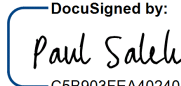
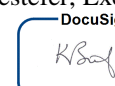
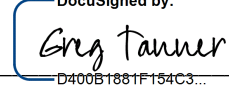


CONTRACT AMENDMENT #24**SIGNATURE AND COVER PAGE**

State Agency Department of Health Care Policy and Financing		Original Contract Number 14-64254
Contractor DXC MS LLC		Amendment Contract Number 14-64254A24
Current Contract Maximum Amount Initial Term		Contract Performance Beginning Date 2/28/2014
State Fiscal Year 2013-14	\$9,201,096.00	Current Contract Expiration Date October 31, 2023
Extension Terms		
State Fiscal Year 2014-15	\$25,491,547.00	
State Fiscal Year 2015-16	\$25,851,971.00	
State Fiscal Year 2016-17	\$24,876,103.97	
State Fiscal Year 2017-18	\$36,497,277.57	
State Fiscal Year 2018-19	\$33,443,308.54	
State Fiscal Year 2019-20	\$40,449,396.09	
State Fiscal Year 2020-21	\$51,942,455.99	
State Fiscal Year 2021-22	\$40,728,009.05	
State Fiscal Year 2022-23	\$32,236,449.80	
State Fiscal Year 2023-24	\$16,570,243.99	
Total for All State Fiscal Years		\$337,287,859.00

THE PARTIES HERETO HAVE EXECUTED THIS AMENDMENT

Each person signing this Amendment represents and warrants that he or she is duly authorized to execute this Amendment and to bind the Party authorizing his or her signature.

CONTRACTOR DXC MS LLC DocuSigned by:  C5B903FEEA402401... Date: <u>7/8/2021</u>	STATE OF COLORADO Jared S. Polis, Governor Department of Health Care Policy and Financing Kim Bimestefer, Executive Director DocuSigned by:  0B6A84797EA8493... Date: <u>7/8/2021</u>
<p>In accordance with §24-30-202 C.R.S., this Amendment is not valid until signed and dated below by the State Controller or an authorized delegate.</p> <p style="text-align: center;">STATE CONTROLLER Robert Jaros, CPA, MBA, JD DocuSigned by:  D400B1881F154C3... Amendment Effective Date: <u>7/8/2021</u></p>	

1. PARTIES

This Amendment to the above-referenced Original Contract (hereinafter called the "Contract") is entered into by and between DXC MS LLC, 1775 Tysons Blvd, Tysons, VA, 22102, (hereinafter called "Contractor"), and the STATE OF COLORADO, acting by and

through the Department of Health Care Policy and Financing, 1570 Grant Street, Denver, Colorado 80203 (hereinafter called “Department” or “State”).

2. TERMINOLOGY

Except as specifically modified by this Amendment, all terms used in this Amendment that are defined in the Contract shall be construed and interpreted in accordance with the Contract.

3. AMENDMENT EFFECTIVE DATE AND TERM

A. Amendment Effective Date

This Amendment shall not be valid or enforceable until the Amendment Effective Date shown on the Signature and Cover Page for this Amendment. The State shall not be bound by any provision of this Amendment before that Amendment Effective Date and shall have no obligation to pay Contractor for any Work performed or expense incurred under this Amendment either before or after of the Amendment term shown in **§1.B** of this Amendment.

B. Amendment Term

The Parties’ respective performances under this Amendment and the changes to the Contract contained herein shall commence on the Amendment Effective Date shown on the Signature and Cover Page for this Amendment or May 30, 2021, whichever is later and shall terminate on the Contract Expiration Date.

4. PURPOSE

The primary purpose of this Amendment is to add funding for the 24 months of services added to the Contract via Option Letter 2. The services being funded for the Option Letter 2 period include:

- Monthly Ongoing Operations and Enhancements,
- Enhancement staff resources,
- Operations Staff, including staff for the Care and Case Management (CCM) call center,
- Electronic Visit and Verification (EVV) services,
- Medical Assistance Provider Incentive Repository (MAPIR) services.
- Claims Editing Solution,
- Care and Case Management licensing,
- Quality Maintenance Payments (QMP) and Performance Standards, and
- Bridge Helpdesk.

This Amendment also adds a third option year period to the contract, updates the party notification representative points of contact, adds requirements for CCM call center services, updates the Enhancement Project Rate Table contained in Exhibit E, Section 1.1.3, and includes hourly rate cost reductions that will apply through December 20, 2021.

5. MODIFICATIONS

The Contract and all prior amendments thereto, if any, are modified as follows:

A. Section 5, TERM, subsection D., is hereby deleted in its entirety and replaced with the following:

A. Second and Third Options to Extend

1) Second Option to Extend

Subject to approval of CMS and requisite State approvals, the State may request continued performance for up to two (2) additional years starting on November 1, 2021, and ending no later than October 31, 2023, at mutually agreed rates and on the same terms specified in this Contract. If the State exercises this option, it shall provide written notice to Contractor at least thirty (30) days prior to the end of the current Contract term in form substantially equivalent to Exhibit B, Sample Option Letter. If exercised, the provisions of the Option Letter shall become part of and be incorporated into this Contract.

2) Third Option to Extend

Subject to approval of CMS and requisite State approvals, the State may request continued performance for up to eighteen (18) additional months starting on November 1, 2023, and ending no later than April 30, 2025, at mutually agreed rates and on the same terms specified in this Contract. If the State exercises this option, it shall provide written notice to Contractor at least thirty (30) days prior to the end of the current Contract term in form substantially equivalent to Exhibit B, Sample Option Letter. If exercised, the provisions of the Option Letter shall become part of and be incorporated into this Contract.

Any agreed increase in rates under this Section 5.D shall be limited as follows:

In no event will the rates agreed under this Section 5.D.1 exceed the rates covering the period from November 1, 2020 to October 31, 2021 as specified in this Contract plus a maximum percentage increase equal to the mathematical mean of the annual percent increase in the Consumer Price Index for All Urban Consumers (CPI-U) for the Denver-Boulder-Greeley metropolitan area for calendar year 2018 and calendar year 2019 as published by the US Department of Labor, Bureau of Labor Statistics. In no event will the rates agreed under this Section 5.D.2 exceed the rates covering the period from November 1, 2022 to October 31, 2023 as specified in this Contract plus a maximum percentage increase equal to the mathematical mean of the annual percent increase in the CPI-U for the Denver-Boulder-Greeley metropolitan area for calendar year 2020 and calendar year 2021 as published by the US Department of Labor, Bureau of Labor Statistics. If the CPI-U is for some reason not available as specified in this Section, the Parties will use the CPI-U (U.S.) for the same period.

