

DOCUMENT HISTORY LOG

Document Status	Document Revision Number	Effective Date	Description of Revision
Amendment	1	June 5, 2020	<p>Attachment A Amended and Restated Dental Services Scope of Work and adds the following section:</p> <ul style="list-style-type: none"> a. Section 2.2.6.1 Responsibility in the Event of a Federal Emergency Management Agency or Governor-Declared Disaster or other Emergency; b. Section 2.2.6.2 Employee Bonus and/or Incentive Payment Plan; c. Section 2.3.8.5 Monitoring Access; d. Section 2.3.9.2 Indian Health Care Providers; e. Section 2.3.20.4 Provider Directory; f. Section 2.3.31.6 Treatment of Recoveries by the Dental Contractor for Fraud Waste an Abuse; g. Section 2.4.3 Remedies and Liquidated Damages; h. Section 2.4.4 FREW Incentives and Disincentives; i. Section 2.5.4.9 Timeframe for Notice of Resolution of Appeals; and j. Section 2.8.3 Turnover Services. <p>Attachment A-1 Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global Change to add Acronym UMCM for Uniform Managed Care Manual; b. Section 2.3.5 Value added Services; c. Section 2.3.6 Case-By Case Services; d. Section 2.3.8 Access to Care; e. Section 2.3.8.2 Access to Network Providers; f. Section 2.3.9.2 Provider Network; g. Section 2.3.10 Provider Contract Requirements; h. Section 2.3.17 Out-of-State Providers; i. Section 2.3.20.4.1 Hard Copy of Providers Directory; j. Section 2.3.20.4.2 Online Provider Directory; k. Section 2.3.20.7 Cultural Competency Plan; l. Section 2.3.22 Marketing and Prohibited Practices; m. Section 2.3.31 Fraud, Waste, and Abuse; n. Section 2.3.31.2 Special Investigative Units; o. Section 2.3.31.3 General Requests for and Access to Date, Records, and other Information;

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>p. Section 2.3.31.6 Treatment of Recoveries by the Dental Contractor for Fraud Waste and Abuse;</p> <p>q. Section 2.5.4 Member Complaints and Internal Appeals system;</p> <p>r. Section 2.5.4.3 Medical Dental Contractor’s Internal Appeals Process;</p> <p>s. Section 2.5.4.4 Expedited Medicaid Dental; Contractor’s Internal Appeals Process;</p> <p>t. Section 2.5.4.7 Timeframe for Notices of Action;</p> <p>u. Section 2.5.4.8 Notice of Disposition of Internal Appeal;</p> <p>v. Section 2.5.5 Third Party Liability, Recovery, and Coordination of Benefits;</p> <p>w. Section 2.6 SSI Members;</p> <p>x. Section 2.7 Additional CHIP Scope of Work; and</p> <p>y. Section 2.7.5 Third Party Liability and Recovery and Coordination of Benefits.</p> <p>Attachment B-1 Amended and Restated Dental Services Terms and Conditions Amended revised to modify the following sections:</p> <p>a. Article 2: Definitions;</p> <p>b. Section 4.02 Dental Contractor’s Key Personnel;</p> <p>c. Section 4.08 Subcontractors and Agreements with Third Parties;</p> <p>d. Section 4.12 Employment Verification (E-Verify Program);</p> <p>e. Section 5.04 CHIP Eligibility and Enrollment;</p> <p>f. Section 9.01 Record Retention and Audit;</p> <p>g. Section 10.05 CHIP Premium Rates Structure;</p> <p>h. Section 10.06 Medicaid Premium Rates Structure;</p> <p>i. Section 10.08 Experience Rebate;</p> <p>j. Section 11.08 Dental Contractor’s Incident and Breach Notice, Reporting and Mitigation;</p> <p>k. Section 11.08.1 Notification to HHSC; and</p> <p>l. Section 11.09 Information Security and Privacy Requirements.</p>

