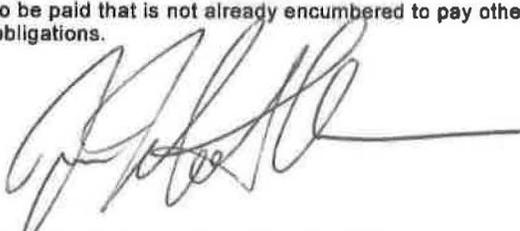




# GRANT AMENDMENT

<b>Agency Tracking #</b> 31865-00334	<b>Edison ID</b> 49373	<b>Contract #</b>	<b>Amendment #</b> 01		
<b>Contractor Legal Entity Name</b> Tennessee Community Services Agency			<b>Edison Vendor ID</b> 0000077334		
<b>Amendment Purpose &amp; Effect(s)</b> Updates Scope, Increases Maximum Liability, Revises Grant Budgets – Provider/Enrollee Call Center					
<b>Amendment Changes Contract End Date:</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		<b>End Date:</b> June 30, 2018			
<b>TOTAL Contract Amount INCREASE or DECREASE per this Amendment (zero if N/A):</b>			<b>\$ 378,810.00</b>		
<b>Funding —</b>					
<b>FY</b>	<b>State</b>	<b>Federal</b>	<b>Interdepartmental</b>	<b>Other</b>	<b>TOTAL Contract Amount</b>
2017	\$589,385.00	\$589,385.00			\$1,178,770.00
2018	\$652,520.00	\$652,520.00			\$1,305,040.00
<b>TOTAL:</b>	<b>\$1,241,905.00</b>	<b>\$1,241,905.00</b>			<b>\$2,483,810.00</b>
<b>American Recovery and Reinvestment Act (ARRA) Funding:</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO					
<b>Budget Officer Confirmation:</b> There is a balance in the appropriation from which obligations hereunder are required to be paid that is not already encumbered to pay other obligations.  				<i>OCR USE</i>	
<b>Speed Chart (optional)</b> TN00000162		<b>Account Code (optional)</b> 71304000			



**AMENDMENT #1 TO CONTRACT 49373  
BETWEEN THE STATE OF TENNESSEE,  
DEPARTMENT OF FINANCE AND ADMINISTRATION,  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
BUREAU OF TENNCARE  
AND  
TENNESSEE COMMUNITY SERVICES AGENCY**

This Grant Contract is between the State of Tennessee, Department of Finance and Administration, Division of Health Care Finance and Administration, Bureau of TennCare, hereinafter referred to as the "State" or "TennCare" and Tennessee Community Services Agency, hereinafter referred to as the "Grantee". For good and valuable consideration, the sufficiency of which is hereby acknowledged, it is mutually understood and agreed by and between said, undersigned contracting parties that the subject contract is hereby amended as follows:

1. Grant Contract Section A.2 is deleted in its entirety and replaced with the following:
  - A.2. TennCare Call Center. The Grantee shall operate a call/contact center using a statewide toll-free phone line for the purpose of providing information and assistance pertaining to TennCare eligibility verification and claims status, processing, and resolution for TennCare providers; assistance for iCare Secure Portal users to manage identities and user access across multiple systems for use by Employees, Providers, Contractors and other external users; information and assistance pertaining to Medicare crossover claims status, processing, and resolution for TennCare members.
  
2. Grant Contract Section A.5 is deleted in its entirety and replaced with the following:
  - A.5. The Grantee shall operate a separate, menu-driven split/skill of the toll-free phone line for TennCare Provider services including:
    - a. Eligibility Verification
    - b. Electronic Health Records Incentive Program
    - c. MCC Complaints
    - d. Provider Inquiry (Claims Status , Provider Enrollment)
    - e. Recipient Inquiry (claims status)
    - f. iCare Secure Portal
  
3. Grant Contract Section C.1 is deleted in its entirety and replaced with the following:
  - C.1. Maximum Liability. In no event shall the maximum liability of the State under this Grant Contract exceed Two Million Four Hundred Eighty-Three Thousand Eight Hundred Ten Dollars (\$2,483,810.00) ("Maximum Liability"). The Grant Budgets, attached and incorporated hereto as Revised Attachment A, Grant Budget for FY 2017 in the amount of One Million One Hundred Seventy-Eight Thousand Seven Hundred Seventy Dollars (\$1,178,770.00) and Revised Attachment A.1, Grant Budget for FY 2018 in the amount of One Million Three Hundred Five Thousand Forty Dollars (\$1,305,040.00) shall constitute the maximum amount due the Grantee under this Grant Contract. The Grant Budget line-items include, but are not limited to, all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Grantee.



4. Grant Contract Attachment A, Grant Budget for FY 2017 and Attachment A.1, Grant Contract Budget for FY 2018, are deleted in their entirety and replaced with Revised Grant Contract Attachment A and Revised Grant Contract Attachment A.1, attached hereto.

**Required Approvals.** The State is not bound by this Amendment until it is signed by the contract parties and approved by appropriate officials in accordance with applicable Tennessee laws and regulations (depending upon the specifics of this contract, said officials may include, but are not limited to, the Commissioner of Finance and Administration, the Commissioner of Human Resources, and the Comptroller of the Treasury).

The revisions set forth herein shall be effective November 1, 2016. All other terms and conditions of this Contract not expressly amended herein shall remain in full force and effect.

**IN WITNESS WHEREOF,**

**TENNESSEE COMMUNITY SERVICES AGENCY:**

*Thomas D. McWhorter*

*10-19-16*

\_\_\_\_\_  
**GRANTEE SIGNATURE**

\_\_\_\_\_  
**DATE**

Thomas D. McWhorter, Executive Director

\_\_\_\_\_  
**PRINTED NAME AND TITLE OF GRANTEE SIGNATORY (above)**

**DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
BUREAU OF TENNCARE:**

*Larry B. Martin*

*10/20/16*

\_\_\_\_\_  
Larry B. Martin, Commissioner

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



**REVISED ATTACHMENT A  
GRANT BUDGET FY 2017  
(Grant Budget Page 1)**

<b>Tennessee Community Services Agency Provider and Enrollee Call Center Expansion</b>				
<b>APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning July 1, 2016 and ending June 30, 2017.</b>				
<b>POLICY 03 Object Line-item Reference</b>	<b>EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup> (detail schedule(s) attached as applicable)</b>	<b>GRANT CONTRACT</b>	<b>GRANTEE PARTICIPATION</b>	<b>TOTAL PROJECT</b>
1	Salaries	\$671,100.00	\$0.00	\$671,100.00
2	Benefits & Taxes	239,800.00	0.00	239,800.00
4, 15	Professional Fee/ Grant & Award <sup>2</sup>	3,200.00	0.00	3,200.00
5	Supplies	20,384.00	0.00	20,384.00
6	Telephone	17,600.00	0.00	17,600.00
7	Postage & Shipping	800.00	0.00	800.00
8	Occupancy	67,200.00	0.00	67,200.00
9	Equipment Rental & Maintenance	3,000.00	0.00	3,000.00
10	Printing & Publications	0.00	0.00	0.00
11, 12	Travel/ Conferences & Meetings	500.00	0.00	500.00
13	Interest <sup>2</sup>	0.00	0.00	0.00
14	Insurance	0.00	0.00	0.00
16	Specific Assistance to Individuals	0.00	0.00	0.00
17	Depreciation <sup>2</sup>	0.00	0.00	0.00
18	Other Non-Personnel <sup>2</sup>	1,500.00	0.00	1,500.00
20	Capital Purchase <sup>2</sup>	0.00	0.00	0.00
22	Indirect Cost	153,686.00	0.00	153,686.00
24	In-Kind Expense	0.00	0.00	0.00
25	<b>GRAND TOTAL</b>	<b>\$1,178,770.00</b>	<b>\$0.00</b>	<b>\$1,178,770.00</b>

<sup>1</sup> Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, *Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A*. (posted on the Internet at: [www.state.tn.us/finance/rds/ocr/policy03.pdf](http://www.state.tn.us/finance/rds/ocr/policy03.pdf)).

<sup>2</sup> Applicable detail attached if line-item is funded.



**REVISED ATTACHMENT A (continued)**  
**GRANT BUDGET FY 2017 LINE-ITEM DETAIL**  
**(BUDGET PAGE 2)**

**Tennessee Community Services Agency  
Provider and Enrollee Call Center**

<b>PROFESSIONAL FEE/ GRANT &amp; AWARD</b>	<b>AMOUNT</b>
IT services and support	\$3,200.00
<b>TOTAL</b>	<b>\$3,200.00</b>

<b>OTHER NON-PERSONNEL</b>	<b>AMOUNT</b>
Advertising with area news publications for vacancies as need	\$1,500.00
<b>TOTAL</b>	<b>\$1,500.00</b>



**REVISED ATTACHMENT A (continued)**  
**GRANT BUDGET FY 2017 LINE-ITEM DETAIL**  
**(BUDGET PAGE 3)**

**BUDGET SUMMARY (Salaries Detail)**

CONTRACTOR: Tennessee Community Services Agency  
 Provider and Enrollee Call Center Expansion

CONTRACT TERM: July 1, 2016 to June 30, 2017

NAME	POSITION TITLE	MONTHLY SALARY	# OF MONTHS WORKED	% OF TIME WORKED	TOTAL CONTRACT SALARY
Vacant	Program Supervisor	\$2,437.50	6	100%	\$14,625.00
Vacant	Operator 1	1,787.50	6	100%	10,725.00
Vacant	Operator 2	1,787.50	6	100%	10,725.00
Vacant	Operator 3	1,787.50	6	100%	10,725.00
Vacant	Operator 4	1,787.50	6	100%	10,725.00
Whitfield, Charles	Program Supervisor	3,825.25	12	100%	45,903.00
Spegal, Leslie	Operator 1, Lead	2,154.75	12	100%	25,857.00
Allison, Elizabeth	Operator 2	1,823.25	12	100%	21,879.00
Bond, Lavonda	Operator 3	1,823.25	12	100%	21,879.00
Boyd, Mary	Operator 4	1,221.58	12	67%	14,658.93
Brewer, Tammy	Operator 5	1,787.50	12	100%	21,450.00
Bryson, Sandra	Operator 6	1,823.25	12	100%	21,879.00
Butler, Ashley	Operator 7	1,787.50	12	100%	21,450.00
Casteel, Christine	Operator 8	1,823.25	12	100%	21,879.00
Cosey, Sabrina	Operator 9	1,823.25	12	100%	21,879.00
Culver, L'Easha	Operator 10	1,787.50	12	100%	21,450.00
Davis, Nina	Operator 11	1,823.25	12	100%	21,879.00
Ellison, Sheila	Operator 12	1,823.25	12	100%	21,879.00
Givens, Martha	Operator 13	1,221.58	12	67%	14,658.93
Harvey, James	Operator 14	1,787.50	12	100%	21,450.00
Henning, Keyana	Operator 15	1,787.50	12	100%	21,450.00
Hogsett, Jermaine	Operator 16	1,823.25	12	100%	21,879.00
Martin, Dominique	Operator 17	1,787.50	12	100%	21,450.00
McBride, Tiffany	Operator 18	1,787.50	12	100%	21,450.00
McKnight, Tonya	Operator 19	1,787.50	12	100%	21,450.00
Morris, Kathryn	Operator 20	1,823.25	12	100%	21,879.00
Nichols, Alisha	Operator 21	1,823.25	12	100%	21,879.00
Sutton, Rebecca	Operator 22	1,787.50	12	100%	21,450.00
Taylor, Antron	Operator 23	1,823.25	12	100%	21,879.00
Tolbert, Erica	Operator 24	1,823.25	12	100%	21,879.00
Vacant	Operator 25	1,221.58	12	67%	14,658.93
Wells, Amy	Operator 26	1,787.50	12	100%	21,450.00
Patterson, Don	Site Director	7,522.17	12	15%	13,539.90
Rasnic, Jeremy	Admin Spec, Tech Support	4,000.75	12	15%	7,201.35
<b>TOTAL (Actual)</b>					<b>\$671,051.04</b>
<b>TOTAL (Rounded to nearest \$100)</b>					<b>\$671,100.00</b>



**REVISED ATTACHMENT A.1**  
**GRANT BUDGET FY 2018**  
 (Grant Budget Page 1)

<b>Tennessee Community Services Agency Provider and Enrollee Call Center Expansion</b>				
<b>APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning July 1, 2017 and ending June 30, 2018.</b>				
<b>POLICY 03 Object Line-Item Reference</b>	<b>EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup></b> <small>(detail schedule(s) attached as applicable)</small>	<b>GRANT CONTRACT</b>	<b>GRANTEE PARTICIPATION</b>	<b>TOTAL PROJECT</b>
1	Salaries	\$728,600.00	\$0.00	\$728,600.00
2	Benefits & Taxes	285,300.00	0.00	285,300.00
4, 15	Professional Fee/ Grant & Award <sup>2</sup>	3,200.00	0.00	3,200.00
5	Supplies	26,684.00	0.00	26,684.00
6	Telephone	17,600.00	0.00	17,600.00
7	Postage & Shipping	800.00	0.00	800.00
8	Occupancy	67,200.00	0.00	67,200.00
9	Equipment Rental & Maintenance	3,000.00	0.00	3,000.00
10	Printing & Publications	0.00	0.00	0.00
11, 12	Travel/ Conferences & Meetings	500.00	0.00	500.00
13	Interest <sup>2</sup>	0.00	0.00	0.00
14	Insurance	0.00	0.00	0.00
16	Specific Assistance to Individuals	0.00	0.00	0.00
17	Depreciation <sup>2</sup>	0.00	0.00	0.00
18	Other Non-Personnel <sup>2</sup>	2,000.00	0.00	2,000.00
20	Capital Purchase <sup>2</sup>	0.00	0.00	0.00
22	Indirect Cost	170,156.00	0.00	170,156.00
24	In-Kind Expense	0.00	0.00	0.00
25	<b>GRAND TOTAL</b>	<b>\$1,305,040.00</b>	<b>\$0.00</b>	<b>\$1,305,040.00</b>

<sup>1</sup> Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, *Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A*. (posted on the Internet at: [www.state.tn.us/finance/rds/ocr/policy03.pdf](http://www.state.tn.us/finance/rds/ocr/policy03.pdf)).