B. Section 7, PAYMENTS TO CONTRACTOR, subsection A., Maximum Amount, is hereby deleted in its entirety and replaced with the following:

A. Maximum Amount

The maximum amount payable under this Contract to Contractor by the State is shown in the following table, as determined by the State from available funds. Payments to Contractor are limited to the unpaid obligated balance of the Contract at the rates set forth in Exhibit E, Compensation and Quality Maintenance Payments. The maximum amount payable by the State to Contractor is:

State Fiscal Year 2013-14	\$9,201,096.00
State Fiscal Year 2014-15	\$25,491,547.00
State Fiscal Year 2015-16	\$25,851,971.00
State Fiscal Year 2016-17	\$24,876,103.97
State Fiscal Year 2017-18	\$36,497,277.57
State Fiscal Year 2018-19	\$33,443,308.54
State Fiscal Year 2019-20	\$40,449,396.09
State Fiscal Year 2020-21	\$51,942,455.99
State Fiscal Year 2021-22	\$40,728,009.05
State Fiscal Year 2022-23	\$32,236,449.80
State Fiscal Year 2023-24	\$16,570,243.99
Total for All State Fiscal Years:	\$337,287,859.00

Funding Changes in Contract Amendment 24

Ongoing Operations and Enhancements

Added \$13,163,302.00 to State Fiscal Year 2021-22 for Ongoing Operations and Enhancements.
 Added \$20,456,256.00 to State Fiscal Year 2022-23 for Ongoing Operations and Enhancements.
 Added \$6,981,036.00 to State Fiscal Year 2023-24 for Ongoing Operations and Enhancements.

Enhancement Staff

Added \$5,624,802.98 to State Fiscal Year 2021-22 for Enhancement Staff.

Operations Staff (including Care and Case Management Call Center Services)

Added \$146,445.96 to State Fiscal Year 2020-21 for Operations Staff.
 Added \$2,145,800.38 to State Fiscal Year 2021-22 for Operations Staff.
 Added \$1,734,970.40 to State Fiscal Year 2022-23 for Operations Staff.
 Added \$656,840.53 to State Fiscal Year 2023-24 for Operations Staff.

Electronic Visit and Verification (EVV)

Added \$40,000.00 to State Fiscal Year 2020-21 for EVV.
 Deducted \$4,390,875.70 from State Fiscal Year 2021-22 for EVV (making the total for State Fiscal Year 2021-22 \$2,316,904.36).
 Added \$2,460,967.90 to State Fiscal Year 2022-23 for EVV.
 Added \$2,617,320.07 to State Fiscal Year 2023-24 for EVV.

Claims Editing Solution

Deducted \$213,329.00 from State Fiscal Year 2022-23 for Claims Editing Solution (making the total for SFY 2022-23 \$2,752,883.50).
Added \$1,726,001.49 to State Fiscal Year 2023-24 for Claims Editing Solution (making the total for SFY 2023-24 \$2,767,246.99).

Care and Case Management

Added \$2,864,808.40 to State Fiscal Year 2023-24 for Care and Case Management solution (Annual License and Hosting fee).

Compensation and Quality Maintenance Payments

Added \$1,220,048.00 to State Fiscal Year 2021-22 for Ongoing Operations and Enhancements.
Added \$1,864,928.00 to State Fiscal Year 2022-23 for Ongoing Operations and Enhancements.
Added \$627,452.00 to State Fiscal Year 2023-24 for Ongoing Operations and Enhancements.

Bridge Helpdesk (Contract Exhibit C, Sections 40.15.2 – 40.15.4)

Added \$106,184.00 to State Fiscal Year 2021-22
Added \$162,756.00 to State Fiscal Year 2022-23
Added \$55,540.00 to State Fiscal Year 2023-24

The State Fiscal Year amounts in the table in this section are based on State appropriations. Based on the timing of the invoicing and payment, the Contractor may receive amounts paid in a different State Fiscal Year than when the amounts were actually earned by the Contractor.

Any changes to the maximum amount payable under the Contract or Quality Maintenance Payments Specified in Exhibit E, shall require a formal written amendment, in accordance with State Fiscal Rules and State Controller Policies and Guidelines.

The Contractor shall work collaboratively with the Department throughout the activities of this amendment. The Contractor shall discuss issues, timelines, and prioritization of tasks with the Department and shall obtain the Department’s approval on issue resolution or any changes. The Contractor shall discuss any changes to tasks or decisions that had already received approval and shall obtain the Department’s approval on any changes.

C. Section 16., NOTICES AND REPRESENTATIVES, is hereby deleted in its entirety and replaced as follows:

16. NOTICES AND REPRESENTATIVES

Each individual identified below is the principal representative of the designating Party. Unless otherwise required by a specific provision of this Contract, all notices required to be given hereunder shall be hand delivered with receipt required or sent by certified or registered mail to such Party's principal representative at the address set forth below. In addition to, but not in

lieu of, a hard-copy notice, notice also may be sent by e-mail to the e-mail addresses, if any, set forth below. Either Party may from time to time designate by written notice substitute addresses or persons to whom such notices shall be sent. Unless otherwise provided herein, all notices shall be effective upon receipt.

For the State: Parrish Steinbrecher, Deputy Office Director, Health Information Office
Department of Health Care Policy and Financing
1570 Grant Street
Denver, Colorado 80203
Parrish.Steinbrecher@state.co.us

For Contractor: Tripp Fulton, Account General Manager
Gainwell Technologies, LLC
1560 Broadway, Suite 600
Denver, Colorado 80202
tfulton8@gainwelltechnologies.com

D. EXHIBIT C, REQUIREMENTS, Sections 23.25.1.3 through 23.25.1.3.2.2, are hereby added as follows:

23.25.1.3 Reference Amendment 24-2021: In addition to call center agents provided pursuant to section 23.25.1.1, starting July 1, 2021, Contractor shall provide a minimum of three (3), and up to an additional twelve (12) call center agents and one (1) Call Center Supervisor as part of its operational staff to support the Care and Case Management (CCM) system.

23.25.1.3.1 The period from July 1, 2021, until a time to be later determined by the Department will be the Soft Launch period for CCM Call Center Services. The primary purpose of the Soft Launch period is for the Department and Contractor to collect real data from the Assessment and Support Plan, prior to CCM System Go Live, to create the Person Centered Budget Algorithm.

23.25.1.3.1.1 Contractor shall provide a minimum of two (2) call center agents and one (1) Supervisor during the Soft Launch period. The Department may direct Contractor to provide additional call center agents (not in excess of 12) to provide call center services during the Soft Launch period.

23.25.1.3.1.2 During the Soft Launch period, and after System Go Live as directed by the Department, Contractor shall collaborate with the Department's contracted Assessment and Support Plan subject matter expert.

23.25.1.3.1.3 Effective upon System Go Live CCM call center shall be inclusive of the Bridge call center requirements. See Exhibit C, Sections 40.15.2 - 40.18.

23.25.1.3.2 After CCM Call Center Go Live the number of call center agents provided by Contractor shall be governed by the Average Daily Call Volume as specified in the following table:

	Low		Medium		High	
Average Daily Call Volume (daily call volume averaged over a 30-day period of time)	60	120	180	300	375	450
Call Center Agents Provided by Contractor	3	4	6	8	10	12
Anticipated Average Handle Time	11 min.					

The Average Daily Call Volume shall be calculated by Contractor and delivered to the Department by the 5th of each month. Contractor shall have thirty (30) days after delivery of the Average Daily Call Volume to the Department to implement an increase or decrease in the number of call center agents in accordance with the above-mentioned table. Contractor shall report to the Department on a weekly basis when a staffing changes occur. This reporting is in addition to the monthly staffing reporting identified in section 74.38.31.1 below.

