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PROPOSAL TO PROVIDE:

Medicaid Administrative Support Services

PREPARED FOR:

New Jersey County of
Union Department of
Human Services

DUE DATE:

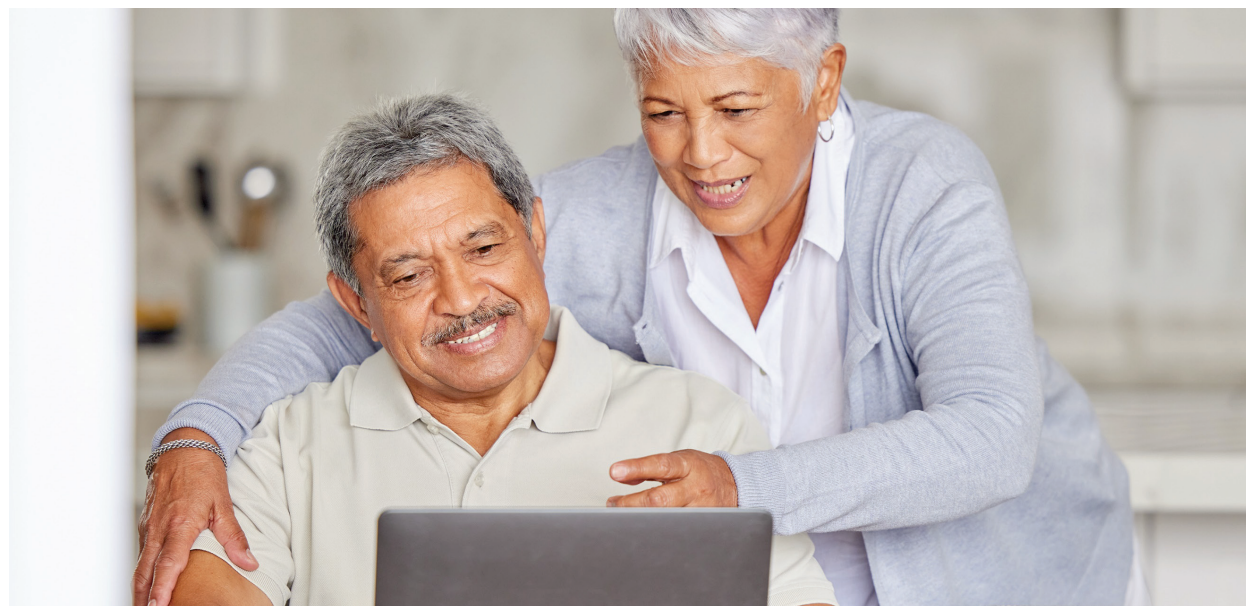
August 29, 2024
11:00 a.m. Eastern

RCCP# 5-2024

**ORIGINAL
PROPOSAL**



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1.0 Evaluation Criteria – Cross-Reference Matrix



1.0 Evaluation Criteria – Cross-Reference Matrix

Maximus is fully qualified to provide Medicaid Administrative Support Services to the Union County Department of Human Services (the County). We bring more than 29 years' experience providing similar services to state and county agencies across the United States. Our proposal describes how our services support the County's goal to empower individuals, families, and communities to increase self-sufficiency and improve quality of life.

Exhibit 1-1: Meeting Proposer Qualifications acknowledges that we meet each County qualification and provides the proposal location where supporting information appears.

Exhibit 1-2: Meeting Criteria for Award lists the County's award criteria and indicates the proposal locations where we describe how we meet each criterion.

Exhibit 1-1: Meeting Proposer Qualifications.

Qualification	Maximus Meets	Maximus Technical Proposal Section	Maximus Technical Proposal Location
A. Proposer must have a minimum of three (3) years of experience providing Medicaid supportive services directly related to Medicaid programs	✓	2.1 Experience Providing Medicaid Services	Pages 2-1 through 2-2
B. The education, qualifications, experience, and training of all persons who would be assigned to provide services along with their names and titles	✓	2.2 Staff Qualifications 2.3 Resumes 2.4 Key Staff	Pages 2-4 through 2-38
C. Resumes need to include education completed	✓	2.3 Resumes	Pages 2-13 through 2-37
D. Contractor would be responsible to hire the following staff, one general project manager, supervisory staff, quality control specialists and processing staff and other staff identified in this RCCP	✓	2.2 Staff Qualifications 2.3 Resumes 2.4 Key Staff	Pages 2-4 through 2-37
E. A listing of all other engagements where services of the types being proposed were provided in the past three (3) years. This should include other County governments and other levels of government. Contact information for the recipients of the similar services must be provided. The County may obtain references from any of the parties listed	✓	2.5 Similar Services for Other Agencies	Pages 2-38 through 2-40
F. A description of all other areas of Medicaid Administrative Support Services of the proposer, with emphasis on a description of those services of interest to a County government client	✓	2.6 Other Areas of Medicaid Administrative Support Services	Pages 2-40 through 2-44

Exhibit 1-2: Meeting Criteria for Award.

#	Criteria for Award	Maximus Proposal Section	Maximus Proposal Location
1	Relevant and Extent of Qualifications, Experience, Reputation and Training of Personnel to be assigned. The extent to which the applicant provides information about their background and experience, understanding of the services to be provided, ability to service the Union County Department of Human Services, Division of Social Services	2.1 <i>Experience Providing Medicaid Services</i> 2.2 <i>Staff Qualifications</i> 2.3 <i>Resumes</i> 2.4 <i>Key Staff</i> 3.5 <i>Background Checks and Confidentiality Agreements</i>	- Pages 2-1 through 2-2 - Pages 2-4 through 2-12 - Pages 2-13 through 2-37 - Page 2-38 - Page 3-6 through 3-7
2	Knowledge of the County of Union and the subject matter to be addressed under this engagement	2.1.1 <i>Knowledge of the County of Union</i>	Page 2-3
3	Relevance and Extent of Similar Engagements performed	2.5 <i>Similar Services for Other Agencies</i> 2.6 <i>Other Areas of Medicaid Administrative Support Services</i>	- Pages 2-38 through 2-40 - Pages 2-40 through 2-44
4	Technical Proposal contains all required information	All	All
5	The fiscal soundness of the detailed costs with narrative justification submitted by the proposer	- Detailed costs - Cost narrative	<i>Form P</i> <i>Form P Attachment</i>

2.0 Qualifications of Proposer

2.0 Qualifications of Proposer



2.0 Qualifications of Proposer (II.H)

II.H. Qualification of Proposers

The County's Medicaid eligibility and enrollment activity is best supported by a contractor that has three critical qualifications: (1) direct experience providing Medicaid eligibility support services; (2) knowledge and established processes grounded in Medicaid program eligibility rules and policies; (3) specific experience working with the individuals and families comprising New Jersey's FamilyCare (Medicaid Family Care) and Aged, Blind, or Disabled (ABD) programs. Maximus offers all three elements, with Medicaid eligibility operations in 18 states, a team with an understanding of New Jersey's Medicaid program and its members, and our support of the adjacent Get Covered NJ marketplace. Our response in this section illustrates how Maximus is best positioned to assist the County.

Beyond eligibility and enrollment, Maximus delivers meaningful outcomes for the Medicaid population we have served since 1995. Our comprehensive services, spanning eligibility and enrollment, choice counseling for managed care enrollment, clinical assessments for long-term services and supports, and Medicaid enterprise solutions, reach one of every two Medicaid beneficiaries across the nation. These interactions contribute to our in-depth understanding of how to create an accessible, inclusive, and comprehensive approach to use for NJ FamilyCare and ABD Units.

With our local leadership and local customer service staff identified for this project, we are prepared to bring our background and experience to Union County individuals and families on day one of the contract. Other contractors will need to focus on implementation goals such as recruiting new hires and conducting baseline training rather than having highly qualified local staff immediately available to support the County; Maximus is prepared to rapidly implement our support team and to start delivering results to the County within the first month of the contract.

2.1 Experience Providing Medicaid Services (II.H.A)

II.H.A. Experience Providing Medicaid Services

Proposer must have a minimum of three (3) years of experience providing Medicaid supportive services directly related to Medicaid programs;



EXCEEDS

Maximus has more than 29 years of Medicaid supportive services experience — far exceeding the minimum mandatory requirement of 3 years of Medicaid supportive services directly related to Medicaid program experience. As a result, we bring in-depth understanding of the Medicaid participant population, the nuances of Medicaid eligibility and enrollment, and a customer service focus for client/applicant-centered support and satisfaction.

In addition, we operate more than 100 operation centers. Annually, our staff answers approximately 50 million inbound and outbound calls for eligibility and enrollment services along with handling related back-office activities. As a result of our industry experience handling eligibility services, we are positioned to seamlessly interact with Union County individuals and

families, providing them access to the support they need. *Exhibit 2.1-1: Projects and Years Supporting Eligibility Services* lists and categorizes our relevant projects.

24-P21001.0205-03

	Medicaid /CHIP	Eligibility Determination Support Services	Application and Document Support Services	LTSS Enrollments	Size of Consumer Population	Years in Operation
Health Services Projects						
AR Eligibility Support	✓	✓	✓		1M	Nearly 3
CA Health Care Options	✓		✓	✓	14.1M	28
CA Medi-Cal Publication Services	✓				13.4M	11
CA Optional Targeted Low Income Children Program (OTLICP)	✓	✓	✓		500K	11
CO Health First Colorado Enrollment	✓				1.7M	26
CO Ombudsman for Medicaid Managed Care	✓	✓			1.6M	21
DC Health Benefit Exchange Client Contact Center	✓	✓	✓		16K	11
FL Healthy Kids	✓	✓	✓		110K	12
GA Integrated Eligibility System	✓	✓			326K	10
IL Client Enrollment Services	✓			✓	3.5M	12
IN Eligibility Enrollment Services	✓	✓	✓		2.3M	2
IN Enrollment Broker Services	✓			✓	2.2M	17
IA Medicaid Enterprise Member Services	✓	✓	✓		857K	19
MD Health Benefit Exchange	✓	✓	✓		1.7M	19
ME State Based Marketplace Consumer Assistance Center	✓	✓	✓		66K	3
MI Enrollment Broker Services	✓	✓	✓		3.1M	27
NC Enrollment Broker Services	✓				2.1M	6
NJ State Based Exchange	✓	✓	✓		324K	4
NY Medicaid Choice	✓			✓	7.2M	26
NY State of Health	✓	✓	✓		5M	14
OK SoonerCare Helpline	✓	✓	✓		1.3M	12
PA Enrollment Assistance Program	✓				3.3M	15
PA Independent Enrollment Broker	✓			✓	2.9M	14
SC Enrollment Broker	✓				1.1M	17
TX Eligibility Support Services	✓	✓	✓		3.5M	17
TX Enrollment Broker Operations & TX Health Steps Outreach and Informing	✓			✓	5.7M	27
VA Cover Virginia	✓	✓	✓		2.1M	3
VA Enrollment Broker and Education Services	✓			✓	1.9M	21
VT Health Connect and Green Mountain Care Customer Support Center	✓	✓	✓		215K	28
WI Enrollment Broker Services	✓				1.3M	6
WV Enrollment Broker	✓				623K	10

Exhibit 2.1-1: Projects and Years Supporting Eligibility Services. *With these projects, where we have provided services within the past three years, we highlight our capability and capacity to complete the requirements for the County.*

2.1.1 Knowledge of the County of Union (II.I.2)

Knowledge of the County of Union and the subject matter to be addressed under this engagement.

The County of Union has an administrative responsibility for about 49,000 individuals that are part of NJ FamilyCare and ABD programs. Maximus supports Medicaid eligibility and enrollment for similar sized populations. In some statewide projects, Maximus organizes its staff to align to geographic regions within the state. For example, in Pennsylvania, where Maximus is the Independent Enrollment Broker for the Commonwealth's Medicaid waiver participants, we have field staff who coordinate their daily activities with county assistance offices. In a recent project of a similar size and scope, we supported 110,000 clients and received a score of 5 out of 5 (extremely satisfied) for our project team's expertise.

The County of Union

Maximus has more than 575 employees in New Jersey, including all of our proposed staff for this project. Our supervisor and five members of our proposed processing staff are residents of Union County. Additional proposed staff are in adjacent counties, with easy commutes to the Elizabeth, New Jersey, office location.

We know from staffing other New Jersey projects that the Garden State is a diverse, multilingual state. We have already identified sufficient multilingual processing staff to support non-English speaking residents in the County.

Beyond Medicaid eligibility processing, our staff will deliver customer service in consideration of cultural elements specific to Union County's unique demographics and cultural challenges. Decisions about health-related options may include the individual or families' use of faith to guide crucial decisions. We rely on our bilingual processing staff to provide additional cultural and linguistic understanding. These individuals bring native cultural competencies that pair with our cultural competency training to offer the highest level of positive, people-centric language. In addition, our staff also have cultural competency training to help them engage more effectively with people, operationalizing customer empathy. Saying *"I am happy to help you,"* or *"Great question, I will get an answer for you,"* in a native language are just some of the ways we communicate to meet customer wants, needs, and communication preferences.



The Most-Spoken Languages in Union County

We understand what languages are preferred in Union County and have **qualified and knowledgeable processing staff ready** to speak to Union County residents in:

- Spanish (3 processing staff)
- Creole (4 processing staff)
- English (all)

Subject Matter Experts in New Jersey Application Assistance



The combined experiences of the operations director, general project manager, and supervisor slotted for this project encompasses more than 25 years dealing with Medicaid, CHIP, and New Jersey's health insurance marketplace. Maximus has assisted other government customers when they experience sudden and/or significant influxes of Medicaid applications. We understand how this

type of surge impacts an agency such as the County. We bring an abundance of government healthcare knowledge to the contract, including direct experience with Get Covered NJ. Many of our staff also have experience working with NJ FamilyCare.

Besides working with NJ FamilyCare directly and through the state-based marketplace, our staff also have experience collaborating with many community agencies to assist with the Cover ALL Kids Initiative signed into law by Governor Phil Murphy. They worked in an outreach capacity within the community, educating the residents of New Jersey and helping to enroll them in NJ FamilyCare. They also established long-standing relationships with various Union County agencies, including, but not limited to, the Board of Education, advocacy groups, and the County Welfare Agency (CWA). For many years, this leadership team was a regular staple at back-to-school nights in New Jersey public schools. They have collaborated with Kean University, Hillside High School, La Ca Don Pedro, United Way of Essex County, Hillside Recreation Center, and many more.