<sup>2</sup> Applicable detail attached if line-item is funded.



REVISED ATTACHMENT A.1 (continued)

GRANT BUDGET FY 2018 LINE-ITEM DETAIL

(BUDGET PAGE 2)

Tennessee Community Services Agency  
Provider and Enrollee Call Center

<b>PROFESSIONAL FEE/ GRANT &amp; AWARD</b>	<b>AMOUNT</b>
IT services and support	\$3,200.00
<b>TOTAL</b>	<b>\$3,200.00</b>

<b>OTHER NON-PERSONNEL</b>	<b>AMOUNT</b>
Advertising with area news publications for vacancies as need	\$2,000.00
<b>TOTAL</b>	<b>\$2,000.00</b>



**REVISED ATTACHMENT A.1 (continued)**  
**GRANT BUDGET FY 2018 LINE-ITEM DETAIL**  
**(BUDGET PAGE 3)**

**BUDGET SUMMARY (Salaries Detail)**

CONTRACTOR: Tennessee Community Services Agency  
 Provider and Enrollee Call Center Expansion

CONTRACT TERM: July 1, 2017 to June 30, 2018

NAME	POSITION TITLE	MONTHLY SALARY	# OF MONTHS WORKED	% OF TIME WORKED	TOTAL CONTRACT SALARY
Vacant	Program Supervisor	\$2,437.50	12	100%	\$29,250.00
Vacant	Operator 1	1,787.50	12	100%	21,450.00
Vacant	Operator 2	1,787.50	12	100%	21,450.00
Vacant	Operator 3	1,787.50	12	100%	21,450.00
Vacant	Operator 4	1,787.50	12	100%	21,450.00
Whitfield, Charles	Program Supervisor	3,825.25	12	100%	45,903.00
Spegal, Leslie	Operator 1, Lead	2,154.75	12	100%	25,857.00
Allison, Elizabeth	Operator 2	1,823.25	12	100%	21,879.00
Bond, Lavonda	Operator 3	1,823.25	12	100%	21,879.00
Boyd, Mary	Operator 4	1,221.58	12	67%	14,658.93
Brewer, Tammy	Operator 5	1,787.50	12	100%	21,450.00
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Butler, Ashley	Operator 7	1,787.50	12	100%	21,450.00
Casteel, Christine	Operator 8	1,823.25	12	100%	21,879.00
Cosey, Sabrina	Operator 9	1,823.25	12	100%	21,879.00
Culver, L'Easha	Operator 10	1,787.50	12	100%	21,450.00
Davis, Nina	Operator 11	1,823.25	12	100%	21,879.00
Ellison, Sheila	Operator 12	1,823.25	12	100%	21,879.00
Givens, Martha	Operator 13	1,221.58	12	67%	14,658.93
Harvey, James	Operator 14	1,787.50	12	100%	21,450.00
Henning, Keyana	Operator 15	1,787.50	12	100%	21,450.00
Hogsett, Jermaine	Operator 16	1,823.25	12	100%	21,879.00
Martin, Dominique	Operator 17	1,787.50	12	100%	21,450.00
McBride, Tiffany	Operator 18	1,787.50	12	100%	21,450.00
McKnight, Tonya	Operator 19	1,787.50	12	100%	21,450.00
Morris, Kathryn	Operator 20	1,823.25	12	100%	21,879.00
Nichols, Alisha	Operator 21	1,823.25	12	100%	21,879.00
Sutton, Rebecca	Operator 22	1,787.50	12	100%	21,450.00
Taylor, Antron	Operator 23	1,823.25	12	100%	21,879.00
Tolbert, Erica	Operator 24	1,823.25	12	100%	21,879.00
Vacant	Operator 25	1,221.58	12	67%	14,658.93
Wells, Amy	Operator 26	1,787.50	12	100%	21,450.00
Patterson, Don	Site Director	7,522.17	12	15%	13,539.90
Rasnic, Jeremy	Admin Spec, Tech Support	4,000.75	12	15%	7,201.35
<b>TOTAL (Actual)</b>					<b>\$728,576.04</b>
<b>TOTAL (Rounded to nearest \$100)</b>					<b>\$728,600.00</b>



# GRANT CONTRACT

(cost reimbursement grant contract with an individual, business, non-profit, or governmental entity of another state or country)

<b>Begin Date</b> July 1, 2016	<b>End Date</b> June 30, 2018	<b>Agency Tracking #</b> 31865-00334	<b>Edison ID</b> 49373
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<b>Grantee Legal Entity Name</b> Tennessee Community Services Agency	<b>Edison Vendor ID</b> 0000077334
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<b>Subrecipient or Contractor</b> <input checked="" type="checkbox"/> Subrecipient <input type="checkbox"/> Contractor	<b>CFDA #</b> 93.778 Dept of Health & Human Services/Title XIX <b>Grantee's fiscal year end</b> June 30
---	--

**Service Caption (one line only)**  
Call Center for TennCare Providers and Enrollees

Funding —					
FY	State	Federal	Interdepartmental	Other	TOTAL Grant Contract Amount
2017	\$526,250.00	\$526,250.00			\$1,052,500.00
2018	\$526,250.00	\$526,250.00			\$1,052,500.00
<b>TOTAL:</b>	<b>\$1,052,500.00</b>	<b>\$1,052,500.00</b>			<b>\$2,105,000.00</b>

**Ownership/Control**

African American   
 Asian   
 Hispanic   
 Native American   
 Female  
 Person w/Disability   
 Small Business   
 Government   
 NOT Minority/Disadvantaged  
 Other:

**Grantee Selection Process Summary**

Competitive Selection

Non-competitive Selection

The Grantee has the necessary, specific expertise and infrastructure to provide a call center for TennCare providers and enrollees and has been determined capable and willing to provide these services. The terms of this Grant, as well as the grant budget, were negotiated taking into consideration the Grantee's training, experience, quality of services provided, willingness to provide services consistent with the TennCare program goals, and willingness to accept TennCare reimbursement rates.

**Budget Officer Confirmation:** There is a balance in the appropriation from which obligations hereunder are required to be paid that is not already encumbered to pay other obligations.

CPO USE - GR

<b>Speed Chart (optional)</b> TN00000162	<b>Account Code (optional)</b> 71304000
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**GRANT CONTRACT  
BETWEEN THE STATE OF TENNESSEE,  
DEPARTMENT OF FINANCE AND ADMINISTRATION,  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION,  
BUREAU OF TENNCARE  
AND  
TENNESSEE COMMUNITY SERVICES AGENCY**

This Grant Contract, by and between the State of Tennessee, Department of Finance and Administration, Division of Health Care Finance and Administration, Bureau of TennCare, hereinafter referred to as the "State" or "HCFA" and Tennessee Community Services Agency, hereinafter referred to as the "Grantee," is for the provision of incoming toll-free call center to address questions about TennCare services from TennCare providers and enrollees, as further defined in the "SCOPE OF SERVICES."

The Grantee is a non profit corporation.

Grantee Place of Incorporation or Organization: Union City, Tennessee

Grantee Edison Vendor ID # 000077334

**A. SCOPE OF SERVICES AND DELIVERABLES:**

- A.1. The Grantee shall provide all services and deliverables ("Scope") as required, described, and detailed in this Grant Contract.
- A.2. TennCare Call Center. The Grantee shall operate a call/contact center using a statewide toll-free phone line for the purpose of providing information and assistance pertaining to TennCare eligibility verification and claims status, processing, and resolution for TennCare providers; and information and assistance pertaining to Medicare crossover claims status, processing, and resolution for TennCare members.
- A.3. Staffing. The Grantee shall provide knowledgeable, trained staff for a toll free call center for TennCare Provider Services responding to an estimated average of 5,800 calls per week from providers and enrollees. The center will utilize first-in/first-out/longest available call queuing, provide initial triage, ensure appropriate referral to other entities as appropriate, provide assistance with claims status, processing and resolution, TennCare member eligibility verification, receive and log complaints against TennCare Managed Care Contractors utilizing a tracking system supplied by TennCare.
- a. This phone line shall be staffed by fluent English-speaking operators who are trained and knowledgeable in customer service, conflict resolution, crisis de-escalation, interpersonal and problem-solving skills and technical/computer operating skills. In addition, staff shall acquire and maintain proficiency in their knowledge of the TennCare Program, including appropriate application of policy and procedure, and in their familiarity of all ancillary agencies involved with the TennCare Program.
  - b. The toll-free TennCare Provider Services phone line(s) shall be staffed to support a weekly average of 5,800 incoming calls and comply with the following service level agreements (SLAs):
    - (1) Monthly Average Abandonment Rate less than or equal to 5%
    - (2) Weekly Average Speed of Answer less than or equal to 120 seconds
  - c. The Grantee shall maintain the ability to temporarily increase staffing to accommodate higher call volume in response to events including but not limited to policy changes, benefit limits, and managed care contractor transitions.



- d. This phone line shall be staffed and operational Monday through Friday, 8 a.m. to 5 p.m. CST, and shall provide live telephone assistance during these hours. Beyond these hours, the phone line shall be answered by an answering machine with message recording availability. Recorded calls/messages shall be logged and returned within 2 business days; if message volume exceeds fifty (50) per day, recorded calls shall be logged and returned within 5 business days of the date of receipt of each message.
- A.4. Services for Limited English Proficiency (LEP) Populations. The Grantee shall provide culturally and linguistically appropriate statewide TennCare services through the call/contact center, specifically to persons with LEP or to persons or agencies who act on behalf of TennCare applicants and members with LEP. For purposes of this grant, "persons with LEP" shall be defined as TennCare applicants, members and providers who need assistance in a language other than English. The Grantee shall provide and maintain access to Interpreter Services for callers with LEP in each of the following languages: Spanish, Arabic, Bosnian, Kurdish, Somali, and Vietnamese.
- a. Interpreter Services shall be available during hours of operation as specified in section A.3.d.
  - b. Phone systems shall be capable of permitting 3-way conference calls to include the advocate, the interpreter, and the caller.
  - c. Interpreter services shall have the ability to support a weekly combined average of seventy (70) incoming calls in Spanish, Arabic, Bosnian, Kurdish, Somali, and Vietnamese.
  - d. If the Grantee utilizes an outside source in providing Interpreter Services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in section D.5.
- A.5. The Grantee shall operate a separate, menu-driven split/skill of the toll-free phone line for TennCare Provider services including:
- a. Eligibility Verification
  - b. Electronic Health Records Incentive Program
  - c. MCC Complaints
  - d. Provider Inquiry (Claims Status , Provider Enrollment)
  - e. Recipient Inquiry (claims status)
- A.6. Services for Hearing Impaired. The Grantee shall operate a Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) toll-free line for TennCare Provider services for persons with speech and/or hearing impairments.
- a. This TDD/TTY line shall be staffed by operators who are trained and knowledgeable and shall be operational as specified in section A.3.
  - b. The Grantee shall provide all necessary TDD/TTY equipment.
- A.7. System Requirements for TennCare Provider Services. The Grantee shall provide and maintain both an Automated Call Distribution (ACD) system and a manual/electronic call data collection system that are capable of tracking at a minimum, the following call data in accordance with TennCare requirements.