- 23.25.1.3.2.1 At any time the Department may direct Contractor to provide more call center agents than the applicable number of call center agents specified in the table above. However, the number of call center agents provided shall not exceed twelve (12). Contractor shall have thirty (30) days after receiving written direction from the Department to implement staffing changes made pursuant to this subsection.
- 23.25.1.3.2.2 If the total number of CCM call center agents provided decreases to six (6) agents or fewer the Department may direct Contractor to remove the one (1) dedicated CCM Call Center Supervisor. If this occurs the CCM call center agents will be supervised by a current Provider Call Center Supervisor.

E. EXHIBIT C, REQUIREMENTS, Sections 23.25.2.1 through 23.25.2.1.3, is hereby added as follows:

- 23.25.2.1 Reference Amendment 24-2021: Training of CCM call center agents shall be administered and concluded prior to the call center agents handling CCM-related calls. CCM call center training shall be conducted as specified in the contract, and shall be conducted so that call center agents are proficient in all abilities and responsibilities for their respective position. Additional CCM call center training requirements include:
- 23.25.2.1.1 CCM Call center agents will be trained on troubleshooting issues on the initial call. Training shall cover issues or questions that are typically discussed during the initial call.
- 23.25.2.1.2 When system enhancements are made Contractor shall ensure training updates are provided to CCM call center agents prior to the system enhancements going live.
- 23.25.2.1.3 At the conclusion of CCM call center training Contractor shall administer a test, approved by the Department, to prospective call center agents. A score

at least 80% correct or more shall be required before persons are permitted to serve as a CCM call center agent.

23.25.2.2 In collaboration with the Department’s contracted Assessment and Support Plan subject matter expert, Contractor shall develop and deliver to the Department Soft Launch and Go Live training plans that outline the process Contractor shall follow to develop and administer training to CCM Call Center Agents.

23.25.2.2.1 The Contractor’s training plan shall outline the approach to educate and improve the skills of CCM Call Center Agents in providing call center services. The plan shall serve as a guide for training and performance support activities, identify learning objectives, address the strategic learning needs of call center agents, and consider the needs of stakeholders, as applicable.

23.25.2.2.2 The CCM Call Center Training Plan shall be updated annually, at a minimum, by Contractor and reviewed and approved by the Department.

23.25.2.2.2.1 DELIVERABLE: Soft Launch CCM Call Center Training Plan

23.25.2.2.2.2 DUE: To be determined by the Department, but no later than 10 days after execution of this amendment.

23.25.2.2.2.3 DELIVERABLE: Go Live CCM Call Center Training Plan

23.25.2.2.2.4 DUE: Within 30 days after execution of this amendment, and thereafter by November 1st annually.

F. EXHIBIT C, REQUIREMENTS, Sections 74.38.23 through 74.38.33, are hereby added as follows:

74.38.23 Reference Amendment 24-2021: In providing CCM call center services Contractor shall leverage the existing provider call center infrastructure, including utilization of a new call tree option dedicated to Case Managers and Case Management Agencies.

74.38.24 Reference Amendment 24-2021: Contractor shall meet the FAO Call Center Services requirements contained in Exhibit C, Sections 84.1 – 84.11.1 of the Contract.

74.38.25 Reference Amendment 24-2021: Contractor shall develop a resolution plan that, at a minimum, outlines the process CCM call center agents shall follow to resolve caller issues and provide daily updates to the known issues.

74.38.25.1 DELIVERABLE: Resolution Plan

74.38.25.2 DUE: Within 20 business days after CCM System Soft Launch

- 74.38.26 Reference Amendment 24-2021: Contractor shall incorporate CCM call center data into a daily/weekly call volume, unresolved ticket, and performance report for the CCM Call Center. This CCM call center data related information shall be reported separately from the Provider Call Center.
- 74.38.26.1 DELIVERABLE: CCM Call Center Call Volume and Performance Report
- 74.38.26.2 DUE: Weekly, until mutually agreed upon by the parties. Verbal updates on prior business day call volumes, ASA, abandon rates, distribution of defined reason codes, and open vs. closed contact ticket statistics will be provided daily upon request.
- 74.38.26.3 DELIVERABLE: A monthly summary report of the above-mentioned information.
- 74.38.26.4 DUE: The 8th day of each month of the contract.
- 74.38.27 During the first 60 days after implementation Contractor will meet daily with Department staff to discuss issues that require immediate attention, daily metrics, unresolved tickets, and other matters that are relevant to improving call center operation.
- 74.38.28 The implementation plan identified in section 74.38.2.1.4. shall also include detail regarding ongoing daily support provided by Contractor after implementation (i.e., command center).
- 74.38.29 Contractor will attend meetings with the Department to discuss call center issues, including: upcoming program, waiver, policy changes, and change requests; ticket numbers; frequently reported issues; planned system outages; unanticipated system issues; and list of known issues. These meetings will occur weekly through the first 60 days after implementation, and then monthly during ongoing operations.
- 74.38.30 Reference Amendment 24-2021: The Contractor shall perform detailed analysis on CCM call center performance data. The Contractor shall submit to the Department the results of this analysis on a weekly basis after implementation, which shall include the output of a workforce management tool, including analyzing historical data, forecasting, calculating and evaluating appropriate staffing levels, and tracking performance.
- 74.38.30.1 DELIVERABLE: CCM Call Center Results Analysis Report
- 74.38.30.2 DUE: Weekly, unless otherwise agreed to by the parties.
- 74.38.31 Reference Amendment 24-2021: Based on the data analysis, the Contractor shall submit to the Department, on a monthly basis, a staffing proposal that allows the Contractor to achieve all call center contractual performance metrics.
- 74.38.31.1 DELIVERABLE: Monthly Staffing Report

74.38.31.2 DUE: By the 8th of each month after the effective date of this Amendment

74.38.32 Additional CCM Call Center Requirements.

74.38.32.1 In addition to the requirements applicable to the Provider call center (including the Ongoing Operations QMP Performance Standards Table in Exhibit E., Section 2.1.1.2.4.1.1, the following requirements shall also apply to CCM Call Center services provided by Contractor:

74.38.32.1.1 After the initial call answering menu, no automated call answering, routing or management is permitted by Contractor. I.e., After a call is initially answered and routed CCM Call Center interactions shall be provided by a call center agent. This requirement does not include initial call answering and routing.

74.38.32.1.2 Contractor shall provide and maintain a dedicated email address to be used by Contractor and the Department for communications concerning CCM Call Center tickets. This email address will be regularly monitored and updated by Contractor. Contractor shall provide an initial response to emails within 24 hours.

74.38.32.1.3 In accordance with section 53.1.1.2.3, Contractor shall record all CCM call center calls.

74.38.32.1.4 Contractor shall assign all CCM call center calls a unique ticket number that will be used for reference and tracking purposes.

74.38.32.1.5 The Call Center shall notify the Department within 24-hours if they are not able to resolve issues received from CMAs on program or policy issues.

74.38.32.1.6 Contractor shall develop, maintain and regularly update, annually or more frequently as appropriate, procedures concerning CCM Call center operations. These procedures shall address: ticketing, prioritization of ticketing, ticketing management, resolution and related communication, activities that are reasonably anticipated to occur in the operation of the CCM call center.

74.38.32.1.6.1 The above-mentioned procedures shall be provided to the Department in a shared location. Contractor shall provide reasonable notice to the Department if updates or changes to policies / procedures are made.