In the past, our staff members joined forces with the Division of Medicaid Assistance and Health Services to attend events within the state of New Jersey, such as county fairs, high school events, and other community events, to give presentations and spread the word about New Jersey's Medicaid program. They participated in extensive outreach after Super Storm Sandy and during the early days of the COVID-19 pandemic. They also initiated enrollment events in all 21 counties to assist families with application signups and updates. **Collectively, the management team has been involved in New Jersey Medicaid since 2008.** We use our operational efficiencies and their knowledge of Medicaid and other programs to support tasks related to meeting case processing timelines, maintaining — or raising — customer satisfaction levels and increasing overall program productivity.

Throughout our response, we embed our understanding of the County's needs in our solutions to complete the desired tasks.

2.2 Staff Qualifications (II.H.B, II.I.1)

II.H.B. Staff Qualifications

The education, qualifications, experience, and training of all persons who would be assigned to provide services along with their names and titles.

As we have for other government customers, our proposed staff will increase efficiency for the NJ FamilyCare and ABD Units through their comprehensive understanding of the unwinding of Medicaid waivers and expansion that were incurred during the COVID-19 pandemic and subsequent recovery.

We are a global company with local focus, offering qualified staff members with unmatched expertise who are in-place in New Jersey, including in Union County. As current Maximus employees, staff members are available to support the County's Medicaid Administrative Support Services contract on day one. Our staff understand the Medicaid program and the County's desired outcomes for Union County residents. *Exhibit 2.2-1: Union County Medicaid Administrative Support Services Organizational Chart* illustrates our experienced team, key employees, and corporate support that will assist on the project.

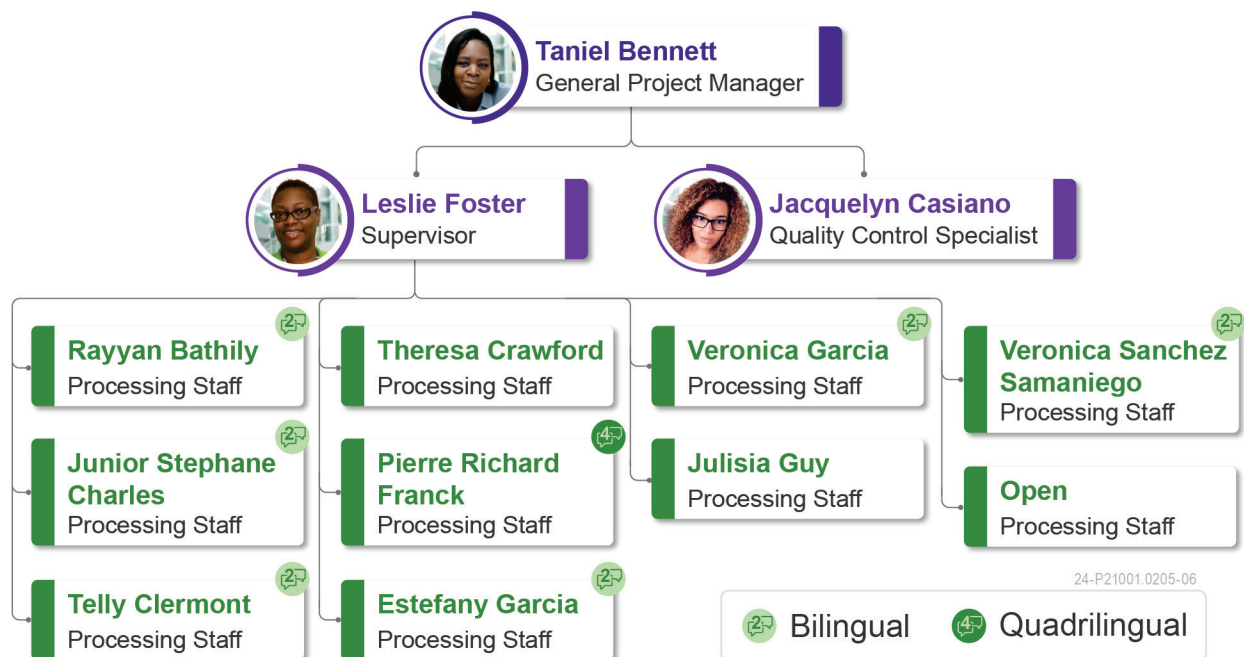


Exhibit 2.2-1: Union County Medicaid Administrative Support Services Organizational Chart. The Maximus team consists of eligibility experts in each position, providing holistic support for the County's needs.

In the following paragraphs, we highlight the education, qualifications, and experience of the project staff, including the processing staff, to illustrate the value represented by this experienced, high-performing group. We also provide an overview of the training they have completed that prepares them to immediately provide services. First, we present the corporate resources to support the project team.

Corporate Resources

We have local corporate leadership with a fiduciary duty to support the Union County Medicaid Administrative Support Services project. Gaynor Ferrell and DonnaKim Pulgiano will provide our standard oversight of the project and offer general program manager Taniel Bennett direct support to achieve successful program management operations. They are not part of the proposed project team nor do they work onsite. We provide the following overview of their high-level sponsorship to the project.



Spotlight

Our Knowledgeable Leaders — Gaynor Ferrell, DonnaKim Pulgiano, and Taniel Bennett — Offer the County:

- Lifelong native knowledge of New Jersey, including Union County
- Decades of combined Medicaid and industry experience
- Specific experience working with New Jersey programs, including NJ FamilyCare and Get Covered NJ

For the County, this means experience directly related to scope of services with proven best practices and processes to perform all administrative tasks.



Managing Director Gaynor Ferrell has unmatched experience, expertise, and insight in healthcare management to provide unique, expert support and guidance to the Union County Medicaid Eligibility Support Services project. With over 15 years of leadership experience running the NJ FamilyCare program, Gaynor brings a wealth of knowledge and experience in both front and back-office Medicaid operations. For program operational issues and challenges that fall outside of normal parameters, Gaynor will work alongside Taniel Bennett, the general project manager for this project, and her team.



Operations Director DonnaKim Pulgiano supports the project team by providing service delivery oversight and program advisory services to support the County in addressing regulatory change or program challenges. She will assist with requisitioning resources and experts from across our enterprise. DonnaKim is available to help the general project manager mitigate any risks to meeting the County's objectives.

Project Team



Our project staff, including full complement of processing staff, will be ready to begin onsite work on day one of the contract. Our approach to implementation offers the least possible risk, as we have hired and completed background checks on all of our proposed staff. We will work with the County to implement these new operational services as quickly or as gradually as the County prefers. In the following, we present the project team.

Processing Leadership



General Project Manager Taniel Bennett will serve as the primary point of contact for the County. She brings more than 7 years of Medicaid experience and 28 years of experience in customer service leadership roles. Taniel participates in County or other stakeholder meetings or provides representation. She will coordinate with our corporate team to accomplish project goals and objectives.



Supervisor Leslie Foster leads the processing team and brings 9 years of experience supporting customer service teams and 4 years in staff training. She started her career as a customer service representative, mastering the role by consistently providing high-quality customer service. Her depth of knowledge and strong relationships with team members make her an expert in providing quality services to Medicaid clients and applicants.

Processing Quality



Quality Control Specialist Jacquelyn Casiano supports the delivery of high-quality with experience that includes 7 years in quality control and 9 years in customer service. She improves the quality of customer service through providing quality assurance and developing quality controls that strengthen our processing systems and procedures. Jacquelyn will align our team quality plans with the County's vision to build integrated systems of service delivery.

Processing Staff

Nine of our proposed team of ten processing staff members are current Maximus employees, trained on our Medicaid support services curriculum.

Having had the required background checks, this proposed team is available immediately upon execution of the contract. We will add one additional processing staff member. The supervisor and processing staff are available to start immediately with any County-specific training and the provision of those services.

Our New Jersey Team Qualifications, Experience, and Education

Exhibit 2.2-2: Union County Eligibility Support

Services Processing Team shows our highly qualified group. This group offers the County's individuals and families the skills needed to deliver programs that improve the lives of Union County residents and strengthen their communities.



Spotlight

The Benefits of Full-Time Employees

While some vendors may use part-time, temporary, or contingent employees, **our proposed staff are current, full-time Maximus employees.**

- Hiring full-time staff rather than part-time improves employee retention (Source: Forbes Advisor, Employee Benefits In 2024: The Ultimate Guide August 2, 2023).
- Full-time employment also helps to improve employee productivity and engagement.

Exhibit 2.2-2: Union County Eligibility Support Services Processing Team.

Name and Position	Qualifications	Experience and Education	Training
Taniel Bennett General Project Manager	■ Demonstrates large project management and leadership skills ■ Knowledge of Medicaid and healthcare ■ Background in business and management in either the public or private sector ■ High school diploma or General Educational Development (GED) test minimum ■ Bachelor's or master's degree from an accredited college or university preferred	■ 28 years' experience in customer service ■ 7 years' experience in health and human services ■ Medicaid certified ■ 26 years in management of large projects ■ Extensive background in public and private sector ■ High school diploma, Medicaid certification, leadership certification	■ Leadership development program ■ Standardized services and project management processes ■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Jacquelyn Casiano Quality Control Specialist	■ Quality assurance experience, preferably in a customer service environment ■ Understanding of standard quality procedures ■ Experience developing and maintaining policies and procedures ■ Reporting experience ■ High school diploma or GED test minimum ■ Bachelor's or master's degree from an accredited college or university preferred	■ 9 years' experience in health human services customer service ■ 4 years' experience in staff training ■ Excellent organizational, written, and verbal communication skills ■ Experience developing and maintaining policies and procedures ■ Computer literacy ■ High school diploma	■ Leadership development program ■ Quality-as-a service business processes ■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security

Name and Position	Qualifications	Experience and Education	Training
Leslie Foster Supervisor	- One year of supervisory experience in a health or social services field - Computer literate - Experience working with culturally and linguistically diverse and disadvantaged populations - High school diploma or GED test minimum - Bachelor's or master's degree from an accredited college or university preferred	7 years' quality assurance experience 9 years' customer service experience - Excellent organizational, written, and verbal communication skills - Experience developing and maintaining policies and procedures - Bachelor's degree (in progress), high school diploma	- Leadership development program - Eligibility support services business processes - Medicaid and related programs - Policies and procedures - Standard call scripts - Systems - Customer service skills - Cultural competency and sensitivity - Privacy and security
Rayyan Bathily Processing Staff	- Previous customer service experience - Previous experience with computers, phone systems, and headsets preferred - Excellent organizational, written, and verbal communication skills - Comfort with a fast-paced environment - Ability to work in a team or independently - Preferred bilingual - High school diploma or GED test preferred	2 years' customer service experience 1 year experience with computers, phone systems, and headsets - Excellent organizational, written, and verbal communication skills - Bilingual: Creole, English - Bachelor's degree	- Eligibility support services business processes - Medicaid and related programs - Policies and procedures - Standard call scripts - Systems - Customer service skills - Cultural competency and sensitivity - Privacy and security
Junior Stéphane Charles Processing Staff	- Previous customer service experience - Previous experience with computers, phone systems, and headsets preferred - Excellent organizational, written, and verbal communication skills - Comfort with a fast-paced environment - Ability to work in a team or independently - Preferred bilingual - High school diploma or GED test preferred	7 years' experience in customer service 7 years' experience with computers, phone systems, and headsets - Excellent organizational, written, and verbal communication skills - Bilingual: Creole, English - Associate's degree	- Eligibility support services business processes - Medicaid and related programs - Policies and procedures - Standard call scripts - Systems - Customer service skills - Cultural competency and sensitivity - Privacy and security

Name and Position	Qualifications	Experience and Education	Training
Telly Clermont Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 7 years' experience in customer service ■ 2+ years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ Bilingual: Creole, English ■ High school diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Theresa Crawford Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 30 years' experience in customer service ■ 30 years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ English speaking only ■ High school diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Pierre Richard Franck Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 2 years' experience in customer service ■ 1 year experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ Quadrilingual: Creole, English, French, Spanish ■ Bachelor's degree	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security

Name and Position	Qualifications	Experience and Education	Training
Estefany Garcia Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 2 years' experience in customer service ■ 2 years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ Bilingual: Spanish, English ■ High school diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Veronica Garcia Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 11 years' experience in customer service ■ 2 years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ Bilingual: Spanish, English ■ High school diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Julisia Guy Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 16 years' experience in customer service ■ 6 years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ English ■ High School Diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security

Name and Position	Qualifications	Experience and Education	Training
Veronica Sanchez Samaniego Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	■ 8 years' experience in customer service ■ 4 years' experience with computers, phone systems, and headsets ■ Excellent organizational, written, and verbal communication skills ■ Bilingual: Spanish, English ■ High school diploma	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security
Open Position Processing Staff	■ Previous customer service experience ■ Previous experience with computers, phone systems, and headsets preferred ■ Excellent organizational, written, and verbal communication skills ■ Comfort with a fast-paced environment ■ Ability to work in a team or independently ■ Preferred bilingual ■ High school diploma or GED test preferred	Meets or exceeds stated qualifications	■ Eligibility support services business processes ■ Medicaid and related programs ■ Policies and procedures ■ Standard call scripts ■ Systems ■ Customer service skills ■ Cultural competency and sensitivity ■ Privacy and security

2.3 Resumes (II.H.C)

II.H.C. Resumes

Resumes need to include education completed.

We highlight the experience of our key personnel to illustrate the value represented by this in-place, high-performing group. As proposed leaders for the project, they are assets with institutional knowledge that cannot be matched by another vendor. The following staff are committed to achieving the County's goals through a collaborative partnership:

- Taniel Bennett, General Project Manager
- Jacquelyn Casiano, Quality Control Specialist
- Leslie Foster, Supervisor
- Rayyan Bathily, Processing
- Junior Stephane Charles, Processing
- Telly Clermont, Processing
- Theresa Crawford, Processing
- Pierre Richard Franck, Processing
- Estefany Garcia, Processing
- Veronica Garcia, Processing
- Julisia Guy, Processing
- Veronica Sanchez Samaniego, Processing



TANIEL BENNETT

General Project Manager

Summary

Taniel Bennett is a highly skilled call center support operations manager for Get Covered NJ, the New Jersey state-based marketplace. She has over three years of experience leading three sub-division teams consisting of supervisors, team leaders, and production staff in the health and human services sector. As a New Jersey resident, Taniel's familiarity with New Jersey resident needs informs how she leads her teams and training. She has a proven track record in assisting with implementing new processes, reinforcing current processes, and tracking performance resulting in state client and customer satisfaction.

