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**MONTGOMERY COUNTY DEPARTMENT  
OF HEALTH & HUMAN SERVICES**

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DOREEN HESPELL  
ADMINISTRATOR

Senate Health and Human Services Committee; Senate Aging and Youth Joint Committee;  
House Aging and Older Adult Services Committee; House Human Services Committee

8/19/21

Dear Distinguished Committee Members,

As representatives of the Montgomery County Office of Senior Services, we respectfully submit our comments regarding the prospect of Maximus US Services, Inc. (Maximus) being awarded a Department of Human Services (DHS) contract expanding their role as the Independent Enrollment Broker (IEB) to include assessment services currently provided by the Area Agencies on Aging (AAA) across the commonwealth. We fervently oppose this change for numerous reasons, the most important being the negative impact on the vulnerable populations served under DHS and their Medicaid funded supportive services. The concerns stem from our past experiences with Maximus as IEB. Since their initial contract for IEB began in Pennsylvania, Maximus has not meet their obligations on timeframes or application processing, which created a significant backlog in service provision for those vulnerable older adults seeking in-home services over the more costly option of institutional care in a skilled nursing facility.

Due to failings of Maximus as IEB, AAAs across the commonwealth received numerous, frantic phone calls from older adults and their caregivers requesting updates on their standing with Maximus and their pending application. We felt powerless to help when we had been removed from the process of enrollment and struggled to get answers from Maximus to support our county residents. If this expanded contract, including time sensitive assessments for hospital and facility based locations currently provided by AAAs, moves forward, residents of Montgomery County will no doubt experience more delays in service provision and hospitals and facilities will experience delays in processing of discharge planning and care transitions. Maximus does not understand the assessment role as the experienced AAA network does, and we are unconvinced that Maximus has the capacity to handle the complex and time sensitive assessment process successfully. Their poor performance as IEB must be considered, regardless of their ability as a large corporation to underbid more qualified and reputable entities. Please join our call to cease any further negotiations with Maximus and reconsider allowing this past poor performer to continue disappointing and harming our most vulnerable county residents. Montgomery County residents, and all Pennsylvanians, deserve better.

Sincerely,

Doreen Hespell, Administrator  
Elliott Smith, Deputy Administrator – Direct Care Services  
Charnee Genuardi, Supervisor III – Community Based Services