74.38.33 See Exhibit E, Section 2.1.1.2.4.1.1 for applicable CCM Call Center Performance Standards and Quality Maintenance Payment. Note that services provided by Contractor for CCM Call Center services will not apply to these QMP Performance Standards until ninety (90) days after CCM System Go Live.

G. EXHIBIT E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.1.1., is hereby deleted in its entirety and replaced with the following:

1.1.1.1. Monthly Contract Stage Payment Table:

Contract Stage	Monthly Contract Stage Payment Amount	Maximum Number of Monthly Payments	Stage Maximum Payment Amount*
BPR Contract Stage	\$221,162.00	6	\$1,326,972.00
Implementation Contract Stage I	\$400,066.00	28	\$11,201,848.00
Implementation Contract Stage II (March 1, 2014 – October 31, 2016)	\$1,679,046.00	32	\$53,729,472.00
Implementation Contract Stage II DDI (November 1, 2016 – February 28, 2017)	\$1,679,046.00	4	\$6,716,184.00
Implementation Contract Stage III DDI (November 1, 2016 – February 28, 2017)	\$250,000.00	4	\$1,000,000.00
Implementation Contract Stage III DDI (March 1, 2017 – October 31, 2017)	\$501,464.00	8	\$4,011,712.00
Implementation Contract Stage III DDI (November 1, 2017 – February 28, 2018)	\$250,000.00	4	\$1,000,000.00
Ongoing Operations and Enhancement Contract Stage – Year 1 (March 1, 2017 – October 31, 2017)	\$1,343,319.00	8	\$10,746,552.00
Ongoing Operations and Enhancement Contract Stage – Year 2 (November 1, 2017 – October 31, 2018)	\$1,575,182.00	12	\$18,902,184.00
Ongoing Operations and Enhancement Contract Stage – Year 3 (November 1, 2018 – October 31, 2019)	\$1,638,224.00	12	\$19,658,688.00
Ongoing Operations and Enhancement Contract Stage – Year 4 (November 1, 2019 – October 31, 2020)	\$1,586,474.00	12	\$19,037,688.00
Ongoing Operations and Enhancement Contract Stage – Year 5 (November 1, 2020 – October 31, 2021)	\$1,586,474.00	12	\$19,037,688.00
Ongoing Operations and Enhancement Contract Stage – Year 6 (November 1, 2021 – December 31, 2021)	\$1,586,474.00	2	\$3,172,948.00
Ongoing Operations and Enhancement Contract Stage – Year 6 (January 1, 2022 – June 30, 2022)	\$1,665,059.00	6	\$9,990,354.00
Ongoing Operations and Enhancement Contract Stage – July 1, 2022 (Year 6) – June 30, 2023 (Year 7)	\$1,704,688.00	12	\$20,456,256.00
Ongoing Operations and Enhancement Contract Stage – July 1, 2023 (Year 7) – October 31, 2023 (Year 8)	\$1,745,259.00	4	\$6,981,036
*Does not include Quality Maintenance Payment or postage.			

H. Starting January 1, 2022, EXHIBIT E, ENHANCEMENT PROJECTS, Section 1.1.3, will be deleted in its entirety and replaced with the following:

1.1.3 Enhancement Projects

1.1.3.1 Enhancement Project Rate Table

Enhancement Project Position	Base Hourly Rate
Configuration Staff	\$129.40 per Hour
Customization Staff	\$140.15 per Hour
Testing and Validation Staff	\$98.13 per Hour
Business Analyst Staff	\$129.21 per Hour
Technical Writing and System Documentation Staff	\$77.93 per Hour
Project Management Staff	\$155.64 per Hour

1.1.3.2. The Department shall pay the contractor for each Enhancement project for the hours described in the Department-approved requirements for that Enhancement project.

1.1.3.3. All Enhancement project hours shall be paid based on the rates as follows:

1.1.3.3.1. The base hourly rates shown in the Enhancement Project Rate Table above are valid for SFY 2021-22, starting January 1, 2022.

1.1.3.3.2. For each SFY thereafter, starting July 1, 2022, the base hourly rate shall increase by 2.18% per SFY.

I. EXHIBIT E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.3.7.4, is hereby deleted in its entirety and replaced as follows:

1.1.3.7.4 Reference Amendment 24-2021: The total amount invoiced by Contractor for the additional 38 Enhancement staff resource FTEs described in Exhibit A, Statement of Work Section 4.6 of this Contract shall, under no circumstances, exceed the Total Maximum Amount Per Fiscal Year listed in the following table:

State Fiscal Year	Total Maximum Amount Per State Fiscal Year
SFY 2019-20 (July 1, 2019 – June 30, 2020)	\$4,951,872.00
SFY 2020-21 (July 1, 2020 – June 30, 2021)	\$10,794,930.98
SFY 2021-22 (July 1, 2021 – June 30, 2022)	\$10,794,930.98

J. EXHIBIT E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.9 is hereby deleted in its entirety and replaced as follows:

1.1.9. Reference Amendment 24-2021: The Contractor shall invoice on a monthly basis for the actual hours worked per position title by the additional operational staff

resources as provided in Exhibit C, Section 23.26 of this Contract. Payment will be made upon State approval and acceptance of the Contractor's monthly invoices.

- 1.1.9.1. Reference Amendment 24-2021: The Contractor's monthly invoice for additional operations staff shall include, at a minimum all of the following:
- 1.1.9.1.1. Reference Amendment 24-2021: Individual unique identifier for each operational staff resource, such as name or employee number.
- 1.1.9.1.2. Reference Amendment 24-2021: The total number of hours worked by each individual operational staff resource during the month invoiced.
- 1.1.9.1.3. Reference Amendment 24-2021: The total amount invoiced for each individual operational staff resource for the month the invoice covers.
- 1.1.9.1.4. Reference Amendment 24-2021: The overall total amount invoiced for actual travel expenses for the Provider Field Representatives for the month the invoice covers.
- 1.1.9.1.5. Reference Amendment 24-2021: The overall total amount invoiced for the operational staff resources for the month the invoice covers.
- 1.1.9.2. Reference Amendment 24-2021: The Contractor shall only invoice for hours worked by the additional operational staff resources up to a maximum of forty (40) hours worked per staff resource during any weekly period.
- 1.1.9.2.1. Reference Amendment 24-2021: If any one (1) position or any portion of a position of the Contractor's total operational staff resources is vacant during the month, the Contractor shall not invoice the Department for the vacant position, or any portion of a position funded through this Amendment.
- 1.1.9.2.2. Reference Amendment 24-2021: The Parties, through mutual agreement via a transmittal, may adjust total operations staff resources. Any adjustments shall be to the operations staff provided for in Exhibit C, Section 23.26.
- 1.1.9.3. Reference Amendment 24-2021: The total amount invoiced per position shall, in no circumstance, exceed the total Maximum Amount Per Position Title provided in the following table, nor shall the number of operational staff per Position Title exceed the amount provided in the following table.
- 1.1.9.4. Operations Staffing Table

Position Title	SFY2016-17 Staff	SFY2016-17 Hourly Rate	SFY 2016-17 Total Maximum Amount Per Position Title
Call Center Supervisor	1	\$59.84	\$38,297.60
Call Center Agent	24	\$28.75	\$441,600.00
TOTAL			\$479,897.60