Qualifications and Skills

- 28 years' experience with customer service, call center operations, and supervision throughout New Jersey
- 7 years' experience in health and human services
- 3 years' experience with Get Covered NJ enrollment
- Longtime New Jersey resident familiar with Union County and New Jersey healthcare programs
- Education and training includes: high school diploma, Medicaid certification, leadership certification

Relevant Experience

Maximus

Call Center Support Operations: Get Covered NJ

Aug 2020 – Present

- Assists with hiring and transitioning staff
- Oversees mailroom operations to ensure accuracy in processing to completion daily
- Reports directly to the state customer regarding customer issues
- Oversees duties of the analyst regarding customer issues with health maintenance organization carriers
- Manages outbound call campaigns under direction of the state customer
- Reviews daily reports to ensure quality of production
- Oversees coordination with NJ FamilyCare to resolve customer issues
- Resolves customer issues by working with supervisors to apply conflict resolution strategies
- Coaches and develops leadership staff
- Completes quarterly evaluations and yearly merits, in addition to handling disciplinary issues with staff as needed
- Collaborates with supervisors and managers to contribute to the quality improvement process

Conduent

Call Center Supervisor

Jan 2017 – Aug 2020

- Supervised 25+ agents
- Assisted with hiring new staff
- Coordinated and marketed job fairs
- Completed quality monitoring to ensure client satisfaction and accuracy
- Executed daily and weekly reporting for staff metrics
- Attended monthly calibrations with the Quality Assurance team
- Finalized annual staff evaluations
- Worked closely with Human Resources in the delivery of staff disciplinary action
- Worked special projects in coordination with other department leaders to define better processes

PRWT Services/Conduent

Call Center Supervisor: New Jersey Surcharge

Apr 1996 – Apr 2016

- Supervised 30+ call center agents for the New Jersey Surcharge contract
- Monitored and reported daily and monthly statistics to ensure service levels were met
- Assisted with training newly hired staff and refreshing current staff
- Assisted with hiring staff
- Monitored quality to ensure accuracy and customer satisfaction
- Attended quarterly meetings with clients, Conduent, and New Jersey Motor Vehicle Commission
- Worked closely with customers, New Jersey Treasury, and credit card agencies to research missing payments
- Worked closely with New Jersey Motor Vehicle Commission with customers reinstatements
- Oversaw payment processing and correspondence

Education and Certifications

- Leadership Certification, CST Institute, Boston, Massachusetts
- Medicaid Certification, New Jersey
- High School Diploma, Trenton Central High School, Trenton, New Jersey



JACQUELYN CASIANO

Quality Control Specialist

Summary

Jacquelyn Casiano is an experienced call center quality analyst skilled at evaluating customer contacts taken by call center specialists. Since 2017, she has analyzed and evaluated customer service representative (CSR) performance, behavior, and adherence to project requirements. Using the performance and customer response data she collects, Jacquelyn makes recommendations for new procedures or works with the training department to update and create new training to remedy performance issues. Since 2020, she has worked with Maximus and currently applies her quality control skills to the Get Covered NJ project. For New Jersey's Medicaid Administrative Support Services project, she will evaluate processing staff performance and provide feedback to supervisors for process improvements.

Qualifications and Skills

- 9 years' experience in call center operations and customer service in health and human services
- Longtime New Jersey resident familiar with Union County and New Jersey healthcare programs
- 4 years' experience in call quality analytics, staff training, and performance
- Education and training includes: high school diploma

Relevant Experience

Maximus

Call Center Quality Analyst

Sep 2020 – Present

- Evaluates CSR performance, behavior, and adherence to project business rules and policies, and provides feedback to operations supervisors as a continuous method for process improvement
- Makes recommendations for developing new procedures, and updates existing procedures when changes occur
- Analyzes quality assurance data to identify trends and to develop and implement corrective actions plans as appropriate
- Communicates quality assurance findings with necessary project staff to support and further quality assurance goals
- Develops and revises quality monitoring procedures and standards guidelines based on changes to policies, processes, systems, or measures
- Validates quality assurance specialist evaluates for correctness through calibration sessions
- Collaborates with training staff for the purpose of achieving and maintaining quality assurance goals

- Develops initiatives for process improvement and analyzes outcomes of key initiatives and quality improvement efforts
- Participates in client meetings, providing feedback and recommended solutions

Paylock IPT LLC

Call Center Quality Analyst

Oct 2017 – Sep 2020

- Listened to recorded calls and provided feedback to operational management
- Identified calls failing to meet predefined standards while identifying gaps or conflicting or incorrect procedure documentation
- Understood the priorities of the organization and evaluated call behaviors for regulatory compliance, adherence to policies, procedures, and professional conduct
- Reviewed standard operating procedures for implementation of new clients and products
- Created wiki spaces for CSRs to easily find the answer when assisting customers
- Shared best practices across business and maintained monthly production goals

Customer Service Specialist

Jun 2015 – Oct 2017

- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies
- Developed working relationships with internal and external customers while assisting with account management duties
- Built client rapport while accurately processing repair documentation and troubleshooting technical discrepancies through completion
- Took payment information and other pertinent information such as addresses and phone numbers to place orders

Education and Certifications

- High School Diploma, New Brunswick High School, New Brunswick, New Jersey



LESLIE FOSTER

Supervisor

Summary

Leslie Foster is a results-orientated professional with a comprehensive background in case management and call center operations. Since 2015, she has worked in call centers, helping New Jersey residents navigate health benefit programs requiring enrollment, including NJ FamilyCare and Get Covered NJ. In 2021, she moved into a supervisor position, and has been leading call center teams ever since. As supervisor for New Jersey's Medicaid Administrative Support Services project, Leslie will direct and monitor the work of call center staff to ensure adherence to quality standards, deadlines, and proper work procedures.

Qualifications and Skills

- 9 years' experience in call center environments for New Jersey health and human services programs
- 7 years' experience in quality assurance
- 3 years' experience supervising call centers helping callers with enrollment
- Skilled at workforce management and employee scheduling to ensure efficiency
- Longtime New Jersey resident familiar with Union County and New Jersey healthcare programs
- Education and training includes: bachelor's degree (in progress), high school diploma

Relevant Experience

Maximus

Call Center Supervisor: Get Covered NJ

Oct 2023 – Present

- Monitors the work of call center staff to ensure adherence to quality standards, deadlines, and proper procedures
- Develops work schedules and assigns duties to direct report personnel to ensure efficiency
- Evaluates employees' job performance and recommends appropriate personnel action
- Discusses job performance concerns with employees to identify and resolve problems
- Provides support and identifies training needs and development opportunities
- Performs operational tasks to assure project and program service level requirements and goals are met
- Participates in meetings and recommends changes to policies and procedures
- Assumes leadership responsibility for departmental tasks and call center activities as required
- Assists direct reports with escalated issues or cases as needed
- Maintains high level of confidentiality while performing all work tasks

Conduent Healthcare Services, LLC
Outreach Supervisor: NJ FamilyCare

Jan 2021 – Jun 2023

- Developed new and maintained existing relationships with the community, advocacy groups, and County Welfare Agency offices within assigned areas
- Monitored content and quality of outreach presentations
- Worked with outreach manager to update respective policies, procedures, and workflows
- Scheduled and assigned staff to community enrollment events and presentations
- Attended and monitored community enrollment events as well as monthly meetings with community stakeholders
- Ensured departmental compliance with contract requirements and performance standards
- Provided direction to help staff meet service level and productivity expectations
- Reviewed and analyzed productivity data related to data entry and eligibility processing
- Mentored and coached staff regarding departmental content, procedures, and processes and presentation techniques; conducted training and refresher trainings as needed
- Collaborated with staff from other departments to contribute to the quality improvement process
- Assisted staff with conflict resolution, handled escalated departmental issues, and de-escalated client complaints in call center and walk-in traffic

Health Benefits Coordinator: NJ FamilyCare

Feb 2015 – Dec 2020

- Processed and reviewed client cases adhering to state policy guidelines
- Endured accurate and comprehensive case information gathering and processing
- Responded to email and phone conversations and versified client data using state systems
- Facilitated community events, disseminating crucial NJ FamilyCare information
- Served as liaison between clients and health management organizations

Education and Certifications

- Bachelor of Arts, Social Science, Ramapo College of New Jersey, Mahwah, New Jersey (in progress)

RAYYAN BATHILY

Processing Staff

Summary

Rayyan Bathily is a customer service professional with two years of experience in face-to-face and call center customer assistance. In 2024, Rayyan joined Maximus on the Get Covered NJ project. Rayyan works hard to foster positive relationships with callers seeking assistance with health insurance accounts and applications. As a New Jersey resident bilingual in Creole and English, Rayyan can connect with and provide customer service to a wider range of New Jersey callers.

Qualifications and Skills

- 2 years' experience with customer service
- 1 year's experience with computers, phone systems, and data entry
- New Jersey resident
- Bilingual: Creole, English
- Education and Training: Bachelor's degree

Relevant Experience

Maximus

Customer Service Representative: Get Covered NJ

Apr 2024 – Present

- Fosters strong customer relationships, monitoring their engagement and progress
- Demonstrates substantial program knowledge, assisting customers through multiple phases of the application process, from enrollment to benefit allocation
- Maintains accurate and timely case notes for all customer interactions and document-related activities

Law Office of Viktor Semenyuk

Legal Assistant

Oct 2023 – Feb 2024

- Provided administrative support to the lawyer
- Maintained and organized files and proofread documents

Macy's

Retail Associate

Oct 2023 – Jan 2024

- Assisted customers in all aspects of service fulfillment
- Maintained a professional attitude with sincerity and enthusiasm
- Performed sales support functions related to point-of-sale procedures

PSEG Sustainable Public Service Initiative

Communication Strategy

Jan 2023 – May 2023

- Took inventory of all public communication channels available used by the residents
- Maintained municipal website and updated as needed
- Provided ways to find important news and requests

Montclair State University Reslife

Desk Assistant

May 2022 – Sep 2022

- Assisted students by created an inclusive and welcoming environment for residents and guests of the assigned community
- Ensured a secure community by allowing only residents and properly registered guests building access
- Managed front desk operations and documentation to process rooms and events in the building

Education and Certifications

- Bachelor of Arts, Political Science and Pre-Law, Montclair State University, Montclair, New Jersey

JUNIOR STÉPHANE CHARLES

Processing Staff

Summary

Junior Stéphane Charles is a customer service representative with seven years of experience in phone-based customer assistance, supervision, and workforce management. Recently, Junior joined the Get Covered NJ team, and currently provides support to New Jersey customers seeking assistance with health insurance selection and application submission. As a bilingual New Jersey resident in Creole and English and with hands-on experience with state systems, Junior will be able to provide excellent customer service to New Jersey's Medicaid Administrative Support Services clients starting on day one.

Qualifications and Skills

- 7 years' experience with customer service, experience with computers, phone systems, and data entry, and workforce management
- Skilled in leading teams and transforming staff into exceptional employees who can communicate well with customers
- Longtime New Jersey resident
- Bilingual: Creole, English
- Education and Training: Associate's degree, certificates in several professional topics (see below)

Relevant Experience

Maximus

Back-office Agent: Get Covered NJ

Apr 2024 – Present

- Handles data matching issue calls and tickets
- Takes customer calls and provides accurate, satisfactory answers to their queries and concerns
- Makes outbound calls to complete application/data matching issues
- Monitors inventory and orders additional tickets as needed
- Maintains and updates records
- Reviews customer accounts, providing updates and information about Get Covered NJ
- Identifies customer needs and takes proactive steps to maintain positive experiences

WIS International

Associate Inventory

Jan 2024 – Apr 2024

- Scanned and counted items in clothing stores and supermarkets in commercial and retail locations between New Jersey, New York, and Pennsylvania
- Monitored inventory and ordered additional stock as needed
- Maintained and updated records

Senior Operations and Customer Experience Lead

Mar 2021 – Nov 2023

- Achieved 90% of service level agreements each month
- Responded to at least 95% of customer queries
- Achieved a customer satisfaction score of 80%
- Submitted reports and forecasts using Excel spreadsheets
- Created improvement proposals via PowerPoint and discussed with senior management about strategies that could ensure the smooth running of the call center through staff training
- Tracked customer experience across channels including phones, chat, and emails

Digicel Group

Manager of Workforce, French West Indies

Jun 2018 – Mar 2021

- Scheduled over 200 employees using Genesys system
- Created a monthly forecast for employees to reduce costs
- Monitored and maintained inventory of equipment (computers, workstations, office equipment), ordering more as necessary
- Analyzed performance data and developed weekly recommendations for staffing to ensure the organization's ability to meet operational commitments

Supervisor of Training and Sales Team, Quality Assurance Analyst

Jan 2016 – Jun 2018

- Developed a standardized business-to-business and business-to-customer relationship
- Performed quality evaluations to verify and ensure the quality of customer exchanges via quality monitoring
- Managed the training needs of more than 125 employees
- Managed system, process, and quality assurance, including developing training materials
- Performed quality tests every week to improve customer experience
- Ensured regular agent performance monitoring through listening, calibration, training, and upgrade testing
- Led team to increase customer base by 10% each quarter

Education and Certifications

- Associate's degree, Economics Faculty of Law and Economics
- Trainers Certificate, Martinique Training Center Training of Trainers
- Certificates in: Telephone Communication Techniques; Time Management; OSHA Safety; Marketing Through the Internet and Social Media; Communicating Like a Leader; Ethical Business; Professional Writing; Advanced Sales Techniques; Professional Coaching; BACC I and II

TELLY CLERMONT

Processing Staff

Summary

Telly Clermont is a customer service representative with more than seven years of experience in customer assistance in remote assistance and retail sales. Telly is skilled in providing timely and accurate responses, handling complex cases, and educating clients on health insurance plans. She is proficient in fostering strong customer relationships and collaborating with team members to enhance service efficiency. Telly currently provides support to New Jersey customers seeking assistance with health insurance and application submission. As a New Jersey resident with hands-on experience with state systems, Telly will be able to provide excellent customer service to New Jersey's Medicaid Administrative Support Services clients starting on day one.

