

AMENDMENT

It is agreed by and between the State of Vermont, Office of Vermont Health Access (hereinafter called "State") and MAXIMUS with their principal place of business at 11419 Sunset Hills Road, Reston, Virginia (hereinafter called "Contractor") that the contract originally entered into on July 1, 2005, dated July 1, 2005 through June 30, 2007 is hereby amended effective September 1, 2006 as follows:

By deleting on page 1 of 37, Section 3 and substituting in lieu thereof the following Section 3:

3. Maximum Amount. In consideration of the services to be performed by Contractor, the State agrees to pay Contractor, in accordance with the payment provisions specified in Attachment B, a sum not to exceed \$5,103,215.00.

By adding on Page 1 of 37, Section 8 Attachments the following:

H Part III – MAXIMUS Proposal, August 18, 2006 (5 pages Letter and Cost Proposal).

By deleting on Attachment B, Section 1 \$4,682,949.00 and substituting in lieu thereof the following:

“\$5,103,215.00”

By deleting on page 14 of 37, Attachment B, Section 2 and substituting in lieu thereof, the following Section 2:

2. In lieu of the Performance Bond as outlined in the State's Request for Proposal dated January 31, 2005, the Contractor agrees to a 6% retainage of the total contract for the duration of the contract. Such retainage will be withheld from each monthly payment. The Contractor can submit a bill to the State for the retainage at the end of each contract year.
For all services provided under this contract, the State agrees to pay the Contractor in the following manner:
 - \$177,365.33 monthly less the 6% retainage for the period July 1, 2005 through May 31, 2006.
 - \$186,061.37 monthly less the 6% retainage for the month of June 2006.
 - \$178,808.92 per month less 6% retainage for the period July 1, 2006 through August 30, 2006.
 - \$218,825.12 per month less 6% retainage for the period September 1, 2006 through September 30, 2007. *2007.6 BPC*
 - \$265,521.12 per month less 6% retainage for the period October 1, 2006 through June 30, 2007.

By deleting the on page 15 of 37, Attachment B, Section 6 and substituting in lieu thereof, the following Section 6.