Position Title	SFY2017-18 Staff	SFY2017-18 Hourly Rate	SFY2017-18 Total Maximum Amount Per Position Title
Operational Staff	15	\$27.37	\$782,766.93
Provider Field Representative	8	\$42.56	\$649,169.40
Provider Field Representative – Travel Expenses	N/A	N/A	\$314,248.00
Call Center Supervisor	1	\$59.84	\$118,273.36
Call Center Agent	24	\$28.75	\$1,366,175.85
TOTAL			\$3,230,633.54

Position Title	SFY2018-19 Staff	SFY2018-19 Hourly Rate	SFY2018-19 Total Maximum Amount Per Position Title
HCPF Enrollment and Claims Analysts	13	\$27.97	\$756,308.80
Provider Field Representative	6	\$43.49	\$542,755.20
Provider Field Representative – Travel Expenses	N/A	N/A	\$210,525.02
Call Center Supervisor	1	\$61.14	\$127,171.20
HCPF Call Center Agents	13	\$29.38	\$794,435.20
Nurse Reviewer	1	\$75.00	\$19,500.00
TOTAL			\$2,450,695.42

Position Title	SFY2019-20 Staff	SFY2019-20 Hourly Rate	SFY 2019-20 Total Maximum Amount Per Position Title
HCPF Enrollment and Claims Analysts	7	\$28.58	\$416,124.80
Provider Field Representative	8	\$44.44	\$739,481.60
Provider Field Representative – Travel Expenses	N/A	N/A	\$342,816.00
Call Center Supervisor	1	\$62.47	\$129,937.60
HCPF Call Center Agents	9	\$30.02	\$561,974.40
Nurse Reviewer	1	\$76.64	\$39,852.80
TOTAL			\$2,230,187.20

Position Title	SFY2020-21 Staff	SFY2020-21 Hourly Rate	SFY2020-21 Maximum Amount Per Position Total
HCPF Enrollment and Claims Analysts	11	\$29.20	\$668,096.00
Provider Field Representative	7	\$45.41	\$661,169.60
Provider Field Representative – Travel Expenses	N/A	N/A	\$99,872.00
Call Center Supervisor	1	\$63.83	\$132,766.40
HCPF Call Center Agents	9	\$30.67	\$574,142.40
CCM Call Center Supervisor	1	\$63.83	\$21,645.88
HCPF CCM Call Center Agents	12	\$30.67	\$124,800.08
Nurse Reviewer	.25	\$78.31	\$40,721.20
TOTAL			\$2,323,213.56

SFY 2021-22, July 1, 2021 – October 31, 2021 (4 Months)				
Position Title	SFY2021-22 Staff	SFY2021-22 Hourly Rate	Months	SFY2021-22, 7/1/21-10/31/21, Maximum Amount Per Position Total
HCPF Enrollment and Claims Analysts	11	\$29.20	4	\$222,698.67
Provider Field Representative	7	\$45.41	4	\$220,389.87
Provider Field Representative – Travel Expenses	N/A	N/A	N/A	\$33,290.67
Call Center Supervisor	1	\$63.83	4	\$44,255.47
HCPF Call Center Agents	9	\$30.67	4	\$191,380.80
CCM Call Center Supervisor	1	\$63.83	4	\$44,255.47
HCPF CCM Call Center Agents	12	\$30.67	4	\$249,600.15
Nurse Reviewer	.25	\$78.31	4	\$13,573.73
TOTAL				\$1,019,444.82

SFY 2021-22, November 1, 2021 – June 30, 2022 (8 Months)				
Position Title	SFY2021-22 Staff	SFY2021-22 Hourly Rate	Months	SFY2021-22, 11/1/21-6/30/22, Maximum Amount Per Position Total

Provider Field Representative	7	\$45.41	8	\$440,779.73
Provider Field Representative – Travel Expenses	N/A	N/A	N/A	\$66,581.33
CCM Call Center Supervisor	1	\$63.83	8	\$88,029.12
HCPF CCM Call Center Agents	12	\$30.67	8	\$503,817.91
Nurse Reviewer	.25	\$78.31	8	\$27,147.47
TOTAL				\$1,126,355.56

Position Title	SFY2022-23 Staff	SFY2022-23 Hourly Rate	Months	SFY2022-23 Maximum Amount Per Position Total
Provider Field Representative	7	\$46.40	12	\$675,584.00
Provider Field Representative – Travel Expenses	N/A	N/A	N/A	\$99,872.00
CCM Call Center Supervisor	1	\$65.22	12	\$135,657.60
HCPF CCM Call Center Agents	12	\$31.34	12	\$782,246.40
Nurse Reviewer	.25	\$80.02	12	\$41,610.40
TOTAL				\$1,734,970.40

SFY 2023-24, July 1, 2023 – October 31, 2023 (4 Months)				
Position Title	SFY2022-23 Staff	SFY2022-23 Hourly Rate	Months	SFY2023-24 Maximum Amount Per Position Total
Provider Field Representative	7	\$47.41	4	\$230,096.53
Provider Field Representative – Travel Expenses	N/A	N/A	N/A	\$99,872.00
CCM Call Center Supervisor	1	\$66.65	4	\$46,210.67
HCPF CCM Call Center Agents	12	\$32.03	4	\$266,489.60
Nurse Reviewer	.25	\$81.76	4	\$14,171.73
TOTAL				\$656,840.53

1.1.9.4.1 Reference Amendment 24-2021: The Operational Staff Position Title volumes identified above are ceiling amounts. At any time the Department

may direct Contractor to provide Operational Staff less than these ceiling amounts. Contractor shall have ninety (90) days after receiving written direction from the Department to implement staffing changes made pursuant to this subsection.

- K. Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.13, which concerns Electronic Visit and Verification (EVV) services, is hereby deleted in its entirety and replaced with the following:**

Access to Disability Services and Stable Workforce			
Deliverable	Due Date	FY 2019-2020	FY 2020-2021
System Modifications for the Collection of Information	November 1, 2020	\$371,248.45	\$59,751.55

Electronic Visit Verification		
Deliverable	Due Date	Amount
Kick Off Meeting Completion	Two (2) Weeks After Amendment Execution	\$100,000.00
Final EVV System Implementation Project Plan Approval	No Later Than Ten (10) Business Days After Kickoff Meeting	\$115,002.00
Approval of Business Rules for EVV System	After EVV System Project Plan Approval	\$215,002.00
Approval of Training Plan	Prior to First Training Session	\$73,335.00
Acceptance of User Acceptance Testing for EVV System	All Severity 1 and 2 Issues Resolved, and 3 (at the Department's Discretion) Issues are Resolved	\$200,000.00
EVV System Deployment	No Earlier than December 31, 2018	\$273,335.00
Kick Off Meeting and Project Plan Approval for EVV Scheduling Module and Consumer Directed Suite	After EVV System Deployment	\$67,351.00
Approval of the EVV Scheduling Module and Consumer Directed Suite Business Rules	After EVV Scheduling Module Project Plan Approval	\$125,372.00