Qualifications and Skills

- 7 years' experience with customer service
- 2 years' experience with computers, phone systems, and data entry
- Longtime New Jersey resident
- Bilingual: Creole, English
- Education and Training: High school diploma

Relevant Experience

Maximus

Customer Service Representative III: Get Covered NJ

Sep 2023 – Present

- Provides remote assistance to clients navigating the Get Covered NJ marketplace, helping them understand and enroll in health insurance plans
- Delivers accurate and timely responses to client inquiries via phone ensuring a positive customer experience
- Handles complex cases, including issues related to eligibility, coverage, and enrollment, using problem-solving skills to ensure client satisfaction
- Educates clients on available health insurance plans, subsidy eligibility, and the enrollment process, ensuring informed decision-making
- Processes applications, verifies documentation, and ensures compliance with state and federal healthcare regulations
- Conducts outreach and follow-up with clients to assist with successful enrollment and retention in health coverage programs
- Collaborates with team members and supervisors to streamline processes and improve the efficiency of customer service operations
- Maintains detailed records of client interactions, enrollments, and issue resolutions in CRM systems, adhering to organizational standards
- Assists in the training and onboarding of new remote agents, sharing expertise and best practices to enhance team performance

- Monitors and analyzes client feedback to identify common issues and recommends improvements to the enrollment process
- Provides technical support to clients experiencing difficulties with the online enrollment system, ensuring a smooth user experience
- Coordinates with Maximus support teams to address and resolve systemic issues affecting multiple clients
- Adheres to data privacy and security protocols to protect sensitive client information, maintaining compliance with HIPAA regulations
- Participates in continuous learning and development sessions to stay updated on changes in healthcare policies and the Get Covered NJ platform

Ashley Furniture HomeStore

Retail Sales Representative

Aug 2022 – Mar 2024

- Managed high volume of calls, generating sales leads and meeting sales targets
- Resolved customer complaints promptly, ensuring high satisfaction and loyalty
- Maintained accurate records and processed customer accounts efficiently
- Built strong customer relationships through effective communication
- Handled billing issues and order inquiries, booking appointments as needed
- Pioneered new communication strategies to enhance customer engagement, leading to increased sales leads and appointment bookings
- Fostered sustainable relationships with customers through open communication, contributing to a positive brand image and repeat business
- Analyzed customer needs to provide tailored solutions, balancing company policies with client satisfaction to achieve optimal outcomes

Amazon Warehouse

Amazon Fulfillment Associate

Jul 2022 – Sep 2022

- Loaded deliveries from storage into delivery vans and vice versa
- Used pallet jacks, cherry pickers, and forklifts to do warehouse tasks
- Reviewed and deciphered production orders
- Confirmed product details met the data on the job order, examining the goods for any damage, faults, or anomalies

Education and Certifications

- High School Diploma

THERESA CRAWFORD

Processing Staff

Summary

Theresa Crawford is a customer service representative with three decades of experience in face-to-face and phone-based customer assistance. Recently, Theresa joined the Get Covered NJ team, and currently provides support to New Jersey customers seeking assistance with health insurance selection and application. As a New Jersey resident with hands-on experience with state systems, Theresa will be able to provide excellent customer service to New Jersey's Medicaid Administrative Support Services clients starting on day one.

Qualifications and Skills

- 30 years' experience with customer service in a variety of settings
- 30 years' experience with computers, phone systems, and data entry
- Longtime New Jersey resident
- Education and Training: High school diploma, computer information training

Relevant Experience

Maximus

Customer Service Representative: Get Covered NJ

2024 – Present

- Assists customers with questions and filling out applications via phone
- Verifies customer information and identity for insurance coverage

Barker Steel LLC

Receptionist/Forms Administrator

2007 – 2008

- Answered the phone, and typed, photocopied, and filed forms
- Entered orders from customers
- Maintained and stocked supplies in the warehouse
- Helped sales representative with customers

St. George Avenue Day Care

Administrative Assistant

2000 – 2004

- Assisted the director with parent and teacher meetings
- Provided administrative assistance by answering the phone and filing forms
- Provided operational data to the board of education
- Maintained student files and voucher system

Capital Business Venture

Administrative Assistant/Receptionist

1991 – 2000

- Answered the phone and filed paperwork
- Identified potential problems and resolutions to improve customer service
- Utilized excellent communication skills in dealing with key customers
- Developed and maintained system to monitor individual progress

Sericol

Administrative Assistant

1991 – 2000

- Answered the phone and filed paperwork
- Maintained human resources files
- Responded to routine correspondence
- Coordinated departmental off-site meetings
- Used Microsoft Office programs for operational reporting

Education and Certifications

- Computer Information training, Essex County College
- High School Diploma

PIERRE RICHARD FRANCK

Processing Staff

Summary

Pierre Richard Franck is a customer service representative with two years of experience in positions requiring face-to-face and phone-based customer assistance. Recently, Pierre joined the Get Covered NJ team, and currently provides back-office and call center support. As a quadrilingual CSR (English [intermediate], French [fluent], Creole [native], and Spanish [basic]), already familiar with New Jersey systems and communities, Pierre can help a wide range of New Jersey Medicaid clients/applicants who call New Jersey's Medicaid Administrative Support Services call center.

Qualifications and Skills

- 2 years' experience with customer service in a variety of settings
- 1 year's experience with call center customer service, phone systems, and data entry
- New Jersey resident
- Quadrilingual: English, Creole, French, Spanish
- Education and Training: Bachelor's degree

Relevant Experience

Maximus

Customer Service Representative III Research: Get Covered NJ

Apr 2024 – Present

- Provides back-office support
- Provides call center support

Wayfair

Warehouse Associate Flex

Mar 2024 – May 2024

- Loaded truck for shipping with electric pallet jack
- Operated forklifts and cherry pickers to shift product

GOAL Haiti

Assistant Hygiene Promoter

Sep 2023 – Jan 2024

- Supervised four hygienists responsible for sit cleanliness and sanitization

Université Espoir of Calvary Chapel

Assistant Administrator

May 2023 – Feb 2023

- Performed data collection, analysis, and program evaluation
- Drafted reports on university's overall situation
- Designed and executed marketing campaigns
- Designed administrative and accounting procedure manual
- Supervised a team of 10 staff members

Calvary Chapel PAP and Université Espoir
Junior Accountant

Aug 2019 – Mar 2022

- Monitored and evaluated church programs
- Provided receipt and analysis of departmental reports
- Performed tax calculations and compliance
- Processed financial reports and payroll, as well as participated in budget development and monitoring

Education and Certifications

- Bachelor of Business Management, Hope University

ESTEFANY GARCIA

Processing Staff

Summary

Estefany Garcia is a customer service representative with more than two years of experience in customer assistance and front-office duties, such as participating in call campaigns. Estefany currently provides support to New Jersey customers seeking assistance with health insurance and application submission, helping them create accounts and sign up for insurance. As a New Jersey resident with hands-on experience with state systems, Estefany will be able to provide excellent customer service to New Jersey's Medicaid Administrative Support Services clients starting on day one.

Qualifications and Skills

- 2 years' experience with customer service
- 2 years' experience with computers, phone systems, and data entry
- New Jersey resident
- Bilingual: Spanish, English
- Education and Training: High school diploma

Relevant Experience

Maximus

Customer Service Representative III: Get Covered NJ

Apr 2023 – Present

- Analyzes, evaluates, resolves, and responds to customer/provider inquiries via telephone
- Reports and summarizes call wrap-up on client relationship manager
- Interacts with others to resolve inquiry/claim-related problems
- Conducts internal research to determine and request the data needed to handle inquiries from customers, third-parties, or providers
- Provides timely and accurate information to customers, handling multiple inbound calls daily and helping customers sign up, create accounts, select plans, complete applications, and submit data matching issue documentation

United States Army

Transportation Management Coordinator

Oct 2019 – Present

- Monitors and coordinates the movement of personnel, equipment, and cargo by air, rail, highway, and water
- Reviews documentation on technical traffic management functions
- Tracks down equipment, cargo, and personnel, and sends updates up the chain of command
- Keeps track of the unit's inventory and signs off on documentations of said inventory

Education and Certifications

- Sergeant in the Army Reserves
- Coursework in Criminal Justice
- High School Diploma
- Front-office training

VERONICA GARCIA

Processing Staff

Summary

Veronica Garcia is a customer service representative (CSR) with 11 years of experience in positions requiring face-to-face and phone-based customer assistance. Recently, Veronica joined the Get Covered NJ team, and currently provides support to customers seeking assistance with health insurance selection and application. As a bilingual CSR (English, Spanish) already familiar with New Jersey systems and communities, Veronica will help a wide range of New Jersey Medicaid clients/applicants who call New Jersey's Medicaid Administrative Support Services call center starting on day one.

Qualifications and Skills

- 11 years' experience with customer service in a variety of settings
- 2 years' experience with call center customer service, phone systems, and data entry
- New Jersey resident
- Bilingual: English, Spanish
- Education and Training: High school diploma

Relevant Experience

Maximus

Customer Service Representative III: Get Covered NJ

Apr 2024 – Present

- Provides customer service using strong listening and communication skills
- Identifies and addresses customers' needs, researching and escalating issues for resolution as needed

Randstad

Customer Service Representative

Sep 2023 – Apr 2024

- Managed large amounts of incoming phone calls and provided accurate, valid, and complete information to customers
- Generated sales leads
- Identified and assessed customers' needs and provided what they needed to achieve customer satisfaction
- Built sustainable relationships with customer accounts through open and interactive communication
- Met personal and customer service team sales targets and call handling quotas
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits, and followed up with customers to ensure resolution
- Kept records of customer interactions, processed customer accounts, and filed documents
- Followed communication procedures, guidelines, and policies

FedEx Ground

FedEx Package Handler and Warehouse Associate

Mar 2018 – Jul 2023

- Ensured orders were processed efficiently and the delivery of materials met customers' expectations and business timelines
- Used handheld units to pick items according to the Warehouse Management System (WMS)
- Inspected items to confirm they were not damaged or faulty and packed products with pride, treating each parcel as the cycle of experience with Sage x Clare, an online store
- Shipped and fulfilled customer orders in inventory systems: WMS, Dear, Shopify
- Assisted with unloading containers, sorting, counting, receiving into WMS, and palletizing stock in the warehouse
- Assisted with stock replenishment, ensuring stock levels on picking shelves were maintained, and monitored stock inventory
- Performed stock takes biannually on all products in the warehouse, as well as participated in scheduled cycle counts
- Maintained a safe and clean workspace and environment; used personal protective equipment (PPE)
- Liaised with customers, suppliers, and transport companies in a timely manner
- Completed necessary training to operate warehouse machinery
- Assisted with warehouse sales, including working weekends where required
- Received and processed incoming goods, including verifying qualities, inspecting for damage, and entering data into inventory system
- Packed and shipped outgoing goods, including preparing shipping labels, packing materials, and loading trucks
- Performed clerical tasks as assigned, such as filing, data entry, and answering phones

Education and Certifications

- High School Diploma, Barringer High School, Newark, New Jersey

JULISIA GUY

Processing Staff

Summary

Julisia Guy is a customer service representative with more than 16 years of experience in customer assistance in a variety of environments and settings. In 2023, Julisia joined the Get Covered NJ team, and currently provides support to New Jersey customers seeking assistance with health insurance and application submission. As a New Jersey resident with hands-on experience with state systems, Julisia will be able to provide excellent customer service to New Jersey's Medicaid Administrative Support Services clients starting on day one.

Qualifications and Skills

- 16 years' experience with customer service
- Longtime New Jersey resident
- 6 years' experience with computers, phone systems, and data entry
- Education and Training: High school diploma

Relevant Experience

Maximus

Customer Service Representative I: Get Covered NJ

Sep 2023 – Present

- Answers questions about healthcare and dental benefits for Get Covered NJ from customers and carriers
- Answers calls and submits tickets, working in Amazon Web Services as well as other systems

Collett Corporation

Campus Lead

Jul 2023 – Oct 2023

- Acted as store manager

Atlas Systems, Inc.

Senior Call Agent

Dec 2022 – May 2023

- Performed CSR duties for a remote call center

Pomptonian Food Service

Cashier

Mar 2022 – Sep 2022

- Worked as a cashier in a school cafeteria in South Orange, New Jersey

FedEx Ground

FedEx Package Handler

Sep 2020 – Jan 2021

- Loaded and unloaded packages and cargo
- Scanned packages

Manpower

Customer Service Representative

Nov 2019 – Feb 2020

- Helped callers schedule COVID-19 vaccines appointments as well as helped customers with insurance-related questions and rates

Lowe's

Customer Service

Oct 2018 – Feb 2019

- Acted as head cashier and customer service representative, running the register and handling cash, checks, and credit cards
- Scheduled appointments, answered phones, and processed payments

Five Guys

Shift Manager

Feb 2017 – Nov 2018

- Handled scheduling, prep, inventory, opening/closing the store, cooking, and cash register

Sarku Japan

Head Cashier

Oct 2016 – Jul 2017

- Placed orders and managed stock; performed other head cashier duties

Edison Ale House

Bartender and Server

May 2012 – Nov 2015

- Made drinks and placed food orders, monitoring customer alcohol intake
- Handled cash and credit cards, providing great customer service

Dressbarn

Customer Service

Jun 2007 – Dec 2008

- Handled credit card payments and opened accounts
- Worked on the sales floor and behind the cashier

Education and Certifications

- High School Diploma, Columbia High School, Maplewood, New Jersey

VERONICA SANCHEZ SAMANIEGO

Processing Staff

Summary

Veronica Sanchez Samaniego is a customer service professional with eight years of experience in positions requiring face-to-face or phone-based customer assistance. Recently, Veronica joined the Get Covered NJ team, and currently helps New Jersey residents in determining which health insurance plan is right for them. As a bilingual New Jersey native, Veronica is ready to help New Jersey Medicaid clients/applicants in English and Spanish who call New Jersey's Medicaid Administrative Support Services call center.

Qualifications and Skills

- 8 years' experience with customer service in a variety of settings
- 4 years' experience with call center customer service, phone systems, and data entry
- Longtime New Jersey resident
- Bilingual: English, Spanish
- Education and Training: High school diploma

Relevant Experience

Maximus

Customer Service Representative: Get Covered NJ

Aug 2024 – Present

- Helps customers create plans to take actions towards meeting their health goals, including assisting them with determining which insurance plan fits them best
- Answers customer questions with a positive attitude and patience
- Develops relationships with community organizations and connects customers with community resources

DHL Supply Chain/EXEL-Avenel

Data Entry Clerk

Mar 2022 – Dec 2023

- Performed complete processing of shipments with the associated documentation in accordance with company and network standards
- Ensured timely return of scanning information and correct data

Verizon

Customer Service Representative

Oct 2020 – Dec 2021

- Answered inbound phone calls and addressed customers questions about services and processing payments

Marshalls

Sales Associate

Jan 2021 – Nov 2021

- Processed and prepared merchandise for sales floor, following company procedures and standards

ShopRite Supermarkets

Produce Clerk/Cashier

Sep 2018 – Jun 2019

- Stocked and rotated merchandise in the produce department, and maintained a neat, clean, and visually appealing department

Adidas

Cashier

Apr 2017 – Dec 2017

- Organized all cash wrap supplies and communicated with management on inventory levels

Jersey Mike's Subs

Crew Member

Mar 2016 – Jan 2017

- Greeted customers and served food and beverages
- Worked together with the line team to prepare cold and hot sandwiches to customer specifications while following company cooking procedures

Education and Certifications

- High School Diploma, Thomas Jefferson Arts, Elizabeth, New Jersey

2.4 Key Staff (II.H.D)

II.H.D. Key Staff

Contractor would be responsible to hire the following staff, one general project manager, supervisory staff, quality control specialists and processing staff and other staff identified in this RCCP.

