

## Oregon Health Authority March 2020

- MAXIMUS can provide assistance to the State of Oregon to address the need for critical emergency services and support during the COVID-19 pandemic. MAXIMUS provides extensive services globally to national, state, and local governments for eligibility, enrollment, and customer service support. We provided surge support to the State of Oregon assisting consumers during the first Open Enrollment effectuate their health plan choices. We also currently work as the Prime Contractor for the Centers for Disease Control (CDC), operating their 1-800-CHD-INFO line and continuing to work extensively with the CDC as they manage their response to COVID-19.
- MAXIMUS has the capacity to rapidly implement customer service solutions and scale those solutions based on your needs. We currently operate multiple projects throughout the U.S.
- MAXIMUS can leverage existing call center and operational capacity to support your need for public communication related to COVID-19, including providing information in response to:
  - General public inquiries providing policy updates and best practice information recommended by specific, recognized sources such as the CDC and/or World Health Organization (WHO)
  - Inquiries from specific groups such as local, county, or state employees, health departments, health workers, and others affected by the pandemic who have questions specific to their associated groups
  - Requests for referrals for critical services, including how to access COVID-19 testing or evaluation or how to access other community- or county-based safety net resources
- MAXIMUS would approach operationalizing this effort by:
  - Instituting a 'Work From Home' model and approach to maximize capacity (allowing flexibility to scale up and down based on State needs), as well as to provide more protection for our workforce
  - Leveraging our deep operational management knowledge to develop policies, procedures, work instructions, and State-approved scripting to ensure consistent knowledge management, dissemination, and messaging
  - Focusing our experienced human resources team to recruit and train staff rapidly
- Additional specialized services which MAXIMUS could provide include:
  - Coordinate assessments and screening for individuals at risk or those receiving Long Term Services and Supports to ensure services and continuity of care.
  - Provide assistance to the local, county, and state agencies responding to the enrollment and eligibility needs of individuals who may have experienced delays with existing Medi-Cal, TANF, SNAP, or other safety net program coverage, or helping agencies respond to California residents who may require safety net services as a result of the pandemic

**Fatima A. McCasland, Senior Vice President**  
Health West Services – Folsom, California  
Mobile: 602.359.1977  
[fatimaamccasland@maximus.com](mailto:fatimaamccasland@maximus.com)

**Dianne Ewashko, Vice President**  
Health and Human Services  
Mobile: 518.210.3022  
[DianneEwashko@maximus.com](mailto:DianneEwashko@maximus.com)

---