User Acceptance Testing for EVV Scheduling Module and Consumer Directed Suite	All Severity 1 and 2 Issues Resolved, and 3 (at the Department's Discretion) Issues are Resolved	\$51,351.00
EVV Scheduling Module and Consumer Directed Suite Deployment	No Later than December 31, 2019	\$87,101.00
Totals		\$1,307,849.00
Per Item Fees		
Provider EVV System Setup	Invoiced at the Start of Implementation	\$41.00/Provider, up to the maximum of \$40,000 annually.
Third Party Interfaces for Aggregator	Invoiced as They Occur	\$3,000/Interface, up to the maximum of \$135,000.00 annually.
Instructor Led Classroom and Webinar Training	Invoiced as They Occur	Instructor Led Classroom: \$2,625/Each and Instructor Led Webinar: \$990/Each, up to the maximum of \$72,300.00 annually through FY 2019-2020.
Consumer Directed Financial Management Services (FMS) Interface Integration	Invoiced as They Occur	A maximum of \$7,800.00 annually.
Annual Total Through FY 2019-2020:		\$267,416.00
Annual Total Starting FY 2020-2021:		\$182,800

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

Recurring Fees	Invoice Frequency	Rates	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
Monthly Transaction Fee – Includes Minimum Monthly Transaction Fees: Months 1-3 Post Go Live: 438,550 Transactions Per Month Months 4-Ongoing Post Go Live: 751,800 Transactions Per Month	Invoiced Monthly	\$0.11/ Transaction Per Month	\$2,541,835.30	\$3,678,205.13	\$1,120,479.36	\$1,216,056.25	\$1,319,785.85
Ongoing Support Services Fee	Invoiced Monthly	\$30,000.00/ Month	\$360,000.00	\$360,000.00	\$360,000.00	\$360,000.00	\$360,000.00
Percentage of Calls Abandoned is Less Than 5%;	Invoiced Monthly	\$2,000.00/ Month through 6/30/2021. \$825.00/ Month beginning 7/1/2021.	\$62,892.00	\$62,892.00	\$27,900.00	\$27,900.00	\$27,900.00
85% of Calls Answered Within 60 Seconds	Invoiced Monthly	\$3,241.00/ Month through 6/30/2021 \$1,500.00 / Month beginning 7/1/2021.					
EVV Aggregator PMPM Fee	Invoiced Monthly	\$1.25/ PMPM	\$1,719,315.00	\$1,865,972.57	\$568,425.00	\$616,911.65	\$669,534.22

Scheduling Module Ongoing Support Fee	Invoiced Monthly and Starts After EVV Scheduling Deployment	\$10,416.00/ Month through 6/30/2021. \$4,775.00/ Month beginning 7/1/2021.	\$124,992.00	\$124,992.00	\$57,300.00	\$57,300.00	\$57,300.00
---------------------------------------	---	--	--------------	--------------	-------------	-------------	-------------

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT

L. EXHIBIT E, TEMPORARY HOURLY RATE REDUCTION, Section 1.1.15, is hereby added as follows:

- 1.1.15 From August 1, 2020, through December 31, 2021, the following hourly rates reductions will take precedence over the hourly rates identified in Exhibit E, Section 1.1.9.4.:

Type of Work	Discounted Hourly Rates for August 1, 2020, Through December 31, 2021
HCPF Enrollment and Claims Analyst	\$28.58
Provider Field Representative	\$44.44
Provider Field Representative – Travel Expenses	N/A
Call Center Supervisor	\$62.47
HCPF Call Center Agents	\$30.02
Nurse Reviewer	\$76.64

From August 1, 2020, through December 31, 2021, the following fixed hourly rates reductions will take precedence over the hourly rates identified in Exhibit E, Section 1.1.3.1.:

Type of Work	Discounted Hourly Rates for August 1, 2020, Through December 31, 2021
Configuration Staff	\$126.64
Customization Staff	\$137.16
Testing and Validation Staff	\$98.13
Business Analyst Staff	\$126.45
Technical Writing and System Documentation Staff	\$77.93
Project Management Staff	\$152.32

Thereafter, starting January 1, 2022, the above-mentioned hour rate reductions will expire, and the hourly rates contained in Exhibit E, Sections 1.1.9.4. and 1.1.3.1. shall recommence.

M. EXHIBIT E, CLAIMS EDITING SOLUTION FEE SCHEDULE, Section 1.1.16, is hereby added as follows:

- 1.1.16 The fee schedule for the Claims Editing Solution platform licensing and hosting fee is as follows:

Claims Editing Solution Platform – Operations Annual License and Hosting			
SFY	From	Thru	Annual

2022	7/1/2021	6/30/2022	\$ 2,946,295.00
2023	7/1/2022	6/30/2023	\$ 2,752,883.50
2024	7/1/2023	6/30/2024	\$ 2,767,246.99
			\$ 8,466,425.49

The Department shall receive a full or prorated credit from the annual amounts in the table above for the applicable SFY Claims Editing Solution platform license fee in which the Clear Claim Connection (C3) module is not deployed for use in the MMIS production environment. The maximum possible credit amount per SFY is as follows:

SFY Begin Date	Credit Amount
7/1/2021	\$89,391.66
7/1/2022	\$66,292.86
7/1/2023	\$68,281.65

N. EXHIBIT E, CARE AND CASE MANAGEMENT FEE SCHEDULE, Section 1.1.17, is hereby added as follows:

1.1.17 The fee schedule for Care and Case Management platform licensing and hosting fee is as follows:

Care/Case Management Platform – Operations Annual License and Hosting			
SFY	From	Thru	Annual
2022	7/1/2021	6/30/2022	\$ 971,000.00
2023	7/1/2022	6/30/2023	\$ 2,803,688.00
2024	7/1/2023	6/30/2024	\$ 2,864,808.40
			\$ 6,639,496.40

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

O. EXHIBIT E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, SECTION 2.1.1.2.4.1.1, is hereby deleted in its entirety and replaced as follows:

2.1.1.2.4.1.1. Reference Amendment 24-2021: Ongoing Operations QMP Performance Standards Table.

Performance Standard	Ongoing Operations and Enhancement Contract Stage – Year 1 Monthly QMP	Ongoing Operations and Enhancement Contract Stage – Year 2 Monthly QMP	Ongoing Operations and Enhancement Contract Stage – Year 3 Monthly QMP (November 2018 – August 2019)	Ongoing Operations and Enhancement Contract Stage – Year 3 Monthly QMP (September 2019 – October 2019)	Ongoing Operations and Enhancement Contract Stage – Year 4 Monthly QMP (11/1/19 – 10/31/20)	Ongoing Operations and Enhancement Contract Stage – Year 5 Monthly QMP (11/1/20 – 10/31/21)	Ongoing Operations and Enhancement Contract Stage – Year 6 Monthly QMP (11/1/21 – 10/31/22)	Ongoing Operations and Enhancement Contract Stage – Year 7 Monthly QMP (11/1/22 – 10/31/23)
For any turnover in Key Personnel and staff described in Exhibit A, Section 4.2 and Exhibit C, Section 23.6, all vacancies are filled within sixty (60) Business Days.	\$1,487.00	\$1,773.00	\$1,850.00	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
No mission critical services (priority 1 as described in the Business Continuity and Disaster Recovery Plan) experienced any interruptions during the month.	\$4,872.00	\$5,806.00	\$6,061.00	N/A	N/A	N/A	N/A	N/A
All core services that are required to be maintained with limited service disruption (priority 2 as described in the Business Continuity and Disaster Recovery Plan) were recovered within eight (8) hours following the event that resulted in those services being unavailable -OR- no priority 2 services were interrupted during the month.	\$4,387.00	\$5,229.00	\$5,458.00	N/A	N/A	N/A	N/A	N/A
Systems and data where service disruption will cause serious injury to government operations, staff, or citizens (priority 3 as described in the Business Continuity and Disaster Recovery Plan) were all recovered within forty-eight (48) hours following any event that results in those services being unavailable -OR- no priority 3 services were interrupted during the month.	\$3,904.00	\$4,653.00	\$4,857.00	N/A	N/A	N/A	N/A	N/A