We understand our responsibility to provide key staff as identified in the RCCP, including one general project manager, supervisory staff, quality control specialists, processing staff, and other staff. We will not need to hire any key staff to implement this project for the County, as we will be staffing entirely with current Maximus employees.

We introduced our key staff — comprised of the corporate leadership team and project staff — in *Section 2.2: Staff Qualifications*. These individuals are available and ready to work on day one of the contract.

2.5 Similar Services for Other Agencies (II.H.E, II.I.3)

II.H.E. Similar Services for Other Agencies

A listing of all other engagements where services of the types being proposed were provided in the past three (3) years. This should include other County governments and other levels of government. Contact information for the recipients of the similar services must be provided. The County may obtain references from any of the parties listed;

Our experience and expertise offer the County access to innovations and best practices from projects that mirror the services required for the NJ Family Care and ABD units. *Exhibit 2.5-1: Similar Services for Other Agencies* shows the specialized eligibility support services we provided to Medicaid and CHIP government customers over the past three years.

Maximus is proud to present a selection of these agencies where we provide similar or same services in our Medicaid and CHIP eligibility support programs. Each of these projects demonstrate our capability to provide seamless program operations and excellent customer service. *Exhibit 2.5-2: Maximus Government Customers Receiving Similar Services* shows government customers most relevant to services specified by the County.



24-P21001.0205-04

Medicaid & CHIP Eligibility Support

- Customer support centers
- Application and document processing
- Eligibility determinations and renewals
- Income/residency verification
- Premium processing
- Appeals support

Exhibit 2.5-1: Similar Services for Other Agencies.
We offer streamlined service delivery customized for each government customer.

Exhibit 2.5-2: Maximus Government Customers Receiving Similar Services.

Agency Name	Contact Information	Date of Services	Years
Arkansas Department of Human Services - Division of County Operations (state government entity)	Mary Franklin - DCO Director Mary.Franklin@dhs.arkansas.gov 501.682.8377	1/1/2021 to present	2.7
California Department of Health Care Services (state government entity)	Michelle Retke, Chief – DHCS Managed Care Operations Division Michelle.Retke@dhcs.ca.gov 916.449.5083	1/1/2013 to present	11.6
District of Columbia Health Benefit Exchange (HBE) Authority (DC Health Link) (quasi-governmental entity)	Eliza Bangit, Director of Marketplace for Innovation, Policy & Operations Eliza.Bangit@dc.gov 855.532.546	7/11/2013 to present	11.1
Florida Healthy Kids Corporation (quasi-governmental entity)	Suzetta Furlong - Chief Operating Officer furlongs@healthykids.org Office: 850.701.6132 Mobile: 850.879.1275	4/4/2012 to present	12.4
Indiana Family and Social Services Administration (FSSA), Division of Family Resources (DFR) (state government entity)	Cate Marshall - Director of Administration 317.233.4690	3/14/2022 to present	2.4
Maryland HBE (quasi-governmental entity)	Michele Eberle, Chief Operating Officer Michele.Eberle@maryland.gov 410.645.9830	1/1/2005 to present	19.6
Mississippi Division of Medicaid (DOM) (state government entity)	Cindy Bradshaw - State Insurance Administrator Cindy.Bradshaw@medicaid.ms.gov 601.259.3249	1/8/2024 to present	0.6
New Jersey Department of Banking and Insurance (state government entity)	Justin Zimmerman, Acting Commissioner Justin.Zimmerman@dobi.nj.gov 609.633.7667	12/26/2019 to present	4.6
New York Department of Health (state government entity)	Amir Bassiri, NYS Deputy Commissioner Amir.Bassiri@health.ny.gov 518.648.8471	8/20/2010 to present	14.0
Pennsylvania Department of Human Services, Office of Long Term Living (state government entity)	Amy High - Office of Long Term Living amhigh@pa.gov 717.346.4520 Note: Email preferred method of contact	9/1/2010 to present	13.9
Texas Health and Human Services Commission (state government entity)	Rachel Patton, Associate Commissioner for Operations Access and Eligibility Services Rachel.patton@hhs.texas.gov 512.945.6097	4/1/2007 to present	17.4
Virginia Department of Medical Assistance Services (state government entity)	Janice S. Holmes, Assistant Director of Eligibility and Enrollment Division Janice.holmes@dmass.virginia.gov 804.382.0126	4/1/2021 to present	3.4

The following case study demonstrates our ability to apply knowledge for Medicaid eligibility support services projects. In this project, we used flexible staff levels to meet the contractual objectives in performing services that mirror those requested by the County.



Specialized Medicaid Eligibility Support Services Case Study

In 2022, Arkansas Department of Human Services (DHS) asked Maximus to provide staff to address a backlog of work that needed to be complete by the summer of 2022.

- We completed the backlog of work faster than expected, in April 2022, and informed DHS that we would be able to release staff ahead of schedule and reduce the overall cost for the special project.
- DHS responded by offering additional work, which allowed us to retain a portion of the staff while transferring others to similar projects. Recognizing the value of our work, DHS continues to contract with Maximus to provide administrative support across Medicaid and other human services programs.

2.6 Other Areas of Medicaid Administrative Support Services (II.H.F)

II.H.F. Other Areas of Medicaid Administrative Support Services

A description of all other areas of Medicaid Administrative Support Services of the proposer, with emphasis on a description of those services of interest to a County government client;

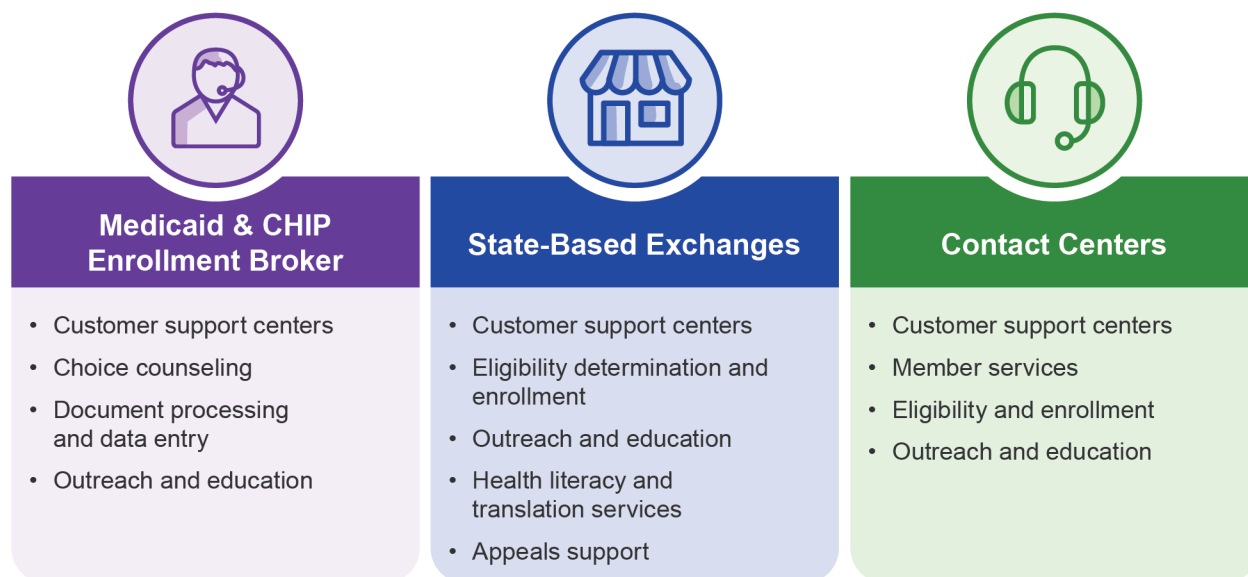
The County may investigate the ability of the proposer to complete the contract. The proposer shall furnish all information requested by the County on the appropriate RCCP form page.

We have other experience relevant to the County's Medicaid Administrative Support Services. In this section, we:

- Detail the other specialized areas of support services
- Crosswalk our portfolio of services to those requested by the County
- Describe how we deliver each service requested by the County

Details of Other Areas

In addition to Medicaid and CHIP eligibility support services, we have the three following areas of services, described in *Exhibit 2.6-1: Other Areas of Medicaid Administrative Services*.



24-P21001.0205-05

Exhibit 2.6-1: Other Areas of Medicaid Administrative Services. *The broad functions we offer through these three areas of expertise are transferable to eligibility support projects. Each area has unique best practices and innovations that we source when looking for the right solution for a client such as the County.*

Crosswalk to County-Requested Services

To illustrate how our services are transferable from these three areas, we examined each area and compared them to the County's required services. *Exhibit 2.6-2: Comparable Scope of Work* shows how we use our organizational experience in comparable projects to be responsive to the County's needs.

Other Areas With Comparable Services					
Other Areas of Services Offered by Maximus	Medicaid Administrative Support Services Requested by County of Union Department of Human Services				
	Customer Outreach	Data Review and Collection	Data Entry	Application Review	Mail Processing
Medicaid Enrollment Broker	✓	✓	✓	✓	✓
State-Based Exchanges	✓	✓	✓	✓	✓
Contact Centers	✓	✓	✓	✓	✓

24-P21001.0205-02

Exhibit 2.6-2: Comparable Scope of Work. *We can simultaneously staff projects while refining comparable service processes for the varying requirements of government clients like the County.*

How We Perform These Services

The following paragraphs explain how we achieve and address the services requested by the County.

Customer Outreach. Maximus promotes equitable access to health insurance. This value is especially applicable during the Medicaid unwinding that impacts many current Medicaid clients. Clients and applicants will feel secure knowing our primary focus is to help them find coverage and provide other assistance. Two-way communication is foundational to receiving and imparting information. Our relationship begins from the very first words exchanged and continues until we address the person's needs, however varied or complex. There are two qualities we promote in each customer contact:

- **First impressions matter.** The success of our initial call outreach is vital for continued engagement with the client, and processing staff are trained to immediately demonstrate their value and willingness to help the client. Based on our experience, a person-centered messaging strategy that highlights ease of access and our willingness to assist the client in their transition is essential.
- **Language matters.** We want to remove barriers that may prevent clients and applicants from using free or low-cost beneficial services. The language we choose to deliver our message for care coordination is crucial when we speak with clients and applicants. We want to encourage individuals to take advantage of the beneficial services available to them and we recognize the importance language can have on individual perception.

Data Review and Collection. We understand the need to accurately review and document case data as this information determines the eligibility of each client and applicant. We review the customer case record in the applicable Medicaid system. In most projects, we collect all case updates reported by telephone, mail, or electronic means. Our already trained staff are versed in identifying and obtaining missing information.

Data Entry. We focus on excellence at every step to maximize data quality. We use an established plan for data entry. Our plan enables us to realize high rates of data accuracy, reduce incomplete and incorrect records, and deliver superior customer service. Our data entry plan identifies these components that are modifiable for the project:

- Establish clear policies and procedures for data quality
- Identify methods at each stage methods to monitor and measure with quality checks
- Foster an environment where work quality is a shared value among staff
- Review with staff to go over quality issues and trends identified through sampling
- Promote opportunities for technical methods for data entry and quality review

Application Review. Our trained staff are well versed in reviewing applications. We understand the specific application and eligibility business rules and have processes for new application and renewal application reviews. In many of our projects, we use our system to screen, intervene, and edit, as indicated by each application received. The primary purpose is to compare information to find a match to existing individuals in the database. Secondary is to process any documents related to the customer. We can also apply these processes to a manual review. With our highly skilled and experienced staff, we will deliver timely, accurate processing of new

applications and renewal applications, providing excellent customer satisfaction while delivering the best value to the County.

- **Application screening for system edits.** Our processing staff compare application information to existing individuals in the database to determine if there is a match. If no match exists, the processing staff member creates a new account, and the application continues through the eligibility determination process. If we find a match, the processing staff member determines whether the match is exact. If it is, they will attach the image to the account record and update the data entered into the appropriate fields of the account record. If there were additional documents that came with the application, the data from those documents and the document images themselves will be uploaded into the account record. If the match is not exact or if more than one match exists, we escalate to resolve with a supervisor or manager. Also, data conflicts or inconsistencies between what is reported on an application and calculated using supporting documentation may also create the need for a skilled worker to review and resolve. This review process may be automated if available technology supports the process.
- **Missing information.** Our trained staff are versed in obtaining missing information and educating clients. We initiate outbound calls to collect missing information or remind clients of outstanding documentation. Additionally, our staff will initiate system triggers to generate paper or electronic outbound correspondence to remind individuals or families to provide the missing information.

Mail Processing. We routinely handle United States Postal Service (USPS) correspondence sent to and received from clients. These processes include quality controls for mail, including the processing of applications and documentation received from customers. Our mail processing can be modified to the level of work and existing workflows of the County and to adhere to any additional policies or procedures. These are immediately applicable approaches to mail services for the Union County Medicaid Administrative Support Services project:

- **Invalid and misaddressed mail handling.** If the mail is returned undeliverable, we exercise due diligence to obtain the correct mailing address and resend the correspondence via USPS. If a forwarding address is provided on the returned mail, we resend the correspondence. When the correct mailing address is not available, we make up to three outbound call attempts to contact the client to request their current address, update their account, and resend correspondence.
- **Application and document handling.** We process applications and documents received via physical mail, email, fax, and program portals. In most of our projects, we scan the documents and set up the next steps for linking them to customer accounts. When we use automated processes, we import documents into queues for processing. In some projects, we have complete manual downloads when the system does not support automation. Additionally, we have processes to secure accurate processing of the documents.

