

CONTRACT AMENDMENT #30

SIGNATURE AND COVER PAGE

State Agency Department of Health Care Policy and Financing	Original Contract Number 14-64254
Contractor Gainwell Technologies, LLC	Amendment Contract Number 14-64254A30
Current Contract Maximum Amount Initial Term State Fiscal Year 2014 \$9,201,096.00 Extension Terms State Fiscal Year 2015 \$25,491,547.00 State Fiscal Year 2016 \$25,851,971.00 State Fiscal Year 2017 \$24,876,103.97 State Fiscal Year 2018 \$36,497,277.57 State Fiscal Year 2019 \$33,443,308.54 State Fiscal Year 2020 \$40,449,396.09 State Fiscal Year 2021 \$46,938,303.99 State Fiscal Year 2022 \$46,077,989.12 State Fiscal Year 2023 \$53,770,545.13 State Fiscal Year 2024 \$23,007,370.70 Total for All State Fiscal Years \$365,604,909.11	Contract Performance Beginning Date February 28, 2014 Current Contract Expiration Date October 31, 2023

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.

<p style="text-align: center;">CONTRACTOR Gainwell Technologies LLC</p> <p>DocuSigned by: <i>Sas Mukherjee</i></p> <p>By: _____ 3E51FE8F0BF7451... Date: 5/9/2023 07:11 PDT</p>	<p style="text-align: center;">STATE OF COLORADO Jared S. Polis, Governor Department of Health Care Policy and Financing</p> <p>DocuSigned by: <i>Kim Bimestefer</i></p> <p>By: _____ 0B6A84797EA8493... Date: 5/9/2023 19:29 PDT</p>
<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</p> <p>DocuSigned by: <i>Jerrold Cotosman</i></p> <p>By: _____ 76F69541272B43A... Amendment Effective Date: 5/10/2023 06:28 PDT</p>	

1. PARTIES

This Amendment (the “Amendment”) to the Original Contract shown on the Signature and Cover Page for this Amendment (the “Contract”) is entered into by and between the Contractor and the 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 **§3.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 and shall terminate on the termination of the Contract.

4. PURPOSE

The primary purpose of this Amendment is to:

- Allow more direct communication and coordination of Services between Contractor’s subcontractor for the Care and Case Management (CCM) Tool, AssureCare, and the Department.
- Ensure Contractor’s timely payments to key subcontractors in accordance with Contractor’s applicable subcontracts.
- Establish a contracting approach to simplify the contracting process related to the transition of the CCM Tool, and other modules as required, through the use of Option Letters and designating deliverables to be completed prior to the transition (aka Post-Transition Deliverables).
- Modify the CCM Tool payment schedules and project timeline to account for the planned transition of the CCM tool following award of the ITN as well as document previously completed items. Primary modifications to payment schedules include the following:
 - Project Payment Deliverables revised to allow for phased, milestone-based payments for the CCM Project Schedule.
 - Quality Maintenance Payments (QMP) revised to add phase-based operational readiness payments and \$960,172 of milestone-based migration and reporting feature payments which were previously Business Function Deliverables.
 - Business Function Deliverables modified to provide phase-based payments for each feature and functional deliverable which will allow Contractor to receive payment for

partial work completed at transition. Additionally, Migration and reporting deliverable payments of \$960,172 moved to a QMP payment table.

- CCM Tool license fees amended to include incremental pricing for additional blocks of 100 users each, not to exceed 8 blocks or 800 additional users.
- Streamlined Eligibility payment table revised to reflect completed deliverables or milestones.
- CCM Call Center operations staff positions revised to remove Nurse Reviewer and Field Representatives and to add 35 supplemental call center agents.

5. MODIFICATIONS

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

- A. The Contract Initial Contract Expiration Date on the Contract’s Signature and Cover Page is hereby deleted and replaced with the Current Contract Expiration Date shown on the Signature and Cover Page for this Amendment.
- B. The Contract Maximum Amount table on the Contract’s Signature and Cover Page is hereby deleted and replaced with the Current Contract Maximum Amount table shown on the Signature and Cover Page for this Amendment.
- C. **Section 7, PAYMENTS TO CONTRACTOR, subsection A., Maximum Amount, is hereby deleted in its entirety and replaced with the following:**

