

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: October 12, 2023
SUBJECT: Dental Managed Care (710-23-0081)

The following change(s) to the above referenced **RFP** have been made as designated below:

- Change of specification(s)
- Additional specification(s)
- Change of bid opening date and time
- Cancellation of bid
- Other

Change of specification(s)

- **Section 2.8.1.J of the Solicitation and service criteria in Attachment C, Enrolled Member Information Services (Outreach to Target Groups) – remove and replace with the following:**
 1. The Contractor shall submit an Outreach Plan to the Contract Manager annually that outlines objectives and strategies that will increase awareness of the importance of dental care and the availability of Dental Services, as well as increase utilization to meet DHS goals for all Enrolled Members. The Contractor shall provide DHS with a Quarterly Activities Report that details the outreach and education activities undertaken that quarter, as well as the target group contacts made in compliance with Paragraph 4 below.
 2. The Contractor shall target specific efforts to target groups, which include children and adults with special health care needs, pregnant women, children in foster care and those Enrolled Members who have not seen a dentist in the last 12 months.
 3. If requested by DHS, the Contractor must coordinate its efforts with outreach projects being conducted by DHS or other state agencies.
 4. The Contractor shall make contacts to Enrolled Members in the target groups that inform those members about the availability of Dental Services and are designed to meet or exceed DHS-established utilization goals.
 - a. The first two (2) attempted contacts with Enrolled Members in target groups should be telephone calls, at least one (1) day apart, within ten (10) days of enrollment with the Contractor.
 - b. If this contact is unsuccessful, a written notice should be sent within ten (10) days of the second phone attempt.
 - c. The Contractor shall document all target group contact attempts and submit a report to the Contract Manager outlining the time and date of the attempted contact, the individual within the Contractor’s organization who made the contact, and the result of the attempted contact.
 - d. The Contractor shall have 60 days to meet this requirement for those Enrolled Members on the initial eligibility file on the “Go-Live” date.
- **Section 2.8.4.R.5 of the solicitation – remove the following:**
The DMO must resolve each Grievance as expeditiously as the Enrolled Member’s health condition requires, but not to exceed ninety (90) calendar days from the date the DMO receives the Grievance, whether orally or in writing.
- **Section 2.9.1.G.2.b of the Solicitation – remove and replace with the following:**
Send the approved Provider Manual to all Network Providers no less than one (1) month prior to the Go-Live Date.
- **Section 2.9.1.G.3.a.c of the solicitation – remove and replace with the following:**

Send the Provider Manual to all new Providers in the Contractor’s Network within one (1) week of the Provider’s enrollment.

- **Section 2.10.1.D.10 – remove and replace with the following:**
For reporting Claims processed by the Contractor and submitted on Encounter 837D format, the Contractor must use the procedure codes, provider identifiers, and other codes as directed by DHS.

OTHER

- **Section 1.3 of the solicitation – remove and replace with the following:**
 - A. As a result of this RFP, OP intends to award a contract to multiple Contractors.
 - B. The anticipated initial term for the contract is March 1, 2024 through December 31, 2024. Upon mutual agreement by the Prospective Contractor and agency, the contract may be renewed by OP, on a year-to-year basis, for up to six (6) additional one-year terms or portions thereof.
 - C. The transition period is anticipated to begin upon contract start, with the anticipated Go-Live of any new Dental Managed Care Plans taking place on May 19, 2024.
 - D. The total contract term shall not be more than seven (7) years.
- **Section 1.12 – remove and replace with the following:**
AGREEMENT AND COMPLIANCE PAGE
 - A. Contractor must sign the Agreement and Compliance Page relevant to each section of the Bid Solicitation Document. The Agreement and Compliance Page is included in the Technical Proposal Packet.
 - B. Contractor’s signature on this page shall signify agreement to and compliance with all Requirements within the designated section.
- **Section 1.32 Schedule of Events – remove and replace with the following:**

| ACTIVITY | DATE |
|--|------------------------------|
| Public Notice of RFP | September 20, 2023 |
| Deadline for Receipt of Written Questions | September 29, 2023 |
| Responses to written Questions, On or About | October 11, 2023 |
| Proposal Due Date and Time | November 9, 2023, 1 p.m. CST |
| Opening Proposal Date and Time | November 9, 2023, 2 p.m. CST |
| Intent to Award Announcement Posted, On or About | December 8, 2023 |
| Contract Start Date (Subject to State Approval) | March 1, 2024 |

