

THIRD AMENDMENT TO CONTRACT TO ESTABLISH  
A TOLL-FREE HOTLINE

This third amendment to the Contract to Establish a Toll-Free Hotline (“Contract”) is entered into between the Arkansas Health Insurance Marketplace (“AHIM”), a political subdivision, instrumentality, and body politic of the State of Arkansas having its principal offices at 221 W. 2<sup>nd</sup> Street, Suite 700, Little Rock, AR 72201 and the Arkansas foundation for Medical Care (“AFMC”), an Arkansas non-profit corporation having its principal offices at 1020 W. 4<sup>th</sup> Street, Suite 300, Little Rock, AR 72201 (collectively referred to as “the Parties”).

**WHEREAS**, AHIM has responsibility for management and oversight of the State-Based Exchange on the Federal Platform (SBE-FP) including a SBE-FP Hotline and a Small business Health Options Program (SHOP) Hotline;

**WHEREAS**, the Arkansas SHOP will be transitioning from AHIM to a direct relationship with the coverage providers;

**WHEREAS**, under the terms of the original agreement, AHIM engaged AFMC to provide the AHIM Hotline services;

**WHEREAS**, the SHOP Hotline services are similar in scope to the AHIM Hotline;

**WHEREAS**, AHIM has agreed to reduction in scope for the AHIM Hotline and requested AFMC assume responsibility for the SHOP Hotline;

**WHEREAS**, AHIM estimates a maximum call volume of 25 calls per week from within 79 medical SHOP plan participants, 20 dental SHOP plan participants, covering an estimated 480 lives;

**NOW, THEREFORE**, in consideration of the foregoing premises and the mutual promises hereinafter set forth, AHIM and AFMC agree as follows:

**Section 1.** Effective September 1, 2017 – October 31, 2018, AFMC will direct calls received through the AHIM Hotline and the Small Business Health Options Program (SHOP) call line.

**Section 2.** Begin operation of the AHIM Hotline and SHOP call line at 8:00am central daylight time on September 1, 2017, and assure that customer service representatives are available to answer AHIM Hotline and SHOP call line calls from 8:00 a.m. to 4:30 p.m. Central Time Monday thru Friday, outside of federally designated Open Enrollment periods. During federally designated Open Enrollment periods, the service center will take calls from 8:00 a.m. to 7:00 p.m. Monday thru Friday. Historical evidence reflects negligible call volumes on Saturdays in and out of open enrollment periods so the Hotline and SHOP call line will not operate on Saturdays.


**Section 3.** Effective September 1, 2017, AHIM will pay AFMC \$12,500 per month for both the AHIM Hotline and SHOP call line during the term of this Agreement.

**Section 4.** If there is a conflict between the Contract in effect August 31, 2017, and this Amendment, this Amendment controls. Except as amended hereby, the Contract in effect August 31, 2017, remains in effect.

This amendment is effective September 1, 2017.

IN WITNESS WHEREOF, the Parties execute this amendment:

**AHIM by:**

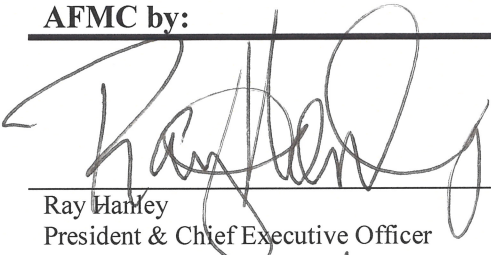


Angela Lowther  
Interim Executive Director

8-30-2017

Date

**AFMC by:**



Ray Hanley  
President & Chief Executive Officer

8/31/17

Date