

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 July 1, 2007 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 \$8,231,932.00.

By deleting on page 1 of 37, Section 4 and substituting in lieu thereof the following Section 4:

4. Contract Term. The period of Contractor's performance shall begin on July 1, 2005 and end on June 30, 2008. The Contract may be extended for one additional year subject to the agreement of both parties.

By deleting on Attachment B, Section 1 \$5,103,215.00 and substituting in lieu there of the following:

"\$8,231,932.00"

By including on page 1 of 37, Section 8 the following:

Attachment H – Part IV – Maximus, Inc. Proposal SFY 2008

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, 2006.
- \$265,521.12 per month less 6% retainage for the period October 1, 2006 through October 31, 2006
- \$260,521.12 per month less 6% retainage for the period November 1, 2006 through June 30, 2007.
- \$329,771.02 per month less 6% retainage for the period July 1, 2007 through July 31, 2007
- \$258,086.18 per month less 6% retainage for the period August 1, 2007 through June 30, 2008

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 5 Budget for the Period 7/1/2005 through 6/30/2008

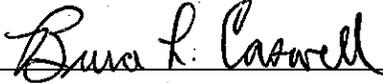
Category	Amendment 1 Costs Year 1	Amendment 1 Costs Year 2	Additional Costs Amend Chg 2 Year 2	Additional Costs Amend Chg 3 Year 2	Reduction of Costs Amend Chg 4 Year 2	Total Year 2 with Amend 2 & 3	Total Amended Costs Year 1 & 2	Additional Costs Amend Chg 5 Year 3	Total Costs Yrs 1,2 83
Personnel (Includes Fringe)									
Administrative	\$ 396,524	\$ 406,870	\$ -	\$ -	\$ -	\$ 406,870	\$ 803,394	\$ 450,880	\$ 1,254,274
Direct Staff	\$ 793,826	\$ 815,553	\$ 52,166	\$ -	\$ -	\$ 867,719	\$ 1,661,545	\$ 1,107,626	\$ 2,769,171
Direct Staff MSR Expansion Change 2	\$ -	\$ -	\$ 184,184	\$ -	\$ -	\$ 184,184	\$ 184,184	\$ -	\$ 184,184
Direct Staff MSR Expansion Change 3	\$ -	\$ -	\$ -	\$ 168,062	\$ -	\$ 168,062	\$ 168,062	\$ -	\$ 168,062
Direct Staff MSR Supervisor Expansion Change 3	\$ -	\$ -	\$ -	\$ 33,862	\$ -	\$ 33,862	\$ 33,862	\$ 278,103	\$ 311,965
Total Personnel Costs	\$ 1,190,350	\$ 1,222,423	\$ 236,350	\$ 201,924	\$ -	\$ 1,660,697	\$ 2,851,047	\$ 1,836,610	\$ 4,687,657
Administrative/Other Costs:									
Rent and Utilities	\$ 117,781	\$ 120,726	\$ -	\$ 35,419	\$ -	\$ 156,145	\$ 273,926	\$ 168,720	\$ 442,646
