

MAXIMUS ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

Tracking Number	Contractor Name and Address	Failed Deliverable/Non-Compliance with Contract Requirements	Potential Monetary Penalties	Notice of Monetary Penalty	Monetary Penalty Amount	Work in Progress Notes
MAX1-01	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	6/17/2016	\$25,000	Notice of Monetary Penalty for call center stats for April and May. Also cites failure to submit transition plan.
MAX1-02	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	7/25/2016	\$14,000	June call center stats
MAX1-03	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	9/15/2016	\$16,500	July call center stats

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MAX1-04	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	10/20/2016	\$8,500	August call center stats
MAX1-05	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/28/2016	\$3,000	September call center stats
MAX1-06	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	12/9/2016	\$7,000	October call center stats

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MAX1-07	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	3/3/2017	\$23,000	January call center stats
MAX2-01	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	4/17/2017	\$23,000	February call center stats
MAX2-02	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	5/31/2017	\$200	April call center stats

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MAX2-03	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	6/21/2017	\$100	May call center stats
MAX2-04	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	9/25/2017	\$100	August call center stats
MAX2-05	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	10/20/2017	\$1,400	September call center stats

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MAX2-06	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/3/2017	\$200	October call center stats
MAX2-07	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	12/20/2017	\$300	November call center stats
MAX2-08	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	1/8/2018	\$100	December call center stats

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MAX2-09	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	2/15/2018	\$1,400	January call center stats
MAX2-10	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	3/14/2018	\$100	February call center stats
MAX2-11	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	7/10/2018	\$200	June call center stats

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MAX2-12	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	8/2/2018	\$100	July call center stats
MAX2-14	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/1/2018	\$400	September call center stats

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MAX2-15	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	<p>2.2.3.6.6.7 The toll-free telephone number shall be staffed 7:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding designated state holidays, at levels sufficient to ensure that ninety-five percent (95%) of calls do not exceed the following wait times, to be computed on a monthly basis and reported monthly:</p> <p>2.2.3.6.6.7.1 Five (5) minutes for the first three (3) months of operation; and</p> <p>2.2.3.6.6.7 2 two (2) minutes after the first three (3) months of operation.</p> <p>2.2.3.6.6.10 The toll-free number shall be staffed at levels sufficient to ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly</p>	<p>2.4.2.3. Contractor shall ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly.</p> <p>A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.</p> <p>Contractor shall ensure that ninety-five (95%) percent of calls do not exceed the allotted wait time, to be computed on a monthly basis and reported monthly.</p> <p>A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.</p>	7/19/2019	\$10,000	June 2019 call center stats
MAX2-16	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	<p>2.2.3.9.1 Beneficiary Support System The Contractor must develop and implement a beneficiary support system that provides support to beneficiaries both prior to and after enrollment in a MCO and/or DBPM.</p> <p>2.2.3.9.6.6 Beneficiary Support System The Contractor must have sufficient telephone lines to answer incoming calls.</p> <p>2.2.3.9.6.10 Beneficiary Support System The toll-free number shall be staffed at levels sufficient to ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly.</p>	<p>2.4.2.3 Liquidated Damages</p> <p>In the event the Contractor fails to perform as required, the Contractor shall pay LDH the specified amounts listed below as agreed upon liquidated damages.</p> <p>Contractor shall ensure that call abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly.</p> <p>A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.</p>	1/30/2024		October 2023 Call Center stats

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MAX2-17	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	2.2.3.9.1 Beneficiary Support System The Contractor must develop and implement a beneficiary support system that provides support to beneficiaries both prior to and after enrollment in a MCO and/or DBPM. 2.2.3.9.6.6 Beneficiary Support System The Contractor must have sufficient telephone lines to answer incoming calls. 2.2.3.9.6.10 Beneficiary Support System The toll-free number shall be staffed at levels sufficient to ensure that abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly.	2.4.2.3 Liquidated Damages In the event the Contractor fails to perform as required, the Contractor shall pay LDH the specified amounts listed below as agreed upon liquidated damages. Contractor shall ensure that call abandonment rates do not exceed five (5%) percent, to be computed on a monthly basis and reported monthly. A five thousand dollar (\$5,000) charge to the Contractor per month of noncompliance.	2/20/2024	\$5,000	January 2024 Call Center stats