6. Budget for Enrollment Counseling and Member Services Functions:

Revised Amendment 3 Budget for the Period 7/1/2005 through 6/30/2007

Category	Number FTE's	Amendment 1 Costs Year 1	Revised Number of FTE's Chg 2	Revised Number of FTE's Chg 3	Amendment 1 Costs Year 2	Additional Costs Amend Chg 2 Year 2	Additional Costs Amend Chg 3 Year 2	Total Year 2 with Amend 2 & 3	Total Amended Costs Year 1 & 2
Personnel (Includes Fringe)									
Administrative	6.41	\$ 396,524	6.41	6.41	\$ 406,870	\$ -		\$ 406,870	\$ 803,394
Direct Staff	21.00	\$ 793,826	21.00	21.00	\$ 815,553	\$ 52,166		\$ 867,719	\$ 1,661,545
Direct Staff MSR Expansion Change 2		\$ -	4.00	4.00	\$ -	\$ 184,184		\$ 184,184	\$ 184,184
Direct Staff MSR Expansion Change 3		\$ -		4.80	\$ -		\$ 168,062	\$ 168,062	\$ 168,062
Direct Staff MSR Supervisor Expansion Change 3		\$ -		1.00	\$ -		\$ 33,862	\$ 33,862	\$ 33,862
Total Personnel Costs	27.41	\$ 1,190,350	31.41	37.21	\$ 1,222,423	\$ 236,350	\$ 201,924	\$ 1,660,697	\$ 2,851,047
Administrative/Other Costs:									
Rent and Utilities		\$ 117,781			\$ 120,726	\$ -	\$ 35,419	\$ 156,145	\$ 273,926
Telephone/Communications		\$ 78,426			\$ 79,885	\$ 3,570	\$ 31,658	\$ 115,113	\$ 193,539
Information Systems		\$ 53,610			\$ 20,808	\$ 7,870	\$ 17,050	\$ 45,728	\$ 99,338
Travel		\$ 35,129			\$ 34,526	\$ -		\$ 34,526	\$ 69,655
Other:									
Repair/Maintenance		\$ 14,200			\$ 14,555	\$ -		\$ 14,555	\$ 28,755
Furniture and Equipment		\$ 7,402			\$ 6,150	\$ 15,000	\$ 30,000	\$ 51,150	\$ 58,552
Office Supplies		\$ 11,988			\$ 12,271	\$ -	\$ 1,530	\$ 13,801	\$ 25,789
Training Unit		\$ -			\$ -	\$ 60,900		\$ 60,900	\$ 60,900
Tenant Improvements/Buildout		\$ -			\$ -	\$ -	\$ 22,370	\$ 22,370	\$ 22,370
Miscellaneous		\$ 21,674			\$ 21,240	\$ -		\$ 21,240	\$ 42,913
Total Other		\$ 55,263			\$ 54,215	\$ 75,900	\$ 53,900	\$ 184,015	\$ 239,278
Total Administrative/Other Costs		\$ 340,209			\$ 310,161	\$ 87,340	\$ 138,027	\$ 535,528	\$ 875,737
Material Production & Printing									
Enrollment and Member Services Materials		\$ 35,635			\$ 36,526	\$ -	\$ -	\$ 36,526	\$ 72,161
Notices		\$ 823			\$ 844	\$ -	\$ -	\$ 844	\$ 1,667
Postage		\$ 199,856			\$ 204,852	\$ -	\$ -	\$ 204,852	\$ 404,708
Total Material Production & Printing Costs		\$ 236,314			\$ 242,222	\$ -	\$ -	\$ 242,222	\$ 478,536
Total Direct Costs		\$ 1,766,873			\$ 1,774,806	\$ 323,690	\$ 339,951	\$ 2,438,447	\$ 4,205,319
G & A 15% on all costs except postage		\$ 235,052			\$ 235,493	\$ 48,554	\$ 50,993	\$ 335,039	\$ 570,092
Earnings Factor @ 7.5% on all costs except postage		\$ 135,155			\$ 135,408	\$ 27,918	\$ 29,321	\$ 192,648	\$ 327,803
Total Costs (Direct, Indirect, and Pass through)		\$ 2,137,080			\$ 2,145,707	\$ 400,162	\$ 420,264	\$ 2,966,133	\$ 5,103,213

This amendment consists of 8 pages. Except as modified by the above amendment, all provisions of the original contract as previously amended shall remain unchanged and in full force and effect.

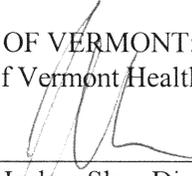
APPROVED AS TO FORM:



Attorney General's Office

Date: 9/27/06

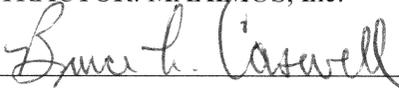
STATE OF VERMONT:
Office of Vermont Health Access

By: 

Joshua Slen, Director

Date: 10-26-2006

CONTRACTOR: MAXIMUS, Inc.

By: 

Lance H. Caswell

Title: President & GM Operations

Date: 10/19/2006



Attachment H – Part III Maximus Proposal

August 18, 2006

Ms. Esther Perelman, Director of Policy and Reports
Ms. Nancy Clermont, Medicaid Deputy Director
Agency of Human Services
Office of Vermont Health Access
103 South Main Street
Waterbury, Vermont 05671-1201

Dear Ms. Perelman and Ms. Clermont,

MAXIMUS is pleased to present our revised proposal for assisting the OVHA with the effort to comply with the DRA requirement of documenting identity and citizenship for its program participants. As discussed during the various DRA planning meetings, we are prepared to expand our existing Vermont Health Access Member Services (VHAMS) project operations to provide moderate to intensive levels of outreach and assistance for program participants to ensure a high level of compliance with this new requirement. Additional detail related to our proposed approach is provided in the sections below.