- a. At a minimum, the ACD system shall be capable of collecting on a daily basis: total number of incoming calls per toll-free phone line and per split/skill, total number of incoming calls abandoned per toll-free phone line and per split/skill, total number of incoming calls answered within 60 seconds per toll-free phone line and per split/skill, and average number of staff available to answer calls per toll-free phone line and per split/skill.
- b. The Grantee shall modify its data tracking systems to gather additional information as requested by TennCare.
- c. The Contractor shall ensure that no long distance calls are accepted by the Call Center nor will the contractor authorize payment of any long distance calls received by the Call Center. All calls received by the Call Center must be Toll Free.

A.8. Reporting Requirements for TennCare Provider Services. The Grantee shall submit electronically a monthly statistical report of TennCare Provider services activity no later than the 15<sup>th</sup> of the following month to TennCare. This report of services activity shall consist of the following elements and shall follow the reporting format as provided by TennCare, and shall be modified to include additional information as requested by TennCare:

- a. Total number of incoming calls received per toll-free phone line and per split/skill per day/week/month;
- b. Total number of incoming calls answered per toll-free phone line and per split/skill per day/week/month;
- c. Total number and percentage of incoming calls abandoned per toll-free phone line and per split/skill per day/week/month;
- d. Average speed of answer of incoming calls answered per toll-free phone line and per split/skill per day/week/month;
- e. Total number and percentage of incoming calls answered within sixty (60) seconds per day/week/month; average number of staff available to answer calls per toll-free phone line and per split/skill per day/week/month;
- f. Total number of TPL updates referred to TennCare per month, and
- g. Total number of MCC complaints entered per month.

A.9. Additional Reporting Requirements. The Grantee shall provide TennCare access to all project data and records as requested within timeframes established by TennCare and shall not release individual or summary data concerning services provided under this grant without specific approval of TennCare. The Grantee shall also provide ad hoc reports at the request of TennCare within specified timeframes.

A.10. Training Program. The Grantee shall develop and maintain training materials for in-service education for TennCare Provider Services Operators that encompass claims status, processing and resolution, TennCare member eligibility verification, and receipt and logging of complaints against TennCare Managed Care Contractors, utilizing a tracking system supplied by TennCare. Training topics shall include but not be limited to: customer service, conflict resolution, crisis de-escalation, interpersonal and problem-solving skills, cultural and linguistic awareness of the LEP population. Training materials for the TennCare program shall include but not be limited to: the TennCare InterChange computer system, and eligibility categories and requirements, program



policies and procedures, and covered services as they relate to the Operators ability to assist with claims issues.

- a. TennCare shall make available TennCare program information and materials to be used for training program development. TennCare requires review and approval of all training materials developed by the Grantee. A TennCare representative shall be made available to provide consultation to the Grantee in a Train-the-Trainer capacity.
- b. The Grantee shall ensure that the TennCare InterChange computer system training is subsequently included in their training program for in-service continuing education and for newly hired staff.
- c. TennCare shall provide on-going consultation by a TennCare representative and additional and/or modified TennCare information and training materials to the Grantee in a Train-the-Trainer capacity on a quarterly basis at minimum, and/or at any time that communication of critical new or modified information to the Grantee is deemed necessary.
- d. The Grantee shall provide specialized training staff to develop and administer a training program.
- e. The Grantee shall provide staff with on-going in-service training and education in all services to be provided on a quarterly basis at minimum.

A.11. Quality Control Program. The Grantee shall develop and maintain on-going Quality Control processes that measure TennCare Provider services operators' performance for productivity, quality and call handling techniques, accuracy in call resolution, and accuracy in data entry.

- a. The Grantee shall provide specialized Quality Control staff to develop and administer a Quality Control program. At the Grantee's discretion, Quality Control staff may also function as specialized Training staff as required in section A.10.
- b. The Grantee shall develop a process to ensure that performance issues are promptly addressed, with Corrective Action Plans made available to TennCare upon request.
- c. Quality Control data shall be reviewed by the Grantee on at least a monthly basis and shall be made available to TennCare upon request.
- d. TennCare shall provide a TennCare representative to perform live, on-site monitoring review sessions, at a minimum, on a quarterly basis. TennCare On-Site Reviews shall consist of a TennCare representative monitoring live calls and working directly with grantee staff as they receive calls. On-Site Review results shall be discussed with supervisory and/or management staff and Corrective Action Plans and/or re-training shall be implemented by the Grantee as necessary.
- e. The Grantee shall, upon request by TennCare, remove staff from their specific job function or project based on performance deficiencies such as but not limited to the lack of knowledge and skills necessary to perform contracted activities.

A.12. Limitations. The Grantee shall ensure that all services provided under this grant are limited to those pertaining to the TennCare Medicaid and/or TennCare Standard programs. If, in the course of service delivery, the Grantee learns that a person is not a TennCare applicant or member, or provider, the Grantee shall make appropriate referral to other entities for assistance.



- a. The Grantee shall not release individual or summary data or reports concerning services provided under this grant to the public or any entity without specific written approval from TennCare.
  - b. The Grantee shall comply with all applicable confidentiality requirements as specified in federal law or regulation and/or defined herein.
  - c. The Grantee shall ensure that the call/contact center is open and operational at all times that state offices are open. The Grantee shall observe the state's holiday schedule and inclement weather policies in order to maintain operations at all times that state offices are open.
  - d. The Grantee shall notify TennCare within one (1) hour of any occurrence of interruption in call/contact center operations. This notification shall include an explanation of the cause of the interruption and the corrective action plan in place to regain operational status and to prevent future interruptions of the same kind from occurring. Upon determination that the Grantee has failed to perform one or more of the services described in Section A under this Contract in an appropriate and/or timely manner, the State will notify the Grantee in writing of the deficiency. The Grantee must work to immediately correct such deficiency. The Grantee shall have ten (10) business days from the date of notification to provide proof that such deficiency has been fully resolved to the satisfaction of the State. The Deputy Commissioner of TennCare shall determine when a deficiency has been satisfactorily cured. Resolution of the identified deficiency within ten (10) business days does not preclude the State's ability to assess a one-time penalty of \$100 for each instance of such deficiency.
  - e. The Grantee shall provide and pay for office space, furniture, office supplies, and equipment, including but not limited to fax machines, copiers, telephones, computers, and computer hardware and software to be used in the operation of the call/contact center.
  - f. The Grantee shall be responsible for maintenance of all call/contact center equipment, including but not limited to all computer hardware and software, ACD systems, and data collection systems.
  - g. TennCare shall pay for all toll-free phone numbers required in this Grant Contract and the Grantee shall pay for and provide their phone lines to which the toll-free phone lines shall point.
- A.13. TennCare System Support. TennCare Information Systems (IS) shall meet with the Grantee's technical staff to determine technical support needs as necessary.
- a. TennCare shall pay the annual licensure fees for "read-only" InterChange application access and Outlook e-mail accounts for each of the Grantee's Provider Services Operators staff.
  - b. The Grantee shall provide appropriately completed TennCare Management Information Systems (TCMIS) forms and signed Acceptable Use Policies (AUP) for each staff member requiring access to InterChange and Outlook on an on-going basis, for any newly hired staff and shall notify TennCare of any staff who are no longer employed by the Grantee within 2 business days from the separation date.



- A.14. TennCare shall provide the Grantee with contact information for specific individuals and units within TennCare and other TennCare-related state agencies, and TennCare Managed Care Contractors, to assist in the provision of services.
- A.15. Upon receipt of Medicare cross-over appeals received from TennCare Solutions, the Grantee shall research by making phone calls to providers and/or reviewing claims related data contained within TennCare's MMIS system. When a provider is found to be billing a member with Qualified Medicare Beneficiary (QMB) eligibility for a covered service, the Grantee will send a "cease billing letter" to the provider. Medicare cross-over appeals shall be resolved within fourteen (14) days.
- A.16. Incorporation of Federal Award Identification Worksheet. The federal award identification worksheet, which appears as Attachment B, is incorporated in this Grant Contract.

**B. TERM OF GRANT CONTRACT:**

- B.1. This Grant Contract shall be effective on July 1, 2016 ("Effective Date") and extend for a period of twenty-four (24) months after the Effective Date ("Term"). The State shall have no obligation for goods or services provided by the Grantee prior to the Effective Date.
- B.2. **Renewal Options:** This Grant may be renewed upon satisfactory completion of the Term. The State reserves the right to execute up to three (3) renewal options under the same terms and conditions for a period not to exceed twelve (12) months each by the State, at the State's sole option. In no event, however, shall the maximum Term, including all renewals or extension, exceed a total of sixty (60) months.

**C. PAYMENT TERMS AND CONDITIONS:**

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Grant Contract exceed Two Million One Hundred Five Thousand Dollars (\$2,105,000.00) ("Maximum Liability"). The Grant Budgets, attached and incorporated hereto as Attachment A, and Attachment A.1 shall constitute the maximum amount due the Grantee under this Grant Contract. The Grant Budget line-items include, but are not limited to, all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Grantee.
- C.2. Compensation Firm. The Maximum Liability of the State is not subject to escalation for any reason unless amended. The Grant Budget amounts are firm for the Term and are not subject to escalation for any reason unless amended, except as provided in Section C.6.
- C.3. Payment Methodology. The Grantee shall be reimbursed for actual, reasonable, and necessary costs based upon the Grant Budget, not to exceed the Maximum Liability established in Section C.1. Upon progress toward the completion of the Scope, as described in Section A of this Grant Contract, the Grantee shall submit invoices prior to any reimbursement of allowable costs.
- C.4. Travel Compensation. Reimbursement to the Grantee for travel, meals, or lodging shall be subject to amounts and limitations specified in the "State Comprehensive Travel Regulations," as they are amended from time to time, and shall be contingent upon and limited by the Grant Budget funding for said reimbursement.
- C.5. Invoice Requirements. The Grantee shall invoice the State no more often than monthly, with all necessary supporting documentation, and present such to:

310 Great Circle Road  
Fiscal – 4 East  
Nashville, TN 37243



- a. Each invoice shall clearly and accurately detail all of the following required information (calculations must be extended and totaled correctly).
- (1) Invoice/Reference Number (assigned by the Grantee).
  - (2) Invoice Date.
  - (3) Invoice Period (to which the reimbursement request is applicable).
  - (4) Grant Contract Number (assigned by the State).
  - (5) Grantor: Department of Finance and Administration, Division of Health Care Finance and Administration, Bureau of TennCare.
  - (6) Grantor Number (assigned by the Grantee to the above-referenced Grantor).
  - (7) Grantee Name.
  - (8) Grantee Tennessee Edison Registration ID Number Referenced in Preamble of this Grant Contract.
  - (9) Grantee Remittance Address.
  - (10) Grantee Contact for Invoice Questions (name, phone, or fax).
  - (11) Itemization of Reimbursement Requested for the Invoice Period— it must detail, at minimum, all of the following:
    - i. The amount requested by Grant Budget line-item (including any travel expenditure reimbursement requested and for which documentation and receipts, as required by "State Comprehensive Travel Regulations," are attached to the invoice).
    - ii. The amount reimbursed by Grant Budget line-item to date.
    - iii. The total amount reimbursed under the Grant Contract to date.
    - iv. The total amount requested (all line-items) for the Invoice Period.
- b. The Grantee understands and agrees to all of the following.
- (1) An invoice under this Grant Contract shall include only reimbursement requests for actual, reasonable, and necessary expenditures required in the delivery of service described by this Grant Contract and shall be subject to the Grant Budget and any other provision of this Grant Contract relating to allowable reimbursements.
  - (2) An invoice under this Grant Contract shall not include any reimbursement request for future expenditures.
  - (3) An invoice under this Grant Contract shall initiate the timeframe for reimbursement only when the State is in receipt of the invoice, and the invoice meets the minimum requirements of this section C.5.
- C.6. Budget Line-items. Expenditures, reimbursements, and payments under this Grant Contract shall adhere to the Grant Budget. The Grantee may vary from a Grant Budget line-item amount by up to one percent (1%) of the line-item amount, provided that any increase is off-set by an equal reduction of other line-item amount(s) such that the net result of variances shall not increase the total Grant Contract amount detailed by the Grant Budget. Any increase in the Grant Budget, grand total amounts shall require an amendment of this Grant Contract.
- C.7. Disbursement Reconciliation and Close Out. The Grantee shall submit any final invoice and a grant disbursement reconciliation report within sixty (60) days of the Grant Contract end date, in form and substance acceptable to the State.
- a. If total disbursements by the State pursuant to this Grant Contract exceed the amounts permitted by Section C of this Grant Contract, the Grantee shall refund the difference to the State. The Grantee shall submit said refund with the final grant disbursement reconciliation report.



