

FOURTH AMENDMENT TO CONTRACT TO MAINTAIN A TOLL-FREE HOTLINE

This fourth 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 1401 W. Capitol Ave, Little Rock, AR 72201 and the Arkansas Foundation for Medical Care (“AFMC”), an Arkansas non-profit corporation having its principal offices at 1401 W. Capitol, Suite 430, 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, AHIM has by contract with AFMC delegated the Hotline services to AFMC’s call center;

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 12, 2018, AFMC will continue to accept calls received through the AHIM Hotline and the Small Business Health Options Program (SHOP) call line.

AFMC will add two virtual Navigators in the Little Rock office to provide centralized, comprehensive consumer assistance.

AFMC will provide a basic online community through the Salesforce™ platform to track intake information and to produce agreed-upon reports and dashboards.

AFMC will provide a Consumer Assistance Program (CAP) Lead who will:

- Design, implement, and conduct a CAP education and outreach campaign in conjunction with AHIM’s marketing campaign
- Develop CAP content for advertising, marketing, and public relations
- Develop value-added options to support additional outreach and education for AHIM in compliance with Consumer Assistance requirements, using traditional and earned media content, and leveraging relationships with key stakeholders.

AFMC, in collaboration with AHIM, will manage and disburse financial resources to organizations providing community-based consumer education and assistance. The organizations will be selected through a process to be defined by AHIM and AFMC.

AFMC will provide agreed-upon ad hoc requests to refine the program with due consideration for labor and compensable expenses.

Section 2. During federally designated Open Enrollment periods, the service center will take calls from 8:00 a.m. to 4:30 p.m. Monday thru Friday. The Hotline and SHOP call line will not operate on weekends.

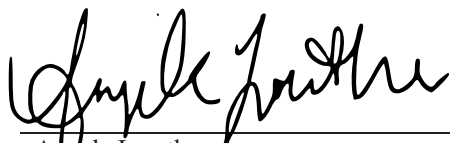
Section 3. Effective September 12, 2018, AHIM will pay AFMC \$29,167 per month for the term of this Agreement, not to exceed \$350,000.

Section 4. If there is a conflict between the Contract in effect September 1, 2017, and this Amendment, this Amendment controls. Except as amended hereby, this Contract remains in effect and shall renew annually until terminated in accordance with Section 10, subsections (c) – (e) of the original agreement.

This amendment is effective September 12, 2018.

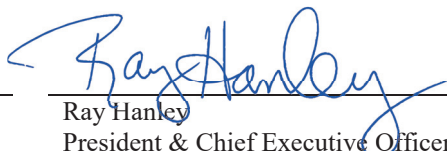
IN WITNESS WHEREOF, the Parties execute this amendment:

AHIM by:



Angela Lowther
Executive Director

AFMC by:



Ray Hanley
President & Chief Executive Officer

09/12/2018

Date

09/11/2018

Date