Reference **Amendment 30-2023**: 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	\$46,938,303.99
State Fiscal Year 2021-22	\$46,077,989.12
State Fiscal Year 2022-23	\$53,770,545.13
State Fiscal Year 2023-24	\$23,007,370.70
Total for All State Fiscal Years:	\$365,604,909.11
Funding Changes in Contract Amendment 30	
QMP Payments for CCM	
<ul style="list-style-type: none"> • Moves \$960,182 of Business Function Deliverable funds to QMP milestone-based payments for migration and reporting. 	
Care and Case Management Platform Licensing and Hosting (SaaS) Fee	

- Amending the fee structure to add incremental pricing of \$29,590 for each block of 100 additional users, not to exceed 800 or 2,800 users total.

Operations Staff for CCM Call Center

- SFY 22-23 CCM Call Center funds reduced by \$537,185.89 and \$391,721.71 moved to SFY 23-24 for a new total of \$806,062.80 for SFY22-23.
- SFY 23-24 CCM Call Center funds increased by \$391,721.71 to \$1,048,562.24.

D. The following is added to Exhibit A, Statement of Work, as Section 1.3.:

1.3. TRANSITION OF ITN MODULES.

1.3.1. The Contract is hereby amended to add the following contract approach for transition of modules resulting from an ITN award:

1.3.1.1 **Background.** The Contractor was previously invited to participate in the Invitations-to-Negotiate (ITNs) issued by the Department for proposals to provide certain software-based services (such as EDI, EVV, CCM, etc.) that are currently provided by the Contractor in accordance with the Contract (collectively, the “ITN Modules”). The parties acknowledge and understand that one or more of the ITN Modules may be awarded to a new contractor before the end of the current calendar year and may require modifications to the Contract or possibly a module-specific agreement or SOW for the ITN Module (“ITN Module Transition”).

1.3.1.2. **Transition Amendments.** The parties acknowledge the Contract will be amended to account for any ITN Module Transition (“Transition Amendment”) which may include modifications such as, but not be limited to, the removal of scope and other requirements related to the ITN Module as well as any corresponding adjustment to fees or costs. Furthermore, a Transition Amendment may include a mutually agreed upon Transition Plan for the ITN Module as well as any required deadlines, deliverables (full or partial), and other obligations related to transition or award to Contractor of the subject ITN module. Any additional fees or costs for services provided by the Contractor to support the ITN Module Transition must be approved by the Department in advance and set forth, at Contractor’s discretion, in either the applicable Transition Amendment or Option Letter.

1.3.1.3. **Module Transition Date.** The payment schedules, milestones, and deliverables set forth in a Transition Amendment are based upon the date when the Department anticipates an agreement for the ITN Module will be executed with a new contractor (“New Contractor”) - the date the New Contractor contractually assumes responsibility for the ITN Module (“Module Transition Date”). Any Module Transition Dates are an estimate only and provided in good faith solely for planning purposes. As such, unless otherwise agreed to under a Transition Amendment, all Module Transition Dates are subject to change by the Department upon 30 days advance notice. However, notwithstanding the foregoing, in the case of any such Module Transition Dates that are impacted and/or otherwise dependent on systems development by Contractor, Module Transition Dates will be mutually agreed and

incorporated into a Systems Change Request (“SCR”) subject to project change controls regarding any modifications to those Module Transition Dates.

1.3.1.4. **Partial or Phased Payments.** Deliverables or milestones listed in a Transition Amendment that do not have a corresponding payment amount are not anticipated to be completed by the Contractor before the Module Transition Date (a “Post-Transition Deliverable” or “PTD”). The Contractor shall not be obligated to proceed with or responsible for the completion of any Post Transition Deliverables designated herein or in the applicable Transition Amendment or Option Letter until and unless funding is restored in accordance with Section 6.A.(v) below. In the event the Module Transition Date needs to be extended, or the payment schedule needs to be amended to ensure contracted work continues uninterrupted, the Department will modify the payment table for the applicable ITN Module via a Transition Amendment or Option Letter as described below. Funding for Post-Transition Deliverable restored by a Transition amendment or Option Letter will be based on the funds or costs previously allocated to the deliverable, milestone, or feature/function prior to execution of the Transition Amendment or Option Letter as well as the Contractor's then-current progress towards delivery or completion.

