



Proposal to Provide

Enrollment Broker Services

Prepared For
**Indiana Department of
Administration on Behalf
of the Office of Medicaid
Policy and Planning (OMPP)**



Maximus Health Services, Inc.

Attachment G - Cost Proposal

RFP No. 21-2059

September 4, 2020 at 3:00 p.m. EST

Cost Proposal Narrative

Maximus Health Services, Inc. is pleased to submit our Cost Proposal in response to Request for Proposal (RFP) #21-2059 to provide Enrollment Broker Services for the State of Indiana. As your proven partner for the past 13 years, we have developed a solution that is designed to meet Indiana's unique needs and program goals while also taking into account budgetary limitations. We have leveraged our experienced team, next-generation systems, and advanced tools to enhance the customer experience, increase active MCE choice, and achieve best outcomes for Hoosiers. These costs reflect a reasonable, thoughtful, innovative, and efficient solution to successfully deliver enrollment services for Indiana.

The following provides the breakout of our cost components in the following categories.

Tab 7. Helpline Services

Included in the Helpline Services price per call(s) are the following items:

- An allocation of Helpline Representative and Quality Assurance Specialist labor and benefits
- Tools and systems used by Helpline Representatives and the Quality Assurance Specialist
- Data and telephony usage
- An allocation of facility cost

Tab 8. Live Chat Services

Included in the Live Chat Services price per chat(s) are the following items:

- An allocation of Helpline Representative and Quality Assurance Specialist labor and benefits
- Tools and systems used directly by Helpline Representatives and the Quality Assurance Specialist
- Data and telephony usage
- An allocation of facility cost

Tab 9. Printing

Included in the Printing unit prices are the following items:

- Estimates for the printing and mailing of each document type, broken out by volume
- Maximus acknowledges that postage will be paid separately and at cost

Tab 10. Information Systems

Included in the Information Systems are the following items:

- Ongoing support, maintenance, and operations of our systems
- Licenses and hosting costs
- Network hardware and software

Tab 11. Other Tasks

Included in Other Tasks are the following items:

- Labor costs not directly tied to Helpline Services, Live Chat Services, or Information Systems. This includes several key staff roles, as well as other necessary administrative functions such as Human Capital, Finance and Accounting, HCC Member Outreach, and Executive Oversight.