the Contract extends for several fiscal years, continuation of the Contract is subject to appropriation or availability of funds for the Contract. If funds to enable the State to effect continued





payment under the Contract are not appropriated or otherwise made available, the State must terminate the Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).

- (b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under the Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.
- (c) If the State terminates the Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section will not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

**2.155 Termination for Criminal Conviction**

The State may terminate the Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25 percent or greater share of Contractor is convicted of a criminal offense related to a State, public or private Contract or subcontract.

**2.156 Termination for Approvals Rescinded**

The State may terminate the Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State must pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

**2.157 Rights and Obligations upon Termination**

- (a) If the State terminates the Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from the Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.
- (b) If the State terminates the Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination and, if applicable, as a separate item of payment under the Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under the Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.
- (c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for Services and Deliverables provided under the Contract, and may further pursue completion of the Services/Deliverables under the Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.



**2.158 Reservation of Rights**

Any termination of the Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

**2.160 Termination by Contractor**

**2.161 Termination by Contractor**

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate the Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under the Contract, (ii) breaches its other obligations under the Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.190** before it terminates the Contract.

**2.170 Transition Responsibilities**

**2.171 Contractor Transition Responsibilities**

If the State terminates the Contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If the Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 180 days. These efforts must include, but are not limited to, those listed in **Sections 2.171, 2.172, 2.173, 2.174, and 2.175**.

**2.172 Contractor Personnel Transition**

The Contractor must work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by the Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's Subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's Subcontractors or vendors. Contractor must notify all of Contractor's subcontractors of procedures to be followed during transition.

**2.173 Contractor Information Transition**

The Contractor agrees to provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under the Contract. The Contractor must provide the State with asset management data generated from the inception of the Contract through the date on which the Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor must deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

**2.174 Contractor Software Transition**

The Contractor must reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under the Contract. This must include any documentation being used by the Contractor to perform the Services under the Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

**2.175 Transition Payments**

If the transition results from a termination for any reason, reimbursement must be governed by the termination provisions of the Contract. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the



rates agreed upon by the State. The Contractor must prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

**2.176 State Transition Responsibilities**

In the event that the Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to perform the following obligations, and any others upon which the State and the Contractor agree:

- (a) Reconciling all accounts between the State and the Contractor;
- (b) Completing any pending post-project reviews.

**2.180 Stop Work**

**2.181 Stop Work Orders**

The State may, at any time, by written stop work order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the stop work order is delivered to Contractor, and for any further period to which the parties may agree. The stop work order must be identified as a stop work order and must indicate that it is issued under this **Section 2.180**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the stop work order as provided in **Section 2.150**.

**2.182 Cancellation or Expiration of Stop Work Order**

The Contractor must resume work if the State cancels a Stop Work Order or if it expires. The parties will agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract must be modified, in writing, accordingly, if: (a) the stop work order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment must conform to the requirements of **Section 2.024**.

**2.183 Allowance of Contractor Costs**

If the stop work order is not canceled and the work covered by the stop work order is terminated for reasons other than material breach, the termination must be deemed to be a termination for convenience under **Section 2.150**, and the State will pay reasonable costs resulting from the stop work order in arriving at the termination settlement. For the avoidance of doubt, the State is not liable to Contractor for loss of profits because of a stop work order issued under this **Section 2.180**.

**2.190 Dispute Resolution**

**2.191 In General**

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

**2.192 Informal Dispute Resolution**

(a) All disputes between the parties must be resolved under the Contract Management procedures in the Contract. If the parties are unable to resolve any disputes after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DTMB, or designee, for the purpose of attempting to resolve the dispute without the need for formal legal proceedings, as follows:

- (i) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives must discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.





- (ii) During the course of negotiations, all reasonable requests made by one (1) party to another for non-privileged information reasonably related to the Contract must be honored in order that each of the parties may be fully advised of the other's position.
  - (iii) The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.
  - (iv) Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DTMB, or designee, must issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.
- (b) This Section must not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under **Section 2.193**.
- (c) The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

**2.193 Injunctive Relief**

The only circumstance in which disputes between the State and Contractor will not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is the that the damages to the party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

**2.194 Continued Performance**

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

**2.200 Federal and State Contract Requirements**

**2.201 Nondiscrimination**

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, or physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of the Contract or any purchase order resulting from the Contract must contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of the Contract.