Incoming Calls to the Citizenship/Identity Queue

To support the CI effort beginning in October 2007 we propose to expand our existing VHAMS telecommunications system and establish a dedicated CI queue for beneficiaries. This goal of the CI queue is to streamline communications by diverting CI-related calls from VHAMS, DCF, and HAEU staff. MAXIMUS proposes to operate the CI queue during normal VHAMS business hours (Monday through Friday from 7:45 AM to 4:30 PM). We propose to staff the queue with three to eight CI Member Services Representatives (MSRs) to accommodate projected monthly incoming and outgoing call volumes within established service levels. In addition, we propose to employ one CI MSR Supervisor for the duration of the CI project operation. We propose to configure the CI telephone queue in a way that allows callers to bypass the traditional VHAMS queue and proceed directly to the CI queue. While we intend to provide additional training to the VHAMS HelpLine MSRs to enable them to provide callers with general information regarding the CI requirement, VHAMS staff will be instructed to direct callers with more complex issues to the CI queue. During times of peak call volume on the VHAMS queue, VHAMS MSRs will be advised to transfer all CI related calls directly to the CI queue to preserve VHAMS HelpLine service levels. Core responsibilities for MSRs supporting the CI effort may include any or all the following.

- Handle up to 60 client contacts per day
- Confirm caller address, phone, and SSN information in ACCESS
- Confirm members requiring documentation using ACCESS
- Answer questions related to the DRA requirement
- Provide instructions as to what documents are acceptable
- Refer callers to appropriate locations to submit the documentation (primarily of DCF offices and outposts)
- Work with AHS staff to develop reference documents with specific information regarding acceptable sources of documentation
- Refer callers to sources of acceptable documents



- Refer callers to other agencies identified by the AHS as able to provide assistance with this process as appropriate
- Develop a form to collect vital information and the beneficiary signature
- Mail the form to callers intending to request documentation from the appropriate source, as needed.
- Assist callers by filling out the form, mail the form to the beneficiary for a signature, and forward the form to the appropriate source on the beneficiary's behalf, as needed.
- Enter X or Z type extensions in ACCESS as appropriate
- Enter CATNs documenting activities as appropriate
- Track the activities described above, following up by telephone and mail as required
- Provide reports related to CI activities, including number of incoming calls and outgoing calls, referral source, and call resolution

We provide additional detail related to the proposed workflow for handling CI related as *Attachment A*.

Outbound Calls Regarding Citizenship and Identity Verification

CI staff will conduct outreach activities during normal business hours, as incoming call volumes permit, with the intent of leveling inbound calls as much as possible over the duration of CI operations. To do this most effectively, MAXIMUS requests that ESD/OVHA provide us with lists of targeted beneficiaries as often as possible.

Addressing Requests for Financial Assistance

To support the CI effort to provide financial assistance to eligible beneficiaries, we propose to respond to queries by reviewing income eligibility information, reviewing beneficiary income information, gathering data as appropriate and referring requests and/or information to a designee for an eligibility determination. In rare circumstances, MAXIMUS staff may also coordinate the request for a check or voucher and the submission of requests for documentation to out-of-state sources. As with all CI related activities, MAXIMUS staff will track and report on this process to ESD/OVHA. It is anticipated that approximately 30,000 households may qualify for the benefit and up to 30 percent of potential eligibles are likely to inquire about this option.

VHAMS and CI Integration

The approach described above offers the greatest degree of flexibility to meet the changing needs of the population we serve. We propose to co-locate CI staff with existing VHAMS staff to leverage the existing facility and infrastructure. To accommodate the additional staffing complement we intend to expand our place into the vacant office space contiguous to our existing office location. The Automated Call Distribution system currently in place at our VHAMS office allows for multiple queuing and messaging options that may be easily modified to address changing priorities.

In order to expedite the training process, we propose to initially train CI MSRs on CI-related information and gradually add additional training related to other areas to support the VHAMS HelpLine during times of peak call volume. During periods of lower incoming call volume, we propose to have CI MSR staff proactively outreach beneficiaries regarding the requirement and how to comply.

The AHS estimates full conversion of the existing population by Fall 2007. The requirement will continue to impact workloads for the approximate 3,000 new applicants per month. At that point, MAXIMUS intends to enter discussions with the OVHA to transition CI staff and resources to duties involving the implementation and operation of the Catamount Health Plan and the Employer Sponsored Insurance programs, anticipated to begin Fall 2007.

It is our pleasure working with the OVHA to assist with this new initiative.



Our pricing proposal is provided as Attachment B of this document. Per the OVHA's request we are prepared to revisit our assumptions and staffing following the first month of CI activity. If you have questions regarding our proposal, please contact me at (802) 238-3489. Thank you for your consideration and ongoing partnership.