1.3.1.5. **Option Letters during Transition.** The Contractor acknowledges that the ITN Module Transition may include multiple ITN Modules along with timelines and requirements unique to each ITN Module. To help ensure the efficient transition of the ITN Module following award to either a New Contractor or the Contractor itself, the parties agree that the during an ITN Module Transition the Department may issue Option Letters (or similar document) to reallocate funds and implement additional modifications not otherwise expressly permitted to be modified by an Option Letter under the Contract. Option Letters as well as Transition Amendments will remain subject to all applicable regulatory filing and approval requirements. If the Contractor receives an Option Letter that is not otherwise expressly authorized for use under the Contract that the Contractor prefers memorialized in a formal amendment, the Contractor may, within five (5) business days following acknowledged receipt date of the Option Letter, request that the Department provide a Transition Amendment in lieu of an Option Letter. Option Letters not rejected within such timeframe will be deemed by the Department as accepted by Contractor. All changes made via the Option Letter will be reflected and noted in the next or final Transition Amendment for the subject ITN Module.

E. **EXHIBIT C, REQUIREMENTS, Section 23.23., is hereby deleted and replaced with the following:**

23.23. Reference Amendment 30-2023: The Contractor shall manage and be accountable for the actions, inactions, and performance of all Subcontractors. The Contractor is solely responsible for the Work performed under this Contract including the work of Subcontractors. Subject to Section 23.23 below, the Contractor is the Department's single

point of contact for all services to be performed under this Contract including services performed by Subcontractors.

F. EXHIBIT C, REQUIREMENTS, Sections 23.23.3. and 23.23.4. are hereby added as follows:

23.23.3. Reference Amendment 30-2023: In relation to the implementation and configuration of the CCM Tool as set forth and defined in Section 74.37 (as applicable) and Section 74.38 below as previously amended (“CCM Requirements”), the Contractor understands and agrees that the Department may, at its sole discretion, directly communicate with and coordinate Services provided to the Department by Gainwell’s subcontractor, AssureCare, LLC. The Department and Contractor will update the Project Management Plan to identify which CCM Requirements will be coordinated directly between the Department and AssureCare. The Department will also include Contractor in its communications with AssureCare and keep Contractor apprised of any requests or activities from the Department related to the CCM Tool. The Contractor’s consent to allow the Department to directly coordinate Services provided by AssureCare is limited to tasks and activities which fall under the scope of the CCM Requirements. Any services or activities outside the scope of the CCM Requirements including changes to existing deliverables shall require a written amendment and the Contractor’s written approval in accordance with the project change control process.

23.23.4. Reference Amendment 30-2023: The Contractor acknowledges that its Subcontractor, AssureCare LLC (“AssureCare”), which provides the underlying software platform for the CCM Tool pursuant to a subcontract between the Contractor and AssureCare (“CCM Subcontract”), is a key services provider for the implementation and operations of the CCM Tool. Therefore, to ensure a successful implementation and to maintain continuity during any future transition of the CCM Tool, the Contractor in accordance with its CCM Subcontract with AssureCare hereby represents to the Department that the Contractor will reimburse AssureCare for all CCM project-related services and charges incurred (including subscription software services) under the CCM Subcontract within thirty (30) business days following receipt of an undisputed invoice from AssureCare in accordance with the CCM Subcontract between the parties. Invoices will only be considered undisputed to the extent that the Department has fully accepted any and all of the deliverables and/or milestones related to the AssureCare invoice items and are covered in executed agreements between Contractor and AssureCare.

If Contractor fails to make the required timely payment of undisputed amounts to AssureCare in accordance with the CCM Subcontract and the Department deems in its sole and reasonable discretion that such failure or delay may materially and adversely affect the Department’s broader CCM project timelines or transition plans, the Department may seek and exercise any available remedies under the Contract including, but not limited to, the right to withhold payments to Gainwell as allowed under Section 15 (Remedies) of the Contract.

G. EXHIBIT C, REQUIREMENTS, Section 74.38. is hereby deleted and replaced with the following:

74.38. Reference Amendment 30-2023: The Contractor shall configure, customize, and deliver the CCM Tool in accordance with all Section 74 requirements as outlined in Section 1.1.15.2.3 Business Function Payment Deliverables Table, excepting those items for Prior Authorization, Bridge, Technical Framework Hypothetical, and Resource Allocation functionality, no later than April 17, 2023, or such date as updated and mutually agreed upon

through the project change control process.