**2.202 Unfair Labor Practices**

Under 1980 PA 278, MCL 423.321, et seq., the State must not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under Section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, must not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under Section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

**2.203 Workplace Safety and Discriminatory Harassment**

In performing Services for the State, the Contractor must comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor must comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.

**2.204 Prevailing Wage**



The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of the Contract in privity of contract with the Contractor must not be less than the wage rates and fringe benefits established by the Michigan Department of Energy, Labor and Economic Development, Wage and Hour Bureau, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor must include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors and all persons involved with the performance of the Contract in privity of contract with the Contractor must keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Energy, Labor and Economic Development, the office responsible for enforcement of the wage rates and fringe benefits. The Contractor must keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with the Contract. This record must be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted must also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

**2.210 Governing Law**

**2.211 Governing Law**

The Contract must in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

**2.212 Compliance with Laws**

The Contractor must comply with indicated, amended or modified provisions of all applicable federal, state and local laws, rules and regulations. The Contractor must comply with all federal and state Medicaid and CHIP requirements, including, but not limited to current and future rules, policies, guidelines, guidance and ordinances, notifications and notices in providing the Work and Deliverables required under the Contract.

**2.213 Jurisdiction**

Any dispute arising from the Contract must be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

**2.220 Limitation of Liability**

**2.221 Limitation of Liability**

Neither the Contractor nor the State is liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of the Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract.

Notwithstanding the forgoing, the State agrees that Contractor's total liability to the State for any and all damages whatsoever arising out of or in any way related to this Contract from any cause, including but not limited to negligence, errors, omissions, strict liability, breach of contract or breach of warranty shall not, in the aggregate, exceed the lesser of \$87,810,275 or the total value of the Contract.



**2.230 Disclosure Responsibilities**

**2.231 Disclosure of Litigation**

- (a) Disclosure. Contractor must disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) must notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor must disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements which are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation will be deemed to satisfy the requirements of this Section.
- (b) Assurances. If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of the Contract would cause a reasonable party to be concerned about:
  - (i) the ability of Contractor (or a Subcontractor) to continue to perform the Contract according to its terms and conditions, or
  - (ii) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of the Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:
    - (a) Contractor and its Subcontractors must be able to continue to perform the Contract and any Statements of Work according to its terms and conditions, and
    - (b) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.
- (c) Contractor must make the following notifications in writing:
  - (1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DTMB-Purchasing Operations.
  - (2) Contractor must also notify DTMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.
  - (3) Contractor must also notify DTMB Purchasing Operations within 30 days whenever changes to company affiliations occur.

**2.232 Call Center Disclosure**

Contractor and/or all Subcontractors involved in the performance of the Contract providing call or contact center services to the State must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of the Contract.

**2.233 Bankruptcy**

The State may, without prejudice to any other right or remedy, terminate the Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

- (a) the Contractor files for protection under the bankruptcy laws;
- (b) an involuntary petition is filed against the Contractor and not removed within 30 days;
- (c) the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;
- (d) the Contractor makes a general assignment for the benefit of creditors; or
- (e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under the Contract.



Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process must be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

**2.240 Performance**

**2.241 Time of Performance**

- (a) Contractor must use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.
- (b) Without limiting the generality of **Section 2.241(a)**, Contractor must notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.
- (c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State’s failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

**2.242 Service Level Agreements (SLAs)**

- (a) SLAs will be completed with the following operational considerations:
  - (i) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
  - (ii) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
  - (iii) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
  - (iv) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    - 1. Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    - 2. Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.
- (b) Chronic Failure for any Service(s) is defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State’s option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service must not affect any tiered pricing levels.
- (c) Root Cause Analysis must be performed on any business critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor must provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.
- (d) All decimals must be rounded to two decimal places, with five and greater rounding up and four and less rounding down, unless otherwise specified.