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>Attachment B-1 Amended and Restated Dental Services Terms and Conditions Amended revised to remove the following sections:</p> <ul style="list-style-type: none"> a. Section 11.10 Notification to HHSC; b. Section 11.10.2 Dental Contractor’s; Investigation, Response, and Mitigation; and c. Section 11.10.3 Breach Notification to Individuals and Reporting to Authorities. <p>Attachment N – Access Standards Map has been incorporated into the Contract.</p>
Amendment	2	September 1, 2020	<p>Attachment A-1 Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global change from MCO to Dental Contractor; b. Section 2.2 Transition Phase Scope; c. Section 2.2.1 Introduction; d. Section 2.2.3 Transition Phase Schedule and Tasks; e. Section 2.2.4 Transition Planning; f. Section 2.2.5 Administration and Key Dental Contractor Personnel; g. Section 2.2.6 Organization and Financial Readiness Review; h. Section 2.2.6.3 System Testing and Transfer Data; i. Section 2.3.2 Operational Readiness Review; j. Section 2.3.6 Case-by-Case Services; k. Section 2.3.8.2 Access to Network Providers; l. Section 2.3.8.3.1 Main Dentists; m. Section 2.3.8.3.2 Specialists; n. Section 2.3.8.4 Exception Process; o. Section 2.3.14 Provider Hotline; p. Section 2.3.20.5 Member Services Hotline; q. Section 2.3.20.7 Cultural Competency Plan; r. Section 2.3.24 Utilization Management; s. Section 2.3.27 Financial Requirements for Medically Necessary Covered Dental Services; t. Section 2.3.29.5 Claims Project; u. Section 2.3.31.2 Special Investitive Unit;

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>v. Section 2.3.31.3 General Requests for and Access to Data, Records, and Other Information;</p> <p>w. Section 2.3.31.4 Claims Data Submission Requirements;</p> <p>x. Section 2.4.3 Remedies and Liquidated Damages.</p> <p>y. Section 2.5.1.2 Texas Health Steps Education/Outreach.</p> <p>z. Section 2.5.4.3 Medicaid Dental Contractor’s Internal Appeals Process;</p> <p>aa. Section 2.5.4.5 Access to State Fair Hearing for Medicaid Members;</p> <p>bb. Section 2.5.4.6 Notice of Adverse Benefit Determination and Disposition of Internal Dental Contractor Appeals for Medicaid Members;</p> <p>cc. Section 2.5.4.7 Timeframe for Notice of Action;</p> <p>dd. Section 2.5.4.8 Notice of Disposition of Internal Appeal;</p> <p>ee. Section 2.5.5 Third Party Liability, Recovery, and Coordination of Benefits;</p> <p>ff. Section 2.7.5 Third Party Liability and Recovery and Coordination of Benefits; and</p> <p>gg. Section 2.8 Turnover Requirements.</p> <p>Attachment B-1 Amended and Restated Dental Services Terms and Conditions Amended revised to modify the following sections:</p> <p>a. Article 2 Definition;</p> <p>b. Section 1.05 No Implied Authority;</p> <p>c. Section 5.0.1 Eligibility Determination and Disenrollment;</p> <p>d. Section 5.0.5 Disenrollment;</p> <p>e. Section 9.01 Record Retention and Audit;</p> <p>f. Section 10.06 Medicaid Premium Rates Structure;</p> <p>g. Section 12.01 Understanding and Expectations;</p> <p>h. Section 12.02 Tailored Remedies;</p> <p>i. Section 12.03 Termination by HHSC;</p> <p>j. Section 12.04 Termination by Dental Contractor;</p> <p>k. Section 12.05 Termination by Mutual Agreement;</p>

Document Status	Document Revision Number	Effective Date	Description of Revision
			<ul style="list-style-type: none"> l. Section 12.06 Effective Date of Termination; m. Section 12.07 Extension of Termination Effective Date; n. Section 12.08 Payment and Other Provisions at Contract Termination; o. Section 12.09 Modification of Contract in the Event of Remedies; p. Section 12.10 Turnover Assistance; q. Section 12.13 Dispute Resolution; r. Section 12.14 Liability of Dental Contractor; s. Section 14.04 Insurance Solvency; and t. Section 17.02 Performance Bond. <p>Attachment B-1 Amended and Restated Dental Services Terms and Conditions Amended revised to remove the following sections:</p> <ul style="list-style-type: none"> a. Section 12. 15 Pre-Termination Process. <p>Attachment C, Capitation Rates Section Added to Contract</p>
Amendment	3	December 15, 2020	<p>Attachment B Amended and Restated Dental Contract Terms and Conditions revised to add the following section:</p> <ul style="list-style-type: none"> a. Section 1.07 Loss of Program Authority.
Amendment	4	March 1, 2021	<p>Attachment A Amended and Restated Dental Services Scope of Work revised to add the following sections:</p> <ul style="list-style-type: none"> a. 2.3.38 CMS Interoperability and Patient Access; and b. 2.3.38.1 Payer-To-Payer Data Exchange. <p>Attachment B Amended and Restated Dental Contract Terms and Conditions revised to modify the following section:</p> <ul style="list-style-type: none"> a. Section 1.07 Loss of Program Authority; b. Section 4.11 Prohibition Against Performance Outside the United States; and