Telephone/Communications	\$ 78,426	\$ 79,885	\$ 3,570	\$ 31,658	\$ -	\$ 115,113	\$ 193,539	\$ 98,560	\$ 292,099
IVR Deployment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 53,164	\$ 53,164
Information Systems	\$ 53,610	\$ 20,808	\$ 7,870	\$ 17,050	\$ -	\$ 45,728	\$ 99,338	\$ 14,388	\$ 113,726
Travel	\$ 35,129	\$ 34,526	\$ -	\$ -	\$ -	\$ 34,526	\$ 69,655	\$ 55,656	\$ 125,311
Other:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair/Maintenance	\$ 14,200	\$ 14,555	\$ -	\$ -	\$ -	\$ 14,555	\$ 28,755	\$ -	\$ 28,755
Furniture and Equipment	\$ 7,402	\$ 6,150	\$ 15,000	\$ 30,000	\$ -	\$ 51,150	\$ 58,552	\$ 18,000	\$ 76,552
Office Supplies	\$ 11,988	\$ 12,271	\$ -	\$ 1,530	\$ -	\$ 13,801	\$ 25,789	\$ 24,504	\$ 50,293
Training Unit	\$ -	\$ -	\$ 60,900	\$ -	\$ -	\$ 60,900	\$ 60,900	\$ 101,736	\$ 162,636
Tenant Improvements/Buildout	\$ -	\$ -	\$ -	\$ 22,370	\$ -	\$ 22,370	\$ 22,370	\$ -	\$ 22,370
Miscellaneous	\$ 21,674	\$ 21,240	\$ -	\$ -	\$ -	\$ 21,240	\$ 42,913	\$ 13,860	\$ 56,773
Total Other	\$ 55,263	\$ 54,215	\$ 75,900	\$ 53,900	\$ -	\$ 184,015	\$ 239,278	\$ 158,100	\$ 397,378
Total Administrative/Other Costs	\$ 340,209	\$ 310,161	\$ 87,340	\$ 138,027	\$ -	\$ 535,528	\$ 875,737	\$ 548,588	\$ 1,424,324
Material Production & Printing									
Enrollment and Member Services Materials	\$ 35,635	\$ 36,526	\$ -	\$ -	\$ -	\$ 36,526	\$ 72,161	\$ 30,415	\$ 102,575
Catamount Plan Materials	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,500	\$ 7,500
Notices	\$ 823	\$ 844	\$ -	\$ -	\$ -	\$ 844	\$ 1,667	\$ 8,160	\$ 9,827
Postage	\$ 199,856	\$ 204,852	\$ -	\$ -	\$ (40,000)	\$ 164,852	\$ 364,708	\$ 163,060	\$ 527,768
Total Material Production & Printing Costs	\$ 236,314	\$ 242,222	\$ -	\$ -	\$ (40,000)	\$ 202,222	\$ 438,536	\$ 209,135	\$ 647,670
Total Direct Costs	\$ 1,766,873	\$ 1,774,806	\$ 323,690	\$ 339,951	\$ (40,000)	\$ 2,398,447	\$ 4,165,319	\$ 2,594,332	\$ 6,799,650
G & A 15% on all costs except postage	\$ 235,052	\$ 235,493	\$ 48,554	\$ 50,993	\$ -	\$ 335,039	\$ 570,092	\$ 364,691	\$ 934,782
Earnings Factor @ 7.5% on all costs except postage	\$ 135,155	\$ 135,408	\$ 27,918	\$ 29,321	\$ -	\$ 192,648	\$ 327,803	\$ 209,697	\$ 537,500
Total Costs (Direct, Indirect, and Pass through)	\$ 2,137,080	\$ 2,145,707	\$ 400,162	\$ 420,264	\$ (40,000)	\$ 2,926,133	\$ 5,063,213	\$ 3,168,719	\$ 8,231,932

