



September 27, 2022

Teresa Deaton Reese
Strategic Sourcing Analyst
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

RE: Executive Summary for Maximus Response for Proposal for Long-Term Services & Supports (LTSS) Enrollment Services and MLTSS Member Support Services, RFP #23-72675

Dear Ms. Reese:

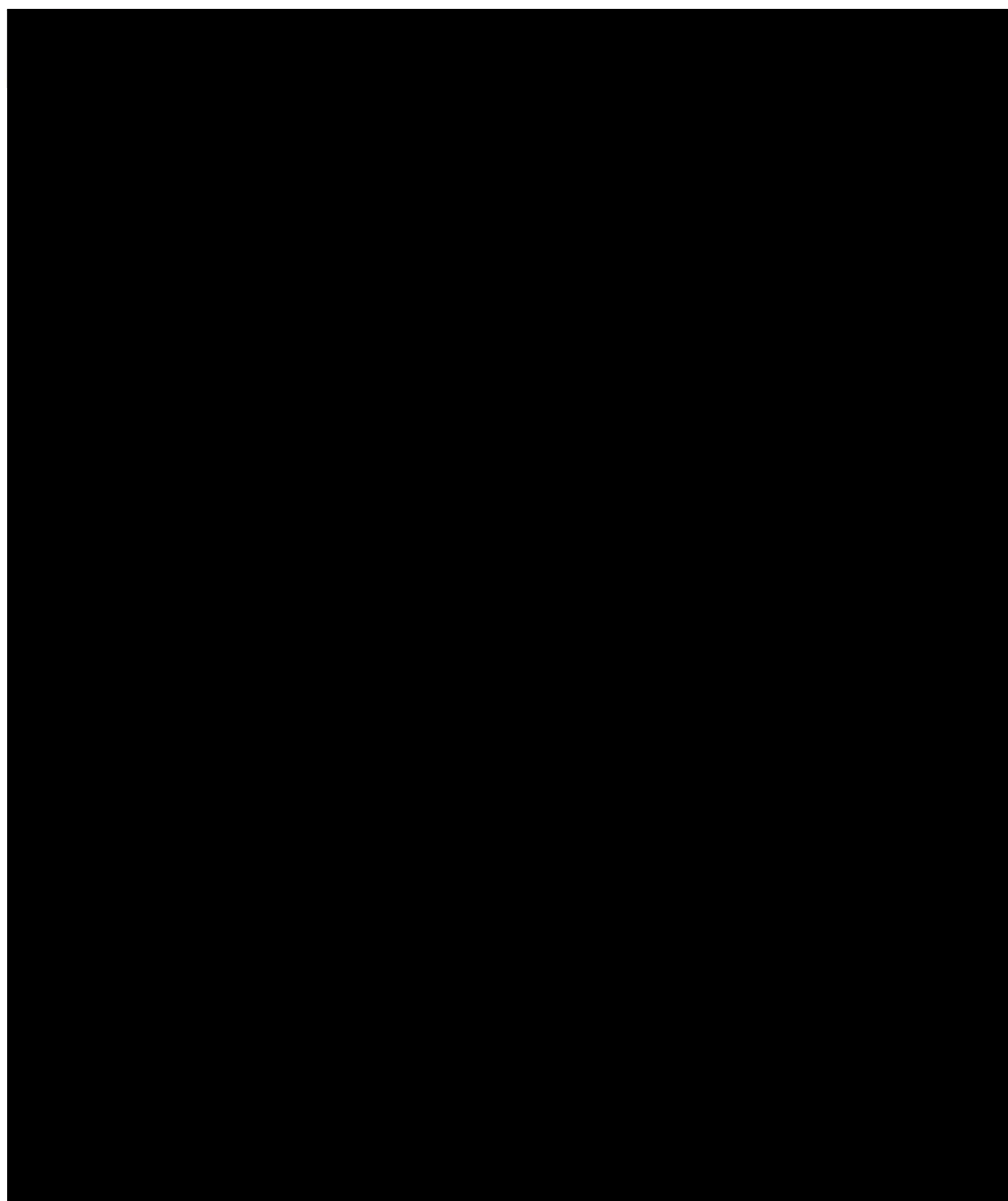
Maximus US Services, Inc. (Maximus) is pleased to provide our response to Indiana's Request for Proposal (RFP) for LTSS Enrollment Services and Managed Long-Term Services and Supports (MLTSS) Member Support Services. Specifically, Maximus is providing its proposal to fulfill Indiana Family and Social Services Administration's (FSSA) RFP requirements for Scope A – LTSS Enrollment Services.

