

Fourth Amendment to the Contract

This Fourth Amendment to the Contract for Iowa Medicaid Enterprise Services (the "Contract") between the State of Iowa, Department of Human Services (the "Department" or "DHS") and Policy Studies Inc. (the "Contractor") effective as of July 1, 2004, is made pursuant to Section 19.6 of the Contract. This Fourth Amendment is effective as of September 1, 2007 and will remain coterminous with the Contract. The Amendment modifies, to the extent specified below, the terms and conditions of the Contract.

2. Section 4.0 of the Contract is hereby added to read as follows:

Services applicable to all Iowa Medicaid Enterprise (IME) contractors are set forth in Section 4 of RFP MED 04-015 and are incorporated herein by reference. Service requirements and performance standards applicable to the professional services component contractors of the IME, including the Provider Services Component Contractor, set forth in Section 6.1 of RFP MED 04-015 and are incorporated herein by reference. Services requirements and performance standards specific to the Provider Services Component Contractor are set forth in Section 6.3 of RFP MED 04-015, the Contract, and any Amendments are incorporated herein by reference. The Scope of Work for the Fourth Amendment is defined in Attachment 10 of the Contract, which is attached hereto and incorporated herein by reference.

3. Section 6.1.2 of the contract is hereby added to read as follows:

Section 6.1.2 Payment for Continuation of the NPI Special Project, expansion of call center services, additional outreach services and stale dated check clerk services, due to CMS contingency.

Payment shall be made in addition to the fixed rates set forth in 6.1 and Amendments One and Two for services performed by additional fulltime equivalents set forth in Section 4.1 of previous Amendments. This additional fixed rate shall be invoiced monthly according to the payment schedule set forth in Attachment 10.

For the scope of work as outlined in Amendment Four (Attachment 10) the fixed rate is \$92,395.00.

4. Ratification

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.

5. Authorization

Each party to this Amendment represents and warrants to the other that:

- 5.1 It has the right, power, and authority to enter into and perform its obligations under this Amendment.
- 5.2 It has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms.

6. 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.

State of Iowa, acting by and through the Iowa Department of Human Services

By: _____
Kevin W. Concannon, Director

Date: _____

Policy Studies, Inc.

By: _____
Mark Levy, Executive Vice President

Date: _____

Attachment 10**User Support for Online Remittance Advice and Mass Email Functionality**

PSI will adjust the current level of resources dedicated to enrollment renewal and NPI support until May 31, 2008 to accommodate the features being added to the www.imeservices.org website.

Because the same website supported by current NPI staff is also being used to support online remittance advice access and mass email functionality, it makes sense to continue to use trained staff to support the website for user issues. Many providers have existing accounts with the website, and are familiar with the current staff and processes. In the table listed below, the one permanent FTE will begin September 1, 2007 and will remain coterminous with the Contract till June 30, 2008 and may be extended if one or both option years allowed under the original contract are exercised and mutually agreed upon by both parties.

Timeframe	FTE	Fixed Cost per month	Total cost for Timeframe
September 1, 2007 – December 31, 2007	2 Temp Staff 1 Permanent	\$12,760	\$51,040
January 1, 2008 – March 31, 2008	1 Temp Staff 1 Permanent	\$8,932	\$26,796
April 1, 2008 – June 30, 2008	1 Permanent Staff	\$4,853	\$14,559
Option Year One	1 Permanent Staff	\$4,853	\$58,236
Option Year Two	1 Permanent Staff	\$4,853	\$58,236

Scope of Work

Key Activity: Provide user support and assistance to Iowa Medicaid providers on managing their email accounts and access to online remittance advice statements. This scope of work is limited to assisting providers using the new functionality. Resolution of technical issues is not included in this Scope of Work. The Scope of Work does include reporting technical issues to the appropriate technical team within the Department, and contacting the provider once the issues are resolved.

Contractor Responsibilities

- Assist providers with creating and managing email accounts to receive mass emails from IME
- Assist providers with creating accounts and designating local administrators
- Provide phone and email support for all providers requiring assistance
- Forward all technical issues to the designated technical team
- Contact providers for follow-up of technical issues
- Report monthly on provider usage of both email functionality and online remittance advice access and usage