Why Maximus is the Right Partner for Union County

We commit to excellence and will deliver responsive resource coordination as clients and applicants seek to apply for coverage, renew their current coverage, or transition to new health coverage. We provide the County with specialized solutions and resources led by an experienced team with decades of experience in the health services landscape in New Jersey. Our customer service model supports the County's goal of delivering an accessible, inclusive, and comprehensive approach to service delivery and care.

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3.0 Scope of Work



3.0 Scope of Work (III.A)

III.A. Scope of Work

The County of Union is requesting qualifications proposals for Medicaid Administrative Support Services for the Department of Human Services Division of Social Services with offices located in Elizabeth and Plainfield, New Jersey.

The Division of Social Services establishes financial eligibility for Medicaid programs to a diverse population of over 49,000 participants. Along with Medicaid unwinding period, and the addition and expansion of Medicaid programs, the agency experienced a significant influx of initial applications. As a result, it seeks an outside vendor to assist with Administrative support services and tasks, to achieve appropriate levels of case processing timeliness, improve customer service satisfaction, and ultimately increase overall productivity.

Proposer will be required to perform, but not be limited to, the following services:

The County is seeking a solution to address an acute need in support of the resumption of Medicaid eligibility requirements. This solution must:

- Provide capacity and flexibility to scale quickly to support the volume of work
- Provide a workforce experienced in Medicaid eligibility to assist Union County individuals and families
- Support call center and mail room functions necessary to process applications and renewals
- Help the County smoothly transition back to normal eligibility operations

Maximus will reduce the burden on County staff, allowing them to focus on tasks only they can perform, such as final eligibility and appeal decisions. We recognize accuracy, efficiency, and positive customer experiences as key factors to meet the needs of the County. Maximus has the resources to immediately supply qualified local staff to support eligibility support services for the NJ FamilyCare and ABD Units.

In the following narrative, we provide detail on how we will perform tasks and meet requirements for:

- Intake and Redetermination
- Productivity Tracking System
- Performing Services Onsite
- Background Checks and Confidentiality Agreements
- Union County Responsibilities
- Business Hours and Holiday Schedules



We Provide an Optimal Experience for the Residents of Union County

- We currently serve **one out of every two Medicaid enrollees**
- For more than 29 years, we have provided trusted and conflict-free counseling for Medicaid clients
- Maximus specializes in helping new applicants and existing members navigate the Medicaid eligibility and enrollment process

3.1 Administrative Support Services for Intake Family Care and ABD Units (III.A)

Provide administrative support services for the Intake Family Care and ABD units,

- Inputting the Intake paper applications into the Family Care Worker Portal
- Accessing the Medicaid Eligibility system to review clients/ applicants Medicaid status
- Contacting clients via telephone calls for missing information on the actual applications
- Submitting and retrieving immigration electronic status requests
- Identifying unsigned applications and sending pending letters for signature
- Assistance with processing mail
- Evaluating information submitted on the applications and establishing missing verifications
- Submitting a Request for Information letter for missing information
- Handle RIMS (Returns in the mails) with established RIMS protocols

Our processing staff are ready to step in on day one to provide timely and accurate administrative support during application intake for the NJ FamilyCare and ABD Units. Maximus brings fully skilled and trained staff who understand the Medicaid program and Union County's desired outcomes for residents. These individuals have experience reviewing and processing Medicaid applications, sending correspondence, communicating with clients and applicants, and assisting with mail processing.

Our processing staff bring experience using enrollment-related technologies for our other state and county projects, and they are ready to learn how to use the County's systems, including the Family Care Worker Portal, the Medicaid Eligibility System, and the Electronic Immigration Verification system.

The following list describes how Maximus meets the County's stated requirements:

- **Input the paper applications into the Family Care Worker Portal.** Our processing staff will input information into the Family Care Worker Portal from paper Medicaid applications. Our staff are well versed in handling paper applications, including manually inputting information into state and county portals and scanning applications to create image files or to extract data. As the County's application handling process evolves, our staff are flexible to adjust accordingly.
- **Access the Medicaid Eligibility System to review Medicaid status.** We will access the County's enrollment system to review Medicaid status. Processing staff will monitor application status and take the next action required — such as contacting the client or submitting an immigration status request — to complete the application. Our team has a comprehensive understanding of required and acceptable documentation and verification processes set forth by CMS. Because they have knowledge of and experience with Medicaid and eligibility processes, our processing staff can quickly identify next steps and effectively complete those steps.
- **Contact clients via telephone for missing application information.** Our English, Spanish and Creole speaking staff members bring customer service skills that support positive client telephone interactions as well as communications via other channels, such as text messages, email, and regular mail. Our standard training and orientation include a cultural competency module, which emphasizes effective interactions with specific populations. Examples include people who have little to no experience with healthcare services, who

have a disability that impairs their speech or ability to communicate effectively, or who have severe health issues that may lead to emotionally charged interactions.

- **Submit and retrieve immigration electronic status requests.** To confirm immigration status, processing staff will use the County's Electronic Immigration Verification system. Our staff are knowledgeable in CMS documentation and verification processes, and we will use established County procedures for immigration verification. Our processing staff will review immigration status results and request any necessary immigration documents.
- **Identify unsigned applications and send pending letters for signature.** As they review applications, staff will identify unsigned letters and send pending letters to clients to obtain missing signatures. As an example, we complete this function in other eligibility-related contracts, including our Indiana Eligibility Support Services project, where we reach out to applicants who are missing a signature on their application.
- **Assist with mail processing.** We understand the crucial role mail operation plays in connecting County clients to the resources and benefits they need. Our staff will provide expertise in supporting mailroom operations for other Maximus clients.
- **Evaluate application information and identify missing verifications.** As they evaluate applications, staff will identify missing verifications. Our staff will manage missing verifications according to established County protocols.
- **Submit a Request for Information letter for missing information.** Our staff will contact clients as needed about their applications via County approved methods, including sending a Request for Information letter. When contacting a client, and based on established County processes, the staff will indicate the specific information or documentation needed, provide a deadline for submitting that information, and explain the process for submitting the necessary information.
- **Handle RIMS (returns in the mail) with established protocols.** Our staff will support timely and reliable mail handling for the County. We will process RIMS according to established County protocols.

3.2 Administrative Support Services for Redetermination Family Care and ABD Units (III.A)

Provide administrative support services for the Redetermination Family Care and ABD units.

- Inputting the redetermination applications into the Family Care Worker Portal
- Accessing the Medicaid Eligibility system to review clients/ applicants Medicaid status
- Identifying unsigned applications and sending pending letters for signature
- Contacting the clients via telephone calls for missing information on the actual applications
- Evaluating the information submitted on the application and establishing missing verification
- Submitting a Request for Information letter for missing information
- Handle RIMS (Returns in the mails) with established RIMS protocols
- Retrieving electronically submitted renewal applications from the Worker Portal and mailing to clients upon request (Invitation Code)
- Assistance with processing mail

Our staff are ready to step in on day one to provide timely and accurate administrative support for the Redetermination Family Care and ABD Units. Maximus brings fully skilled and trained staff resources who understand the Medicaid program and the desired outcomes for Union County residents. These individuals have experience reviewing and processing Medicaid redeterminations, sending correspondence, communicating with clients, and assisting with mail processing.

Our staff bring experience using multiple enrollment-related technologies for our other state and county projects. Our staff members will quickly learn effective use of County systems, including the Family Care Worker Portal, the Medicaid Eligibility System, and the Electronic Immigration Verification system.

The following list describes how Maximus meets the County's stated requirements:

- **Input the paper redetermination applications into the Family Care Worker Portal.** Our staff will input information into the Family Care Worker Portal from paper Medicaid redetermination applications. Our staff are well versed in handling paper applications, including manually entry of information into state and county portals and scanning applications to create image files or to extract data. As the County's application handling process evolves, our staff are flexible to adjust accordingly.
- **Access the Medicaid Eligibility system to review Medicaid status.** We will access the County's enrollment system to review Medicaid status. Staff will monitor redetermination application status and take the next action required — such as contacting the client or submitting an immigration status request — to complete the application. Our team has a comprehensive understanding of acceptable documentation and verification processes set forth by CMS. Because they have knowledge of and experience with Medicaid and eligibility processes, our staff can quickly identify next steps and effectively complete those steps.
- **Identify unsigned applications and send pending letters for signature.** As they review redetermination applications, staff will identify unsigned letters and send pending letters to clients to obtain missing signatures.

- **Contact clients via telephone for missing application information.** Our staff members bring customer service skills that support positive client telephone interactions. They are also well-versed on conducting communications via other channels, such as text messages, email, and regular mail. Our customer service training includes a cultural competency module, which emphasizes effective interactions with varied groups. Examples of these groups include people who have little to no experience with healthcare services, who have a disability that impairs their speech or ability to communicate effectively, or who have severe health issues that may lead to emotionally charged interactions. We also have trained Spanish- and Creole-speaking staff members who will support the County.
- **Evaluate application information and identify missing verifications.** As they evaluate redetermination applications, staff will identify missing verifications. Our staff will manage missing verifications according to established County protocols.
- **Submit a Request for Information letter for missing information.** Our staff will contact clients as needed about their redetermination applications via County approved methods, including sending a Request for Information letter. When contacting a client, based on established County processes, the processing staff member will indicate the specific information or documentation needed, provide a deadline for submitting that information, and explain the process for submitting the necessary information.
- **Handle RIMS with established protocols.** Our staff will support timely and reliable mail handling for the County. We will process RIMS according to established County protocols.
- **Retrieve electronically submitted renewal applications and mail to clients.** Our staff will use the Family Care Worker Portal to retrieve electronically submitted renewal applications. After processing the renewal, we will send verification to clients who request it using an Invitation Code. We recognize that processing renewals without delay is as important as processing initial applications, and our goal is no coverage interruptions when a client requests renewal.
- **Assist with mail processing.** We understand the crucial role mail operation plays in connecting County clients to the resources and benefits they need. Our staff brings expertise in supporting accurate and timely mailroom operations for other Maximus government customers.

3.3 Productivity Tracking System (III.A)

It will be required that the awarded vendor implement a productivity tracking system and provide the productivity data to the Division of Social Services on a weekly basis, ensuring that productivity standards are met. Productivity information will be required for but not limited to, the number of applications inputted into the system, quantity of participants outreached, the total of applications retrieved online, and the amount of mail processed.



MEETS

In each of our eligibility support services projects, we must provide data entry and reporting for quality control, case and task processing, productivity, and status. Our approach to tracking and reporting productivity offers a structured solution that is customizable for the County. We will capture project data in a central location using our productivity tracking system for tasks completed and at minimum, we will include information for reporting for:

- Number of applications inputted
- Number of participants outreached
- Number of applications retrieved online
- Number of mailed items processed

Our productivity tracking system offers the ability to report for any period, including on a weekly basis, for the Division of Social Services. In *Exhibit 3.3-1: Productivity Tracking Report*, we show how the minimum required information can be displayed in a sample report.

Sample Productivity Summary

24-P21001.0205-07

NJ Union County - Weekly Summary	
Weekly summary report for week ending 10/5/2024	
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Outcomes	Total
1 Applications inputted into the system	203
2 Participants outreached	244
3 Applications retrieved online	213
4 Mail units processed	152

Exhibit 3.3-1: Productivity Tracking Report. Maximus will fulfill the weekly reporting requirements and generate other period parameters upon request to report processing outcomes.

3.4 Performing Services Onsite (III.A)

The vendor would be required to perform services onsite, work cannot be completed remote, and understands that under no circumstances are case records or case materials are to be removed from the Division of Social Services locations.

Our employees will perform the work onsite and adhere to the site's security requirements. There will be no remote work option offered to staff completing the scope of work. Our employees will abide by the Division of Social Services policies and procedures. Under no circumstances will case records or case materials be removed from the location.

3.5 Background Checks and Confidentiality Agreements (III.A)

The vendor will also be required to conduct and provide proof of background checks for all staff members hired to provide Medicaid Administrative support services under this RCCP. Anyone hired by the vendor will need to sign and adhere to a confidentiality agreement.

Maximus agrees to conduct and provide proof of background checks for staff members hired to provide Medicaid Administrative support services under this RCCP. In addition to the background check, we will have each project employee sign and adhere to a confidentiality agreement.

Background checks are a critical element of our staffing process, and we verify that the named staff have cleared these checks. New project staff will have cleared the required background check requirements prior to beginning employment. *Exhibit 3.5-1: Background Check Components* shows the main components of our background check process.

Background Check for Staff

24-P21001.0205-01

Our standard background check includes the following:



Exhibit 3.5-1: Background Check Components. *To protect our employees — as well as Union County staff and clients, facilities, and data — we conduct thorough background checks on Maximus staff.*

3.6 Union County Responsibilities (III.A)

The Department of Union Services, Division of Social Services will responsible to provide task specific training related to the scope of services listed on the RCCP. The Division of Social Services will also provide computer and systems access and parking onsite as part of the agreement.

We understand the Department of Union Services, Division of Social Services will provide task-specific training related to the scope of services listed on the RCCP.

We also understand the Division of Social Services will provide computer and systems access and parking onsite as part of the agreement.

3.7 Business Hours and Holiday Schedule (III.A)

The vendor will be subjected to the Union County Department of Human services Division of Social Services normal business hours and holiday schedule.

We will operate according to Union County Department of Human Services, Division of Social Services' normal business hours and holiday schedule.

Why Maximus is the Right Partner for Union County

With our industry presence and proven best practices, our experience offers a flexible, transparent, and low-risk solution approach to support your program. We bring the capabilities, resources, and operational insights to successfully support the work associated with the unwinding of Medicaid waivers and Medicaid expansion that occurred during and after the COVID-19 pandemic. In each response to the request for services, we demonstrate our readiness and commitment to support the Family Care and ABD Units to achieve their objectives with our experience and flexibility. Maximus will use our expertise and proven approaches to deliver a low-risk implementation for the County. Our qualified and immediately available Maximus employees will provide the excellent service experience that County clients and applicants deserve.

4.0 Maximus Officers Information



4.0 Maximus Officers Information (II.C, 6)

Proposers are required to submit the names and addresses of the officers or principals of the corporation, firm or partnership submitting a proposal.

Failure to submit will result in the rejection of such proposal as non-responsive.

In *Exhibit 4-1: Maximus US Services, Inc. Officers' Information*, we provide the names of our officers and their address. Maximus US Services, Inc. is owned by the parent organization of Maximus, Inc. and has no individual owners. *Exhibit 4-2: Maximus, Inc. Officers' and Directors' Information* shows the names and address of officers and directors in the parent company, Maximus, Inc.