This amendment consists of 11 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.

STATE OF VERMONT:
Office of Vermont Health Access

CONTRACTOR: MAXIMUS, Inc.

By: 
Joshua Slen, Director

By: 
Title: President & GM, Health Services

Date: 7-03-2007

Date: 6/29/07



**Attachment H – Part IV
MAXIMUS PROPOSAL
SFY 2008**

In this Cost Proposal, MAXIMUS is pleased to present our proposed budget to continue administering the Vermont Health Access Member Services (VHAMS) Project for the Office of Vermont Health Access (OVHA). This includes 12 months of operations (July 1, 2007 through June 30, 2008). This document also describes our costs and discusses the assumptions we used in preparing our Cost Proposal.

This cost proposal is based on the scope of services previously defined by our contract with the OVHA. In arriving at our proposed costs, we have carefully analyzed the need for resources sufficient to assist the OVHA in a responsible manner, meet the programmatic requirements, and provide the people of Vermont with innovative, efficient, and high quality enrollment, benefits counseling, and member services. As always, we are open to discussing any items where the OVHA believes that more cost effective solutions exist.

The following subsections discuss our cost assumptions. At the end of this discussion *Attachment A: SFY 08 Estimated Costs*, presents our costs in table format.

A. DESCRIPTION OF ASSUMPTIONS

As requested, MAXIMUS has estimated costs for the next year of program operations: July 1, 2007 through June 30, 2008. Costs for each period are divided into the following major categories; Personnel Costs, Materials Production and Printing Costs, Administrative/Other Costs, and Indirect costs. Per the OVHA's direction, we assume continuation of the Citizenship and Identity (C&I) HelpLine into FY 08 with a slow reduction in workforce as the project nears completion of activities for existing members in February 2008. To support the C&I effort for new members on an ongoing basis we have budgeted 1 Member Services Representative (MSR) FTE from February to June 2008. In addition, we have added 6 MSR FTEs to handle additional calls related to Catamount Health/ESI. We have also separately priced some optional additional services for the OVHA to consider to handle periods of peak Catamount Health /ESI call volumes without further expanding the staffing complement and infrastructure in our Vermont office. Aside from these exceptions, FY 2008 operations costs are primarily a continuation of the costs for FY 2007, with a three-percent inflation factor. In all instances we have based actual future costs on our history of operational expenses, for example the costs associated with lease space and staff salaries.

1. PERSONNEL COSTS

The Personnel section includes Corporate and Direct Service Personnel and the costs reflect the salary plus corporate fringe rate discussed below.

- **Corporate Personnel:** MAXIMUS has defined Corporate Personnel as corporate staff assigned to support this project. Included in this category are costs for the Partnership



Director/ Corporate Vice President and corporate systems support for ongoing Information Technology and Telecommunications needs.

- **Direct Service Personnel:** The service personnel onsite in Vermont who support the project on an ongoing basis are identified in *Attachment B: SFY 08 Staff Loading Chart and Estimated Call Capacity*. MAXIMUS proposes 20 Member Services Representatives FTEs to handle general enrollment and member services calls and 6 Member Services Representatives FTEs to handle additional volume related to Catamount Health/ESI. In addition, we propose an ongoing reduction of C&I MSRs from peak staffing in October and November 2007 to 1 FTE in February 2008 and for the remainder of FY08. This staffing complement expands our capacity to handle additional combined incoming and outgoing calls per day as outlined on *Attachment B*. All other personnel proposed are consistent with that funded in FY 2007. Should call volume or other VHAMS activities change significantly, in either direction, MAXIMUS reserves the right to work with the OVHA to propose adjustments to project staffing.
- **Payroll Tax and Fringe Cost:** MAXIMUS fringe benefit rate is 32 percent including all taxes, benefits, and incentive costs. All employees are eligible for company fringe benefits.
- **Total Personnel Costs:** Total personnel costs are a combination of total Corporate and Direct Service Personnel multiplied by a fringe benefit rate of 32 percent.

2. MATERIALS PRODUCTION AND PRINTING COST

Through mutual agreement with the OVHA, MAXIMUS produces and mails the Managed Care Enrollment Booklet and, beginning with this contract term, the Revised Health Care Program Handbooks and the Pharmacy Program Handbooks. In addition, MAXIMUS produces numerous client notifications including enrollment forms, reminder notices, confirmation notices, transfer notices, disenrollment notices, reinstatement notices, and newborn enrollment notices.

- **Marketing Materials - Education and Enrollment:** MAXIMUS proposes to continue printing the items described above. Based on mailing volumes during the previous year, we anticipate mailing 3,500 enrollment packages each month. In addition, we plan to produce and mail 1,300 Handbooks each month. We estimate the cost of printing the booklets, covers, and envelopes to be \$2,535 per month.
- **Notices:** MAXIMUS proposes to continue to produce enrollment forms, reminder letters, confirmation notices, transfer notices, disenrollment notices, and reinstatement notices. Based on past experience, we anticipate producing approximately 8,115 notices and forms and envelopes each month at a cost of \$680 per month.
- **Total Materials Production and Printing:** The total cost is the sum of all production and printing costs for the total number of marketing materials and notices.



3. ADMINISTRATIVE/OTHER COSTS

The costs identified in this category are costs that must be incurred to support the project. Where possible, costs have been based on actual spending over the last twelve months.