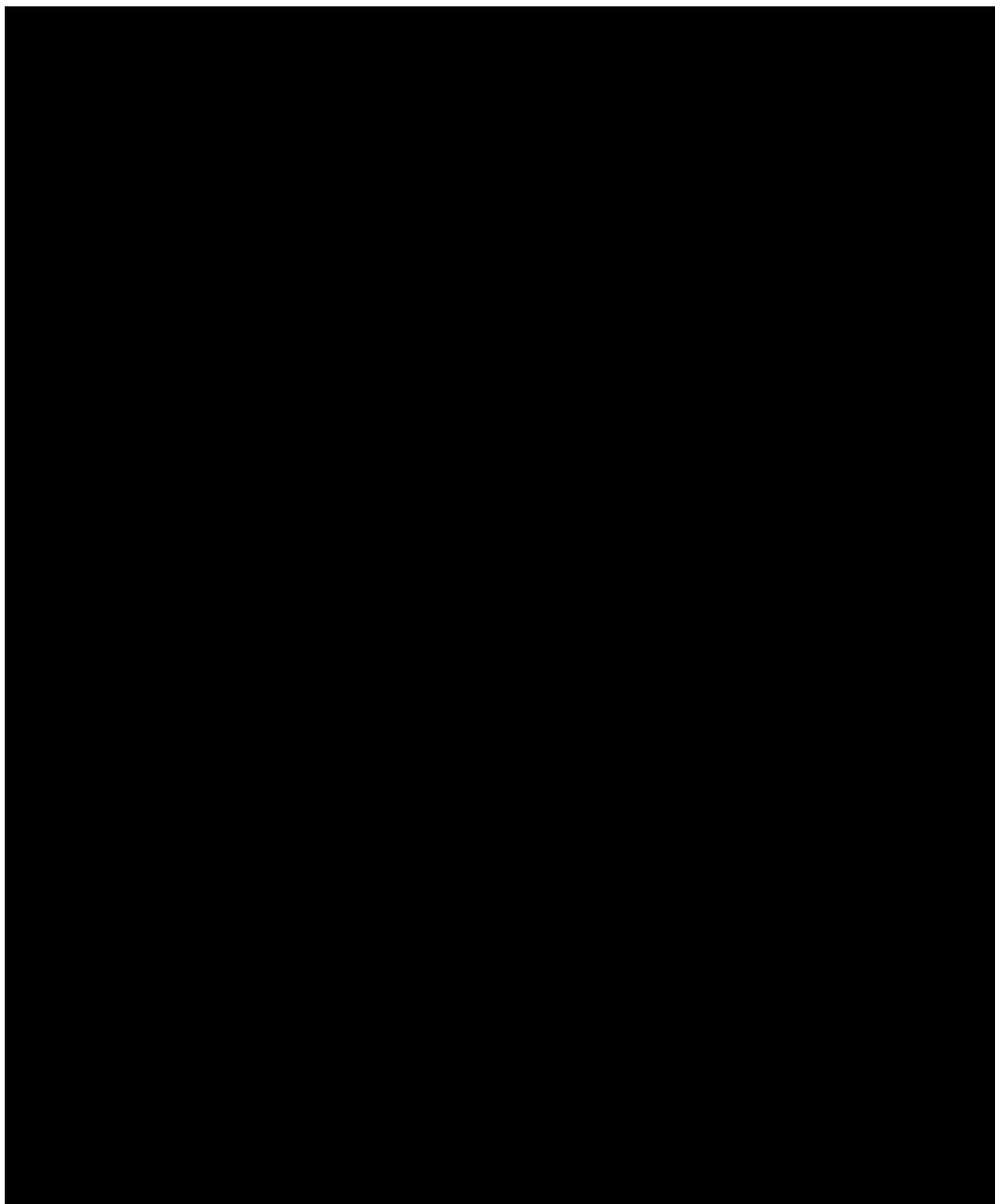
We have carefully reviewed the RFP in its entirety, along with all addenda, and followed all instructions in RFP Section Two, Proposal Preparation Instructions, for providing Indiana Department of Administration with our Submission Part One and Submission Part Two.