- b. The State shall not be responsible for the payment of any invoice submitted to the state after the grant disbursement reconciliation report. The State will not deem any Grantee costs submitted for reimbursement after the grant disbursement reconciliation report to be allowable and reimbursable by the State, and such invoices will NOT be paid.
  - c. The Grantee's failure to provide a final grant disbursement reconciliation report to the state as required shall result in the Grantee being deemed ineligible for reimbursement under this Grant Contract, and the Grantee shall be required to refund any and all payments by the state pursuant to this Grant Contract.
  - d. The Grantee must close out its accounting records at the end of the contract period in such a way that reimbursable expenditures and revenue collections are NOT carried forward.
- C.8. Indirect Cost. Should the Grantee request reimbursement for indirect costs, the Grantee must submit to the State a copy of the indirect cost rate approved by the cognizant federal agency or the cognizant state agency, as applicable. The Grantee will be reimbursed for indirect costs in accordance with the approved indirect cost rate and amounts and limitations specified in the attached Grant Budget. Once the Grantee makes an election and treats a given cost as direct or indirect, it must apply that treatment consistently and may not change during the Term. Any changes in the approved indirect cost rate must have prior approval of the cognizant federal agency or the cognizant state agency, as applicable. If the indirect cost rate is provisional during the Term, once the rate becomes final, the Grantee agrees to remit any overpayment of funds to the State, and subject to the availability of funds the State agrees to remit any underpayment to the Grantee.
- C.9. Cost Allocation. If any part of the costs to be reimbursed under this Grant Contract are joint costs involving allocation to more than one program or activity, such costs shall be allocated and reported in accordance with the provisions of Department of Finance and Administration Policy Statement 03 or any amendments or revisions made to this policy statement during the Term.
- C.10. Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any reimbursement, invoice, or matter in relation thereto. A payment by the State shall not be construed as acceptance of any part of the work or service provided or as approval of any amount as an allowable cost.
- C.11. Non-allowable Costs. Any amounts payable to the Grantee shall be subject to reduction for amounts included in any invoice or payment that are determined by the State, on the basis of audits or monitoring conducted in accordance with the terms of this Grant Contract, to constitute non-allowable costs.
- C.12. State's Right to Set Off. The State reserves the right to deduct from amounts that are or shall become due and payable to the Grantee under this Grant Contract or any other contract between the Grantee and the State of Tennessee under which the Grantee has a right to receive payment from the State.
- C.13. Prerequisite Documentation. The Grantee shall not invoice the State under this Grant Contract until the State has received the following, properly completed documentation.
- a. The Grantee shall complete, sign, and present to the State an "Authorization Agreement for Automatic Deposit (ACH Credits) Form" provided by the State. By doing so, the Grantee acknowledges and agrees that, once this form is received by the State, all payments to the Grantee under this or any other grant contract will be made by automated clearing house ("ACH").



- b. The Grantee shall complete, sign, and return to the State the State-provided W-9 form. The taxpayer identification number on the W-9 form must be the same as the Grantee's Federal Employer Identification Number or Social Security Number referenced in the Grantee's Edison registration information.

**D. STANDARD TERMS AND CONDITIONS:**

- D.1. Required Approvals. The State is not bound by this Grant Contract until it is signed by the parties and approved by appropriate officials in accordance with applicable Tennessee laws and regulations (depending upon the specifics of this Grant Contract, the officials may include, but are not limited to, the Commissioner of Finance and Administration, the Commissioner of Human Resources, and the Comptroller of the Treasury).
- D.2. Modification and Amendment. This Grant Contract may be modified only by a written amendment signed by all parties and approved by the officials who approved the Grant Contract and, depending upon the specifics of the Grant Contract as amended, any additional officials required by Tennessee laws and regulations (said officials may include, but are not limited to, the Commissioner of Finance and Administration, the Commissioner of Human Resources, and the Comptroller of the Treasury).
- D.3. Termination for Convenience. The State may terminate this Grant Contract without cause for any reason. A termination for convenience shall not be a breach of this Grant Contract by the State. The State shall give the Grantee at least thirty (30) days written notice before the effective termination date. The Grantee shall be entitled to compensation for authorized expenditures and satisfactory services completed as of the termination date, but in no event shall the State be liable to the Grantee for compensation for any service that has not been rendered. The final decision as to the amount for which the State is liable shall be determined by the State. The Grantee shall not have any right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount for the State's exercise of its right to terminate for convenience.
- D.4. Termination for Cause. If the Grantee fails to properly perform its obligations under this Grant Contract in a timely or proper manner, or if the Grantee violates any terms of this Grant Contract ("Breach Condition"), the State shall have the right to immediately terminate the Grant Contract and withhold payments in excess of compensation for completed services or provided goods. Notwithstanding the above, the Grantee shall not be relieved of liability to the State for damages sustained by virtue of any Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Grant Contract.
- D.5. Subcontracting. The Grantee shall not assign this Grant Contract or enter into a subcontract for any of the services performed under this Grant Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, each shall contain, at a minimum, sections of this Grant Contract pertaining to "Conflicts of Interest," "Lobbying," "Nondiscrimination," "Public Accountability," "Public Notice," and "Records" (as identified by the section headings). Notwithstanding any use of approved subcontractors, the Grantee shall remain responsible for all work performed.
- D.6. Conflicts of Interest. The Grantee warrants that no part of the total Grant Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Grantee in connection with any work contemplated or performed relative to this Grant Contract.

The Grantee acknowledges, understands, and agrees that this Grant Contract shall be null and void if the Grantee is, or within the past six months has been, an employee of the State of



Tennessee or if the Grantee is an entity in which a controlling interest is held by an individual who is, or within the past six months has been, an employee of the State of Tennessee.

D.7. Lobbying. The Grantee certifies, to the best of its knowledge and belief, that:

- a. No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- b. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the Grantee shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- c. The Grantee shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352.

D.8. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Grant Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by email or facsimile transmission with recipient confirmation. All communications, regardless of method of transmission, shall be addressed to the respective party as set out below:

The State:

Deputy Commissioner  
Department of Finance and Administration  
Division of Health Care Finance and Administration  
Bureau of TennCare  
310 Great Circle Road  
Nashville, TN 37243  
Telephone # 615-507-6443  
FAX # 615-253-5607

The Grantee:

Thomas D. McWherter, Executive Director  
Tennessee Community Services Agency  
P. O. Box 368  
Union City, TN 38281-0368  
Phone: 731-884-2640  
Fax: 731-884-2644  
[Tom.mcwherter@tnksa.com](mailto:Tom.mcwherter@tnksa.com)



A change to the above contact information requires written notice to the person designated by the other party to receive notice.

All instructions, notices, consents, demands, or other communications shall be considered effectively given upon receipt or recipient confirmation as may be required.

- D.9. Subject to Funds Availability. This Grant Contract is subject to the appropriation and availability of State or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate this Grant Contract upon written notice to the Grantee. The State's right to terminate this Grant Contract due to lack of funds is not a breach of this Grant Contract by the State. Upon receipt of the written notice, the Grantee shall cease all work associated with the Grant Contract. Should such an event occur, the Grantee shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Grantee shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- D.10. Nondiscrimination. The Grantee agrees that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Grant Contract or in the employment practices of the Grantee on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Grantee shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.11. HIPAA Compliance. The State and the Grantee shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy (collectively the "Privacy Rules"). The obligations set forth in this Section shall survive the termination of this Grant Contract.
- a. The Grantee warrants to the State that it is familiar with the requirements of the Privacy Rules, and will comply with all applicable requirements in the course of this Grant Contract.
  - b. The Grantee warrants that it will cooperate with the State, including cooperation and coordination with State privacy officials and other compliance officers required by the Privacy Rules, in the course of performance of this Grant Contract so that both parties will be in compliance with the Privacy Rules.
  - c. The State and the Grantee will sign documents, including but not limited to business associate agreements, as required by the Privacy Rules and that are reasonably necessary to keep the State and the Grantee in compliance with the Privacy Rules. This provision shall not apply if information received or delivered by the parties under this Grant Contract is NOT "protected health information" as defined by the Privacy Rules, or if the Privacy Rules permit the parties to receive or deliver the information without entering into a business associate agreement or signing another document.
  - d. The Grantee will indemnify the State and hold it harmless for any violation by the Grantee or its subcontractors of the Privacy Rules. This includes the costs of responding to a breach of protected health information, the costs of responding to a government enforcement action related to the breach, and any fines, penalties, or damages paid by the State because of the violation.



- D.12. Public Accountability. If the Grantee is subject to Tenn. Code Ann. § 8-4-401 *et seq.*, or if this Grant Contract involves the provision of services to citizens by the Grantee on behalf of the State, the Grantee agrees to establish a system through which recipients of services may present grievances about the operation of the service program. The Grantee shall also display in a prominent place, located near the passageway through which the public enters in order to receive Grant supported services, a sign at least eleven inches (11") in height and seventeen inches (17") in width stating:

NOTICE: THIS AGENCY IS A RECIPIENT OF TAXPAYER FUNDING. IF YOU OBSERVE AN AGENCY DIRECTOR OR EMPLOYEE ENGAGING IN ANY ACTIVITY WHICH YOU CONSIDER TO BE ILLEGAL, IMPROPER, OR WASTEFUL, PLEASE CALL THE STATE COMPTROLLER'S TOLL-FREE HOTLINE: 1-800-232-5454.

The sign shall be on the form prescribed by the Comptroller of the Treasury. The Grantor State Agency shall obtain copies of the sign from the Comptroller of the Treasury, and upon request from the Grantee, provide Grantee with any necessary signs.

- D.13. Public Notice. All notices, informational pamphlets, press releases, research reports, signs, and similar public notices prepared and released by the Grantee in relation to this Grant Contract shall include the statement, "This project is funded under a Grant Contract with the State of Tennessee." All notices by the Grantee in relation to this Grant Contract shall be approved by the State.

- D.14. Licensure. The Grantee and its employees and all sub-grantees shall be licensed pursuant to all applicable federal, state, and local laws, ordinances, rules, and regulations and shall upon request provide proof of all licenses.

- D.15. Records. The Grantee and any approved subcontractor shall maintain documentation for all charges under this Grant Contract. The books, records, and documents of the Grantee and any approved subcontractor, insofar as they relate to work performed or money received under this Grant Contract, shall be maintained for a period of five (5) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the Grantor State Agency, the Comptroller of the Treasury, or their duly appointed representatives.

The records shall be maintained in accordance with Financial Accounting Standards Board (FASB) Accounting Standards Codification, Public Company Accounting Oversight Board (PCAOB) Accounting Standards Codification, or Governmental Accounting Standards Board (GASB) Accounting Standards Codification, as applicable, and any related AICPA Industry Audit and Accounting guides.

In addition, documentation of grant applications, budgets, reports, awards, and expenditures will be maintained in accordance with U.S. Office of Management and Budget's *Uniform Administrative Requirements, Audit Requirements, and Cost Principles for Federal Awards*.

The Grantee shall also comply with any recordkeeping and reporting requirements prescribed by the Tennessee Comptroller of the Treasury.

The Grantee shall establish a system of internal controls that utilize the COSO Internal Control - Integrated Framework model as the basic foundation for the internal control system. The Grantee shall incorporate any additional Comptroller of the Treasury directives into its internal control system.

Any other required records or reports which are not contemplated in the above standards shall follow the format designated by the head of the Grantor State Agency, the Central Procurement Office, or the Commissioner of Finance and Administration of the State of Tennessee.

- D.16. Monitoring. The Grantee's activities conducted and records maintained pursuant to this Grant Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.