- **Section 2.8.1.F.8 of the Solicitation-remove the following language:**
The Contractor shall submit Provider Directory information monthly to HRSA on the Insure Kids Now web portal.
- **Attachment C Performance Based Contracting, Quality Metrics, Acceptable Performance – remove and replace with the following:**
Minimum Acceptable Performance for this Service Criteria shall comply with the following quantitative metrics:
 1. At least 15% of Enrolled Members over age 21, shall have had at least one (1) oral evaluation or preventative dental service during the contract year to receive one point towards the eight total points available; 15.2% to receive two points: i. Enrolled Members who have been enrolled for less than nine (9) months of the contract year shall be excluded from this measure.
 2. At least 50% of Enrolled Members under age 21, shall have had at least one (1) oral evaluation during the contract year to receive one point towards the eight total points available; 51.9% to receive two points.
 - i. The following Enrolled Members shall be excluded from this measure:

- a. Enrolled Members who have been enrolled for less than nine (9) months of the contract year.
 - b. Enrolled Members under on (1) year of age at the midpoint of the contract year.
 - ii. Data in support of this measure shall align with OEV-CH Child Core Set Specifications for the applicable measure year.
3. At least 25% of Enrolled Members under age 21, shall have had at least one (1) topical fluoride treatment during the contract year to receive one point towards the eight total points available; 26.3% to receive two points.
- i. The following Enrolled Members shall be excluded from this measure:
 - a. Enrolled Members who have been enrolled for less than nine (9) months of the contract year.
 - b. Enrolled Members under on (1) year of age at the midpoint of the contract year.
 - ii. Data in support of this measure shall align with TFL-CH Child Core Set Specifications for the applicable measure year.
4. At least 45% of Enrolled Members who turn 10 years of age during the contract year shall have received at least one sealant on permanent first molar teeth by their 10th birthday to receive one point towards the eight total points available; 46.5% to receive two points.
- i. The following Enrolled Members shall be excluded from this measure:
 - a. Enrolled Members who have been enrolled for less than nine (9) months of the contract year.
 - b. Enrolled Members under on (1) year of age at the midpoint of the contract year.
 - c. Enrolled Members who have received treatment (restorations, extractions, endodontic, prosthodontic, and other dental treatments) on all four (4) permanent first molars in the 48 months prior to their 10th birthdate.
 - ii. Data in support of this measure shall align with SFM-CH Child Core Set Specifications for the applicable measure year.

DHS has the discretion to allow a variance of any of the quality metrics performance criteria. The DMO may request a variance of these standards on a metric-by-metric basis if extenuating circumstances beyond the DMO's control prohibit compliance with the specified threshold. A comprehensive analysis of the extenuating circumstances must be documented and submitted to DHS for review.

- **Attachment C Performance Based Contracting, Network Adequacy, Damages for Insufficient Performance – remove and replace the 1st Incident with the following:**

1st Incident: \$250 for each tenth of a percentage point below the following access standards:

- a. At least 95% of Enrolled Members must have access to two or more Primary Care Dentists who are accepting new patients within 30 miles of the Enrolled Member's residence in Urban counties and 60 miles of the Enrolled Member's residence in Rural counties.
- b. At least 85% of all Enrolled Members must have access to at least one specialty provider within 30 miles of the Enrolled Member's residence in urban counties and 60 miles of the Enrolled Member's residence in rural counties.
- c. At least 95% of pediatric Enrolled Members must have access to Pediatric Dental Services through two or more Primary Care Dentists who are accepting new patients within 30 miles of the Enrolled Member's residence in Urban counties and 60 miles of the Enrolled Member' residence in Rural counties.

- **Attachment C Performance Based Contracting, Coordination of Benefits & Third-Party Liability, Damages for Insufficient Performance – remove and replace the 1st Incident with the following:**

1st Incident: \$250 for each tenth of a percentage point below the standard will be assessed in the following months' payment to the DMO for each thirty (30) day period the DMO is not in full compliance.

- **Attachment N – Client History Form #4 – remove and replace with the following:**

Please list every client state, tribe, or county where you (the prime contractor only) served as the prime contractor for establishing and maintaining a Provider Network to effectively accommodate 400,000 - 500,000 Beneficiaries within the last eight (8) calendar years. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract. If there are no contracts which meet this definition, please state "none."

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.

Vendor Signature

Date

Company