Exhibit 4-1: Maximus US Services, Inc. Officers' Information.

Corporate Officers for Maximus US Services, Inc.	
Officers	■ Ilene R. Baylinson, President and General Manager ■ Bruce P. Perkins, Senior Vice President ■ David Mutryn, Chief Financial Officer (CFO) and Treasurer ■ John Martinez, Secretary and General Counsel
Address of the Officers and Directors	The address for the individuals listed above is: Maximus, Inc. 1600 Tysons Blvd., Suite 1400 McLean, VA 22102-4893

Exhibit 4-2: Maximus, Inc. Officers' and Directors' Information.

Corporate Officers and Directors for Maximus, Inc. (Parent Company)			
Officers	■ Bruce Caswell, President and Chief Executive Officer (CEO) ■ David Mutryn, CFO and Treasurer ■ John Martinez, Secretary and General Counsel		
Directors	<table><tr><td> ■ John Haley, Chair ■ Anne Altman, Co-Vice Chair ■ Richard Montoni, Co-Vice Chair ■ Bruce Caswell, Director </td><td> ■ Jan Madsen, Director ■ Gayathri Rajan, Director ■ Raymond Ruddy, Director ■ Michael Warren, Director </td></tr></table>	■ John Haley, Chair ■ Anne Altman, Co-Vice Chair ■ Richard Montoni, Co-Vice Chair ■ Bruce Caswell, Director	■ Jan Madsen, Director ■ Gayathri Rajan, Director ■ Raymond Ruddy, Director ■ Michael Warren, Director
■ John Haley, Chair ■ Anne Altman, Co-Vice Chair ■ Richard Montoni, Co-Vice Chair ■ Bruce Caswell, Director	■ Jan Madsen, Director ■ Gayathri Rajan, Director ■ Raymond Ruddy, Director ■ Michael Warren, Director		
Address of the Officers and Directors	The address for the individuals listed above is: Maximus, Inc. 1600 Tysons Blvd., Suite 1400 McLean, VA 22102-4893		

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5.0 Forms Required



5.0 Forms Required (VI)

Maximus provides, on the following pages, the required forms for this procurement:

- *Form A: Request for Proposal Checklist*
- *Form B: Proposer Signature Page*
- *Form C: Government References*
- *Form D: Business Registration Certificate*
- *Form E: Statement of Ownership Disclosure*
- *Form F: Non-Collusion Affidavit*
- *Form G: Affirmative Action Requirement*
- *Form H: Americans With Disabilities Act*
- *Form I: Business Disclosure Statement*
- *Form J: Affidavit of No Conflict of Interest*
- *Form K: Disclosure of Investment Activities in Iran*
- *Form L: Certification of Non-Involvement in Prohibited Activities in Russia or Belarus*
- *Form M: Byrd Anti-Lobbying Amendment Certification*
- *Form N: Disclosure of Lobbying Activities (LLL Form)*
- *Form O: Acknowledgement of Receipt of Addendum/Addenda*
- *Form P: Proposal Cost Form*
 - *Attachment to Form P: Proposal Cost Form*

FORM A: REQUEST FOR PROPOSAL CHECKLIST

THIS CHECKLIST MUST BE COMPLETED AND SUBMITTED WITH YOUR PROPOSAL:

Please initial below, indicating that your proposal includes the itemized document.

A PROPOSAL SUBMITTED WITHOUT THE FOLLOWING DOCUMENTS IS CAUSE FOR REFUSAL.

INITIAL BELOW

DOCUMENT TITLE	INITIALS
• One (1) original and one (1) electronic copy of your entire proposal in PDF format on a CD or Thumb Drive	KI
• FORM A: REQUEST FOR PROPOSAL CHECKLIST	KI
• FORM B: PROPOSER SIGNATURE PAGE	KI
• FORM C: GOVERNMENT REFERENCES	KI
• FORM D: BUSINESS REGISTRATION CERTIFICATE	KI
• FORM E: STATEMENT OF OWNERSHIP DISCLOSURE	KI
• FORM F: NON-COLLUSION AFFIDAVIT	KI
• FORM G: AFFIRMATIVE ACTION REQUIREMENT	KI
• FORM H: AMERICANS WITH DISABILITIES ACT	KI
• FORM I: BUSINESS DISCLOSURE STATEMENT	KI
• FORM J: ADDIDAVIT OF NO CONFLICT OF INTEREST	KI
• FORM K: DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN	KI
• FORM L: CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS	KI
• FORM M: BYRD ANTI-LOBBYING AMENDMENT CERTIFICATION	KI
• FORM N: DISCLOSURE OF LOBBYING ACTIVITIES (LLL FORM)	KI
• FORM O: ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM/ADDENDA	KI
• FORM P: PROPOSAL COST FORM	KI

Note: N.J.S.A 52:32-44 provides that the County shall not enter into a contract for goods or services unless the other party to the contract provides a copy of its business registration certificate and the business registration certificate of any subcontractors at the time that it submits its proposal. The contracting party must also collect the state use tax where applicable.

THE UNDERSIGNED HEREBY ACKNOWLEDGES THE ABOVE LISTED REQUIREMENTS.

Maximus US Services, Inc.

PRINT NAME OF COMPANY

SIGNATURE OF AUTHORIZED PROPOSER

Kaila Iglehart

Sr. Counsel - Contracts

PRINT NAME OF PROPOSER

PRINT TITLE

FORM B: PROPOSER SIGNATURE PAGE

1. If doing business under a trade name, partnership or a sole proprietorship, you must submit the proposal under exact title of the trade name, partnership, or proprietorship, and the proposal must be signed by the owner or a partner and witnessed by a notary public.
2. If a Corporation, the proposal must be signed by the President or Vice President and witnessed by Corporate Secretary. (Corporate title must be exact) and affix corporate seal.
3. Other persons authorized by Corporate Resolution to execute agreements in its behalf may also sign the proposal documents (pages).
4. The Person who signs this proposal form must also sign the Non-Collusion Affidavit.
5. You cannot witness your own signature.

Catherine Scavello

SIGNATURE CORPORATE
SECRETARY

Catherine Scavello, Secretary

PRINT NAME AND TITLE
CORPORATE SECRETARY



Maximus US Services, Inc.

NAME OF PROPOSER

1600 Tysons Blvd. #1400, McLean VA 22102

ADDRESS OF PROPOSER

TELEPHONE: 703-251-8500

FAX: 703-251-8240

EMAIL: USProposals@Maximus.com

BY: Karla Telebrant

SIGNATURE

DATE

PRINT OR TYPE NAME AND TITLE

WARNING: FAILURE TO FULLY, ACCURATELY, AND COMPLETELY SUPPLY THE INFORMATION REQUESTED ON THIS PAGE MAY RESULT IN THE REJECTION OF YOUR PROPOSAL AS NON-RESPONSIVE.



CERTIFICATE OF CORPORATE SECRETARY

The undersigned Secretary of Maximus US Services, Inc., (“Corporation”) hereby certifies that Kaila Iglehart, Sr. Counsel, Contracts and Legal Counsel, has been authorized by the Board of Directors of the Corporation to sign all contractual documents pertaining to Solicitation #RCCP-5-2024, Medicaid Administrative Support Services, for the State of New Jersey. This authorization is provided on behalf of the Corporation in accordance with internal procedures adopted by the Corporation.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Corporation.



A handwritten signature in blue ink, reading "Catherine Scavello", is written over a horizontal line.

Catherine Scavello
Secretary

Date: 15 August 2024

FORM C: GOVERNMENT REFERENCES

The Proposer shall provide three government references, with contact names, email addresses, phone numbers and service/solution descriptions, which the County of Union may use in reference checking. The references must be from government organizations, where you are providing services to a customer(s) that are similar in type and scope as the County of Union.

REF NO.	ENTITY AND CONTACT NAME	EMAIL	TEL. NO.	SERVICE/SOLUTION DESCRIPTION
1	Florida Healthy Kids Corporation (quasi-government entity) Suzetta Furlong, Chief Operating Officer	Furlongs @healthykids.org	Office: 850.701.6132 Mobile: 850.879.1275	For the Florida Healthy Kids (FHK) Children's Health Insurance Program (CHIP) and KidCare programs, Maximus provides a variety of services as the Third-Party Administrator, to include: Application Processing – Maximus accepts applications via paper, web, and telephone. Most applications are received on the FHK website or via CHIP referrals from the Florida Department of Children and Families or from the Federal Facilitated Marketplace. Eligibility Determination – Maximus makes financial eligibility determinations for Florida Healthy Kids, MediKids (MK) and Children's Medical Services Network (CMSN). With the implementation of the Affordable Care Act (ACA), Maximus utilizes the State of Florida Modified Adjusted Gross Income (MAGI) service for eligibility determinations and completes manual verification of income and citizenship determinations where needed. Premium Collection – Maximus processes payments received from KidCare account holders and also generates coupon mailers and late letters for the accounts. Maximus also provides refund files to the Corporation to mail refund checks. Enrollment – Under the contract, Maximus provides a variety of enrollment services several times a month. Customer Service – Maximus responds to inquiries via phone, email, and other written correspondence from the families that participate in the program. We support calls and correspondence in English, Spanish, and Creole. Maximus also is responsible for mailing correspondence to the families informing them of application receipt, missing information, enrollment, late payment, termination/cancellation, and many other account changes. Eligibility and Enrollment System – Maximus has developed the Vida™ system which is used in Florida to manage the contracted services. This system was tailored to the Florida CHIP needs and supports extensive business rules and logic.

2	Mississippi Division of Medicaid (state government entity) Cindy Bradshaw, State Insurance Administrator	Cindy.Bradshaw@medicaid.ms.gov	601.259.3249	Maximus provides eligibility support services to the Mississippi Division of Medicaid (DOM). Maximus provides 70 tenured eligibility specialists working virtually. Maximus assists the Agency with ex-parte eligibility processing including the following: ■ Assist with ex-parte eligibility reviews ■ Assist with web portal submission reviews ■ Escalate incomplete applications or applications with extenuating circumstances to DOM contact ■ Review and verify documentation Perform additional reviews of application data and supporting documentation as requested by DOM
3	Pennsylvania Department of Human Services, Office of Long Term Living (state government entity) Amy High, Office of Long Term Living	Email is preferred method of contact amhigh@pa.gov	717.346.4520	Maximus performs intake and provides application assistance for individuals seeking Medicaid home- and community-based waiver (HCBS) services and programs managed by the Office for Long Term Living (OLTL). Maximus maintains a customer service call center to help consumers seeking home- and community-based waiver services and programs navigate the end-to-end application process including clinical and financial eligibility determinations. Maximus performs in-home assessments and assists consumers selecting a service coordination provider or a managed care organization for those who reside in a region covered by the managed long-term services and supports (MLTSS) program known as Community Health Choices (CHC). Specific tasks include: ■ Intake and application processing ■ Call center services ■ Eligibility determination ■ In-home visits and waiver program assessments ■ Waiver program and managed care Education and enrollment ■ Education, outreach, and community awareness ■ Hearings and appeals ■ Long-term care application tracking and enrollment system ■ Reports

05/21/24

Taxpayer Identification# **260-307-682/000**

Dear Business Representative:

Congratulations! You are now registered with the New Jersey Division of Revenue.

Use the Taxpayer Identification Number listed above on all correspondence with the Divisions of Revenue and Taxation, as well as with the Department of Labor (if the business is subject to unemployment withholdings). Your tax returns and payments will be filed under this number, and you will be able to access information about your account by referencing it.

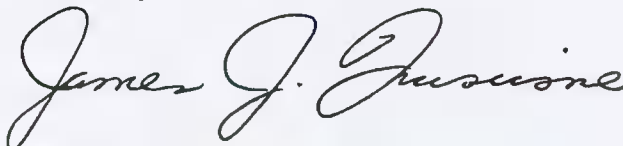
Additionally, please note that State law requires all contractors and subcontractors with Public agencies to provide proof of their registration with the Division of Revenue. The law also amended Section 92 of the Casino Control Act, which deals with the casino service industry.

We have attached a Proof of Registration Certificate for your use. To comply with the law, if you are currently under contract or entering into a contract with a State agency, you must provide a copy of the certificate to the contracting agency.

If you have any questions or require more information, feel free to call our Registration Hotline at (609)292-9292.

I wish you continued success in your business endeavors.

Sincerely,



James J. Fruscione
Director
New Jersey Division of Revenue

**STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE**

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, N J 08646-0252

TAXPAYER NAME:

MAXIMUS US SERVICES, INC.

TRADE NAME:

ADDRESS:

**1600 TYSONS BOULEVARD, SUITE 1
MCLEAN VA 22102**

SEQUENCE NUMBER:

1614013

EFFECTIVE DATE:

01/25/11

ISSUANCE DATE:

05/21/24



Director
New Jersey Division of Revenue

TOP M-BRC

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

FORM E: STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Maximus US Services, Inc.

Organization Address: 1600 Tysons Blvd. #1400, McLean VA 22102

Part I Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
☒ For-Profit Corporation (any type) ☐ Limited Liability Company (LLC)
☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)
☐ Other (be specific): _____

Part II

- ☒ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

- ☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Maximus, Inc.	1600 Tysons Blvd., Suite 1400, McLean, VA 22102

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

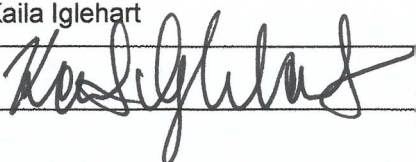
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
https://www.sec.gov/ix?doc=/Archives/edgar/data/1032220/000103222024000009/mms-20240124	Page 86

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **County of Union** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **County of Union** to notify the **County of Union** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **County of Union** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Kaila Iglehart	Title:	Sr. Counsel - Contracts
Signature:		Date:	08/19/2024

FORM F: NON-COLLUSION AFFIDAVIT

State of ~~New Jersey~~ Virginia
County of Fairfax

ss:

I, Kaila Iglehart residing in 1600 Tysons Blvd., Suite 1400
(name of affiant) (name of municipality)
in the County of Fairfax and State of Virginia of full age, being duly
sworn according to law on my oath depose and say that:

I am Sr. Counsel - Contracts of the firm of Maximus US Services, Inc.
(title or position) (name of firm)

_____ the Proposer making this Proposal for the RCCP

entitled Medicaid Administrative Support, and that I executed the said proposal with
(title of proposal)

full authority to do so that said Proposer has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the **COUNTY OF UNION, NEW JERSEY** relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by Maximus US Services, Inc.

