

Sixth Amendment to the IME Professional Services - Member Services Contract

This Amendment to Contract Number MED-10-001-A is effective as of May 1, 2016, between the Iowa Department of Human Services (Agency) and MAXIMUS Health Services, Inc (Contractor).

Section 1: Amendment to Contract Language

The Contract is amended as follows:

Revision 1. New RFP Section 6.5.7, Liaison Activities with the IA Health Link Managed Care Organizations, is hereby added and incorporated into Section 5 of the Contract herein by reference:

6.5.7 Liaison Activities with the IA Health Link Managed Care Organizations

The Contractor will receive requests directly from the Iowa Department of Human Services (DHS) to handle critical managed care organization (MCO) issues which require management and resolution. When DHS becomes aware of and/or receives notification of a crisis or critical issue related to MCO enrollment from legislators, members, and/or other key stakeholders, they will notify the Contractor Managed Care Liaison who will take action to resolve the issue through a collaborative process with the MCO and/or DHS.

A critical issue which requires intervention to ensure resolution may include the following:

- Member is in crisis situation that does not appear to have been addressed
- Member may be in current placement or situation which could be deemed unsafe
- Member has court involvement and required services may be required to be routed and provided through the MCO.

6.5.7.1 State Responsibilities

- a. Receive and log all incoming MCO requests related to critical access to care issues.
- b. Forward all incoming MCO critical issue requests to the Contractor's Managed Care Liaison for proper disposition and resolution.
- c. Forward to the Contractor the name of the single Point of Contact (POC) for each MCO.
- d. Ensure that the MCO responds directly to legislative requests and provides DHS with copy of response for the Contractor's log.

6.5.7.2 Contractor Responsibilities

- a. Receive notifications from DHS regarding difficult and complex cases related to critical access to care issues.
- b. Establish and maintain ongoing communications with the MCOs as part of efforts to resolve critical issues.
- c. Coordinate resolution efforts directly with designated MCO personnel related critical issues.
- d. Work with operating divisions to communicate complex and critical incidents and to receive feedback to be communicated to the appropriate managed care organizations.
- e. Work with MCOs to establish timeframes for resolution of critical issues.
- f. Track and report on MCO responses, including adequacy and timeliness.
- g. Consult with DHS regarding any questions and/or concerns related to the adequacy or timeliness of MCO responses necessary for resolution of critical issues.

- h. Provides DHS with updates regarding complex and critical MCO issues.

6.5.7.3 Performance Standards

- a. Submit updates and reports to DHS management on MCO responses at minimum weekly.
- b. Contractor shall meet the following timeframes for issue resolution:
 - i. Critical member situation: Resolved within two (2) working days of DHS referral.
 - ii. Non-critical member situation: Resolved within five (5) working days of DHS referral.
 - iii. Provider situations: Resolved within five (5) working days of DHS referral.

Revision 2. Section 7.1, "Performance Based Contract," paragraph beginning, "In addition to the above monthly fixed fee amounts, Contractor may invoice the following amounts," and ending with "\$19,500 per month for the period of January 2016 through June 2016, with an additional \$18,200 per complex, produced video production the Agency requests per Contract Section 6.5.10.2(e)(iv)(d)," is hereby amended to read as follows:

- Section 6.5.6: \$28,453 per month beginning January 2016 and ending 30 days following managed care "go live" (currently scheduled for April 2016).
- Section 6.5.7: \$11,036 per month for the period of May 2016 through June 2017, prorated based on the actual start date of the Contractor Managed Care Liaison.
- Section 6.5.10.2(e): \$19,500 per month for the period of January 2016 through June 2016, with an additional \$18,200 per complex, produced video production the Agency requests per Contract Section 6.5.10.2(e)(iv)(d)).

Revision 3. Federal Funds. The following federal funds information is provided:

Contract Payments include Federal Funds? Yes	
The contractor for federal reporting purposes under this contract is a: Vendor	
DUNS #: 082347477	
The Name of the Pass-Through Entity: Iowa Department of Human Services	
CFDA #: 93.778	Federal Awarding Agency Name: Department of Health and Human Services/Centers for Medicare and Medicaid Services
Grant Name: Medical Assistance Program	

Section 2: Ratification & Authorization

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and that this Amendment constitutes a legal, valid, and binding obligation.

Section 3: Execution

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby

acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

Contractor, MAXIMUS Health Services, Inc.		Agency, Iowa Department of Human Services	
Signature of Authorized Representative:	Date:	Signature of Authorized Representative:	Date:
<i>Charles K. Sweeney II</i>	<i>5-23-16</i>	<i>C. M. Palmer</i>	<i>6-22-16</i>
Printed Name: Charles K. Sweeney II		Printed Name: Charles M. Palmer	
Title: Vice President, Contracts		Title: Director	

