

February 16, 2016

Attention: Call Center RFP Respondents

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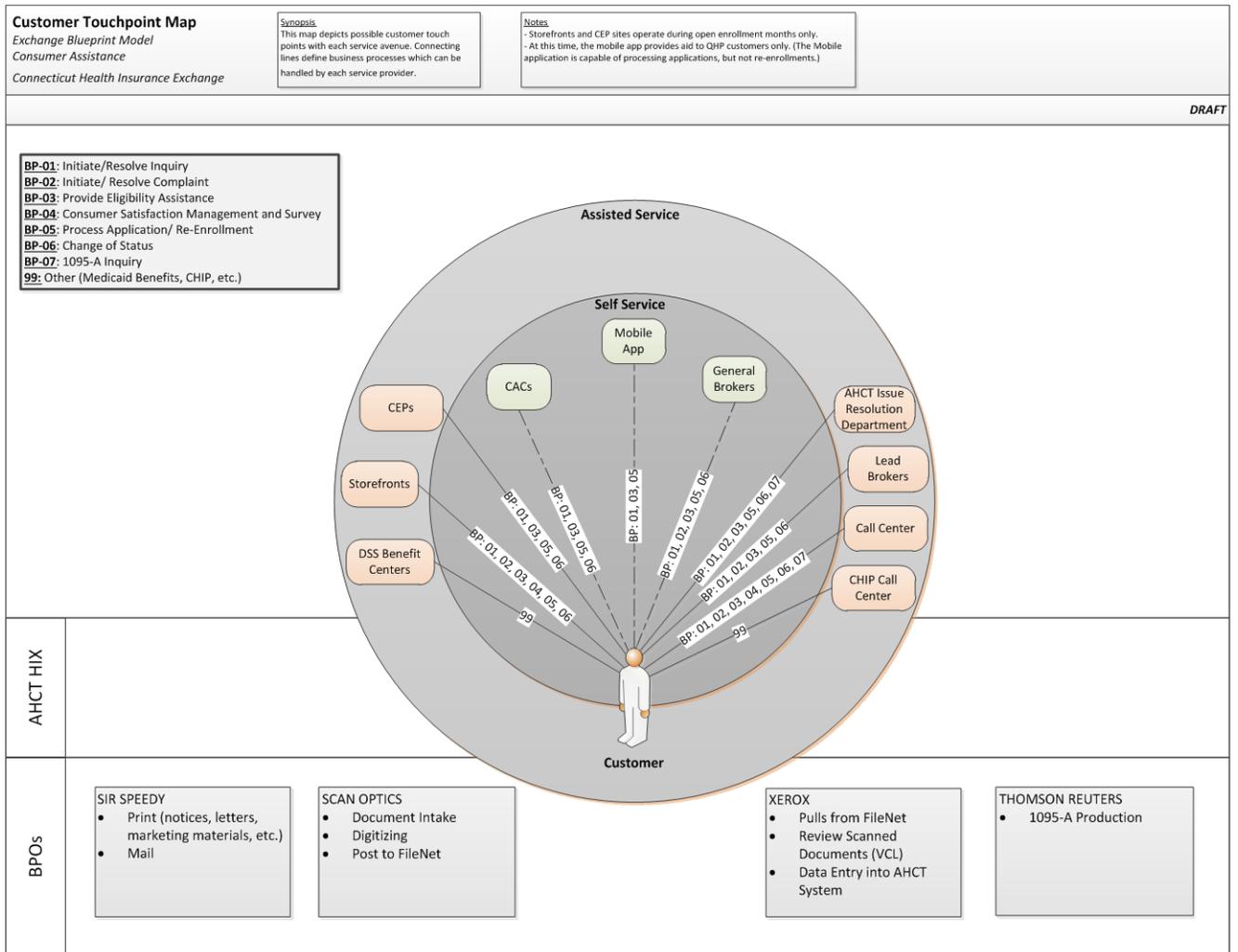
Addendum to the Request for Proposal for Call Center Services issued January 21, 2016.

This Addendum modifies and supplements the Request for Proposal for Call Center Services as well as any supplementary materials (the "RFP"). The parties agree that wherever there is any conflict between this Addendum and the RFP, the provisions of this Addendum will control.

Thank you,

Access Health CT

## Customer Touchpoint Map



**FOIA Redaction Justification Sheet**

VENDOR NAME:

NAME OF DOCUMENT BEING REDACTED:

DATE:

#	Name of Section	Location (Page #, etc.)	Text/Item Redacted	Justification for Redaction	FOIA Reference (See Conn. Gen. Stat. Section 1-210)
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