Requirements for Prior Authorization as specified in Section 74.38.16, Bridge Functionality as specified in Section 74.38.17, and Resource Allocation as specified in Section 74.38.21 are deleted in their entirety.

- H. **Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Sections 1.1.16.2.2 and 1.1.16.2.3, including the table titled “Project Payment Deliverable Table”, are hereby deleted in their entirety to remove the prior holdback payment and replace the table with the following revised Project Payment Deliverable Table:**

1.1.16.2.2. Reference Amendment 30-2023: Project Payment Deliverables

Project Payment Deliverable Table*		
Deliverable	Acceptance Criteria for Payment	Payment Amount
Phase 1 – CCM Project Schedule	Department approval of the Phase 1 CCM Project Schedule.	\$18,057.25
Phase 2 – CCM Project Schedule	Department approval of the Phase 2 CCM Project Schedule.	\$18,057.25
SDLC project artifacts approved under requirement 74.38.2.1	Department approval of the SDLC project artifacts identified and approved under requirement 74.38.2.1	\$263,638.00
CCM Tool specific Project Management Plans (including DED)	Department approval of the Project Management Plans (including DED)	\$162,516.00
Activate Production Environment	Department approval of the Production environment after verifying through direct access. Content and business function configurations will be reviewed in later project stages.	\$31,300.00
<i>TOTAL ESTIMATED PAYMENTS (prior to the Transition Date)</i>		<i>\$493,568.50</i>
Post-Transition Deliverables* (as of the Amendment Effective Date)		
Phase 3 – CCM Project Schedule	Department approval of the Phase 3 CCM Project Schedule.	\$18,057.25*
Phase 4 – CCM Project Schedule	Department approval of the Phase 4 CCM Project Schedule.	\$18,057.25*
<i>TOTAL OF POST-TRANSITION DELIVERABLES</i>		<i>\$36,114.50</i>
TOTAL PROJECT PAYMENT DELIVERABLE FUNDS		\$529,683.00

COMPLETED PROJECT PAYMENT DELIVERABLES		
SDLC process documentation and workflow.	\$130,013.00	PAID (Inv# 60006756)
Activate UAT Environment	\$31,300.00	PAID (Inv# 60006756)
Activate Train Environment	\$31,300.00	PAID (Inv# 60006756)

* Indicates a Post-Transition Deliverable as defined in Section, 6.A.(iv) (Partial or Phased Payments) of this Amendment. Except to the extent later restored under a subsequent amendment or Option Letter, Contractor will not be responsible for the completion or delivery of any Post-Transition Deliverables prior to the CCM Module Transition Date.

- I. **Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, the table under Section 1.1.15.4.2.1.1. titled “One-time QMP Table” is hereby deleted in its entirety and replaced with the following:**

1.1.15.4.2.1.1 Reference Amendment 30-2023: QMP Payment Table

QMP Payment Table*		
Deliverable/Milestone	Release Criteria	Payment Amount
Complete the development of all training materials for Phase 1	Department approval of all the training materials that will be delivered before the Phase 1 implementation.	\$31,688.85
Operational Readiness and Phase 1 Go Live	Regression, parallel like activities, data migration, and operational readiness activities are completed and approved by the Department. The Operational Readiness checklist and Implementation checklist are reviewed and approved by the Department prior to March 13, 2023, or such date as updated and mutually agreed upon through the project change control process.	\$158,444.25
Operational Readiness and Phase 2 Go Live	Regression, parallel like activities, data migration, and operational readiness activities are completed and approved by the Department. The Operational Readiness checklist and Implementation checklist are reviewed and approved by the Department prior to July 1, 2023, or such date as updated and mutually agreed upon through the project change control process.	\$158,444.25
Complete Data Migration for Phase 1	Department acceptance and approval upon successfully migrating all required data to support the Phase 1 implementation.	\$336,053
Complete Reporting for Phase 1	Department approval and confirmation upon a successful implementation of all required Phase 1 reports.	\$240,053
<i>Total Estimated Payments (prior to the Transition Date)</i>		<i>\$924,683.35</i>
Post-Transition Deliverables* (as of the Amendment Effective Date)		
MedCompass Certification	Receive certification approval from CMS for the MedCompass platform.	\$190,133.10*
Complete Data Migration for Phase 4	Department acceptance and approval upon successfully migrating all required data to support the Phase 4 implementation.	\$144,023.00*
Complete Reporting for Phase 3	Department approval and confirmation upon a successful implementation of all required Phase 3 reports.	\$144,026.00*
Complete Reporting for Phase 4	Department approval and confirmation upon a successful implementation of all required Phase 4 reports.	\$96,017.00*
Operational Readiness and PCBA Go Live no later than <u>January 1, 2025</u>	Regression, parallel like activities, data migration, and operational readiness activities are completed and approved by the Department. The Operational Readiness checklist and Implementation checklist are reviewed and approved by the Department prior to January 1, 2025.	\$95,066.55*
<i>Total of Post-Transition Deliverables</i>		<i>\$669,265.65*</i>
TOTAL QMP FUNDS		\$1,593,949.00

