

STATE OF VERMONT
 CONTRACT FOR PERSONAL SERVICES - AMENDMENT
 ELECTRONIC DATA SYSTEMS (EDS) CORPORATION
AMENDMENT

Contract # 8430
 Change # 3

It is hereby agreed by and between the State of Vermont, Agency of Human Services, Office of Vermont Health Access (formerly known as Department of Prevention, Assistance, Transition, and Health Access (hereafter referred to as the "State" or the "Department") and Electronic Data Systems (EDS), a Delaware Corporation (hereafter referred to as the "Contractor") that the Title XIX Medicaid Contract for operation of the Vermont Medicaid Management Information System (MMIS), entered into January 01, 2004 (hereafter referred to as the "Contract"), is hereby amended effective upon execution by the Department's Director, as follows:

By deleting on page 6 of 29, Section 11 and substituting in lieu thereof the following Section 11:

The Contractor agrees to provide the following number of Customer Service (CSRs) hours to the State:

- January 1, 2004 – December 31, 2004 – 5,000 CSR Hours
- January 1, 2005 – December 31, 2005 – 6,000 CSR Hours
- January 1, 2006 – December 31, 2006 – 6,000 CSR Hours
- January 1, 2007 – December 31, 2007 – 8,000 CSR Hours
- January 1, 2008 – December 31, 2008 – 8,000 CSR Hours

Any unused CSR hours may be carried over to the following year. The CSR hours outlined above are included in the Contractor's Operational Fixed Price. If any hours remain outstanding at the expiration or termination of the contract such hours will be reimbursed at the amount of \$45.00 per hour to the State.

By deleting on page 12, of Attachment B, Part 1: Operational Invoice/Payment Schedule for the period of January 1, 2006 – December 31, 2006 and substituting in lieu thereof the following updated Operational Invoice/Payment Schedule:

Operational Invoice/Payment Schedule
 January 1, 2006 - December 31, 2006

Volume Parameters		Claims Process	Drug Transactions
High Estimate		7,500,000	5,000,000
Median Estimate		6,000,000	4,000,000
Low Estimate		4,500,000	3,000,000
Fixed Price		Original	Revised/Amend
Claims Processing	\$6,495,360	\$0	\$6,495,360
Drug Payment Transactions	\$160,000		\$160,000
Provider Relations	\$1,315,516		\$1,315,516
Management Reporting (BO, CRLD, MAR, SURS)	\$411,099		\$411,099
Sub Total	\$8,381,975	\$0	\$8,381,975
Added Services (As Utilized)			
School Health Program	\$320,000	(\$194,551)	\$125,449
Clinical Specialist	\$56,000		\$56,000
Project Coordinator	\$27,000		\$27,000
Cash Control Employee	\$30,000		\$30,000
Translator Services	\$100,000		\$100,000
Sub Total	\$533,000	(\$194,551)	\$338,449
Total	\$8,914,975	(\$194,551)	\$8,720,424

Amount Invoiced Each Month
 \$698,498

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By deleting on page 13, of Attachment B, Part 1: Operational Invoice/Payment Schedule for the period of January 1, 2007 – December 31, 2007 and substituting in lieu thereof the following updated Operational Invoice/Payment Schedule:

Operational Invoice/Payment Schedule
 January 1, 2007 - December 31, 2007

Volume Parameters		Claims Process	Drug Transactions
High Estimate		7,500,000	5,000,000
Median Estimate		6,000,000	4,000,000
Low Estimate		4,500,000	3,000,000
Fixed Price	Original	Reallocation	Revised/Amend
Claims Processing	\$6,495,475	\$383,115	\$6,878,590
Drug Payment Transactions	\$160,000		\$160,000
Provider Relations	\$1,315,539		\$1,315,539
Management Reporting (BO, CRLD,MAR,SURS)	\$411,106		\$411,106
Sub Total	\$8,382,120	\$383,115	\$8,765,235
Added Services (As Utilized)			
School Health Program	\$330,000	(\$293,111)	\$36,889
Clinical Specialist	\$58,000		\$58,000
Project Coordinator	\$29,000		\$29,000
Cash Control Employee	\$31,000	(\$18,083)	\$12,917
Translator Services	\$100,000		\$100,000
Sub Total	\$548,000	(\$311,194)	\$236,806
Total	\$8,930,120	\$71,921	\$9,002,041

Amount Invoiced Each Month
 Jan - Jun 07 \$698,510
 Jul - Dec 07 \$762,363

By deleting on page 14, of Attachment B, Part 1: Operational Invoice/Payment Schedule for the period of January 1, 2008 – December 31, 2008 and substituting in lieu thereof the following updated Operational Invoice/Payment Schedule:

