



TESTIMONY ON
Department of Human Services' Intent to Contract with Maximus
As its Independent Enrollment Broker (IEB)

Presented to the House Aging and Older Adult Services, House Human Services, Senate Aging and Youth and Senate Health and Human Services Committees

Presented by
Brinda Penyak, Deputy Executive Director
County Commissioners Association of Pennsylvania

August 23, 2021

Thank you for the opportunity to offer written remarks on behalf of the County Commissioners Association of Pennsylvania (CCAP). CCAP is a non-profit, non-partisan association representing the commonwealth's 67 counties.

Several months ago, we learned that the Department of Human Services (DHS) intended to include assessment services into the Independent Enrollment Broker (IEB) function as part of the commonwealth's Medicaid enrollment process. Further, we understand that DHS has decided to move ahead with contract negotiations with Maximus US Services (Maximus) as its selected IEB for Community HealthChoices. Counties stand together in expressing our opposition to award this contract to Maximus.

As you know, Maximus holds the current contract for this process and our five years of prior experience with Maximus have unveiled that it is not a reliable or effective vendor. Maximus, as an out-of-state vendor, has already proven its failure in effectively administering enrollment. Pennsylvania counties and their Area Agencies on Aging continue to struggle with Maximus, citing difficulty of individuals being able to complete the enrollment process, needing assistance with financial documentation and/or physician referral forms, missing deadlines due to difficulty communicating or receiving assistance from Maximus and more. This has resulted in individuals missing deadlines to complete their enrollment process due to not receiving the resources, information and support needed in a timely manner from Maximus. It is evident Pennsylvania has plenty of prior experience working with Maximus and these experiences, particularly for seniors and their families, have been far from positive.

As an extension of this problem, counties have seen locally that seniors and adults with disabilities applying for Medicare, Medicaid and long-term care often need assistance navigating the complex application process and systems, particularly if this is their first time applying for the public benefits that are available to them. However, Maximus only offers website or national call center assistance. As a result, individuals must seek and rely on assistance from other venues locally, often the Area Agencies on Aging or Centers for Independently Living (CILs) as the only local entities with the understanding of the complex systems and application processes to offer help when Maximus has fallen short, despite utilizing public tax dollars to fulfill contracted services.

Furthermore, Maximus continues to exhibit a poor track record in other states. For example, in October 2020, Maximus was dropped by Kansas for poor performance and underbidding and understaffing their contract for services, according to the Kansas Secretary of Health. Difficulties and claims against Maximus have also been reported in Washington, D.C., Texas, and a number of other states with claims ranging from Medicaid fraud to failures in compliance to improper Medicaid reimbursement submissions.

CCAP strongly urges DHS to reconsider its decision to negotiate a contract with Maximus for IEB services and requests that members of the committees present today consider intervening on the progress of this negotiation both for the vulnerable populations who must rely on the services of the chosen vendor and for the counties of Pennsylvania that inevitably will be the

local entity responsible for assisting members of their communities when they experience further difficulties with Maximus and the Medicare and Medicaid enrollment processes in the future.

Counties and our residents must be assured that the chosen vendor will be able to fulfill its duties responsibly, carefully, correctly and with reliable customer service. While counties appreciate the commonwealth's desire to streamline processes and expenses, we urge it not to be done with a company whose track record reflects failure at the expense of seniors and adults with disabilities needing equitable access to service.

Thank you for this opportunity to provide comments on the potential contract with Maximus and our prior experiences indicating this is not in the commonwealth's best interest. Please feel free to contact me with any questions that you may have.