- **Rent and Utilities:** The rent for 8,436 sq feet of office space located at 101 Cherry Street in Burlington is \$19.50 per square foot through July 31, 2008. On January 1, of each year the rent increases by \$.50 per square foot. This includes all utilities costs.
- **Repair/Maintenance/Facilities:** We do not anticipate additional repairs in SFY 08.
- **Furniture and Equipment:** In the ongoing years, furniture and equipment costs are estimated at \$18,000 per year. As the incumbent MAXIMUS is able to offer the OVHA cost savings in this area by utilizing existing furniture and equipment.
- **Information Systems:** MAXIMUS estimates average costs of \$1,199 per month for ongoing information systems needs including replacement costs, software, and annual license renewals.
- **Temporary Staff/Training Pipeline:** In order to maintain a full complement of trained MSR staff and consistent services levels MAXIMUS proposes to continue to maintain a "training pipeline" of MSR staff. For this purpose we estimate an average of 3 MSR FTEs at a cost of \$101,736 annually.
- **Telephone/Communications:** Ongoing telephone charges (including the toll-free HelpLine, GovNet charges, vendor charges for ongoing telecommunications systems maintenance, business line, TTY, cell phones, and Language Line charges) are estimated at \$98,561 annually.
- **Office Supplies:** We incur approximately \$2,042 per month for expenses related to office supplies. This includes paper, toner, ink cartridges, and all supplies necessary to operate our Vermont office.
- **Travel:** Our ongoing travel costs are estimated \$4,638 per month and include \$3,000 per month for local travel related to Marketing and Outreach, \$1,000 per month for parking reimbursement, and \$7,656 annually for trips to the corporate office for supervisory and management staff training sessions.
- **Miscellaneous:** Included in this category is the monthly maintenance, rental, and metered charges related to our copy and postage machines. Also included in this category are express mail and courier services related to our monthly mailings. We estimate these expenses at \$1,145 per month.
- **Total Administrative/ Other Costs:** This sums all of the costs previously identified in this section.



4. INDIRECT COSTS

The following includes indirect costs.

- **G & A:** MAXIMUS continues the G&A rate for this project at 15 percent. Our G&A costs are those real costs incurred by MAXIMUS in order to support the Vermont operation. This includes such activities as human resources functions, production support, accounting and payroll support, administrative and technical support, corporate training, and all other corporate support services.
- **Earnings Factor:** MAXIMUS proposes to continue its historical 7.5 percent fee.

5. TOTAL DIRECT AND INDIRECT COSTS

Total Direct and Indirect Costs are the sum of all the expenses previously described in this document.

6. PASS THROUGH COSTS

Per the OVHA's request, postage costs are provided as a pass through expense. This means that we do not charge the OVHA for the overhead expenses that we incur on these costs, nor do we charge a fee for these services.

- **Postage:** MAXIMUS incurs postage costs for each of our client mailings. For FY 2008, we anticipate mailing 3,500 enrollment packages per month at a cost of \$0.87 per package and 1,300 Revised Handbooks each month at an anticipated cost of \$0.87 to \$1.11 for each package. In addition, we expect to mail 3,115 applications, notices, and forms each month of FY 2008. In addition we incur expenses related to Business Return Envelopes included in each enrollment mailing. In total, our projected postage expenses are \$8,805 per month. Postage costs are billed as a pass through and bear no Indirect Costs or Earnings Factor.
- Per the OVHA's request we have included an additional \$40,000 for one-time special projects to be determined by OVHA. These may include printing and postage for special mailings.

7. TOTAL COSTS

Total costs are the sum of all Direct and Indirect Costs and all Pass Through Costs outlined in this document.

8. ADDITIONAL SERVICES

To support the OVHA's effort to implement Catamount Health/ESI in a way that ensures prompt service for all consumers, even in times of peak demand, MAXIMUS proposes two



Additional Services for your consideration. The costs associated with each of these efforts are included in the base-pricing proposal. Estimates for these enhancements are discussed in the sections below and include the following.

- 24/7 IVR Functionality
- VHAMS Extended Hours

IVR Functionality

This option would provide OVHA with the ability to implement enhanced integrated voice response (IVR) call center functionality to support the Catamount/ESI program as well as other currently supported OVHA programs. From a project management perspective, this allows increased availability of MSRs for more complicated calls by allowing more routine inquiries to be automated. The benefit to callers is the ability to access information 24 hours a day, 7 days per week and access some self-service options for callers who prefer to obtain information in this manner. Specifically, we envision the following functionality, but look forward to working out the details based on OVHA's feedback and preferences.