- D.17. Progress Reports. The Grantee shall submit brief, periodic, progress reports to the State as requested.
- D.18. Annual and Final Reports. The Grantee shall submit, within three (3) months of the conclusion of each year of the Term, an annual report. For grant contracts with a term of less than one (1) year, the Grantee shall submit a final report within three (3) months of the conclusion of the Term. For grant contracts with multiyear terms, the final report will take the place of the annual report for the final year of the Term. The Grantee shall submit annual and final reports to the Grantor State Agency and the Department of Finance and Administration ("F&A"). Send electronic copies of annual and final reports to F&A at [fa.audit@tn.gov](mailto:fa.audit@tn.gov). At minimum, annual and final reports shall include: (a) the Grantee's name; (b) the Grant Contract's Edison identification number, Term, and total amount; (c) a narrative section that describes the program's goals, outcomes, successes and setbacks, whether the Grantee used benchmarks or indicators to determine progress, and whether any proposed activities were not completed; and (d) other relevant details requested by the Grantor State Agency. Annual and final report documents to be completed by the Grantee shall appear on the Grantor State Agency's website or as an attachment to the Grant Contract.
- D.19. Audit Report. For purposes of this Section, pass-through entity means a non-federal entity that provides a subaward to a subrecipient to carry out part of a federal program.

The Grantee shall provide audited financial statements to the Tennessee Comptroller of the Treasury ("Comptroller") if during the Grantee's fiscal year, the Grantee: (1) expends seven hundred fifty thousand dollars (\$750,000) or more in direct and indirect federal financial assistance and the State is a pass-through entity; (2) expends seven hundred fifty thousand dollars (\$750,000) or more in state funds from the State; or (3) expends seven hundred fifty thousand dollars (\$750,000) or more in federal financial assistance and state funds from the State, and the State is a pass-through entity. At least ninety (90) days before the end of its fiscal year, the Grantee shall complete Attachment C to notify the State whether or not Grantee is subject to an audit. The Grantee should submit only one, completed document during the Grantee's fiscal year. Any Grantee that is subject to an audit and so indicates on Attachment B shall complete Attachment D. If the Grantee is subject to an audit, Grantee shall obtain the Comptroller's approval before engaging a licensed, independent public accountant to perform the audit. The Grantee may contact the Comptroller for assistance identifying auditors.

All audits shall be performed in accordance with the Comptroller's requirements, as posted on its web site. When a federal single audit is required, the audit shall be performed in accordance with U.S. Office of Management and Budget's *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*.

A copy of the audit report shall be provided to the Comptroller by the licensed, independent public accountant. Audit reports shall be made available to the public.

The audit contract between the Grantee and the Auditor shall be on a contract form prescribed by the Comptroller. The Grantee shall be responsible for payment of fees for an audit prepared by a licensed, independent public accountant. Payment of the audit fees by the Grantee shall be subject to the provision relating to such fees contained within this Grant Contract. The Grantee shall be responsible for reimbursing the Comptroller for any costs of an audit prepared by the Comptroller.

- D.20. Procurement. If other terms of this Grant Contract allow reimbursement for the cost of goods, materials, supplies, equipment, and/or contracted services, such procurement(s) shall be made on a competitive basis, including the use of competitive bidding procedures, where practical. The Grantee shall maintain documentation for the basis of each procurement for which reimbursement is paid pursuant to this Grant Contract. In each instance where it is determined that use of a competitive procurement method is not practical, supporting documentation shall include a written justification for the decision and for use of a non-competitive procurement. If the Grantee is a subrecipient, the Grantee shall comply with 2 C.F.R. §§ 200.318—300.326 when procuring property and services under a federal award..



The Grantee shall obtain prior approval from the State before purchasing any equipment under this Grant Contract.

- D.21. Strict Performance. Failure by any party to this Grant Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this agreement shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Grant Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.
- D.22. Independent Contractor. The parties shall not act as employees, partners, joint venturers, or associates of one another in the performance of this Grant Contract. The parties acknowledge that they are independent contracting entities and that nothing in this Grant Contract shall be construed to create a principal/agent relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Grantee, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Grantee's employees, and to pay all applicable taxes incident to this Grant Contract.

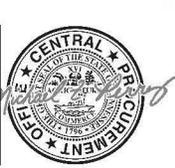
- D.23. State Liability. The State shall have no liability except as specifically provided in this Grant Contract.
- D.24. Force Majeure. "Force Majeure Event" means fire, flood, earthquake, elements of nature or acts of God, wars, riots, civil disorders, rebellions or revolutions, acts of terrorism or any other similar cause beyond the reasonable control of the Party except to the extent that the non-performing Party is at fault in failing to prevent or causing the default or delay, and provided that the default or delay cannot reasonably be circumvented by the non-performing Party through the use of alternate sources, workaround plans or other means. A strike, lockout or labor dispute shall not excuse either Party from its obligations under this Grant Contract. Except as set forth in this Section, any failure or delay by a Party in the performance of its obligations under this Grant Contract arising from a Force Majeure Event is not a default under this Grant Contract or grounds for termination. The non-performing Party will be excused from performing those obligations directly affected by the Force Majeure Event, and only for as long as the Force Majeure Event continues, provided that the Party continues to use diligent, good faith efforts to resume performance without delay. The occurrence of a Force Majeure Event affecting Grantee's representatives, suppliers, subcontractors, customers or business apart from this Grant Contract is not a Force Majeure Event under this Grant Contract. Grantee will promptly notify the State of any delay caused by a Force Majeure Event (to be confirmed in a written notice to the State within one (1) day of the inception of the delay) that a Force Majeure Event has occurred, and will describe in reasonable detail the nature of the Force Majeure Event. If any Force Majeure Event results in a delay in Grantee's performance longer than forty-eight (48) hours, the State may, upon notice to Grantee: (a) cease payment of the fees until Grantee resumes performance of the affected obligations; or (b) immediately terminate this Grant Contract or any purchase order, in whole or in part, without further payment except for fees then due and payable. Grantee will not increase its charges under this Grant Contract or charge the State any fees other than those provided for in this Grant Contract as the result of a Force Majeure Event.
- D.25. Tennessee Department of Revenue Registration. The Grantee shall be registered with the Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Grant Contract.



- D.26. Charges to Service Recipients Prohibited. The Grantee shall not collect any amount in the form of fees or reimbursements from the recipients of any service provided pursuant to this Grant Contract.
- D.27. No Acquisition of Equipment or Motor Vehicles. This Grant Contract does not involve the acquisition and disposition of equipment or motor vehicles acquired with funds provided under this Grant Contract.
- D.28. State and Federal Compliance. The Grantee shall comply with all applicable state and federal laws and regulations in the performance of this Grant Contract.
- D.29. Governing Law. This Grant Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Grantee agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Grant Contract. The Grantee acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising there from, shall be subject to and limited to those rights and remedies, if any, available under Tenn. Code Ann. §§ 9-8-101 through 9-8-407.
- D.30. Completeness. This Grant Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Grant Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.
- D.31. Severability. If any terms and conditions of this Grant Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Grant Contract are declared severable.
- D.32. Headings. Section headings are for reference purposes only and shall not be construed as part of this Grant Contract.

**E. SPECIAL TERMS AND CONDITIONS:**

- E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Grant Contract, the special terms and conditions shall be subordinate to the Grant Contract's other terms and conditions.
- E.2. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Grantee by the State or acquired by the Grantee on behalf of the State that is regarded as confidential information under state or federal law shall be considered "Confidential Information." Nothing in this Section shall permit Grantee to disclose any Confidential Information, regardless of whether it has been disclosed or made available to the Grantee due to intentional or negligent actions or inactions of agents of the State or third parties. Confidential Information shall not be disclosed except as required or permitted under state or federal law. Grantee shall take all necessary steps to safeguard the confidentiality of such material or information in conformance with applicable state and federal law. The obligations set forth in this Section shall survive the termination of this Grant Contract.
- E.3. Disclosure of Personal Identity Information. The Grantee shall report to the State any instances of unauthorized disclosure of personally identifiable information that comes to the Grantee's attention. The Grantee shall make any such report within twenty-four (24) hours after the instance has come to the Grantee's attention. The Grantee, at the sole discretion of the State,



shall provide no cost credit monitoring services for individuals that are deemed to be part of a potential disclosure. The Grantee shall bear the cost of notification to individuals having personally identifiable information involved in a potential disclosure event, including individual letters or public notice. The remedies set forth in this Section are not exclusive and are in addition to any claims or remedies available to the State under this Grant Contract or otherwise available at law.

E.4. Debarment and Suspension. The Grantee certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:

- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;
- b. have not within a three (3) year period preceding this Grant Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
- c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and
- d. have not within a three (3) year period preceding this Grant Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Grantee shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded or disqualified.

E.5. Patient Protection and Affordable Care Act. The Grantee agrees that it will be responsible for compliance with the Patient Protection and Affordable Care Act ("PPACA") with respect to itself and its employees, including any obligation to report health insurance coverage, provide health insurance coverage, or pay any financial assessment, tax, or penalty for not providing health insurance. The Grantee shall indemnify the State and hold it harmless for any costs to the State arising from Grantee's failure to fulfill its PPACA responsibilities for itself or its employees.

E.6. Federal Funding Accountability and Transparency Act (FFATA). This Grant requires the Grantee to provide supplies or services that are funded in whole or in part by federal funds that are subject to FFATA. The Grantee is responsible for ensuring that all applicable requirements, including but not limited to those set forth herein, of FFATA are met and that the Grantee provides information to the State as required.

The Grantee shall comply with the following:

- a. Reporting of Total Compensation of the Grantee's Executives.
  - (1) The Grantee shall report the names and total compensation of each of its five most highly compensated executives for the Grantee's preceding completed fiscal year, if in the Grantee's preceding fiscal year it received:
    - i. 80 percent or more of the Grantee's annual gross revenues from federal procurement contracts and Federal financial assistance subject to the



- Transparency Act, as defined at 2 C.F.R. § 170.320 (and sub awards); and
- ii. \$25,000,000 or more in annual gross revenues from federal procurement contracts (and subcontracts), and federal financial assistance subject to the Transparency Act (and sub awards); and
- iii. The public does not have access to information about the compensation of the executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. § 78m(a), 78o(d)) or § 6104 of the Internal Revenue Code of 1986. (To determine if the public has access to the compensation information, see the U.S. Security and Exchange Commission total compensation filings at <http://www.sec.gov/answers/excomp.htm>.)

As defined in 2 C.F.R. § 170.315, "Executive" means officers, managing partners, or any other employees in management positions.

- (2) Total compensation means the cash and noncash dollar value earned by the executive during the Grantee's preceding fiscal year and includes the following (for more information see 17 § C.F.R. 229.402(c)(2)):
  - i. Salary and bonus.
  - ii. Awards of stock, stock options, and stock appreciation rights. Use the dollar amount recognized for financial statement reporting purposes with respect to the fiscal year in accordance with the Statement of Financial Accounting Standards No. 123 (Revised 2004) (FAS 123R), Shared Based Payments.
  - iii. Earnings for services under non-equity incentive plans. This does not include group life, health, hospitalization or medical reimbursement plans that do not discriminate in favor of executives, and are available generally to all salaried employees.
  - iv. Change in pension value. This is the change in present value of defined benefit and actuarial pension plans.
  - v. Above-market earnings on deferred compensation which is not tax qualified.
  - vi. Other compensation, if the aggregate value of all such other compensation (e.g. severance, termination payments, value of life insurance paid on behalf of the employee, perquisites or property) for the executive exceeds \$10,000.

- b. The Grantee must report executive total compensation described above to the State by the end of the month during which this Grant Contract is established.
- c. If this Grant is amended to extend the Term, the Grantee must submit an executive total compensation report to the State by the end of the month in which the amendment to this Grant becomes effective.
- d. The Grantee will obtain a Data Universal Numbering System (DUNS) number and maintain its DUNS number for the term of this Grant. More information about obtaining a DUNS Number can be found at: <http://fedgov.dnb.com/webform/>

The Grantee's failure to comply with the above requirements is a material breach of this Grant for which the State may terminate this Grant Contract for cause. The State will not be obligated to pay any outstanding invoice received from the Grantee unless and until the Grantee is in full compliance with the above requirements.

E.7. Applicable Laws, Rules, Policies and Court Orders. The Grantee agrees to comply with all



applicable federal and State laws, rules, regulations, sub-regulatory guidance, executive orders, HCFA waivers, and all current, modified or future Court decrees, orders or judgments applicable to the State's TennCare and CHIP programs. Such compliance shall be performed at no additional cost to the State.

