

Attachment A
RFP0622005118
Dental Benefits Program for State
Special Terms for MA 23025

The following Special Terms are in addition to the General Terms and Conditions for Services for RFP0622005118 and are made part of the master agreement by reference.

The parties agree to comply with the following Special Terms and Conditions:

- I. Once per plan year during the duration of this contract the State may hire a third party to conduct an audit of contract performance and compliance including but not limited to: claims payment accuracy, dependent eligibility, and performance metric application. Contractor agrees to pay the State up to \$ 5,000 per audit toward offsetting the costs charged by the third party to the State for the completion of the audit. The State and Contractor will agree upon the timing of the audit. Costs paid by Contractor to the State shall not exceed the costs the State pays the third party for the completion of the audit.
- II. Contractor agrees to meet with the Agency on a quarterly basis to discuss utilization and performance guarantees and will meet at other intervals if deemed necessary by the Agency.
- III. Contractor agrees to provide a three (3) day turnaround for service issues and eligibility updates related to this contract.

Delta Dental of Iowa



Signature

Executive Council of Iowa

Signature

Cory Bauer, Director of sales and customer relations

Printed Name and Title of Person Signing

Printed Name and Title of Person Signing

8/11/22

Date

Date