* Indicates a Post-Transition Deliverable as defined in Section, 6.A.(iv) (Partial or Phased Payments) of this Amendment. Except to the extent later restored under a subsequent amendment or Option Letter, Contractor will not be responsible for the completion or delivery of any Post-Transition Deliverables noted above prior to the CCM Module Transition Date.

J. **Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, the table under Section 1.1.15.3.3. titled “Business Function Payment Deliverables Table”, is hereby deleted in its entirety and replaced as follows:**

1.1.15.3.3. Reference Amendment 30-2023: Business Function Payment Deliverables Table

Feature/Function Deliverable*	PAYMENT AMOUNTS				
Functional Review Feature	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
“Enrollment” Status and Waiting Lists feature	\$57,610.25	\$57,610.25	\$57,610.25	\$57,610.25	\$230,441.00
“Member Record Open” and “Close” Feature	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
“Program” Status and “Program” Assignment feature	\$46,088.20	\$46,088.20	\$46,088.20	\$92,176.40	\$230,441.00
Log Notes Feature	\$57,610.25	\$57,610.25	\$57,610.25	\$57,610.25	\$230,441.00
Notice of Action and Appeals Features	\$57,610.25	\$57,610.25	\$57,610.25	\$57,610.25	\$230,441.00
Correspondence Feature and Functionality	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
Search Functionality and System Navigation	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
State Funded “Programs” functionality	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
Critical Incident Functionality	\$96,017.20	\$96,017.20	\$96,017.20	\$192,034.40	\$480,086.00
Electronic Signature Feature	\$22,404.25	\$22,404.25	\$22,404.25	\$22,404.25	\$89,617.00
Technical Framework Hypothetical functionality	\$30,005.25	\$30,005.25	\$30,005.25	\$30,005.25	\$120,021.00
Resource Allocation functionality	\$72,013.00	\$72,013.00	\$72,013.00	**	\$216,039.00
Total Estimated Payments (prior to Transition Date)	\$551,379.90	\$551,379.90	\$551,379.90	\$621,472.30	\$2,275,612.00
Post-Transition Deliverables** (as of the Amendment Effective Date)					
Prior Authorization Capability	\$46,088.20	\$46,088.20	\$46,088.20	\$92,176.40	\$230,441.00
Bridge functionality	\$46,088.20	\$46,088.20	\$46,088.20	\$92,176.40	\$230,441.00
Resource Allocation functionality	---	---	---	\$144,026.00	\$144,026.00
Post-Transition Deliverable Total	\$164,189.40	\$164,189.40	\$164,189.40	\$328,378.80	\$604,908.00
TOTAL BUSINESS FUNCTION PAYMENT FUNDS					\$2,880,520.00

* “Reporting” and “Data Migration” functionalities (listed under prior Amendment 28) have been moved to the One-time QMP payments table set forth in Exhibit E.

** Indicates a Post-Transition Deliverable as defined in Section, 6.A.(iv) (Partial or Phased Payments) of this Amendment. Except to the extent later restored under a subsequent amendment or Option Letter, Contractor will not be responsible for the completion or delivery of any Post-Transition Deliverables prior to the CCM Module Transition Date.