Document Status	Document Revision Number	Effective Date	Description of Revision
			<ul style="list-style-type: none"> c. Section 11.09 Information Security and Privacy Requirements.
Amendment	5	June 1, 2021	<p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section 2.3.13.3 Provider Training; b. Section 2.3.36 Coordination with Other State Health and Human Services Programs; c. Section 2.5.1.2 Texas Health Steps Education/Outreach; and d. 2.5.1.5 Medicaid Non-capitated Services. <p>Attachment A, Amended and Restated Dental Services Scope of Work revised to add the following sections:</p> <ul style="list-style-type: none"> a. Section 2.3.7.1 Nonemergency Medical Transportation Services and Medicaid Dental Services; and b. Section 2.5.4.5.1 Independent Review Organization (IRO) Reimbursement for External Medical Reviews (EMRS). <p>Attachment B Amended and Restated Dental Services Terms and Conditions Amended revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section Article 2 Definitions.
Amendment	6	September 1, 2021	<p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global Change Remove Subsection of UCM Chapter References; b. Section 2.2.5 Administration and Key Dental Contractor Personnel; c. Section 2.3.3 HHSC Performance Review and Evaluation; d. Section 2.3.5 Value-Added-Services; e. Section 2.3.8.2 Access to Network Providers; f. Section 2.3.8.3.1 Main Dentists;

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>g. Section 2.3.27, Financial Requirements for Medically Necessary Covered Dental Services;</p> <p>h. Section 2.3.29.4, Claims Processing Requirements;</p> <p>i. Section 2.3.31.6, Treatment of Recoveries by the Dental Contractor for Fraud Waste and Abuse;</p> <p>j. Section 2.5.4.3, Medical Dental Contractor’s Internal Appeals Process;</p> <p>k. Section 2.5.4.5, Access to State Fair Hearing and External Medical Review for Medicaid Members;</p> <p>l. Section 2.5.5, Third Party Liability, Recovery, and Coordination of Benefit; and</p> <p>m. Section 2.7.5, Third Party Liability and Recovery and Coordination of Benefits.</p> <p>Attachment A, Amended and Restated Dental Services Scope of work revised to add the following sections:</p> <p>a. Section 2.2.8.1, Single Case Agreements;</p> <p>b. Section 2.3.15.1, Provider Preventable Conditions; and</p> <p>c. Section 2.3.23.9, Non-Pharmacy Preferred Provider Arrangement.</p> <p>Attachment B, Amended and Restated Dental Services Terms and Conditions revised to modify the following sections:</p> <p>a. Section 5.03(b), Medicaid Member Enrollment and Disenrollment;</p> <p>b. Section 10.08, Experience Rebate; and</p> <p>c. Section 17.02, Performance Bond.</p> <p>Attachment C, Capitation Rates revised to modify the following sections:</p> <p>a. State Fiscal Year 2022 Capitation Rates and State Fiscal Year 2021 ACA HIP Fee Rates.</p> <p>Attachment G, Amended and Restated CHIP Medically Necessary Covered Dental Services revised to modify the following sections:</p> <p>a. Section Preventive Services;</p>

Document Status	Document Revision Number	Effective Date	Description of Revision
			<ul style="list-style-type: none"> b. Section Endodontic Services; and c. Section Periodontic Services.
Amendment	7	March 1, 2022	<p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section 2.2.8 Continuity of Care and Out-Of-Network Providers; and b. Section 2.5.4.5 Access to State Fair Hearing and External Medical Review for Medicaid Members. <p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify and withdraw the following section:</p> <ul style="list-style-type: none"> a. Section 2.2.81 Single Case Agreements. <p>Attachment F Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix Amended revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section Hotlines HL-1; and b. Section General Administration GA-3.
Amendment	8	September 1, 2022	<p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section 2.3.8.3.2 Specialists; b. Section 2.3.11 First Dental Home Services for Medicaid Members; c. Section 2.3.13.5 Provider Training; d. Section 2.3.23.2.1 Quality Assessment and Performance Improvement Program Overview; e. Section 2.3.23.5 Dental Contractor Alternative Payment Models with Providers; f. Section 2.3.26 Submission of Service Authorizations; g. Section 2.3.27 Financial Requirements for Medically Necessary Covered Dental Services; h. Section 2.3.31.3 General requests for and access to data, records, and other information;

