

**FIRST MODIFICATION TO
DENTAL PREFERRED PROVIDER ORGANIZATION PLAN ADMINISTRATION
AND INSURANCE SERVICES CONTRACT
CONTRACT NO. F10B3400005**

THIS FIRST MODIFICATION AGREEMENT (the "Modification") is made this 20th day of January, 2016, by and between United Concordia Companies, Inc. a wholly-owned subsidiary of Highmark Inc. ("UCCI") 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 UCCI and DBM dated August 13, 2014 for Self-Funded Dental Preferred Provider Organization (DPPO) Plan Administration and Insurance Services, Contract No. F10B3400005.
 - 1.2 "Financial Proposal" means UCCI's Second Best and Final Financial Proposal for Functional Area 3 - DPPO Self-Funded [DPPO-SF] 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 FA3 Attachment T-6: Self-Funded 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) <u>Monday through Friday, from 8:00 a.m. to 8:00 p.m. EST (the "Live Hours")</u> 24 hours a day, seven days a week , staffed by live customer service representatives. <u>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).</u>
CC-5	During call center hours <u>Live Hours</u> , as indicated above, the customer service phone intake <u>the automated voice-response answering</u> system will be an automatic answering system that picks up within 30 seconds and directs Participants into a queue to be serviced, with an available <u>and will include allow the Participant to</u> opt-out to a live representative at any time during the call.
CC-6	<u>During call center Live Hours, Automated call</u> <u>the automated voice-response</u> answering system will provide <u>Participants with</u> estimated wait time until live operator pick-up to <u>Participant.</u>

3. **Revise PG-1 (Telephone Call Availability) Standard/Goal of RFP FA3 Attachment T-9: Self-Funded 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. **Revise the Financial Proposal, Administrative Services Only (ASO) fees Per Employee Per Month (PEPM) as follows:** ASO fixed fees for Contract Year 2 through Contract Year 5 will be reduced from \$1.45 to \$1.43 as shown below:

Monthly ASO Fees	DPPO Enrollment Assumption	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5
PEPM	72,060	\$1.45	\$1.45 \$1.43	\$1.45 \$1.43	\$1.45 \$1.43	\$1.45 \$1.43

5. **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:
UNITED CONCORDIA COMPANIES, INC.

STATE OF MARYLAND:
DEPARTMENT OF BUDGET AND MANAGEMENT

[Redacted Signature] (SEAL)

[Redacted Signature]

By: _____

By: David R. Brinkley, Secretary

12/11/15
Date

1/12/16
Date

Witness/Attest [Redacted]

Witness [Redacted]

APPROVED FOR FORM AND LEGAL SUFFICIENCY THIS 11 DAY OF January, 2016
[Redacted Signature]
ASSISTANT ATTORNEY GENERAL