E.8. Business Associate. Grantee hereby acknowledges its designation as a business associate under HIPAA and agrees to comply with all applicable HIPAA regulations. In accordance with the HIPAA regulations, the Grantee shall, at a minimum:

- a. Comply with requirements of the HIPAA, including, but not limited to, the transactions and code sets, privacy, security, and identifier regulations. Compliance includes meeting all required transaction formats and code sets with the specified data sharing agreements required under the regulations;
- b. Transmit/receive from/to its providers, subcontractors, clearinghouses and HCFA all transactions and code sets required by HIPAA in the appropriate standard formats, utilizing appropriate and adequate safeguards, as specified under the law and as directed by HCFA so long as HCFA direction does not conflict with the law;
- c. Agree that if it is not in compliance with all applicable standards defined within the transactions and code sets, privacy, security and all subsequent HIPAA standards, that it will be in breach of this Contract and will then take all reasonable steps to cure the breach or end the violation as applicable. Since inability to meet the transactions and code sets requirements, as well as the privacy and security requirements can bring basic business practices between HCFA and the Grantee and between the Grantee and its providers and/or subcontractors to a halt, if for any reason the Grantee cannot meet the requirements of this Section, HCFA may terminate this Contract.
- d. Ensure that Protected Health Information (PHI) exchanged between the Grantee and HCFA is used only for the purposes of treatment, payment, or health care operations and health oversight and its related functions. All PHI not transmitted for these purposes or for purposes allowed under the federal HIPAA regulations shall be de-identified to secure and protect the individual enrollee's PHI;
- e. Report to HCFA's Privacy Office immediately upon becoming aware of any use or disclosure of PHI in violation of this Contract by the Grantee, its officers, directors, employees, subcontractors or agents or by a third party to which the Grantee disclosed PHI;
- f. Specify in its agreements with any agent or subcontractor that will have access to PHI that such agent or subcontractor agrees to be bound by the same restrictions, terms and conditions that apply to the Grantee pursuant to this Section;
- g. Make its internal policies and procedures, records and other documentation related to the use and disclosure of PHI available upon request to the U.S. Secretary of Health and Human Services for the purposes of determining compliance with the HIPAA regulations;
- h. Create and adopt policies and procedures to periodically audit adherence to all HIPAA regulations;
- i. Agree to ensure that any agent, including a subcontractor, to whom it provides PHI that was created, received, maintained, or transmitted by or on behalf of HCFA agrees to use reasonable and appropriate safeguards to protect the PHI.



- j. If feasible, return or destroy all PHI, in whatever form or medium (including any electronic medium) and all copies of any data or compilations derived from and allowing identification of any individual who is a subject of that PHI upon termination, cancellation, expiration or other conclusion of the Agreement, and in accordance with this Section of this Contract. The Grantee shall complete such return or destruction as promptly as possible, but not later than thirty (30) days after the effective date of the termination, cancellation, expiration or other conclusion of the Agreement. The Grantee shall identify any PHI that cannot feasibly be returned or destroyed. Within such thirty (30) days after the effective date of the termination, cancellation, expiration or other conclusion of the Agreement, the Grantee shall: (1) certify an oath in writing that such return or destruction has been completed; (2) identify any PHI which cannot feasibly be returned or destroyed; and (3) certify that it will only use or disclose such PHI for those purposes that make its return or destruction infeasible;
  - k. Implement all appropriate administrative, physical and technical safeguards to prevent the use or disclosure of PHI other than pursuant to the terms and conditions of this Contract and, including, but not limited to, privacy, security and confidentiality requirements in 45 CFR Parts 160 and 164;
  - l. Set up appropriate mechanisms to limit use or disclosure of PHI to the minimum necessary to accomplish the intended purpose of the use or disclosure;
  - m. Create and implement policies and procedures to address present and future HIPAA regulatory requirements as needed, including, but not limited to: use and disclosure of data; de-identification of data; minimum necessary access; accounting of disclosures; enrollee's right to amend, access, request restrictions; notice of privacy practices and right to file a complaint;
  - n. Provide an appropriate level of training to its staff and employees regarding HIPAA related policies, procedures, enrollee rights and penalties prior to the HIPAA implementation deadlines and at appropriate intervals thereafter;
  - o. Track training of Grantee staff and employees and maintain signed acknowledgements by staff and employees of the Grantee's HIPAA policies;
  - p. Be allowed to use and receive information from HCFA where necessary for the management and administration of this Contract and to carry out business operations where permitted under the regulations;
  - q. Be permitted to use and disclose PHI for the Grantee's own legal responsibilities;
  - r. Adopt the appropriate procedures and access safeguards to restrict and regulate access to and use by Grantee employees and other persons performing work for the Grantee to have only minimum necessary access to PHI and personally identifiable data within their organization;
  - s. Continue to protect and secure PHI and personally identifiable information relating to enrollees who are deceased; and
  - t. Track all security incidents as defined by HIPAA and periodically report such incidents to HCFA in summary fashion.
- E.9. Information Holders. HCFA and the Grantee are "information holders" as defined in TCA 47-18-2107. In the event of a breach of the security of Grantee's information system, as defined by TCA 47-18-2107, the Grantee shall indemnify and hold HCFA harmless for expenses and/or damages related to the breach. Such obligations shall include, but not be limited to, mailing notifications to affected enrollees. Substitute notice to written notice, as defined by TCA 47-18-2107(e)(2) and



(3), shall only be permitted with HCFA's express written approval. The Grantee shall notify HCFA's Privacy Office immediately upon becoming aware of any security incident that would constitute a "breach of the security of the system" as defined in TCA 47-18-2107.

E.10. Notification of Breach and Notification of Suspected Breach. - The Grantee shall notify HCFA's Privacy Office immediately upon becoming aware of any incident, either confirmed or suspected, that represents or may represent unauthorized access, use or disclosure of encrypted or unencrypted computerized data that materially compromises the security, confidentiality, or integrity of enrollee PHI maintained or held by the Grantee, including any unauthorized acquisition of enrollee PHI by an employee or otherwise authorized user of the Grantee's system. This includes, but is not limited to, loss or suspected loss of remote computing or telework devices such as laptops, PDAs, Blackberrys or other Smartphones, USB drives, thumb drives, flash drives, CDs, and/or disks.

E.11. Offer of Gratuities. By signing this contract, the Grantee signifies that no member of or a delegate of Congress, nor any elected or appointed official or employee of the State of Tennessee, the federal General Accounting Office, federal Department of Health and Human Services, the Center for Medicare and Medicaid Services, or any other state or federal agency has or will benefit financially or materially from this Contract. This Contract may be terminated by HCFA as provided in Section D.4, if it is determined that gratuities of any kind were offered to or received by any of the aforementioned officials or employees from the Contractor, its agent, or employees.

E.27. Nondiscrimination Compliance Requirements. The Contractor shall comply with all applicable federal and state civil rights laws, regulations, rules, and policies and Contract Section D.9 of this Contract.

a) In order to demonstrate compliance with the applicable federal and State civil rights laws and regulations, which may include, but are not limited to, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and 42 U.S.C. § 18116 the Contractor shall designate a staff person to be responsible for nondiscrimination compliance.

The Contractor's Nondiscrimination Compliance Coordinator ("NCC") shall be responsible for compliance with the nondiscrimination requirements set forth in this Contract. The Contractor does not have to require that civil rights compliance be the sole function of the designated NCC staff member. However, the Contractor shall identify the designated NCC staff member to HCFA by name.

The Contractor shall report to HCFA, in writing, to the attention of the HCFA Director of Civil Rights Compliance, within ten (10) calendar days of the commencement of any period of time that the Contractor does not have a designated staff person for nondiscrimination compliance. At such time that this function is redirected, the name of the staff member who assumed the duties shall be reported in writing to HCFA within ten (10) calendar days of assuming the duties of the NCC.

(1) The Contractor's NCC shall develop a nondiscrimination training plan within thirty (30) days of the implementation of this Contract and shall provide a copy of such training plan to HCFA on an annual basis and upon request. If needed, the NCC may request an extension of time for this due date. Thereafter, this training plan shall be updated as needed to conform to changes in Federal and State law and provided to HCFA as set forth above.

On an annual basis, the NCC shall be responsible for making nondiscrimination training available to all Contractor staff and to its subcontractors that are considered to be recipients of federal financial assistance under this contract. The Contractor shall be able to show documented proof



that the training was made available to the Contractor's staff and to its subcontractors that are considered to be recipients of federal financial assistance under this contract.

- (2) The Contractor shall, at a minimum, emphasize nondiscrimination in its personnel policies and procedures as it relates to hiring, promoting, operational policies, contracting processes and participation on advisory/planning boards or committees.
- (3) Prior to implementation of this Contract, Contractor shall provide its written policies and procedures that demonstrate nondiscrimination in the provision of services provided under this Contract to HCFA. These policies shall include topics, such as, the provision of language services to individuals with Limited English Proficiency and individuals requiring communication assistance in alternative formats and providing other forms of assistance to individuals with disabilities. These nondiscrimination policies and procedures shall be approved in writing by HCFA.
- (4) The Contractor shall keep such records as may be necessary in order to submit timely, complete and accurate compliance reports that may be requested by the U.S. Department of Health and Human Services ("HHS"), the U.S. Department of Justice ("DOJ"), HCFA, and the Tennessee Human Rights Commission ("THRC") or their designees. If requested, the information shall be provided in a format and timeframe specified by HHS, DOJ, HCFA, or THRC. The requested information may be necessary to enable HHS, DOJ, HCFA, or THRC to ascertain whether the Contractor is complying with the applicable civil rights laws. For example, the Contractor should have available data showing the manner in which services are or will be provided by the program in question, and related data necessary for determining whether any persons are or will be denied such services on the basis of prohibited discrimination. Further examples of data that could be requested can be found at 45 C.F.R. § 80.6 and 28 C.F.R. § 42.406.
- (5) The Contractor shall permit access as set forth in the applicable civil rights laws, such as, 45 C.F.R. § 80.6 to HHS, DOJ, HCFA, and THRC or their designees during normal business hours to such of its books, records, accounts, and other sources of information, and its facilities as may be pertinent to ascertain whether the Contractor is complying with the applicable civil rights laws.
- (6) The Contractor shall make available to beneficiaries and participants in HCFA's programs and other interested persons information regarding the provisions of the applicable civil rights laws as set forth in the implementing regulations, including 45 C.F.R. § 80.6 and 45 C.F.R. § 84.8. For example, a notification shall state, where appropriate, that the Contractor does not discriminate in admission or access to, or treatment or employment in, its programs or activities. The notification shall also include an identification of the responsible employee designated for its nondiscrimination compliance. This notice shall be considered a vital document and shall be available at a minimum in the English and Spanish languages.
- (7) The Contractor shall use and have available to individuals HCFA's discrimination complaint forms for the HCFA program or programs covered under this contract. These discrimination complaint forms shall be provided to individuals upon request and be available on the Contractor's website. HCFA's discrimination complaint forms are vital documents and must be available at a minimum in the English and Spanish languages. HCFA's Director of Civil Rights Compliance shall work with the Contractor's NCC on providing the Contractor with the HCFA program's or programs' discrimination complaint forms that are required under this contract.

The Contractor shall provide assistance to individuals that request that the Contractor assist them with filing discrimination complaints with the HCFA program or programs covered under this contract. The Contractor shall inform its employees and its providers and subcontractors that are considered to be recipients of federal financial assistance under this contract about how to assist individuals with obtaining discrimination complaint forms and assistance with submitting the forms to the HCFA program or programs covered under this contract.