**2.243 Liquidated Damages**

The parties acknowledge that late or improper completion of the readiness review tasks outlined in **Section 1.041B** of this Contract will cause loss and damage to the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result. Therefore, Contractor and the State agree that if there is late or improper completion of the readiness review tasks outlined in **Section 1.041B** of this Contract and the State does not elect to exercise its rights under **Section 2.152**, the State is entitled to collect liquidated damages in the amount of



\$7,500.00 per failure, and an additional \$250.00 per day per failure for each day Contractor fails to remedy the late or improper completion of the readiness review task.

It is acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of the Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result of any Unauthorized Removal. Therefore, Contractor and the State agree that in the case of any Unauthorized Removal in respect of which the State does not elect to exercise its rights under **Section 2.152**, the State may assess liquidated damages against Contractor as specified below.

For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the liquidated damages amount is \$25,000.00 per individual if the Contractor identifies a replacement approved by the State under **Section 2.060** and assigns the replacement to the Project to shadow the Key Personnel who is leaving for a period of at least 30 days before the Key Personnel's removal.

If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 days, in addition to the \$25,000.00 liquidated damages for an Unauthorized Removal, Contractor must pay the amount of \$833.33 per day for each day of the 30 day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to \$25,000.00 maximum per individual. The total liquidated damages that may be assessed per Unauthorized Removal and failure to provide 30 days of shadowing must not exceed \$50,000.00 per individual.

**2.244 Excusable Failure**

Neither party will be liable for any default, damage, or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military, or otherwise), power failure, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. but the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

**2.250 Approval of Deliverables – Deleted/NA**





**2.260 Ownership**

**2.261 Ownership of Work Product by State**

The State owns all Deliverables as they are works made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents, or other proprietary rights in the Deliverables.

**2.262 Vesting of Rights**

With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

**2.263 Rights in Data**

- (a) The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor must not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor must not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.
- (b) The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State must not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

**2.264 Ownership of Materials**

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State. Any technology developed by the Contractor in the course of performance under the Contract and not an element of a Deliverable will be the sole property of the Contractor.

The Contractor must, upon Contract termination, also return or transfer to the State any published telephone numbers utilized for tasks associated with the Contract.

**2.270 State Standards**

**2.271 Existing Technology Standards**

The Contractor must adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at <http://www.michigan.gov/dit>.

**2.272 Acceptable Use Policy**

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see <http://www.michigan.gov/ditservice>. All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.



**2.273 Systems Changes**

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the Project Manager. Any changes Contractor makes to State systems with the State’s approval must be done according to applicable State procedures, including security, access, and configuration management procedures.

**2.280 Extended Purchasing**

**2.281 MIDEAL**

1984 PA 431 permits DTMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. A current listing of approved program members is available at: [www.michigan.gov/buymichiganfirst](http://www.michigan.gov/buymichiganfirst). Unless otherwise stated, the Contractor must ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor must supply Contract Services and equipment to these local governmental agencies at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor must send its invoices to, and pay the local unit of government, on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under the Contract, the quantities of Services and/or equipment purchased must be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

Please Visit Mi DEAL at [www.michigan.gov/buymichiganfirst](http://www.michigan.gov/buymichiganfirst) under MiDeal.

Estimated requirements for authorized local units of government are not included in the quantities shown in the Contract.

**2.282 State Employee Purchases – Deleted/NA**

**2.290 Environmental Provision**

**2.291 Environmental Provision**

Hazardous Materials:

For the purposes of this Section, “Hazardous Materials” is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation, or disposal of which is regulated by the federal, State, or local laws governing the protection of the public health, natural resources, or the environment. This includes, but is not limited to, materials such as batteries and circuit packs, and other materials that are regulated as (1) “Hazardous Materials” under the Hazardous Materials Transportation Act, (2) “chemical hazards” under the Occupational Safety and Health Administration standards, (3) “chemical substances or mixtures” under the Toxic Substances Control Act, (4) “pesticides” under the Federal Insecticide Fungicide and Rodenticide Act, and (5) “hazardous wastes” as defined or listed under the Resource Conservation and Recovery Act.

