

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 UCMC 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;

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			<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>

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			<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;

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			<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>

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			<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

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			<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;

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			<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>

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			<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;

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			<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

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			<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 UCMC Chapter # to Chapter # of the UCMC; 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 UCMC Chapter # to Chapter # of the UCMC; 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

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			<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>

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Amendment	13	September 1, 2024	<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. Section 4.08 Subcontractors and Agreements with Third Parties <p>Attachment B, Amended and Restated Dental Services Scope of Work amended and modify the following section:</p> <ul style="list-style-type: none"> a. Section 2.3.20.3 Member Materials b. Section 2.3.20.4 Member Identification Cards c. Section 2.3.20.5 Member Handbook d. Section 2.5.4 Member Complaints and Internal Appeals System e. 2.5.4.8 Notices of Disposition of Internal Appeal f. 2.7.4 CHIP Member Complaints and Appeals Processes <p>Attachment C, Capitation Rates revised to modify the following sections:</p> <ul style="list-style-type: none"> a. State Fiscal Year 2025 Capitation Rates <p>Attachment F, Amended and Restated Dental Services Deliverables/Liquidated Damages Matrix to modify the following section:</p> <ul style="list-style-type: none"> a. Section PN-1, Provider Networks (PN) b. Section IG-1, HHSC Office of the Inspector General (IG)
Amendment	14	December 1, 2024	<p>Attachment C, Amended Capitation Rates revised to modify the following sections:</p> <ul style="list-style-type: none"> a. State Fiscal Year 2025 Capitation Rates