- All callers would receive a welcome message
- Callers interested in Catamount/ESI would be screened through an automated screening tool to determine if they are likely eligible for a subsidy, and would be most appropriately served by MAXIMUS, or if they are likely to fall into the unsubsidized population. Callers fitting the profile for the unsubsidized program would be routed to the participating health plans.
- Callers interested in receiving more general information about Catamount/ESI could opt in to hear pre recorded static information, with ability to be transferred to an MSR as desired.
- Callers could access other frequently asked for information, such as the address for mailing in a premium, general program overviews, basic eligibility standards, and other information.
- The IVR can be programmed to provided quick updates to dynamic information or to make emergency announcements

MAXIMUS proposes using its hosted service provider, Contact Solutions, Inc. (CSI), to provide this functionality. The main advantages of this approach are:

- No up front investment in expensive capital equipment
- Low up front investment in programming
- Ongoing costs based on actual usage, with no minimum requirements. The per-minute model provides CSI with an incentive to maximize the effectiveness of the IVR, consistent with OVHA's priorities for customer service.

MAXIMUS has deployed this solution to support other call centers, including those with a health care reform component, allowing us to make use of already developed call flows. The



development cost for the IVR totals \$36,778. The cost per minute for usage of the IVR thereafter is \$0.0797 per minute, inclusive of telecommunication carrier charges. Assuming the IVR receives 30,000 calls per month and automates 10 percent of them, the usage charge would be approximately \$2,871 per month.

VHAMS Extended Hours/Overtime Costs

MAXIMUS is also providing pricing for extending hours at the VHAMS Call Center. The table below provides the daily, weekly, and monthly fully loaded costs of extended the hours of operation by 2, 3, or 4 hours for between 1 and 10 staff.

MSRs	Daily Cost			Weekly Cost			Monthly Cost		
	2 Hours	3 Hours	4 Hours	2 Hours	3 Hours	4 Hours	2 Hours	3 Hours	4 Hours
1	\$63	\$94	\$126	\$315	\$472	\$630	\$1,417	\$2,126	\$2,835
2	\$126	\$189	\$252	\$630	\$945	\$1,260	\$2,835	\$4,252	\$5,670
3	\$189	\$283	\$378	\$945	\$1,417	\$1,890	\$4,252	\$6,379	\$8,505
4	\$252	\$378	\$504	\$1,260	\$1,890	\$2,520	\$5,670	\$8,505	\$11,340
5	\$315	\$472	\$630	\$1,575	\$2,362	\$3,150	\$7,087	\$10,631	\$14,175
6	\$378	\$567	\$756	\$1,890	\$2,835	\$3,780	\$8,505	\$12,757	\$17,010
7	\$441	\$661	\$882	\$2,205	\$3,307	\$4,410	\$9,922	\$14,884	\$19,845
8	\$504	\$756	\$1,008	\$2,520	\$3,780	\$5,040	\$11,340	\$17,010	\$22,680
9	\$567	\$850	\$1,134	\$2,835	\$4,252	\$5,670	\$12,757	\$19,136	\$25,515
10	\$630	\$945	\$1,260	\$3,150	\$4,725	\$6,300	\$14,175	\$21,262	\$28,350

MAXIMUS proposes a responsible cost for the Vermont Health Access Member Services Project. These costs reflect our extensive experience as the Vermont contractor and in most instances they reflect actual project expenses. MAXIMUS looks forward to continuing our partnership with the Office of Vermont Health Access into the coming contract term. We are open to discussing and negotiating any items where another method of implementation may result in lower costs. Thank you for considering our cost proposal to continue providing our Vermont clients with quality enrollment, benefits counseling, and member services functions.