- (8) Written materials provided pursuant to this Contract shall be in plain language and ensure effective communication with Limited English Proficiency ("LEP") individuals and individuals with disabilities at no expense to these individuals and/or their representatives and shall meet the standards set forth in the applicable civil rights laws and guidance. Effective Communication may be achieved by providing interpretation and translation services and other forms of auxiliary aids or services, including, Braille and large print and shall be based on the needs of the individual and/or the individual's representative. Written materials specific to HCFA's programs' members shall be prior approved in writing by HCFA prior to the materials being sent to these individuals.
  - (9) Written materials provided pursuant to this Contract shall include a number individuals can call free of charge for language assistance services. This information shall be considered a vital document and shall be available at a minimum in the English and Spanish languages.
  - (10) In addition, written materials shall include information and a toll free number for individuals with disabilities to use in order to request assistance with accessing services or other program benefits that these individuals are entitled to under the applicable federal and state civil rights laws including, but not limited to, Section 504 of the Rehabilitation Act of 1973 and Titles II and III of the Americans with Disabilities Act of 1990. This information shall be considered a vital document and shall be available at a minimum in the English and Spanish languages.
  - (11) Within ninety (90) calendar days of notification from HCFA, all vital Contractor documents related to this Contract shall be translated and available to each Limited English Proficiency ("LEP") group identified by HCFA in accordance with the applicable standards set forth below:
    - (i) If a LEP group constitutes five percent (5%) or 1,000, whichever is less, of the population targeted under this Contract, vital documents shall be translated into that LEP language. Translation of other documents, if needed, can be provided orally; or
    - (ii) If there are fewer than fifty (50) individuals in a language group that is part the population targeted under this Contract that reaches the five percent (5%) trigger in (a), the Contractor shall inform those individuals that it does not provide written translation of vital documents but provides written notice in that group's primary language of the right to receive competent oral interpretation of those written materials, free of cost.
    - (iii) At a minimum, all vital Contractor documents shall be translated and available in Spanish.
  - (12) In accordance with the requirements set forth in 42 U.S.C. § 300kk, the Contractor must develop and maintain the ability to collect and report data on race, ethnicity, sex, primary language, and disability status for the population targeted under this Contract and the parents or legal guardians of minors or legally incapacitated individuals targeted under this Contract. In collecting this data the Contractor shall use the Office of Management and Budget (OMB) standards, at a minimum, for race and ethnicity measures. Data collection standards for Race, Ethnicity, Sex, Primary Language, and Disability Status are available from the Office of Minority Health and on its website located at: <http://www.minorityhealth.hhs.gov/templates/content.aspx?ID=9227&lvi=2&lviID=208>.
- b) The Contractor shall submit the following nondiscrimination compliance deliverables to HCFA as follows:

Annually, HCFA shall provide the Contractor with a Nondiscrimination Compliance Questionnaire. The Contractor shall answer the questions contained in the Compliance Questionnaire and submit the completed Questionnaire to HCFA within sixty (60) days of receipt of the Questionnaire with any requested documentation, which shall include, the Contractor's Assurance of Nondiscrimination. The signature date of the Contractor's Nondiscrimination Compliance Questionnaire shall be the same as the signature date of the Contractor's Assurance of Nondiscrimination. The Nondiscrimination Compliance Questionnaire deliverables shall be in a format specified by HCFA.



As part of the requested documentation for the Nondiscrimination Compliance Questionnaire, the Contractor shall submit copies of its nondiscrimination policies and procedures that demonstrate nondiscrimination in the provision of its services, programs, or activities provided under this Contract. These policies shall include topics, such as, the provision of language assistance services for LEP individuals and those requiring effective communication assistance in alternative formats, and providing assistance to individuals with disabilities. Any nondiscrimination policies and procedures that are specific to HCFA program members shall be prior approved in writing by HCFA.

Also as part of the requested documentation for the Nondiscrimination Compliance Questionnaire the Contractor shall include reports that capture data for all language and communication assistance services used and provided by the Contractor under this Contract. One report shall contain the names of the Contractor's language and communication assistance service providers, the languages that interpretation and translation services are available in, the auxiliary aids or services that were provided and that are available, the hours the language assistance services are available, and the numbers individuals call to access language and communication assistance services. A separate report that captures a listing of language and communication assistance services that were requested by members (i.e. Arabic; Braille) and the methods used to provide the language and alternative communication service to the members (i.e. interpretation; translation). Upon request the Contractor shall provide a more detailed report that contains the requestor's name and identification number, the requested service, the date of the request, the date the service was provided, and the name of the service provider.

- c) Discrimination Complaint Investigations. All discrimination complaints against the Contractor and its employees and its subcontractors that are considered to be recipients of federal financial assistance under this contract shall be resolved according to the provisions of this Section and the below subsections:
- (1) Discrimination Complaints against the Contractor and/or Contractor's Employees. When complaints concerning alleged acts of discrimination committed by the Contractor and/or its employees related to the provision of and/or access to one of HCFA's programs are reported to the Contractor, the Contractor's NCC shall send such complaints within two (2) business days of receipt to HCFA. HCFA shall investigate and resolve all alleged acts of discrimination committed by the Contractor and/or its employees. The Contractor shall cooperate with HCFA during the investigation and resolution of such complaints. HCFA reserves the right to request that the Contractor's NCC assist with conducting the initial investigations and to suggest resolutions of alleged discrimination complaints. If HCFA requests that the Contractor's NCC assist HCFA with conducting the initial investigation, the Contractor's NCC within five (5) business days from the date of the request shall start the initial investigation. The Contractor's NCC shall provide HCFA with all requested information, including but not limited to, the identity of the party filing the complaint; the complainant's relationship to the Contractor; the circumstances of the complaint; date complaint filed; and the Contractor's suggested resolution. HCFA shall review the Contractor's initial investigations and determine the appropriate resolutions for the complaints as set forth in subsection c below. During the complaint investigation, the Contractor shall have the opportunity to provide HCFA with any information that is relevant to the complaint investigation. Any documentation or materials related to such investigation shall be considered confidential and not subject to disclosure to any third party, unless disclosure is otherwise required by law.
  - (2) Discrimination Complaints against the Contractor's Subcontractors that are recipients of federal financial assistance under this Contract. Should complaints concerning alleged acts of discrimination committed by the Contractor's subcontractors related to the provision of and/or access to one of HCFA's programs be reported to the Contractor, the Contractor's nondiscrimination compliance officer shall inform HCFA of such complaints within two (2) business days from the date Contractor learns of such complaints. If HCFA requests that the Contractor's nondiscrimination compliance officer assist HCFA with conducting the initial investigation, the Contractor's nondiscrimination compliance officer within five (5) business days



from the date of the request shall start the initial investigation. Once an initial investigation has been completed, the Contractor's nondiscrimination compliance officer shall report his/her determinations to HCFA. At a minimum, the Contractor's nondiscrimination compliance officer's report shall include the identity of the party filing the complaint; the complainant's relationship to the Contractor; the circumstances of the complaint; date complaint filed; and the Contractor's suggested resolution. HCFA shall review the Contractor's initial investigations and determine the appropriate resolutions for the complaints as set forth in subsection (3) below. HCFA reserves the right to investigate and resolve all complaints concerning alleged acts of discrimination committed by the Contractor's subcontractors that are recipients of federal financial assistance under this Contract. The Contractor's Providers and Subcontractors that are recipients of federal financial assistance under this Contract shall cooperate with HCFA and the Contractor during discrimination investigations and resolutions.

- (3) **Corrective Action Plans to Resolve Discrimination Complaints.** If a discrimination complaint against the Contractor or its employees or one of its subcontractors who are recipients of federal financial assistance under this contract, is determined by HCFA to be valid, HCFA shall, at its option, either (i) provide the Contractor with a corrective action plan to resolve the complaint, or (ii) request that the Contractor submit a proposed corrective action plan to HCFA for review and approval that specifies what actions the Contractor proposes to take to resolve the discrimination complaint. Upon provision of the corrective action plan to Contractor by HCFA, or approval of the Contractor's proposed corrective action plan by HCFA, the Contractor shall implement the approved corrective action plan to resolve the discrimination complaint. HCFA, in its sole discretion, shall determine when a satisfactory discrimination complaint resolution has been reached and shall notify Contractor of the approved resolution. A discrimination complaint resolution corrective action plan may consist of approved nondiscrimination training on relevant discrimination topics. Prior to use, the nondiscrimination training material shall be reviewed and approved by HCFA. Time periods for the implementation of the corrective action plan nondiscrimination training shall be designated by HCFA.
- d) **Electronic and Information Technology Accessibility Requirements.** To the extent that the Contractor is using electronic and information technology to fulfill its obligations under this Contract, the Contractor agrees to comply with the electronic and information technology accessibility requirements under the federal civil rights laws including Section 504 and Section 508 of the Rehabilitation Act of 1973 ("Section 508") and the Americans with Disabilities Act. To comply with the accessibility requirements for Web content and non-Web electronic documents and software, the Contractor shall use W3C's Web Content Accessibility Guidelines ("WCAG") 2.0 AA (For the W3C's guidelines see: <http://www.w3.org/TR/WCAG20/>) (Two core linked resources are Understanding WCAG 2.0 <http://www.w3.org/TR/UNDERSTANDING-WCAG20/> and Techniques for WCAG 2.0 <http://www.w3.org/TR/WCAG20-TECHS/>).

Should the Contractor have a designated staff member responsible for Contractor's electronic and information technology accessibility compliance, the name and contact information for this individual shall be provided to HCFA within ten (10) days of the implementation of this Contract and within ten (10) days of this position being reassigned to another staff member.

Prior to the start of this Contract and on an annual basis thereafter, the Contractor's staff that is designated to work on HCFA's electronic and information technology projects shall receive training on electronic and information technology accessibility requirements. The Contractor shall be able to show documented proof that this training was provided. In addition, Contractor shall provide a copy of its electronic and information technology accessibility training to HCFA upon request.

Contractor agrees to perform regularly scheduled (i.e., automatic) scans and manual testing for WCAG 2.0 AA compliance for all user content and applications in order to meet the standards for compliance. The Contractor must ensure that any system additions, updates, changes or



modifications comply with WCAG 2.0 AA. Commercial Off-the-shelf ("COTS") products may be used to verify aspects of WCAG 2.0 AA compliance.

Additionally, the Contractor agrees to comply with Title VI of the Civil Rights Act of 1964. In order to achieve Title VI compliance the Contractor should add a system function that allows users to translate the content into a language other than English. This requirement may be satisfied by the provision of a link to Google translate or other machine translate tool.

Should the system or a component of the system fail to comply with the accessibility standards, the Contractor shall develop and submit to HCFA for approval a noncompliance report that identifies the areas of noncompliance, a plan to bring the system or component into compliance, an alternative/work around that provides users with the equivalent access to the content, and a timeframe for achieving that compliance. HCFA shall review the noncompliance report to determine whether or not it is acceptable and should be implemented. Once the noncompliance report is approved by HCFA the Contractor may implement the compliance plan. HCFA, in its sole discretion, shall determine when a satisfactory compliance plan resolution has been reached and shall notify the Contractor of the approved resolution. If Contractor is unable to obtain content that conforms to WCAG 2.0 AA, it shall demonstrate through its reporting to HCFA that obtaining or providing accessible content would fundamentally alter the nature of its goods and services or would result in an undue burden.

**IN WITNESS WHEREOF,  
TENNESSEE COMMUNITY SERVICES AGENCY**

Thomas D. McWhorter 3-23-16  
GRANTEE SIGNATURE DATE

Thomas D. McWhorter, Executive Director  
PRINTED NAME AND TITLE OF GRANTEE SIGNATORY (above)

**DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
BUREAU OF TENNCARE:**

Larry B. Martin / c.d 3/30/2016  
LARRY B. MARTIN, COMMISSIONER DATE



ATTACHMENT A

GRANT BUDGET FY 2017  
(Grant Budget Page 1)

Tennessee Community Services Agency Provider and Enrollee Call Center				
APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning July 1, 2016 and ending June 30, 2017.				
POLICY 03 Object Line-item Reference	EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup> (detail schedule(s) attached as applicable)	GRANT CONTRACT	GRANTEE PARTICIPATION	TOTAL PROJECT
1	Salaries	\$612,700.00	\$0.00	\$612,700.00
2	Benefits & Taxes	194,300.00	0.00	194,300.00
4, 15	Professional Fee/ Grant & Award <sup>2</sup>	3,200.00	0.00	3,200.00
5	Supplies	14,984.00	0.00	14,984.00
6	Telephone	17,600.00	0.00	17,600.00
7	Postage & Shipping	800.00	0.00	800.00
8	Occupancy	67,200.00	0.00	67,200.00
9	Equipment Rental & Maintenance	3,000.00	0.00	3,000.00
10	Printing & Publications	0.00	0.00	0.00
11, 12	Travel/ Conferences & Meetings	500.00	0.00	500.00
13	Interest <sup>2</sup>	0.00	0.00	0.00
14	Insurance	0.00	0.00	0.00
16	Specific Assistance to Individuals	0.00	0.00	0.00
17	Depreciation <sup>2</sup>	0.00	0.00	0.00
18	Other Non-Personnel <sup>2</sup>	1,000.00	0.00	1,000.00
20	Capital Purchase <sup>2</sup>	0.00	0.00	0.00
22	Indirect Cost	137,216.00	0.00	137,216.00
24	In-Kind Expense	0.00	0.00	0.00
25	<b>GRAND TOTAL</b>	<b>\$1,052,500.00</b>	<b>\$0.00</b>	<b>\$1,052,500.00</b>

<sup>1</sup> Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, *Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A*. (posted on the Internet at: [www.state.tn.us/finance/rds/ocr/policy03.pdf](http://www.state.tn.us/finance/rds/ocr/policy03.pdf)).

<sup>2</sup> Applicable detail attached if line-item is funded.