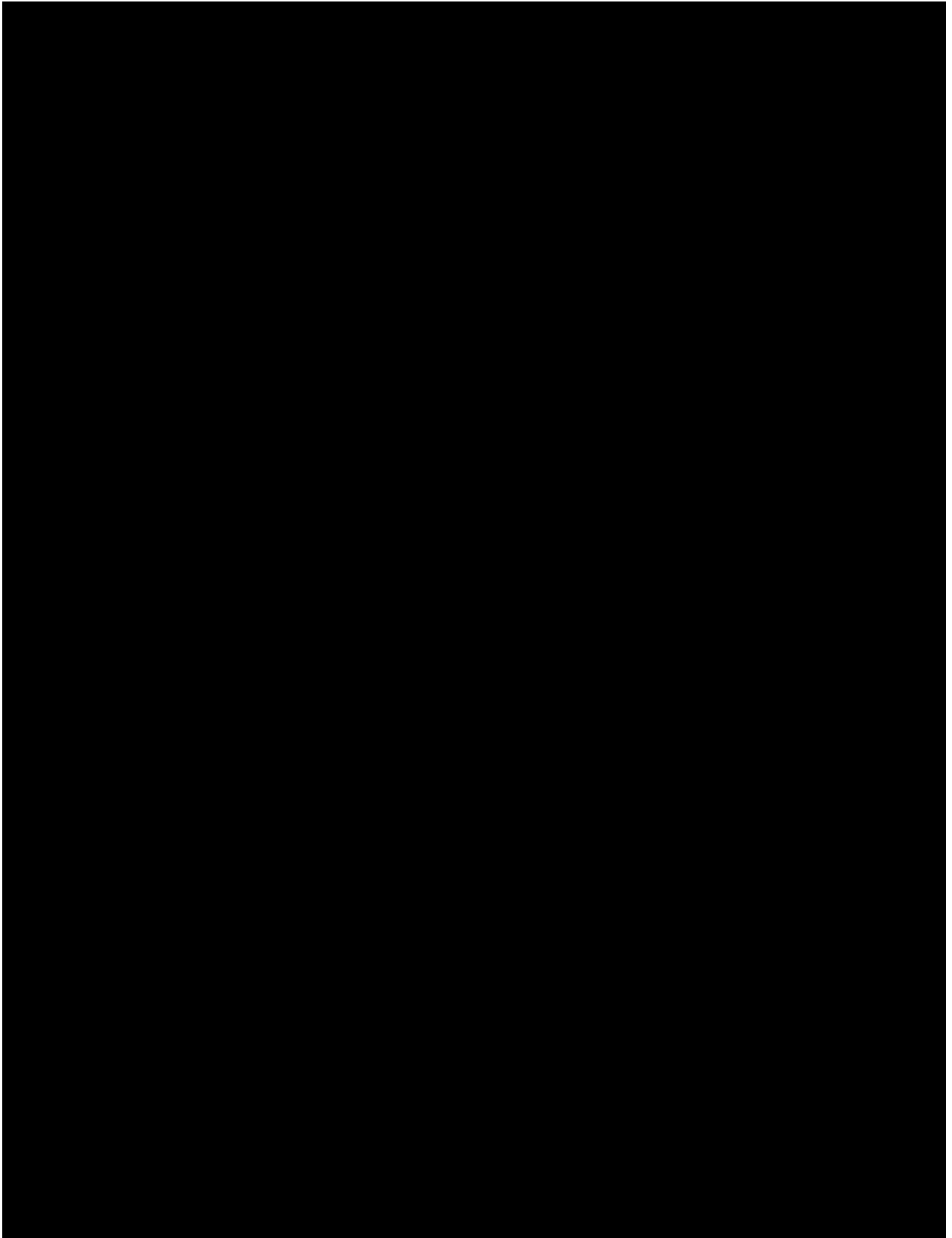
Summary of Ability and Desire to Supply Enrollment Services as Defined in Scope A

Maximus brings to FSSA our ability, desire, and commitment to fully meet all LTSS Enrollment Services requirements. As FSSA and the Office of Medicaid Policy and Planning build on past successes to launch the next enhancement of LTSS program models, Indiana needs a partner:

- With a thoughtful approach and demonstrated ability to implement successful change that supports stakeholder adoption of new roles and new processes
- Whose work is characterized by engaged, accountable collaborations that streamline access to services and maximize program stability
- With a commitment to person-centered culturally and trauma-informed interactions and outcomes for individuals and members
- That already offers Indiana outstanding operational, clinical, and technological staff surrounded by a robust infrastructure and tools to continually track and improve the quality and impact of our services on programmatic objectives
- Who delivers what FSSA needs right now, and who will grow with the State and Indiana's healthcare landscape to continue to serve Hoosiers with excellence







Maximus Qualified and Experienced Staffing

Our high-quality personnel have the education, credentials, skills, and experience to meet all LTSS requirements. FSSA can be confident its members will receive exceptional service and the State will meet its performance objectives. Annually, our teams conduct nearly one million clinical assessments and screenings nationwide. We built our staffing approach on deep and broad program experience and proven recruitment strategies that attract and retain high performers. Our staffing structure includes expert corporate oversight, the right combination of key personnel and project staff, and access to extensive shared services resources for additional support.