Attachment A: SFY 2008 Estimal

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Personal									
Administrative	28,523	28,523	28,324	28,622	28,423	28,423	28,622	28,324	28,423
Direct Staff									
MSRs (FTEs)	27	28	29	30	30	29	28	27	27
MSR Salary	68,745	71,053	66,982	78,872	72,220	69,932	73,793	62,385	65,355
MSR Supervisors (FTEs)	6	6	6	6	6	6	6	6	6
MSR Supervisor Salary	17,557	17,557	17,557	17,557	17,557	17,557	17,557	17,557	17,557
Direct Staff	86,301	88,610	84,539	96,429	89,776	87,488	91,350	79,941	82,912
Fringe at 32%	36,744	37,482	36,116	40,016	37,824	37,092	38,391	34,645	35,627
Overtime Costs (5 Staff for 2 hours per day, for 2 months)				7,087	7,087				
Total Personnel Costs:	151,568	154,615	148,979	172,155	163,111	153,003	158,363	142,910	146,963
Administrative/Other Costs:									
Administrative Costs:									
Rent and Utilities	13,884	13,884	13,884	13,884	13,884	13,884	14,236	14,236	14,236
Telephone/Communications	8,218	8,691	8,025	9,069	8,143	8,233	8,303	7,814	7,814
IVR Deployment*	29,750	2,129	2,129	2,129	2,129	2,129	2,129	2,129	2,129
Information systems	1,199	1,199	1,199	1,199	1,199	1,199	1,199	1,199	1,199
Travel	4,638	4,638	4,638	4,638	4,638	4,638	4,638	4,638	4,638
Subtotal Administrative Costs	57,690	30,541	29,875	30,919	29,994	30,083	30,505	30,016	30,016
Other:									
Repair/Maintenance									
Furniture and Equipment	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500
Office Supplies	2,042	2,042	2,042	2,042	2,042	2,042	2,042	2,042	2,042
Miscellaneous	1,145	1,155	1,165	1,175	1,175	1,185	1,155	1,145	1,145
Training Unit	8,316	9,180	7,776	9,288	7,776	7,776	8,424	7,992	8,856
Tenant Improvements/Buildout									
Subtotal Other Costs	13,003	13,877	12,483	14,005	12,493	12,483	13,121	12,679	13,543
Total Administrative/Other Costs:	70,693	44,417	42,358	44,924	42,486	42,566	43,625	42,694	43,558
Material Production/Printing Costs:									
Enrollment and Member									
Services Materials	2,535	2,535	2,535	2,535	2,535	2,535	2,535	2,535	2,535
Notices	680	680	680	680	680	680	680	680	680
Catamount Plan Materials**	625	625	625	625	625	625	625	625	625
Postage***	50,255	10,255	10,255	10,255	10,255	10,255	10,255	10,255	10,255
Total Material Production/Printing Costs:	54,094	14,094	14,094	14,094	14,094	14,094	14,094	14,094	14,094
Total Direct Costs:	276,355	213,127	205,431	231,173	219,691	209,664	216,082	199,699	204,615
G & A 15% on all costs except postage	33,915	30,431	29,276	33,138	31,416	29,911	30,874	28,417	29,154
Earnings Factor @ 7.5% on all costs except postage	19,501	17,488	16,834	19,054	18,064	17,199	17,753	16,340	16,784
Total Costs (Direct, Indirect, and Pass through)	329,771	261,055	251,541	283,365	269,171	256,774	264,709	244,455	250,533

* Assumes 33,000 VR Minutes per month
 ** Assumes 2,500 Catamount Plan Materials mailings per month at a cost of 25 cents each.
 *** Assumes \$40,000 for one-time mailing in July 2007. Assumes 2,500 two ounce Catamount Plan Materials mailings per month.



Attachment B:

SFY 08 Staff Loading Chart and Estimated Call Volume Capacity

STAFFING - Vermont Health Access Option Year 1

Position	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08
MSR - Core VHAP	20	20	20	20	20	20	20	20	20	20	20	20
MSR - CI	6	5	4	2	1	1	1	1	1	1	1	1
MSR - Catamount	1	3	5	8	9	8	7	6	6	6	6	6
Project Manager	1	1	1	1	1	1	1	1	1	1	1	1
M & O Counselor	1	1	1	1	1	1	1	1	1	1	1	1
Mailing Coordinator and System	1	1	1	1	1	1	1	1	1	1	1	1
Mgr Admin and Mailing Operati	1	1	1	1	1	1	1	1	1	1	1	1
Mgr QA & Training	1	1	1	1	1	1	1	1	1	1	1	1
CI Spvr	1	1	1	1	1	1	1	1	1	1	1	1
MSR Spvr	4	4	4	4	5	5	5	5	5	5	5	5
Receptionist	1	1	1	1	1	1	1	1	1	1	1	1
Sr MSR	1	1	1	1	1	1	1	1	1	1	1	1
Systems Administrator	1	1	1	1	1	1	1	1	1	1	1	1
Call Capacity												
Core VHAP	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300
CI	390	325	260	130	65	65	65	65	65	65	65	65
Catamount	65	195	325	520	585	520	455	390	390	390	390	390
Total	1,755	1,820	1,885	1,950	1,950	1,885	1,820	1,755	1,755	1,755	1,755	1,755