- (a) The Contractor must use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State, and local laws. The State must provide a safe and suitable environment for performance of Contractor’s Work. Before the commencement of Work, the State must advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor must immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.
- (b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State must order a suspension of Work in writing. The State must proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State must terminate the affected Work for the State’s convenience.
- (c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor must resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or



rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in **Section 2.242** for a time as mutually agreed by the parties.

- (d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor must bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit [http://www.michigan.gov/deq/0,1607,7-135-3310\\_4108-173523--,00.html](http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html)

**Refrigeration and Air Conditioning:**

The Contractor must comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to the Contract.

**Environmental Performance:**

**Waste Reduction Program:** Contractor must establish a program to promote cost-effective waste reduction in all operations and facilities covered by the Contract. The Contractor's programs must comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

**2.300 Other Provisions**

**2.311 Forced Labor, Convict Labor, Forced or Indentured Child Labor, or Indentured Servitude Made Materials**

Equipment, materials, or supplies, that will be furnished to the State under the Contract must not be produced in whole or in part by forced labor, convict labor, forced or indentured child labor, or indentured servitude. "Forced or indentured child labor" means all work or service: exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or performed by any person under the age of 18 under a contract the enforcement of which can be accomplished by process or penalties.

**2.312 Performance Bond**

Contractor must furnish a bond as security for the faithful performance of the Contract according to its specifications, terms and conditions. The bond must be conditioned so that the surety will fully repay/reimburse the State all costs, expenses and damages, up to the amount of the bond, which may occur as a result of any default of the Contractor.

The bond amount required is 50 percent of the estimated annual premium collections for programs administered by the Contractor. Current premium collection estimates are \$2,500,000.00 annually.

The bond amount required is \$1,250,000.00

**Attachment A, Pricing**

Payment for services required under the Contract will be on a monthly fixed price basis unless otherwise specified in this attachment for each task identified in **Section 1.022** of the Contract and appearing in the Pricing Proposal Table that follows.

The Contractor should note the following:

- Sub-tasks associated with Beneficiary Helpline calls include all activities identified in **Section 1.022.A.**, including but not limited to mailing requested documents, updating a database as necessary or referring information to another work area or to MDCH via the CRM system.
- Sub-tasks associated with Health Plan Enrollment Information, Education and Assistance transactions include all activities identified in **Section 1.022.B.**, including but not limited to providing information, education and enrollment assistance and processing enrollments, disenrollments or changes in a beneficiary's enrollment status.
- There are a number of different mailings included in the activities identified in **Section 1.022.D.** A fixed monthly price, or prices if volume tiers are proposed, is required for all mailings except letters notifying beneficiaries of managed





care disenrollment due to Medicare or selected commercial insurance coverage. For these notification letters or any other ad hoc mailing requested by MDCH a piece rate price is required.

- Administrative support for co-located DHS staff includes all requirements identified in **Section 1.022.G** and **Section 1.022.M**.
- Premium Collection volumes for the MICHild Program relate to the number of premiums collected and not to the number of children covered by the premiums. The fixed price includes all sub-tasks associated with activities identified in **Section 1.022.J.1**.
- For First Year Price, if transition is required, no payment will be made to the Contractor through March 31, 2011 and pricing in the First Year Price column must be effective April 1, 2011 through March 31, 2012. Subsequent price years will be from April 1 through March 31.

