John Bel Edwards
GOVERNOR

Rebekah E. Gee MD, MPH
SECRETARY

State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

August 3, 2018

Ms. Deborah M. Sorden, Vice President
Health Services
MAXIMUS
34 Peachtree Street NW, Suite 3000
Atlanta, GA 30303

Dear Ms. Sorden:

RE: Notice of Monetary Penalty Regarding July Call Center Statistics

Reports for the month of July demonstrate the failure of MAXIMUS to meet contractual requirements related to call wait times and the percentage of calls that must be answered. In the month of July, call centers operated a total of twenty-one (21) days. Call center statistics show one (1) day of noncompliance for percentage of calls that must be answered.

The contract between MAXIMUS and the Louisiana Department of Health (LDH) provides:

> 1.6.6.9.2.5 The toll-free telephone number shall be staffed 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays, at levels sufficient to ensure that ninety five percent (95%) of calls do not exceed the following wait times, computed on a daily basis:
>
> > 1.6.6.9.2.5.2 Two (2) minutes after the first three (3) months of operation.

Failure to meet call center deliverables bears liquidated damages per day of noncompliance in accordance with the Table in Section 1.10.2.3 of the contract.

The table below outlines the specific date when the deliverables were not met.

July			
Date	**Percentage of Calls Answered**	**Call Center**	**Associated Penalty**
7/19/2018	92.01%	Regular	$100

Total associated penalties:

1 Occurrence of 95% of calls not being answered $ 100.00

Total: $ 100.00

Due to the instance of noncompliance outlined in this letter, the amount of $100.00 will be deducted from the next invoice submitted by MAXIMUS.

Should you have any questions or which to discuss this matter further, please do not hesitate to contact me.

Sincerely,

Stacy J. Guidry

Stacy Guidry
Section Chief, Health Plan Management

cc Marisa Naquin
Rebecca Harris
Jen Steele
MAX2-12