Subscribed and sworn to

before me this 19 day of

August, 20 24

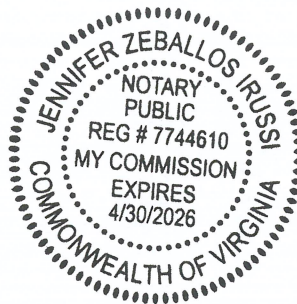
Kaila Iglehart
(Type or print name of affiant under signature)

[Signature]
Notary public of the State of VA

My Commission expires 4/30/2026

(Seal)

[Signature]
Signature (Original signature only;
stamped signature not accepted)



NOTE TO NOTARY: WHEN COMPLETING THIS JURAT, ALL NOTARIES MUST: 1. Indicate date. 2. Indicate State. 3. Sign name. 4. Affix name by Printing it, typing it, using a rubber stamp, using an impression seal or using a mechanical stamp.

Note to Proposer: The person who signed the Proposal form for the Proposer should sign this form also.

WARNING: IF YOU FAIL TO FULLY, ACCURATELY AND COMPLETELY FILL OUT THIS AFFIDAVIT OF NON-COLLUSION, YOUR PROPOSAL WILL BE REJECTED.

**FORM G: AFFIRMATIVE ACTION REQUIREMENT
REQUIRED AFFIRMATIVE ACTION EVIDENCE**

General Requirements of P.L. 1975, c. 127: You are hereby put on notice that:

A. Procurement, Professional & Service Contracts

All successful vendors must submit within seven days of the notice of intent to award or the signing of the contract one of the following: **PLEASE CHECK ONE**

☐

A photocopy of your Federal Letter of Affirmative Action Plan Approval

OR

☒

A photocopy of your Certificate of Employee Information Report

OR

☐

A completed Affirmative Action Employee Information Report (AA302)

If successful vendor does not submit the affirmative action document within the seven days the County of Union will declare the vendor as being non-responsive and award the contract to the next lowest Proposer.

Maximus US Services, Inc.

Print or type FIRM NAME here

[Handwritten Signature] Sr. Counsel

Sign NAME and TITLE here

(Original signature only, stamped signature not accepted)

Kaila Iglehart, Sr. Counsel - Contracts

Print or type NAME and TITLE here

08/19/2024

Print or type DATE

**Please note the following when completing the
Employee Information Report (Form AA-302)**

- ❖ The vendor must complete the Employee Information Report (Form AA-302) and retain a copy for the vendor's own files.
- ❖ A **copy** of the Employee Information Report (Form AA-302) must be submitted to the County of Union, Office of Affirmative Action, Administration Building, 5th Floor, Elizabeth, NJ 07027. **Failure to submit a copy of the Employee Information Report (Form AA-302) to the County of Union will delay execution of your contract.**
- ❖ The **original** Employee Information Report (Form AA-302) must to be submitted to NJ Department of the Treasury, Division of Purchase & Property, Contract Compliance Audit Unit, EEO Monitoring Program, P.O. Box 206, Trenton, NJ 08625-0206 along with the required \$150.00 non-refundable fee payable to: "Treasurer, State of New Jersey". **Failure to properly complete the entire form and to submit the required \$150.00 non-refundable fee to the State of New Jersey may delay issuance of your certificate.**
- ❖ After the original AA-302 form, along with the non-fundable fee, is received by the NJ Dept. of the Treasury, they will forward to you a Certificate of Employee Information Report. This document should be retained and submitted with future contracts with the County of Union.

**ATTACHED PLEASE FIND FORM AA-302
ALONG WITH INSTRUCTIONS PAGE**

This form can also be found at:

http://www.state.nj.us/treasury/contract_compliance/pdf/aa302.pdf

(REVISED 01/2022)

EXHIBIT A**MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE****N.J.S.A. 10:5-31 et seq. (P.L.1975, c.127)****N.J.A.C. 17:27 et seq.****GOODS, GENERAL SERVICES, AND PROFESSIONAL SERVICES CONTRACTS**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color,

national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading, and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval;

Certificate of Employee Information Report; or

Employee Information Report Form AA-302 (electronically provided by the Division and distributed to the public agency through the Division's website at: http://www.state.nj.us/treasury/contract_compliance.

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to N.J.A.C. 17:27-1.1 et seq.

CERTIFICATE OF EMPLOYEE INFORMATION REPORT RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-Aug-2023** to **15-Aug-2026**

MAXIMUS US SERVICES, INC
1600 TYSONS BLVD, SUITE 1400
MCLEAN VA 22102



Elizabeth Maher Muoio
ELIZABETH MAHER MUOIO
State Treasurer

FORM H: AMERICANS WITH DISABILITIES ACT EQUAL OPPORTUNITY FOR INDIVIDUALS WITH DISABILITIES

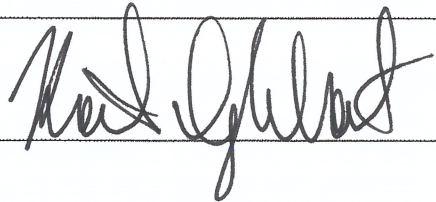
The contractor and the County of Union (hereafter "Owner") do hereby agree that the provisions of Title II of the Americans With Disabilities Act of 1990 (the "Act") (42 U.S.C. §12.101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereunto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the Owner pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the Owner in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the Owner, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, any pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the Owner's grievance procedure, the contractor agrees to abide by any decision of the Owner which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the Owner, or if the Owner incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The Owner shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the Owner or any of its agents, servants, and employees, the Owner shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the Owner or its representatives.

It is expressly agreed and understood that any approval by the Owner of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the Owner pursuant to this paragraph.

It is further agreed and understood that the Owner assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the Owner from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

Name Kaila Iglehart, Sr. Counsel - Contracts (Please print or type)

Signature  Date 08/19/2024

FORM I: BUSINESS DISCLOSURE STATEMENT

(To be submitted with proposal)

- (a) Is or was anyone in your firm or company a member of the County Commissioner board within the last calendar year or a member of his/her immediate family? If yes, then provide the name of the individual below and his/her relationship.

Yes ☐ _____

No ☐ _____

Name

Position

Relationship

- (b) Has any principal/partner of your firm been convicted of a indictable offense? If yes, then please provide further explanation and copies of any relative documents.

Yes ☐ _____

No ☐ _____

Name

Date

- (c) Has any individual who would provide service under this contract ever been sanctioned by the appropriate licensing board?

Yes ☐ _____

No ☐ _____

Name

Position

Term

Reason for censure:

- (d) Has the firm been found liable for professional malpractice in the last 5 years?

Yes ☐ _____

No ☐ _____

Reason for Action:

- (e) Has any member of your firm ever been barred from doing business with any state, county or municipal government? If yes, then please provide further written explanation including date and copies of relevant documentation.

Yes ☐ _____

No ☐ _____

Name

State, County or Municipality

Date

- (f) Has your firm sued the County of Union in the past five (5) years? If yes, then please identify the matter/case and provide further written explanation including date and copies of relevant documents.

Yes ☐ _____

No ☐ _____

Name

Date

- (g) Is your business currently in good standing with the State of New Jersey with all tax obligations and annual fees paid?

Yes ☐ _____

No ☐ _____

If no, please explain.

FORM J: AFFIDAVIT OF NO CONFLICT OF INTEREST

State of ~~New Jersey~~ Virginia :
: SS:

County of Fairfax :

I, Kaila Iglehart, the undersigned and Sr. Counsel - Contracts
(Name) (Name of Office)

of the company/firm/agency named in the within proposal, do hereby swear to the following:

- (1) I have full authority to make the representations set forth in this Affidavit;
and
- (2) I am unaware of any conflict of interest that could disqualify myself or my company/firm/agency should said company/firm/agency be selected among the list of approved vendors for the services and work by the County of Union, and shall immediately notify said County should one arise during the term of my contract.

SUBSCRIBED AND SWORN TO
BEFORE ME THIS 19 DAY
OF August 2024.

Jennifer Zeballos Irussi
(Print Name)

[Signature]
NOTARY PUBLIC OF VA
MY COMMISSION EXPIRES:

April 30, 2026.

[Signature]
(Signature)



FORM K: DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

COUNTY OF UNION NEW JERSEY DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

Solicitation Number: RCCP-5-2024

Vendor/Bidder: Maximus US Services, Inc.

PART 1 CERTIFICATION

VENDOR/BIDDER MUST COMPLETE PART 1 BY CHECKING ONE OF THE BOXES

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the State of New Jersey, Department of the Treasury's Chapter 25 list as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Department's website at <http://www.state.nj.us/treasury/pdf/Chapter25List.pdf>. Vendors/Bidders must review this list prior to completing the below certification. Failure to complete the certification will render a Vendor's/Bidder's proposal non-responsive. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

- ☒ A. I certify, pursuant to Public Law 2012, c.25, that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the N.J. Department of Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). Disregard Part 2 and complete and sign the Certification below.

OR

- ☐ B. I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such information will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2

PLEASE PROVIDE ADDITIONAL INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

If you checked Box "B" above, provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, engaged in investment activities in Iran by completing the information below.

ENTITY NAME: _____

RELATIONSHIP TO VENDOR/BIDDER: _____

DESCRIPTION OF ACTIVITIES: _____

DURATION OF ENGAGEMENT: _____

ANTICIPATED CESSATION DATE: _____

VENDOR/BIDDER CONTACT NAME: _____

VENDOR/BIDDER CONTACT PHONE#: _____

Attach Additional Sheets If Necessary

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the County of Union, New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the County of Union to notify the County of Union in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the County of Union, permitting the County of Union to declare any contract(s) resulting from this certification void and unenforceable.

Signature

Kaila Iglehart, Sr. Counsel - Contracts

Print Name and Title

Date

08/19/2024



FORM L: CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. (L. 2022, c. 3) any person or entity (hereinafter "Vendor") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of "Vendor" below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

- ☒ A. That the Vendor is not identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

OR

- ☐ B. That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

OR

- ☐ C. That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list. However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor's activity related to Russia and/or Belarus is consistent with federal law is set forth below.

Karla Spuhler sr. counsel
Signature of Vendor's Authorized Representative

Maximus US Services, Inc.
Print Name and Title of Vendor's Authorized Representative

Vendor's Name

1600 Tysons Blvd. #1400

Vendor's Address (Street Address)

McLean VA 22102

Vendor's Address (City/State/Zip Code)

09/14/2024
Date

26-0307682

Vendor's FEIN

703-251-8500

Vendor's Phone Number

703-251-8240

Vendor's Fax Number

USProposals@Maximus.com

Vendor's Email Address

ⁱ Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262r(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2).

FORM M: BYRD ANTI-LOBBYING AMENDMENT CERTIFICATION

(To be submitted with each bid, proposal or offer exceeding \$100,000)

The undersigned, [Company] Maximus US Services, Inc. certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, [Company] Maximus US Services, Inc. certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 et seq. apply to this certification and disclosure, if any.

Kaila Iglehart
Signature of Contractor's Authorized Representative

Kaila Iglehart, Sr. Counsel - Contracts

Name and Title of Contractor's Authorized Representative

08/19/2024
Date

FORM N: DISCLOSURE OF LOBBYING ACTIVITIES (LLL Form)

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
☒ N/A – My agency does not engage in any lobbying activities

1. Federal: _____ Type of a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: _____ a. bid/offer/application b. initial award c. post-award	3. Report Type: _____ a. initial filing b. material change For Material Change Only: Year _____ Quarter _____ Date of last report _____
4. Name and Address of Reporting Entity: ☒ Prime ☐ Sub awardee Tier _____, if known: Congressional District, if known:		5. If Reporting Entity in No 4 is a Sub awardee, Enter Name and Address of Prime: Congressional District, if known:
6. Federal Department/Agency:	7. Federal Program Name/Description: CDFA Number, if applicable _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant <i>(if individual, last name, first name, MI):</i>	b. Individuals performing services including address if different from no. 10a <i>(last name, first name, MI):</i>	
11. Information request through this form is authorized by title 31 U. S.C Section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will available for public inspection. Any person who fails to file the required disclosure shall be subject to civil penalty of not less than 10,000 and no more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No.: 703-251-8500 Date: 08/19/2024	
Federal Use Only: Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)		

FORM O: ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM/ADDENDA

The undersigned proposer hereby acknowledges receipt of the following Addenda(s):

<u>Addendum Number</u>	<u>Dated</u>	<u>Acknowledge Receipt</u> (Initial)
1	08/09/2024	KI
2	08/09/2024	KI
3	08/16/2024	KI
4	08/16/2024	KI

Acknowledged for: Maximus US Services, Inc.

(Name of PROPOSER)

By:

(Signature of Authorized Representative)

Name: Kaila Iglehart

(Print or Type)

Title: Sr. Counsel - Contracts

Date:

08/23/2024

Please Do Not submit if you did not receive Addendum/Addenda

FORM P: PROPOSAL COST FORM

The costs associated for each of the five (5) years shall be an estimate based upon.

YEAR 1

\$ 1,337,021 _____ = \$ 1,337,021 _____

YEAR 2

\$ 1,385,725 _____ = \$ 1,385,725 _____

YEAR 3

\$ 1,429,301 _____ = \$ 1,429,301 _____

YEAR 4

\$ 1,467,125 _____ = \$ 1,467,125 _____

YEAR 5

\$ 1,499,489 _____ = \$ 1,499,489 _____

Total Cost = \$7,118,661

Attachment to Form P: Proposal Cost Form

Pricing Cost Narrative Justification (II.I.5; II.B, II.E III.C)

All pricing and cost data must be submitted in accordance with the instructions below, and must be completed. No cost information shall be included in any part of the proposal other than the pricing section.

The proposer's pricing proposal must include all costs associated with the services described. This includes all license fees, royalties, "third party" fees, and computer resources, as well as all labor costs, overhead and expenses.

The proposer must be willing and able to successfully provide the services proposed for the prices given.

Complete FORM A at the end of this RCCP and submit with your proposal.

Criteria #5- (Total points scored-10 points)

The fiscal soundness of the detailed costs with narrative justification submitted by the proposer.

Proposal to remain valid for at least 60 days.

Pricing Assumptions

- This pricing is for 13 staff as outlined in the Organization Chart – 10 Processing Staff, 1 Quality Control Specialist, 1 Supervisor, and 1 General Project Manager
- Maximus will invoice Union County monthly
- We did not factor in any performance requirements/Service Level Agreements (SLA)
- This pricing is dependent upon reaching mutually agreed upon contractual Terms and Conditions