K. EXHIBIT E, CARE AND CASE MANAGEMENT FEE SCHEDULE, Section 1.1.17., is hereby deleted in its entirety and replaced with the following:

1.1.17. Reference Amendment 30-2023: The fee schedule for Care and Case Management platform licensing and hosting fee is as follows:

CARE AND CASE MANAGEMENT PRODUCTION SAAS LICENSE FEES					
		License Term (months)	Users	SAAS License Fees (per month)	Maximum Fees
SFY 21-22	Pre-Production/DDI	12 mos. (7/1/21-6/30/22)	200	\$971,000 (PAID - INV#80003232)	
SFY 22-23	Pre-Production/DDI	6 mos. (7/1/22-12/31/23)	200	\$401,742 (PAID - INV#80007836)	
	Post-Production	6 mos. (1/1/23-6/30/23)	2000	\$233,641	\$1,401,846
SFY 23-24	Post-Production	4 mos. (7/1/23-10/31/23)	2000	\$238,734	\$954,936
					\$2,758,524

Incremental License Fees for Contract Term (expires 10/31/23)		
SFY 22-23	Block of 100 seats in excess of 2000* (not to exceed 8 blocks or 800 seats)	\$29,590/mo per block
SFY 23-24	Block of 100 seats in excess of 2000* (not to exceed 8 blocks or 800 seats)	\$29,590/mo per block

** Additional seats can be requested via an Option Letter as the need is determined. Fees will be incurred from the month in which the additional capacity is required.*

L. Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.20., Streamlined Eligibility Compensation, is hereby deleted and replaced with the following:

1.1.20. Reference Amendment 30-2023: Compensation for Streamlined Eligibility Deliverables is as follows:

Streamlined Eligibility Compensation		
<i>TOTAL ESTIMATED PAYMENTS (prior to Transition Date)</i>		<i>\$0</i>
Post-Transition Deliverables* (as of the Amendment Effective Date)		
Deliverable	Acceptance Criteria for Payment	Payment Amount
Approval of Post Implementation Activities	Achievement of steady state operations through Department approval of post implementation activities included in the post implementation checklist.	\$123,000*
<i>POST-TRANSITION DELIVERABLE TOTAL</i>		<i>\$246,000*</i>
STREAMLINED ELIGIBILITY TOTAL FUNDS		\$369,0000
COMPLETED STREAMLINED ELIGIBILITY DELIVERABLES		
Technical Design Specifications Document	\$123,000	PAID SFY23 (INV#80008049)
Requirements Validation Document	\$123,000	PAID SFY22 (INV#80001419)

* Indicates a Post-Transition Deliverable as defined in Section, 6.A.(iv) (Partial or Phased Payments) of this Amendment. Except to the extent later restored under a subsequent amendment or Option Letter, Contractor will not be responsible for the completion or delivery of any Post-Transition Deliverables prior to the CCM Module Transition Date.

M. Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, the SFY 2022-23 and SFY 2023-24 tables under Section 1.1.9.4. are hereby deleted in their entirety and replaced with the following to increase or reduce CCM Call Center Agent support:

1.1.9.4. Reference Amendment 30-2023: Operations Staffing Table*

RATE TABLE-Operations Staff				
SFY 2022-23				
January 1, 2023-June 30,2023				
Position Title	No of Staff	Hourly Rate	Months	Maximum Amount Per Position Total
CCM Call Center Supervisor	1	\$65.22	6	\$64,959.12
CCM Call Center Agents	12	\$31.34	6	\$374,575.68
CCM Supplemental Call Center Agents*	23	\$48.00	4.25	\$366,528.00
TOTAL				806,062.80
SFY 2023-24				
July 1, 2023 – October 31, 2023 (4 Months)				

Position Title	No of Staff	Hourly Rate	Months	SFY Maximum Amount Per Position Total
CCM Call Center Supervisor	1	\$66.65	4	\$44,255.60
CCM Call Center Agents	12	\$32.03	4	\$224,808.33
CCM Supplemental Call Center Agents*	Up to 23	\$49.05	4	\$659,843.67
			TOTAL	\$928,907.60

* Contractor understands and acknowledges that the CCM Supplemental Call Center Agents above are needed on a temporary basis to provide additional support during the initial go-live phase only ("CC Supplemental Support"). Therefore, upon the completion of the longer of one-hundred twenty (120) days following the Amendment Effective Date or the Phase 1 Go Live date, the parties will evaluate the then current call center volumes to determine if CC Supplemental Support will still be required. Adjustments to the CCM Call Center staffing will be as per the terms set forth in Section 23.25.1.3, except that the upper limit on the number of total CCM agents has been raised by mutual agreement from 12 to 35.

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.