# SCOPE OF WORK

## The benefit Plan year will begin on January 1 of each year and conclude on December 31 of each year. Ryan White Part B (RWPB) will contribute 100% of the premiums for a group dental insurance plan that provides but not limited to the following:

### No wait periods.

### No annual maximum.

### Enrollment throughout the year for consumers newly enrolled in the program.

### A statewide network of dental providers (to be submitted with the proposal).

### The level of services provided in Attachment J-Dental Services, a summary of benefits with copay to be submitted with proposal; and

### The option for educational material to be handed out to dental providers in the case that the Ryan White Part B dental provider is the same as the state of Nevada Medicaid dental provider to establish the differences between the two options and promote Ryan White Part B as the preferred option.

## Eligibility determination services for all personas applying for Dental services shall be performed by RWPB subrecipients. The vendor must have or be able to develop a mechanism for:

### Electronic receipt of eligibility information.

### Provide data that matches the requirements of RWPB; and

### The vendor will not require a Social Security Number (SSN) or Tax Identification Number (TIN) as part of this eligibility process.

## The awarded vendor shall provide administrative services not limited to but including:

### Eligibility

### Member Services/Call Center

### ID Card Packets

### Account Management

### Grievance/Appeals

### Claims Processing

### Network Management/Credentialing

### Prior-Authorization Processing

### Website Portals for Members and Providers

## The awarded vendor shall provide an option for RWPB consumers to be billed for copays and deductibles and not require payment upfront. (The program will pay the consumer’s copay upon submission of a bill by the consumer for allowable dental services).

## The awarded vendor shall provide live and real time concierge member services to include, but not limited to:

### Member Services representative calls with no more than a five (5) minute wait time.

### Emergency dental care coordinated by dental director.

### Member Services representatives are multilingual and can aid in other languages through a translation service.

### Assistance in selection of a pre-screened dentist; and

### Case Management to ensure our consumers receive the appropriate Dental Care.