

**CONTRACT No.: DMS-14/15-011  
 BETWEEN  
 FLORIDA DEPARTMENT OF MANAGEMENT SERVICES  
 AND  
 NORTHGATEARINSO, INC.**

**AMENDMENT NO.: 5**

This Amendment No. 5 (the "Amendment") to Contract No. DMS-14/15-011 (the "Contract") is by and between the State of Florida, acting through the Florida Department of Management Services (the "Department"), and NorthgateArinso, Inc. (the "Service Provider"), collectively known as the "Parties".

**WHEREAS**, the Department is responsible for the procurement and administration of the health insurance benefits offered to employees of the legislative, judicial, and executive branches; state and university employees; retirees and Consolidated Omnibus Budget Reconciliation Act participants; surviving spouses and dependents; and other entities; and

**WHEREAS**, current administrative practices rely on self-disclosure without required submission of documents to substantiate dependent eligibility and subscribers who enroll for the first time or subsequently make changes to their program benefits must certify that their dependents are eligible to be covered based on the definitions provided to them in People First; and

**WHEREAS**, it is in the best interest of the State to identify and remove ineligible dependents and to ensure that the funds are only authorized for dependents who are eligible for coverage; and

**WHEREAS**, the Service Provider shall meet the Performance Metrics set forth in Appendix D as amended below.

**THEREFORE**, the Parties agree to amend the Contract as follows:

1. **Dependent Eligibility Verification Services.** Eligibility determination services are hereby added to #21 of Section I.B., Benefits Processes Listing, of the "People First Service Center As Is Requirements - Updated Oct. 2, 2015" document (incorporated into the Contract in the definition of "Supplemental Service Center Description" and required to be provided by Section 3.4.2 of the Contract), which is replaced in its entirety with the following:

21	Document Processing	All forms and correspondence mailed or submitted through the online portal to the PFSC are entered into the Case Management Tool. Agents can view this information by looking under the corresponding system-generated case. Forms and correspondence provided to the PFSC are used by the PFSC to validate the eligibility of all dependents that are added to the Covered Population. This includes conducting verification of eligibility, updating dependents as eligible or ineligible, removing ineligible dependents, reinstating eligible dependents based on appeals, and handling other related administrative actions. For purposes of validation of eligibility, the separate processes as defined in numbers 9, 16, 18, 19 and 20 shall be processed as	Tier 2
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		stated in those items. For all others this verification process shall not prohibit the dependent from being added to coverage prior to completion of the verification process.	
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- 2. Additional Fees.** The Department agrees to pay the Service Provider \$174,996 each Fiscal Year, starting with Fiscal Year 2020-21, for the above services. This payment will be divided into 12 equal monthly payments and added to the already agreed upon monthly invoice payment beginning July 1, 2020, per Section 2.3, Contract Term Price, as amended herein.
- 3. Section 2.3 Contract Term Price.** The “Monthly Payment” column in Section 2.3, Contract Term Price, for July 1, 2020 – Contract Expiration Date, is updated to the following:

<b>Beginning</b>	<b>Through</b>	<b>Monthly Payment</b>
July 2020	June 2021	\$2,485,918
July 1, 2021	Contract Expiration Date	\$2,308,318

- 4. Performance Metric 5 – First Call Resolution Percentage.** Appendix D - Performance Metrics, Item 5, First Call Resolution Percentage, is hereby replaced in its entirety with the following:

**Performance Metric 5 – First Call Resolution Percentage**

**Definition:** “First Call Resolution Percentage” shall mean the total calls from the Covered Population that enter the queue (less abandoned calls) minus the number of Cases Opened by the Service Center divided by the total calls that entered the Service Provider’s queue (less abandoned calls).

For the purposes of this Performance Metric, the following Case types will be excluded from the computation of this metric: (i) benefit fiscal payment issues; (ii) health and dental insurance reinstatements; (iii) escalations; (iv) retiree/COBRA enrollment and address changes; (v) death of a retiree or death of a dependent; (vi) pension payroll deduction and direct bill enrollment, changes, and cancellations; (vii) documentation requests for Health Insurance Portability and Accountability Act Certificates, duplicate payment coupons, and manual letters; (viii) Medicare-Advantage Prescription Drug issues; (ix) requests for Form 1095-C issues; and (x) Covered Entity communication Cases through the Case Management Tool.

**Standard:** Greater than or equal to ninety-five percent (≥95%)

**Data Source(s):** Genesys, Avaya IQ and CommSoft

- 5.** This Amendment is hereby made a part of this Contract. All other terms and conditions of the Contract shall remain in full force and effect. Except as otherwise expressly set forth herein, the terms and conditions contained in the Contract, as previously amended, are unchanged. This Amendment sets forth the entire understanding between the Parties with regard to the subject matter hereof. The State of Florida’s performance and obligation to

pay under this Contract remains contingent upon an annual appropriation by the Legislature. Nothing contained herein shall be construed to obligate the State of Florida beyond the appropriated amount.

6. This Amendment is effective on July 1, 2020.

**SIGNATURE PAGE IMMEDIATELY FOLLOWS**

**SO AGREED** by the Parties' authorized representatives on the dates noted below:

**FLORIDA DEPARTMENT OF MANAGEMENT SERVICES**

DocuSigned by:  
  
\_\_\_\_\_  
**Jonathan Satter, Secretary**

6/29/2020 | 10:21 AM EDT

\_\_\_\_\_  
**Date**

**NORTHGATEARINSO, INC.**

DocuSigned by:  
  
\_\_\_\_\_  
**Signature**

Marianne Langlois, General Manager, NA

\_\_\_\_\_  
**Print Name and Title**

6/29/2020 | 7:07 AM PDT

\_\_\_\_\_  
**Date**