

**FIRST MODIFICATION TO  
DENTAL HEALTH MAINTENANCE ORGANIZATION PLAN ADMINISTRATION  
AND INSURANCE SERVICES CONTRACT  
CONTRACT NO. F10B3400005**

THIS FIRST MODIFICATION AGREEMENT (the "Modification") is made this 10<sup>th</sup> day of January, 2016, by and between Delta Dental of Pennsylvania, Inc. ("Delta Dental") and the STATE OF MARYLAND, acting through the Department of Budget and Management, Division of Procurement Policy and Administration, Employee Benefits Division ("DBM").

NOW THEREFORE, IN CONSIDERATION of the promises and the covenants herein contained, the parties agree to modify the Contract as follows:

**1. Definitions. In this Modification, the following words have the meanings indicated:**

- 1.1 "Contract" means the contract between Delta Dental and DBM dated August 13, 2014 for Fully-Insured Dental Health Maintenance Organization (DHMO-FI) Plan Administration and Insurance Services, Contract No. F10B3400005.
- 1.2 "Financial Proposal" means Contractor's Second Best and Final Financial Proposal for Functional Area 1 - DHMO Fully Insured [DHMO-FI] dated June 18, 2014.
- 1.3 "RFP" means the Request for Proposals for Dental Plan Administration and Insurance Services [Dental Preferred Provider Organization / Dental Health Maintenance Organization], Solicitation # F10B3400005, dated August 22, 2013, including attachments and Excel worksheets and addenda thereto issued in writing by the State.

**2. Revise requirements CC-3, CC-5 and CC-6 (Customer Service) of RFP FA1 Attachment T-6: Compliance Checklist (dated June 13, 2014 from Amendment #10) to take effect on or before January 1, 2016, as follows:**

CC-3	Offeror agrees to establish and provide a dedicated, state-of-the-art customer service operation (including a toll-free line) that is available to plan Participants (both in-state and out-of-state) <b>Monday through Friday, from 8:00 a.m. to 8:00 p.m. EST (the "Live Hours")</b> <del>24 hours a day, seven days a week</del> , staffed by live customer service representatives. <b>Participants who call outside of the Live Hours will access the automated voice-response answering system that will inform Participants of the hours a live representative is available (the Live Hours).</b>
CC-5	During call center hours <b>Live Hours</b> , <del>as indicated above, the customer service phone intake</del> <b>the automated voice-response answering</b> system will be an automatic answering system that picks up within 30 seconds and directs Participants into a queue to be serviced, <del>with an available</del> <b>and will allow the Participant to</b> opt-out to a live representative at any time during the call.
CC-6	<del>During call center Live Hours, Automated call</del> <b>the automated voice-response</b> answering system will provide <b>Participants with</b> estimated wait time until live operator pick-up <del>to Participant.</del>

3. Revise PG-1 (Telephone Call Availability) Standard/Goal of RFP FA1 Attachment T-9: Performance Guarantees (dated June 13, 2014 from Amendment #10) to take effect on or before January 1, 2016, as follows:

98% of telephone calls are answered by a live service representative (with knowledge of State of Maryland account) within 30 seconds during call center Live Hours. The representative must be able to address the member's issue/question. Time over which standard is measured: Quarter.

4. Scope of Modification.

This Modification amends the RFP and the Contract specifically as described herein. Except as specifically revised by the terms of this Modification, all of the terms of the RFP and the Contract shall remain in full force and effect and shall apply to this Modification.

IN WITNESS THEREOF, the parties have executed this First Modification as of the date hereinabove set forth.

CONTRACTOR:  
DELTA DENTAL OF PENNSYLVANIA, INC.

STATE OF MARYLAND:  
DEPARTMENT OF BUDGET AND MANAGEMENT

[Redacted Signature] (SEAL)  
By:

[Redacted Signature]  
By: David R. Brinkley, Secretary

12/21/15  
Date

1/12/16  
[Redacted Signature]  
Witness

[Redacted Signature]  
Witness/Attest

APPROVED FOR FORM AND LEGAL SUFFICIENCY THIS 7th DAY OF January, 2016

[Redacted Signature]  
ASSISTANT ATTORNEY GENERAL