Systems and data required for moderately critical agency services and IT functions where damage to government operations, staff, and citizens would be significant but not serious (priority 4 as described in the Business Continuity and Disaster Recovery Plan) were all recovered within five (5) Business Days following any event that results in those services being unavailable -OR- no priority 4 services were interrupted during the month.	\$3,421.00	\$4,077.00	\$4,255.00	N/A	N/A	N/A	N/A	N/A
Systems and data required for less critical support systems (priority 5 as described in the Business Continuity and Disaster Recovery Plan) were all recovered on timeframe as mutually agreed upon by the Department and Contractor -OR- no priority 5 services were interrupted during the month.	\$3,179.00	\$3,789.00	\$3,955.00	N/A	N/A	N/A	N/A	N/A
The alternative site or sites described in the Business Continuity and Disaster Recovery Plan were fully operational within five (5) Business Days of the primary business becoming location unsafe or inoperable during the month -OR- no event occurred during the month that resulted in the need for the Contractor to move to the alternative site or sites during the month.	\$3,179.00	\$3,789.00	\$3,955.00	N/A	N/A	N/A	N/A	N/A
As described in the Business Continuity and Disaster Recovery Plan, the call center was fully operational within twenty-four (24) hours of any event that caused the call center to become not operational -OR- the call center was operational at all required times during the month	\$3,421.00	\$4,077.00	\$4,255.00	N/A	N/A	N/A	N/A	N/A
The Provider Call Center was Staffed from 8:00 a.m. to 5:00 p.m. Mountain Time, every Monday through Friday on each Business Day during the month, with the exception of days the Department is closed due to weather; and Department-approved and pre-scheduled training sessions.	\$2,937.00	\$3,501.00	\$3,654.00	N/A	N/A	N/A	N/A	N/A

<p>The Average Speed to Answer (ASA) for all calls to the call center shall not exceed one (1) minute during each month. The ASA shall be defined as the wait time before a caller starts talking to an agent and includes the amount of time callers wait in a queue and while the agent’s phone rings. ASA does not include the time it takes for callers to navigate through the Interactive Voice Response (IVR) System. An “Answer,” shall be defined as a live agent talking to a caller, and not as a machine communicating with a caller.</p> <p>The QMP shall be calculated as a percentage of the total number of weeks in each month. Each week in a four-week month is valued at 25% of the QMP for that month. Each week in a five-week month is valued at 20% of the QMP for that month. The number of weeks in a month is determined as any week in which the majority of business days falls within a given month.</p> <p>Example: In July 2019, Contractor met QMP in three weeks of the month. Because July 2019 is a five-week month, each week is valued at 20% of QMP. Because Contractor failed to meet QMP during two weeks of the month, QMP was reduced by 40%. Contractor earned 60% of monthly QMP in July 2019.</p>	N/A	N/A	N/A	\$4,660.00	\$4,500.00	\$4,540.00	\$31,834.00	\$32,673.00
<p>At least ninety-five percent (95%) of all calls into the Contractor’s call center were answered or queued within fifteen (15) seconds during the month. The percentage shall be measured by dividing the number of calls that met this requirement by the total number of calls received during the month.</p>	\$1,270.00	\$1,513.00	\$1,580.00	N/A	N/A	N/A	N/A	N/A

<p>Less than or equal to five percent (5%) of total calls to the call center received during each business month were abandoned. Contractor may earn QMP weekly, but the Department will pay any earned QMP monthly. QMP shall be reduced for any week(s) in which Contractor fails to meet or exceed the performance standard, as follows:</p> <p>The QMP shall be calculated as a percentage of the total number of weeks in each month. Each week in a four-week month is valued at 25% of the QMP for that month. Each week in a five-week month is valued at 20% of the QMP for that month. The number of weeks in a month is determined as any week in which the majority of business days falls within a given month.</p> <p>Example: In July 2019, Contractor met QMP in three weeks of the month. Because July 2019 is a five-week month, each week is valued at 20% of QMP. Because Contractor failed to meet QMP during two weeks of the month, QMP was reduced by 40%. Contractor earned 60% of monthly QMP in July 2019.</p>	N/A	N/A	N/A	\$4,660.00	\$4,500.00	\$16,320	\$16,320.00	\$16,675
<p>The maximum wait time in the call center queue shall not exceed ten (10) minutes for more than five (5) calls received in a business week and no calls in a week shall exceed a maximum delay of over twenty (20) minutes.</p> <p>The QMP shall be calculated as a percentage of the total number of weeks in each month. Each week in a four-week month is valued at 25% of the QMP for that month. Each week in a five-week month is valued at 20% of the QMP for that month. The number of weeks in a month is determined as any</p>	N/A	N/A	N/A	\$3,730.00	\$3,600.00	\$3,746	\$3,746.00	\$3,865.00

<p>week in which the majority of business days falls within a given month.</p> <p>Example: In July 2019, Contractor met QMP in three weeks of the month. Because July 2019 is a five-week month, each week is valued at 20% of QMP. Because Contractor failed to meet QMP during two weeks of the month, QMP was reduced by 40%. Contractor earned 60% of monthly QMP in July 2019.</p>								
<p>No more than five percent (5%) of answered calls were placed on hold for more than one (1) minute during the month. The percentage shall be measured by dividing the number of calls that did not meet this requirement by the total number of calls received during the month.</p>	\$1,270.00	\$1,513.00	\$1,580.00	N/A	N/A	N/A	N/A	N/A
<p>Seven (7) calls per call center agent, received during each business month, were screened for quality control purposes, and ninety percent (90%) of screened calls received a quality score of ninety-five percent (95%) or higher. The Department will determine what criteria shall be used to measure for quality score.</p>	N/A	N/A	N/A	\$3,730.00	\$3,600.00	\$3,630.00	\$3,746.00	\$3,865.00
<p>For inquiries to the call center that could not be closed or resolved upon the initial call, ninety percent (90%) were resolved or closed within five (5) Business Days, and one hundred percent (100%) of all inquiries shall be resolved or closed within thirty (30) Business Days, unless a Department resolution is required.</p>	N/A	N/A	N/A	\$4,660.00	\$4,500.00	\$4,540.00	\$4,685.00	\$4,834.00
<p>Ninety-five percent (95%) of all Clean Claims submitted electronically by providers were adjudicated for payment or denial within seven (7) Business Days of receipt.</p>	\$1,826.00	\$2,176.00	\$2,271.00	\$3,730.00	\$3,600.00	\$3,630.00	\$3,746.00	\$3,865.00