Authorized Representative

Tariq Khan, Senior Director – Contracts and Legal Counsel, has been authorized by the Board of Directors of the Corporation to commit Maximus to the representations in our proposal and to certify that the information in our proposal meets the RFP's general conditions, including the requirement to provide audited financial statements. Mr. Khan also has the authority to sign all contractual documents pertaining to this proposal. This authorization is provided on behalf of the Corporation in accordance with internal procedures adopted by the Corporation.

Principal Point of Contact

The principal contact for this proposal is Nancy Shanley, Vice President – Consulting and Policy Analysis. Ms. Shanley has over 30 years of experience working with, managing programs for, and consulting with states and Centers for Medicare and Medicaid Services regarding, individuals with behavioral health, medical, and intellectual and developmental disability conditions. She provides extensive consultation to states regarding LTSS service systems and assessments. Ms. Shanley is also a respected national presenter and has delivered numerous speeches and presentation on various aspects of LTSS.

Maximus understands that we will be notified via email regarding this solicitation, and have provided Ms. Shanley's contact information below:

Name: Nancy Shanley, Vice President - Consulting and Policy Analysis
Address: 1600 Tysons Blvd, Suite 1400, McLean, VA 22102
Telephone No.: 615.473.4554
Email address: USProposals@maximus.com

Secretary of State Status

Maximus US Services, Inc. is incorporated in the State of Indiana and registered as a Domestic For-Profit Corporation with the Indiana Secretary of State. Maximus holds an Active business status under Business ID # 2007060700050, as shown in *Exhibit 3: Maximus Active Registration Status in Indiana*. In addition, Maximus maintains Bidder registration with the Indiana Department of Administration (IDOA) under Bidder ID: 0000019888.

BUSINESS INFORMATION		
HOLLI SULLIVAN INDIANA SECRETARY OF STATE 09/15/2022 04:25 PM		
Business Details		
Business Name:	MAXIMUS US SERVICES, INC.	Business ID: 2007060700050
Entity Type:	Domestic For-Profit Corporation	Business Status: Active
Creation Date:	06/06/2007	Inactive Date:
Principal Office Address:	1891 METRO CENTER DRIVE, RESTON, VA, 20190, USA	Expiration Date: Perpetual
Jurisdiction of Formation:	Indiana	Business Entry Report Due Date: 06/30/2023
		Years Due:
Governing Person Information		
Title	Name	Address
Director	ILENE R. BAYLONSON	1891 METRO CENTRE DRIVE, Reston, VA, 20190, USA
President	ILENE R. BAYLONSON	1891 METRO CENTER DRIVE, Reston, VA, 20190, USA
Secretary	DAVID R. FRANCIS	1891 METRO CENTER DRIVE, Reston, VA, 20190, USA
Treasurer	DAVID MUTRYN	1891 METRO CENTER DRIVE, Reston, VA, 20190, USA
Vice President	BRUCE P. PERKINS	1891 METRO CENTER DRIVE, Reston, VA, 20190, USA
Incorporators Information		
Name	Title	Address
DAVID R. FRANCIS	Incorporator	11419 SUNSET HILLS ROAD, RESTON, VA, 20190, USA
Registered Agent Information		
Type:	Business Commercial Registered Agent	
Name:	CORPORATION SERVICE COMPANY	
Address:	135 North Pennsylvania Street, Suite 1610, Indianapolis, IN, 46204, USA	

Exhibit 3: Maximus Active Registration Status in Indiana. Maximus US Services maintains Active status with the Indiana Secretary of State and provides services to the State today.



Best Value Partner

With our combination of people, technology, and process innovation, Maximus, as the best value respondent, will provide Hoosiers with person-centered, clinically excellent LTSS enrollment services. Thank you for considering Maximus for this critical project.

Sincerely,

Tariq Khan

[Tariq Khan \(Sep 26, 2022 12:58 EDT\)](#)

Tariq Khan
Senior Director, Contracts