**Attachment A, Pricing Table**

<b>Pricing Component</b>	<b>Reference</b>	<b>Method</b>	<b>First Year Price</b>	<b>Second Year Price</b>	<b>Third Year Price</b>	<b>Fourth Year Price</b>	<b>Fifth Year Price</b>	<b>Sixth Year Price</b>
Beneficiary Helpline	1.022.A	a) Fixed price for monthly call volume up to 56,000, including all related sub-tasks	\$3,138,455.00	\$3,133,814.00	\$3,342,184.00	\$3,412,033.00	\$3,467,235.00	\$3,467,235.00
		b) Fixed price for monthly call volume at least 10% greater than 56,000, including all related sub-tasks	\$3,498,207.00	\$3,499,892.00	\$3,515,861.00	\$3,545,590.00	\$3,600,739.00	\$3,600,739.00
		c) Fixed price for monthly call volume at least 20% greater than 56,000, including all related sub-tasks	\$3,729,184.00	\$3,734,511.00	\$3,740,123.00	\$3,773,203.00	\$3,834,718.00	\$3,834,718.00
		d) Fixed price for monthly call volume at least 30% greater than 56,000, including all related sub-tasks	\$3,987,663.00	\$3,997,351.00	\$4,004,593.00	\$4,037,998.00	\$4,106,870.00	\$4,106,870.00
Health Plan Enrollment Information, Education and Assistance	1.022.B	a) Fixed price for monthly enrollment information, education and assistance for up to 70,000 transactions, including all related sub-tasks	\$4,035,185.00	\$3,996,566.00	\$4,148,095.00	\$4,216,648.00	\$4,249,570.00	\$4,249,570.00
		b) Fixed price for monthly enrollment information, education and assistance volume at least 10% greater than 70,000 transactions, including all related sub-tasks	\$4,290,042.00	\$4,254,676.00	\$4,282,609.00	\$4,308,288.00	\$4,344,785.00	\$4,344,785.00
		c) Fixed price for monthly enrollment information, education and assistance volume at least 20% greater than 70,000 transactions, including all related sub-tasks	\$4,452,296.00	\$4,419,397.00	\$4,437,114.00	\$4,467,098.00	\$4,508,365.00	\$4,508,365.00
		d) Fixed price for monthly enrollment information, education and assistance volume at least 30% greater than 70,000 transactions, including all related sub-tasks	\$4,632,778.00	\$4,602,829.00	\$4,615,990.00	\$4,650,934.00	\$4,697,638.00	\$4,697,638.00

**Attachment A, Pricing Table**

Automated Enrollment / Disenrollment	1.022.C	Fixed price for development and implementation of the algorithm to allow for the monthly automated enrollment and disenrollment process	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Mailing Services	1.022.D	Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings. Up to 93,425 mailings	\$1,890,638.00	\$1,653,131.00	\$1,653,219.00	\$1,653,522.00	\$1,673,164.00	\$1,673,164.00
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 10% greater than 93,425 mailings	\$1,971,256.00	\$1,724,092.00	\$1,730,812.00	\$1,735,812.00	\$1,742,754.00	\$1,742,754.00
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 20% greater than 93,425 mailings	\$2,130,016.00	\$1,860,172.00	\$1,870,330.00	\$1,875,230.00	\$1,880,514.00	\$1,880,514.00
		Fixed price for monthly mailings across all types except that a separate piece rate is required for special mailings – at least 30% greater than 93,425 mailings	\$2,288,776.00	\$1,996,252.00	\$1,977,050.00	\$2,008,470.00	\$2,018,274.00	\$2,018,274.00
		Other Insurance and Medicare related mailings: PRICE PER MAILING	\$1.37	\$1.41	\$1.45	\$1.50	\$1.54	\$1.54
Outreach and Cooperation with Agencies	1.022.E	Fixed monthly price	\$1,423,945.00	\$1,439,901.00	\$1,451,249.00	\$1,462,979.00	\$1,491,944.00	\$1,491,944.00
Familiarity with Health Plans	1.022.F	Fixed monthly price	\$2,355.00	\$2,289.00	\$2,309.00	\$2,326.00	\$2,326.00	\$2,326.00

Health Care Program	1.022.G & 1.022.M	a) Fixed price for monthly support of required sub-tasks	\$208,019.00	\$205,596.00	\$205,596.00	\$205,596.00	\$205,596.00	\$205,596.00
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**Attachment A, Pricing Table**