Operational Invoice/Payment Schedule
 January 1, 2008 - December 31, 2008

Volume Parameters		Claims Process	Drug Transactions
High Estimate		7,500,000	5,000,000
Median Estimate		6,000,000	4,000,000
Low Estimate		4,500,000	3,000,000
Fixed Price	Original	Reallocation	Revised/Amend
Claims Processing	\$6,577,540	\$456,642	\$7,034,182
Drug Payment Transactions	\$160,000		\$160,000
Provider Relations	\$1,332,160		\$1,332,160
Management Reporting (BO, CRLD,MAR,SURS)	\$416,300		\$416,300
Sub Total	\$8,486,000	\$456,642	\$8,942,642
Added Services (As Utilized)			
School Health Program	\$340,000	(\$302,012)	\$37,988
Clinical Specialist	\$60,000		\$60,000
Project Coordinator	\$31,000		\$31,000
Cash Control Employee	\$32,000	(\$32,000)	\$0
Translator Services	\$100,000		\$100,000
Sub Total	\$563,000	(\$334,012)	\$228,988
Total	\$9,049,000	\$122,630	\$9,171,630

Amount Invoiced Each Month
 \$745,220

By adding on page 2 of Section 10, Attachment F, EDS Narrative and Price Proposal to included the following:

Attachment F Part IV: EDS Narrative Proposal and Price Proposal Submitted for Additional Operational Services Dated April 5, 2007

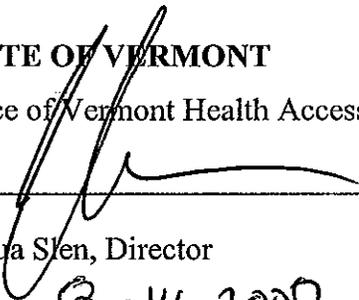
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This amendment consists of 5 pages. Except as modified by this amendment and any previous amendments, all provisions of this contract, (#8340), dated January 1, 2004, shall remain unchanged and in full force and effect.

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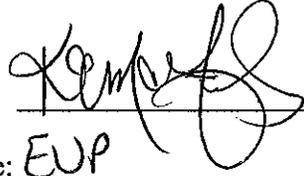
Office of Vermont Health Access



Joshua Slen, Director

Date: 8-14-2007

CONTRACTOR: **EDS Corporation**

By: 

Title: EUP

Date: 8/1/2007

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Attachment F, Part IV
EDS Proposal for Additional Services April 5, 2007
To be effective July 1, 2007

EDS submits the following proposal in response to the request from OVHA to perform additional responsibilities as part of the implementation of the Medicare Modernization Act (MMA), part D premium project, the Vermont Employer Sponsored Insurance (ESI) program and the modification to the Hospital Payment methodology project.

1. EDS will add 3,000 CSR hours per contract year to cover the additional system modifications that will be required in support of these projects. The CSR hours will be utilized at the discretion of OVHA.
2. EDS will be responsible for the following Contractor Responsibilities associated with the MMA project:
 - a. Provide sufficient staff to handle all incoming beneficiary calls associated with the resolution of Medicare Part D premiums
 - b. Produce monthly Pharmacy Part D (PDP) premium payments to insurance carriers.
 - c. Provide sufficient staff to respond to insurance carrier inquiries regarding monthly PDP payments.
3. EDS will be responsible for the following Contractor Responsibilities associated with the ESI program:
 - a. Mailing Premium Payment Checks and Remittances each week
 - b. Encourage the use of direct deposit by inserting a Bank Direct Deposit Enrollment Form with all paper checks or include the direct deposit enrollment instructions on the new check stock.
 - c. Claims Processing of claims for the ESI (Chronic Wrap and possible CHAP gap Wrap) and ESI-VHAP (VHAP Wrap) Programs.
 - d. Provider Help Desk support for all 3 programs.
 - e. EFT Rejects, Lost Checks, Void/Reissue Processing, and resolution of similar related problems
 - f. Undeliverable Payments Reconciliation process.
 - g. Mail eligibility cards, where necessary.
 - h. Business Objects Reporting Specialists Support.
 - i. Generate, mail and follow-up on Recipient Bills for Voided ESI Premium Payments from Retro closed TPL panels.
 - j. Premium Refund Check Processing.
 - k. 100 Downloads to update Swipeboxes.
 - l. Maintain the Chronic Condition Indicator on the Diagnosis Code Reference Data.

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m. Establish a process to obtain routine file from bank on the status of the premium checks. This file will be used to update the MMIS Check Status field to identify whether or not the check has been cleared.

4. EDS will purchase the CMS Grouper Software with annual updates in support of the hospital reimbursement methodology project.

Cost Proposal

Costs associated with this proposal will be added to the monthly fixed price cost as follows:

2007 <u>Claim Processing</u> fixed price amount will be increased by	<u>\$ 383,115</u>
Additional Services (6 months)	\$ 67,665
ESI Check Clearance Process – Bank Charges	\$ 450
3,000 CSR hours @ \$105/hr	\$ 315,000

Assumption: Start date for new contractor responsibilities is 07/01/2007.

2008 <u>Claim Processing</u> fixed price amount will be increased by	<u>\$456,642</u>
Additional Services	\$140,742
ESI Check Clearance Process – Bank Charges	\$ 900
3,000 CSR hours @ \$105/hr	\$ 315,000

The purchase of the CMS Grouper Software in support of the Hospital Reimbursement methodology modifications will be submitted to OVHA as a direct passthrough item. The estimated cost of this license is \$10,000.00 annually. EDS will purchase this license in the name of the State of Vermont.

Estimated Cost for additional Passthrough items:

2007 – Grouper Software	\$10,000
2008 – Grouper Software	\$10,000