ATTACHMENT A (continued)  
GRANT BUDGET FY 2017 LINE-ITEM DETAIL  
(BUDGET PAGE 2)

Tennessee Community Services Agency  
Provider and Enrollee Call Center

<b>PROFESSIONAL FEE/ GRANT &amp; AWARD</b>	<b>AMOUNT</b>
IT services and support	\$3,200.00
<b>TOTAL</b>	<b>\$3,200.00</b>

<b>OTHER NON-PERSONNEL</b>	<b>AMOUNT</b>
Advertising with area news publications for vacancies as needed	\$1,000.00
<b>TOTAL</b>	<b>\$1,000.00</b>



**ATTACHMENT A (continued)**  
**GRANT BUDGET FY 2017 LINE-ITEM DETAIL**  
**(BUDGET PAGE 3)**

**BUDGET SUMMARY (Salaries Detail)**

**CONTRACTOR: Tennessee Community Services Agency  
 Provider and Enrollee Call Center**

**CONTRACT TERM: July 1, 2016 to June 30, 2017**

NAME	POSITION TITLE	MONTHLY SALARY	# OF MONTHS WORKED	% OF TIME WORKED	TOTAL CONTRACT SALARY
Whitfield, Charles	Program Supervisor	\$3,825.25	12	100%	\$45,903.00
Spegal, Leslie	Operator 1, Lead	2,154.75	12	100%	25,857.00
Allison, Elizabeth	Operator 2	1,823.25	12	100%	21,879.00
Bond, Lavonda	Operator 3	1,823.25	12	100%	21,879.00
Boyd, Mary	Operator 4	1,221.58	12	67%	14,658.93
Boykins, Joshua	Operator 5	1,787.50	12	100%	21,450.00
Bryson, Sandra	Operator 6	1,823.25	12	100%	21,879.00
Casteel, Christine	Operator 7	1,823.25	12	100%	21,879.00
Cosey, Sabrina	Operator 8	1,823.25	12	100%	21,879.00
Culver, L'Easha	Operator 9	1,787.50	12	100%	21,450.00
Davis, Nina	Operator 10	1,823.25	12	100%	21,879.00
Ellison, Sheila	Operator 11	1,823.25	12	100%	21,879.00
Givens, Martha	Operator 12	1,221.58	12	67%	14,658.93
Hall, Jennifer	Operator 13	1,823.25	12	100%	21,879.00
Harvey, James	Operator 14	1,787.50	12	100%	21,450.00
Henning, Keyana	Operator 15	1,787.50	12	100%	21,450.00
Hogsett, Jermaine	Operator 16	1,823.25	12	100%	21,879.00
McBride, Tiffany	Operator 17	1,787.50	12	100%	21,450.00
Morris, Kathryn	Operator 18	1,823.25	12	100%	21,879.00
Nichols, Alisha	Operator 19	1,823.25	12	100%	21,879.00
Smith, Becky	Operator 20	1,221.58	12	67%	14,658.93
Sutton, Rebecca	Operator 21	1,787.50	12	100%	21,450.00
Taylor, Antron	Operator 22	1,823.25	12	100%	21,879.00
Tolbert, Erica	Operator 23	1,823.25	12	100%	21,879.00
Wells, Amy	Operator 24	1,787.50	12	100%	21,450.00
Vacant	Operator 25	1,787.50	12	100%	21,450.00
Vacant	Operator 26	1,787.50	12	100%	21,450.00
Patterson, Don	Site Director	6,782.75	12	15%	12,208.95
Rasnic, Jeremy	Administrative Specialist, Technical Support	4,000.75	12	15%	7,201.35
<b>TOTAL (Actual)</b>					\$612,624.09
<b>TOTAL (Rounded to nearest \$100)</b>					\$612,700.00



**ATTACHMENT A.1**  
**GRANT BUDGET FY 2018**  
 (Grant Budget Page 1)

<b>Tennessee Community Services Agency Provider and Enrollee Call Center</b>				
<b>APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning July 1, 2017 and ending June 30, 2018.</b>				
<b>POLICY 03 Object Line-item Reference</b>	<b>EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup> (detail schedule(s) attached as applicable)</b>	<b>GRANT CONTRACT</b>	<b>GRANTEE PARTICIPATION</b>	<b>TOTAL PROJECT</b>
1	Salaries	\$612,700.00	\$0.00	\$612,700.00
2	Benefits & Taxes	194,300.00	0.00	194,300.00
4, 15	Professional Fee/ Grant & Award <sup>2</sup>	3,200.00	0.00	3,200.00
5	Supplies	14,984.00	0.00	14,984.00
6	Telephone	17,600.00	0.00	17,600.00
7	Postage & Shipping	800.00	0.00	800.00
8	Occupancy	67,200.00	0.00	67,200.00
9	Equipment Rental & Maintenance	3,000.00	0.00	3,000.00
10	Printing & Publications	0.00	0.00	0.00
11, 12	Travel/ Conferences & Meetings	500.00	0.00	500.00
13	Interest <sup>2</sup>	0.00	0.00	0.00
14	Insurance	0.00	0.00	0.00
16	Specific Assistance to Individuals	0.00	0.00	0.00
17	Depreciation <sup>2</sup>	0.00	0.00	0.00
18	Other Non-Personnel <sup>2</sup>	1,000.00	0.00	1,000.00
20	Capital Purchase <sup>2</sup>	0.00	0.00	0.00
22	Indirect Cost	137,216.00	0.00	137,216.00
24	In-Kind Expense	0.00	0.00	0.00
25	<b>GRAND TOTAL</b>	<b>\$1,052,500.00</b>	<b>\$0.00</b>	<b>\$1,052,500.00</b>

<sup>1</sup> Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, *Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A.* (posted on the Internet at: [www.state.tn.us/finance/rds/ocr/policy03.pdf](http://www.state.tn.us/finance/rds/ocr/policy03.pdf)).

<sup>2</sup> Applicable detail attached if line-item is funded.



**ATTACHMENT A.1 (continued)**  
**GRANT BUDGET FY 2018 LINE-ITEM DETAIL**  
**(BUDGET PAGE 2)**

**Tennessee Community Services Agency  
Provider and Enrollee Call Center**

<b>PROFESSIONAL FEE/ GRANT &amp; AWARD</b>	<b>AMOUNT</b>
IT services and support	\$3,200.00
<b>TOTAL</b>	<b>\$3,200.00</b>

<b>OTHER NON-PERSONNEL</b>	<b>AMOUNT</b>
Advertising with area news publications for vacancies as needed	\$1,000.00
<b>TOTAL</b>	<b>\$1,000.00</b>



ATTACHMENT A.1 (continued)  
 GRANT BUDGET FY 2018 LINE-ITEM DETAIL  
 (BUDGET PAGE 3)

**BUDGET SUMMARY (Salaries Detail)**

**CONTRACTOR: Tennessee Community Services Agency  
 Provider and Enrollee Call Center**

**CONTRACT TERM: July 1, 2017 to June 30, 2018**

NAME	POSITION TITLE	MONTHLY SALARY	# OF MONTHS WORKED	% OF TIME WORKED	TOTAL CONTRACT SALARY
Whitfield, Charles	Program Supervisor	\$3,825.25	12	100%	\$45,903.00
Spegal, Leslie	Operator 1, Lead	2,154.75	12	100%	25,857.00
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Boyd, Mary	Operator 4	1,221.58	12	67%	14,658.93
Boykins, Joshua	Operator 5	1,787.50	12	100%	21,450.00
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Cosey, Sabrina	Operator 8	1,823.25	12	100%	21,879.00
Culver, L'Easha	Operator 9	1,787.50	12	100%	21,450.00
Davis, Nina	Operator 10	1,823.25	12	100%	21,879.00
Ellison, Sheila	Operator 11	1,823.25	12	100%	21,879.00
Givens, Martha	Operator 12	1,221.58	12	67%	14,658.93
Hall, Jennifer	Operator 13	1,823.25	12	100%	21,879.00
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Hogsett, Jermaine	Operator 16	1,823.25	12	100%	21,879.00
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Morris, Kathryn	Operator 18	1,823.25	12	100%	21,879.00
Nichols, Alisha	Operator 19	1,823.25	12	100%	21,879.00
Smith, Becky	Operator 20	1,221.58	12	67%	14,658.93
Sutton, Rebecca	Operator 21	1,787.50	12	100%	21,450.00
Taylor, Antron	Operator 22	1,823.25	12	100%	21,879.00
Tolbert, Erica	Operator 23	1,823.25	12	100%	21,879.00
Wells, Amy	Operator 24	1,787.50	12	100%	21,450.00
Vacant	Operator 25	1,787.50	12	100%	21,450.00
Vacant	Operator 26	1,787.50	12	100%	21,450.00
Patterson, Don	Site Director	6,782.75	12	15%	12,208.95
Rasnic, Jeremy	Administrative Specialist, Technical Support	4,000.75	12	15%	7,201.35
<b>TOTAL (Actual)</b>					\$612,624.09
<b>TOTAL (Rounded to nearest \$100)</b>					\$612,700.00



**ATTACHMENT B**

**Federal Award Identification Worksheet**

Subrecipient's name (must match registered name in DUNS)	Tennessee Community Services Agency
Subrecipient's DUNS number	940007891
Federal Award Identification Number (FAIN)	05-1505TN5MAP
Federal award date	TennCare is a continuing entitlement program that receives quarterly allotments from the federal government, therefore there is no date of award.
CFDA number and name	93.778 Department of Health and Human Services, Title XIX
Grant contract's begin date	July 1, 2016
Grant contract's end date	June 30, 2018
Amount of federal funds obligated by this grant contract	\$1,052,500.00
Total amount of federal funds obligated to the subrecipient	
Total amount of the federal award to the pass-through entity (Grantor State Agency)	\$6.6 billion budgeted for FY '15. TennCare is a continuing entitlement program that receives quarterly allotments from the federal government, therefore there is no upper award limit.
Name of federal awarding agency	Department of Health and Human Services
Name and contact information for the federal awarding official	Philip M. Bailey Center for Medicare and Medicaid Services (CMS) Regional Office 615-255-9305
Is the federal award for research and development?	No.
Indirect cost rate for the federal award (See 2 C.F.R. §200.331 for information on type of indirect cost rate)	Indirect cost determined according to approved cost allocation plan.



ATTACHMENT C

**Notice of Audit Report**

Check one of the two boxes below and complete the remainder of this document as instructed. Send completed documents as a PDF file to [cpo.auditnotice@tn.gov](mailto:cpo.auditnotice@tn.gov). **The Grantee should submit only one, completed "Notice of Audit Report" document to the State ninety (90) days prior to the Grantee's fiscal year.**

- Tennessee Community Services Agency is subject to an audit for fiscal year 2017.
- Tennessee Community Services Agency is not subject to an audit for fiscal year 2017.

Grantee's Edison Vendor ID Number:

Grantee's fiscal year end:

Any Grantee that is subject to an audit must complete the information below.

Type of funds expended	Estimated amount of funds expended by end of Grantee's fiscal year
Federal pass-through funds	
a. Funds passed through the State of Tennessee	a.
b. Funds passed through any other entity	b.
Funds received directly from the federal government	
Non-federal funds received directly from the State of Tennessee	

Auditor's name:

Auditor's address:

Auditor's phone number:

Auditor's email:



ATTACHMENT D

**Parent Child Information**

Send completed documents as a PDF file to [cpo.auditnotice@tn.gov](mailto:cpo.auditnotice@tn.gov). **The Grantee should submit only one, completed "Parent Child Information" document to the State during the Grantee's fiscal year if the Grantee indicates it is subject to an audit on the "Notice of Audit Report" document.**

"Parent" means an entity whose IRS filing contains the information of at least one other entity.

"Child" means an entity whose information is contained in another entity's IRS filing.

Grantee's Edison Vendor ID number:

Is Tennessee Community Services a parent?    Yes     No

If yes, provide the name and Edison Vendor ID number, if applicable, of any child entities.

Is Tennessee Community Services a child? Yes     No

If yes, complete the fields below.

Parent entity's name: \_\_\_\_\_

Parent entity's tax identification number: \_\_\_\_\_

Note: If the parent entity's tax identification number is a social security number, this form must be submitted via US mail to:

Central Procurement Office, Grants Program Manager  
3<sup>rd</sup> Floor, WRS Tennessee Tower  
312 Rosa L Parks Avenue  
Nashville, TN 37243

Parent entity's contact information

Name of primary contact person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Parent entity's Edison Vendor ID number, if applicable: \_\_\_\_\_