Document Status	Document Revision Number	Effective Date	Description of Revision
			<ul style="list-style-type: none"> i. Section 2.3.31.5 Payment Holds and Settlements; j. Section 2.3.31.6 Treatment of Recoveries by the MCO for Fraud, Waste and Abuse; k. Section 2.3.39 Material Subcontractors; l. Section 2.5.4.5.1 Independent Review Organization (IRO) Reimbursement for External Medical Reviews (EMRS); m. Section 2.5.5 Third Party Liability, Recovery, and Coordination of Benefits; and n. 2.7.5 Third Party Liability and Recovery and Coordination of Benefits. <p>Attachment B, Amended and Restated Dental Services Terms and Conditions revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Section Article 2: Definitions; b. Section 7.02 Dental Contractor Responsibilities; for Compliance with Laws and Regulations; c. Section 10.08 Experience Rebate Section; and d. Section 17.01 Insurance Coverage. <p>Attachment F, Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix to modify the following sections:</p> <ul style="list-style-type: none"> a. Section FR-5, Financial Reporting (FR); b. Section IG-4 HHSC Office of the Inspector General (IG); c. Section IG-5 HHSC Office of the Inspector General (IG); and d. Section PN-2 Provider Networks (PN).
Amendment	9	March 1, 2023	<p>Attachment A, Amended and Restated Dental Services Scope of Work revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global Change Attachment B to Attachment A. <p>Attachment B Amended and Restated Dental Services Terms and Conditions Amended revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global change Exhibit to Attachment; and

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>b. Section 3.01 Contract Elements.</p> <p>Attachment F, Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix to modify the following sections:</p> <ul style="list-style-type: none"> a. Section MS-1, Material Subcontractors (MS); b. Section MS-2, Material Subcontractors (MS); c. Section MS-3, Material Subcontractors (MS); d. Section MS-4, Material Subcontractors (MS); e. Section CL-5, Claims (CL); and f. Section CL-6, Claims (CL).
Amendment	10	September 1, 2023	<p>Attachment A, Amended and Restated Dental Services Terms and Conditions Amended revised to modify the following sections:</p> <ul style="list-style-type: none"> a. Global Change UCMCM Chapter # to Chapter # of the UCMCM; b. Section 4.05 Responsibility for Dental Contract Personnel and Subcontractors; c. Section 4.08 Subcontractors and Agreements with Third Parties; d. Section 9.01 Record Retention and Audit; e. Section 9.02 Access to Records, Books, and Documents; f. Section 9.03 Audits of Services, Deliverables and Inspections; g. Section 9.05 Response and Compliance with Audit or Inspection Findings; <p>Attachment B, Amended and Restated Dental Services Scope of Work amended and modify the following sections:</p> <ul style="list-style-type: none"> a. Global Change UCMCM Chapter # to Chapter # of the UCMCM; b. 2.3.20.5 Member Handbook; c. 2.3.28.1 General Reporting Requirements; d. 2.3.31.3 General Request for and Access to Data, Records, and other information; and

Document Status	Document Revision Number	Effective Date	Description of Revision
			<p>e. Section 2.3.31.4 Claims Data Submission Requirements.</p> <p>Attachment B, Amended and Restated Dental Services Scope of Work amended and adds the following section:</p> <p>a. Section 2.3.20.12 Member Eligibility.</p> <p>Attachment F, Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix to modify the following section:</p> <p>a. Section IG-7, HHSC Office of the Inspector General (IG).</p>
Amendment	11	March 1, 2024	<p>Attachment B, Amended and Restated Dental Services Scope of Work amended and modify the following section:</p> <p>a. Section 2.2.6.2 Employee Bonus or Incentive Payment Plan;</p> <p>b. Section 2.3.23.5 Dental Contractor Alternative Payment Models With Providers;</p> <p>c. Section 2.5.5 Third Party Liability, Recovery, and Coordination of Benefits; and</p> <p>d. Section 2.7.5 Third Party Liability and, Recovery, and Coordination of Benefits.</p> <p>Attachment F, Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix to modify the following section:</p> <p>a. Section PN-2, Provider Networks.</p>
Amendment	12	June 1, 2024	<p>Article D. Contract Period and Renewal, of the Contract Signature Document is amended to reflect a revised Expiration Date of August 31, 2025.</p>