Sincerely,

Susan Bauer, Vice President
Health Operations

Attachment A: Anticipated Workflow Processes

Citizenship tape match failures-assumed 12%

VT born married females

- 1 Review letter requesting documentation in NOTICES
- 2 Do you have an original or certified copy of your birth certificate?
If yes, advise to present at a local district office
If no, were you born in VT, what name is on your birth certificate, is your SSN dif than 008 or 009?
If yes, take add'l info in spreadsheet and relay as appropriate.
- 3 Document second inquiry and await response
- 4 Note interaction in CATN as a posted note only, not a worker TODO.
- 5 Enter an X extension in ACCESS
- 6 Get BGS response
- 7 If match, enter in ACCESS
If no match, contact bfy to explain problem
Can you get a birth certificate or other from alternative IDs listed as acceptable?
Provide instructions, referrals to resources, etc., as appropriate
- 8 Advise of due date and consequences if not met, and to call back if needed
- 9 If bfy calls back reporting unable to comply, enter Z extension
- 10 Enter CATN to document
- 11 Attempt to submit the request on the bfy's behalf by filling out the form, mailing to bfy for signature/\$\$, and mailing to the source
- 12 Document the query and await response, following up as needed
- 13 Ultimately, if unable to obtain documentation, summarize bfy info and issue in email to ESD designee w. bfy initials and Z extension in the subject line.
- 14 Note outcome in CATN as a posted note only, not a worker TODO.

Born out of state

- 1 Review letter requesting documentation in NOTICES
- 2 Do you have an original or certified copy of your birth certificate?
If yes, advise to present at a local district office
If no, provide information on how to obtain one using resources we will develop
If required, mail form/instructions/addressed letter for the specific state, or a generic request form
- 3 Advise of due date and consequences if not met, and to call back if needed
- 4 Note interaction in CATN as a posted note only, not a worker TODO.
- 5 Enter an X extension in ACCESS
- 6 If bfy calls back reporting unable to comply, enter Z extension
- 7 Walk through the alternative IDs listed as acceptable. Do they have/can they get one of those?
- 8 If no, attempt to submit the request on the bfy's behalf by filling out the form, mailing to bfy for signature/\$\$, and mailing to the source
- 9 Document the query and await response, following up as needed
- 10 Ultimately, if unable to obtain documentation, summarize bfy info and issue in email to ESD designee w. bfy initials and Z extension in the subject line.
- 11 Note interaction in CATN as a posted note only, not a worker TODO.

Requests for financial assistance

Bfys w. incomes below 100% FPL may be eligible for assistance with fees associated w. this requirement.
estimated 29,373 HH may be eligible estimated 8,000 may be granted

MAXIMUS responds to requests for assistance by:

- 1 Explain program eligibility criteria
- 2 Review % FPL if data is in ACCESS
- 3 Collect essential information and forward to the appropriate party for a determination if warranted
- 4 Coordinate the release of a check or voucher and the submission of request for documentation to out-of-state agency as needed.
- 5 Track the status of this process, conducting follow up activities as needed.
- 6 Report data and statistics regarding this process to ESD/OVHA.



Attachment B: Pricing Proposal

The estimated cost associated with the activities described above is provided below by category.

Category	CI Amendment (10/1/06 - 6/30/07)
Personnel (includes Fringe)	
Administrative	
Additional MSRs	\$168,062
Additional Supervisor	\$33,862
Overtime MSRs	\$0
Direct Staff	\$201,925
Total Personnel Costs:	\$201,925
Administrative/Other Costs:	
Rent and Utilities	\$35,419
Telephone/Communications	\$31,658
Information systems	\$17,050
Travel	
Other:	
Repair/Maintenance	
Furniture and Equipment	\$30,000
Office Supplies	\$1,530
Miscellaneous	
Training Unit	
Tenant Improvements/Buildout	\$22,370
Total Other	\$53,900
Total Administrative/Other Costs:	\$138,027
<u>Material Production/Printing Costs:</u>	
Enrollment and Member Services Materials	
Notices	
Postage	
Total Material Production/Printing Costs:	
Total Direct Costs:	\$339,952
G & A 15% on all costs except postage	\$50,993
Earnings Factor @ 7.5% on all costs except postage	\$29,321
Total Costs (Direct, Indirect, and Pass through)	\$420,266