

<p>Task Order</p> <p>Maximus – Contract # 20959</p> <p>Task Order # 002</p> <p>Start Date: 7/1/2015</p> <p>End Date: 6/30/2016</p> <p>Total Cost: \$161.00</p>
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This is a Task Order between the State of Vermont, Department of Vermont Health Access (hereafter called “State”) and Maximus Health Service, Inc. (hereafter called “Contractor”). This Task Order is entered into in accordance with Contract No. 20959 dated December 15, 2011, as amended and restated June 27, 2014, and amended July 1, 2015 (the “Contract”), between the State and Contractor. The parties acknowledge and agree that this Task Order is subject to and shall be incorporated in and become a part of the Contract. This Task Order shall not in any way amend, conflict with or supersede the Contract. For purposes of this Task Order, the terms and conditions of Attachment C, Attachment A and Attachment B of the Contract, in that order, shall take precedence and supersede in the event of any ambiguity, conflict or inconsistency with the provisions in this Task Order, including any attachments hereto.

This Task Order is entered into in accordance with Section 3 (Telephone Access) and Section 26 (Task Orders) of the Contract. All capitalized terms used herein and not otherwise defined shall have the meaning set forth in the Contract.

Scope of Work	Deliverable Description and Due Dates	Task Order Budget Amount
<p>Contractor shall add a telephone line dedicated solely to the Vermont Medicaid Shared Savings Program (VMSSP). The cost of operating the call center and supporting the line will be paid according to the per minute talk time rate set forth in attachment B of the Contract. All logistical services to support this dedicated call center line, such as training of staff, and all overhead costs will be included in the \$.912/minute cost of fielding incoming calls.</p> <p><u>Call Center Operations Related to the Dedicated Vermont Medicaid Shared Savings Program (VMSSP) Phone Line:</u> The Contractor, in consultation with the State, will ensure that dedicated call center operators have been properly trained in the background of the VMSSP and are capable of fielding beneficiary questions with the support of a script provided by the State. The Contractor will monitor call answer times in accordance with Section 3 of the Contract.</p> <p><u>Additional Steps:</u> If, after providing all relevant information regarding the VMSSP, the Contractor call center staff should encounter any of the following scenarios, they will proceed in the following manner, which will also be outlined in the script.</p>	<p>7/1/2015 – 6/30/2016</p>	<p>\$161.00 (estimated aggregate variable per minute cost)</p>

<ul style="list-style-type: none"> • A beneficiary has questions about Medicaid eligibility or information regarding enrollment: Contractor will refer the beneficiary to the existing avenue for enrollment services. • A beneficiary has questions regarding compliance, or would like to file a grievance or appeal: Contractor will refer the beneficiary to the existing avenue for compliance, grievances, or appeals. • A beneficiary wants to indicate that they do not want Medicaid to share their claims data with an Accountable Care Organization (ACO): Contractor will capture the beneficiary's first and last name, Medicaid beneficiary ID, and the date of their request to opt out of sharing their claims with an ACO. Contractor will provide this information to the State payment reform team on an ongoing basis (once a month). 		
		<p>TOTAL AMOUNT NOT TO EXCEED:</p> <p>\$161.00</p>

All undisputed charges will be paid in accordance with the terms set forth in Attachment B.

Contractor Representative	Adam Polatnick, Vice President	
Approval Signature	e-Signed by Adam Polatnick on 2016-06-15 14:22:34 GMT	Date June 15, 2016
Contract Manager Representative:	Tena Perrelli	
Approval Signature	e-Signed by Tena Perrelli on 2016-05-25 12:16:35 GMT	Date May 25, 2016
DVHA Contract Administrator	Susan Whitney	
Approval Signature	e-Signed by Susan Whitney on 2016-05-25 12:32:25 GMT	Date May 25, 2016
Finance Representative	Aaron Brodeur	
Approval Signature	e-Signed by Aaron Brodeur on 2016-05-25 15:00:04 GMT	Date May 25, 2016
Assistant Attorney General	Jaye Johnson	
Approval Signature	e-Signed by Jaye Johnson on 2016-05-25 17:01:48 GMT	Date May 25, 2016