Administration a) Administrative Support for co-located DHS staff, including space b) MIChild and Healthy Kids Medicaid	b1.1) Fixed price for monthly call volume up to 14,500, including all related sub-tasks	\$484,982.00	\$492,166.00	\$541,728.00	\$557,082.00	\$574,105.00	\$574,105.00
	b1.2) Fixed price for monthly call volume at least 10% greater than 14,500, including all related sub-tasks	\$576,005.00	\$583,452.00	\$586,835.00	\$590,198.00	\$607,999.00	\$607,999.00
	b1.3) Fixed price for monthly call volume at least 20% greater than 14,500, including all related sub-tasks	\$632,591.00	\$640,792.00	\$643,023.00	\$646,021.00	\$665,462.00	\$665,462.00
	b1.4) Fixed price for monthly call volume at least 30% greater than 14,500, including all related sub-tasks	\$694,109.00	\$703,228.00	\$706,262.00	\$711,140.00	\$732,468.00	\$732,468.00
	b2) Fixed price for all other enrollment related sub-tasks						
	b2.1) Fixed price for Enrollments monthly volumes up to 12,600	\$1,317,053.00	\$1,342,633.00	\$1,359,740.00	\$1,372,157.00	\$1,414,669.00	\$1,414,669.00
	b2.2) Fixed price for Enrollments monthly volumes at least 10% greater than 12,600	\$1,361,915.00	\$1,389,738.00	\$1,401,791.00	\$1,419,180.00	\$1,463,082.00	\$1,463,082.00
	b2.3) Fixed price for Enrollments monthly volumes at least 20% greater than 12,600	\$1,452,786.00	\$1,482,575.00	\$1,501,174.00	\$1,514,133.00	\$1,561,060.00	\$1,561,060.00
	b2.4) Fixed price for Enrollments monthly volumes at least 30% greater than 12,600	\$1,543,658.00	\$1,575,412.00	\$1,589,557.00	\$1,609,087.00	\$1,659,037.00	\$1,659,037.00
	c) Plan First	c) Fixed monthly price for all related sub-tasks	\$487,413.00	\$480,780.00	\$482,511.00	\$490,932.00	\$500,128.00
d) MOMS	d) Fixed monthly price for all related sub-tasks	\$40,925.00	\$41,749.00	\$42,033.00	\$42,757.00	\$44,134.00	\$44,134.00
e) Program-related mailings	e) Fixed monthly price for all related sub-tasks up to 12,800 including all related sub-tasks	\$181,333.00	\$185,143.00	\$186,011.00	\$187,837.00	\$192,728.00	\$192,728.00

**Attachment A, Pricing Table**

		Fixed price for MIChild Mailings monthly volumes at least 10% greater than 12,800 including all related sub-tasks	\$190,072.00	\$194,562.00	\$195,568.00	\$197,555.00	\$202,045.00	\$202,045.00
		Fixed price for MIChild Mailings monthly volumes at least 20% greater than 12,800 including all related sub-tasks	\$208,174.00	\$213,091.00	\$214,813.00	\$216,370.00	\$221,287.00	\$221,287.00
		Fixed price for MIChild Mailings monthly volumes at least 30% greater than 12,800 including all related sub-tasks	\$226,276.00	\$231,621.00	\$232,058.00	\$235,184.00	\$240,530.00	\$240,530.00
Online Application System	1.022.H	Fixed monthly price	\$101,722.00	\$98,889.00	\$99,748.00	\$100,464.00	\$100,464.00	\$100,464.00
Interactive Voice Response System	1.022.I	Fixed monthly price	\$56,512.00	\$54,938.00	\$55,416.00	\$55,813.00	\$55,813.00	\$55,813.00
Premium Collection – MIChild	1.022.J.1	a) Fixed price for monthly premium volume up to 22,000, including all related sub-tasks	\$337,778.00	\$340,456.00	\$343,556.00	\$347,159.00	\$354,056.00	\$354,056.00
		b) Fixed price for monthly premium volume at least 10% greater than 22,000, including all related sub-tasks	\$340,417.00	\$344,420.00	\$348,844.00	\$352,177.00	\$356,690.00	\$356,690.00
		c) Fixed price for monthly premium volume at least 20% greater than 22,000, including all related sub-tasks	\$347,545.00	\$351,812.00	\$353,236.00	\$359,833.00	\$364,346.00	\$364,346.00
		d) Fixed price for monthly premium volume at least 30% greater than 22,000, including all related sub-tasks	\$354,673.00	\$359,204.00	\$362,628.00	\$367,489.00	\$372,002.00	\$372,002.00
Premium Collection – FTW	1.022.J.2	a) Fixed price for monthly premium volume up to 50, including all related sub-tasks	\$3,061.00	\$2,976.00	\$3,002.00	\$3,023.00	\$3,023.00	\$3,023.00