Ninety-nine percent (99%) of all Clean Claims submitted by providers that were adjudicated for payment or denial during the month were adjudicated within ninety (90) calendar days of receipt of the claim.	\$2,454.00	\$2,925.00	\$3,053.00	\$4,660.00	\$4,500.00	\$4,540.00	\$4,685.00	\$4,834.00
All Non-Clean Claims, a claim that does not meet the definition of a Clean Claim, submitted by providers that were adjudicated for payment or denial during the month were adjudicated within thirty (30) calendar days of the date of correction of the condition that caused it to be a Non-Clean Claim.	\$1,826.00	\$2,176.00	\$2,271.00	N/A	N/A	N/A	N/A	N/A
All claims submitted by providers that were adjudicated for payment or denial were adjudicated within twelve (12) months of receipt by the Contractor, except for those exempt from this requirement by federal timely claims processing regulations.	\$2,502.00	\$2,982.00	\$3,113.00	\$4,660.00	\$4,500.00	\$4,540.00	\$4,685.00	\$4,834.00
Ninety-five (95%) of claims/encounters claims submitted on paper by the provider were direct data entered by the Contractor without error. This shall be measured by dividing the total number of fields in error by the total number of fields reviewed.	\$2,454.00	\$2,925.00	\$3,053.00	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
Reference #1832: The Contractor notified all enrolling providers of any missing or incomplete enrollment information within five (5) Business Days following the first submission of a new application or update. This period shall start on the first Business Day following the day the information is identified.	\$2,454.00	\$2,925.00	\$3,053.00	\$3,730.00	\$3,600.00	\$3,630.00	\$3,746.00	\$3,865.00
The Contractor finalized enrollment process within five (5) Business Days for each provider that submitted all necessary documentation. This period shall start on the first Business Day following the day on which the ATN is assigned to the application and only apply to days in a DXC controlled status.	\$2,454.00	\$2,925.00	\$3,053.00	\$4,660.00	\$4,500.00	\$4,540.00	\$43,469.00	\$44,603.00

<p>Reference #1152: After receiving notification and requirements from the Department, Contractor respond within two (2) Business Days during the Colorado Legislative Session, or within five (5) Business Days outside of the Colorado Legislative Session, or as described in the Change Management Plan to all requests from the Department during the month -OR- the Department made no requests during the month. This time period shall begin on the first Business Day following the day the Department notifies the Contractor of the request. The response date shall be the date the official response is sent to the Department by the Contractor.</p>	\$907.00	\$1,081.00	\$1,129.00	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
<p>Close all transmittals within five (5) Business Days of receipt of final criteria, except for transmittals that require mass reprocessing. If a transmittal requires a mass reprocessing, the transmittal must be closed within eight (8) Business days of receipt. DXC may request an extension onto the due date on any complex transmittal or where other circumstances create a delay in processing. The Department may grant the Contractor an extension of the due date on any transmittal.</p>	N/A	N/A	N/A	\$3,730.00	\$3,600.00	3,630.00	\$3,746.00	\$3,865.00
<p>Reference #1320: All unscheduled System downtime was reported to the Department within thirty (30) minutes of when the incident began during the month -OR- no unscheduled downtime occurred during the month.</p>	\$907.00	\$1,081.00	\$1,129.00	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
<p>Reference #1446: Ninety-nine percent (99%) of providers enrolled during the month were enrolled properly. The Contractor shall select a random sample size, as agreed by the Parties, of enrollment applications processed to enrolled status during a calendar month. The selected applications shall be</p>	\$1,391.00	\$1,657.00	\$1,730.00	\$3,730.00	\$3,600.00	\$3,630.00	\$3,746.00	\$3,865.00

reviewed against specified standards and criteria to determine accuracy.								
Reference #1620: The Contractor provided the ability to generate and distribute notification letters to providers for accounts receivables through multiple channels (e.g., paper, email, web posting), as defined by Department. The Contractor generated a follow-up letter within thirty (30) calendar days after delivery of the initial letter.	\$907.00	\$1,081.00	\$1,129.00	N/A	N/A	N/A	N/A	N/A
Reference #1624: The Contractor supported at least one (1) provider payment cycle weekly for each week during the month, unless the Department directed the Contractor make a payment.	\$3,662.00	\$4,365.00	\$4,556.00	N/A	N/A	N/A	N/A	N/A
Reference #1858: The IVR was available 24 hours a day 7 days a week during the month except for periods of scheduled downtime that was approved in advance by the Department.	\$1,246.00	\$1,485.00	\$1,550.00	N/A	N/A	N/A	N/A	N/A
All hard copy claims missing required data were returned to the provider within two (2) Business Days of receipt of the claim -OR- no hard copy claims were received that were missing required data.	\$907.00	\$1,081.00	\$1,129.00	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
The Contractor generated a digital image of all paper claims and entered all paper claims into the MMIS within five (5) Business Days of receipt.	N/A	N/A	N/A	\$2,490.00	\$2,400.00	\$2,420.00	\$2,497.00	\$2,577.00
All unique Internal Control Numbers to all claims, attachments, and adjustments were assigned with a date that reflects no later than one (1) Business Day after the date of receipt at the Contractor's site.	\$762.00	\$908.00	\$948.00	N/A	N/A	N/A	N/A	N/A
The Contractor maintained a Quality Control (QC) score of ninety-eight percent (98%) or above in the following tasks: <ul style="list-style-type: none"> • Claims Resolution (edits, audits, and manual priced Claims. • TPL, overpayment and self-disclosure checks 	N/A	N/A	N/A	\$4,660.00	\$4,500.00	\$4,540.00	\$4,685.00	\$4,834.00

<ul style="list-style-type: none"> • Transmittals. <p>To calculate the QC score, select a random sample of claims, checks, or transmittals that is statistically significant at a ninety percent (90%) confidence level, based on using a Z-Score of 1.65, and with a margin of error not to exceed five percent (5%) based on the number of claims, checks, or transmittals received during the month.</p>								
<p>For all third-party liability (TPL) payments, repayments of overpayments, and self-disclosure repayments made to the Department by check, the following shall be completed within ten (10) Business Days of initial receipt of the checks:</p> <ul style="list-style-type: none"> • Cash the check; • Create a Cash Receipt record; • Apply the repayment amount to claims, except in those cases where the number of claims impacted exceeds one hundred (100), in which case DXC may request an extension to the due date; and • Return any overpayment to payer. 	N/A	N/A	N/A	\$4,660	\$4,500.00	\$4,540.00	\$4,685.00	\$4,834.00
Total of all Monthly QMPs	\$59,986.00	\$71,493.00	\$74,627.00	\$74,600.00	\$72,000.00	\$72,620.00	\$152,506.00	\$156,863.00

6. LIMITS OF EFFECT AND ORDER OF PRECEDENCE

This Amendment is incorporated by reference into the Contract, and the Contract and all prior amendments or other modifications to the Contract, if any, remain in full force and effect except as specifically modified in this Amendment. Except for the Special Provisions contained in the Contract, in the event of any conflict, inconsistency, variance, or contradiction between the provisions of this Amendment and any of the provisions of the Contract or any prior modification to the Contract, the provisions of this Amendment shall in all respects supersede, govern, and control. The provisions of this Amendment shall only supersede, govern, and control over the Special Provisions contained in the Contract to the extent that this Amendment specifically modifies those Special Provisions.

7. AVAILABLE FUNDS

Financial obligations of the state payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, or otherwise made available to the Department by the federal government, state government and/or grantor.

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK