

1. Statement of Work.

The Contractor shall provide the services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

- a. In accordance with deadlines in Exhibit A3, ABCD Outreach and Case Management Report, develop and implement an ABCD action plan in accordance with the ABCD program principles and submit corresponding budget, using Exhibit D3, Budget Tool. The ABCD program principles are outlined below.

ABCD Program Principals

- (1) Provide outreach and recruitment of Apple Health/Medicaid-eligible children ages birth to six (6), in collaboration with other organizations, including, but not limited to:

- (a) Contact no less than ten (10%) of client list provided by HCA to the Contractor;
 - i. A list will include the following data elements: Client ID, name, address and telephone number of clients who have not gone to the dentist, as well the caregiver's name and preferred spoken language. HCA shall securely transmit client information and the Contractor shall be responsible to notify the Dental Program Manager within five (5) business days prior to the beginning of the quarter if they have not received this information.

Provide outreach by attending county health fairs, working with the smile mobile, visiting WIC offices, Headstart facilities, work with early learning coalition and visit day cares.

- (2) Convene Health Coalition/ABCD Steering committee or participate in a Coalition or Steering Committee focused on health care, access or early learning with ABCD as a quarterly agenda item.

- (3) Provide care coordination, including:

- (a) Providing family orientation; including but not limited to sharing information with the client's parents or caretaker about the value of a Client going to the dentist and what activities will occur in the dentist's office;
- (b) Connecting enrolled Clients with an ABCD certified dentist who accepts Apple Health/Medicaid so that client can receive dental services.
- (c) Providing information to families including, but not limited to, names and referrals to dentists, sharing information about interpreters and transportation benefits, and following up after an appointment, if appropriate;
- (d) Assisting in scheduling dental appointments for clients and council families on the importance of keeping the appointment;
- (e) Identify and address family barriers to accessing oral health for Clients;

- (4) Coordinate with the local ABCD Dental Champion(s) to:
- (a) Identify and recruit dental providers who will take Apple Health/Medicaid Clients through the ABCD Program;
 - (b) Maintain a list of active ABCD providers who will accept Clients and monitor provider availability to accept new Clients;
 - (c) Verify that the dental provider information contained in the HCA website is accurate for those providers working in the county or counties in which the Contractor provides services under this contract;
 - i. Contractor shall access and review provider information available on the HCA "Find a Provider" website to identify the ABCD provider names in the Contractor's catchment area. The Find a Provider website address is: <https://fortress.wa.gov/hca/p1findaprovider/>
 - (A) Contractor shall generate a list(s) of ABCD providers in their catchment area from the Find a Provider website.
 - (B) Contractor shall confirm that providers on the list generated from the Find a Provider website are accepting new Apple Health/Medicaid Clients.
 - (C) Contractor shall use Exhibit C3, Find a Provider Form, to provide the HCA Provider Enrollment Unit the names of providers who should be removed or added to the "Find a Provider" list each quarter.
 - (d) Support current ABCD providers by communicating program changes and policy updates through in-person meetings and written communication;
 - (e) Provide or assist in providing new ABCD provider trainings as needed to providers;
 - (f) Assure certification process is completed;
 - (g) Provide Apple Health/Medicaid billing training assistance to ABCD offices/or arrange for billing assistance;
 - (h) Update dental society (or local dentists/study clubs in counties without a society) on the ABCD Program and encourage their continued recruitment of new Apple Health/Medicaid providers;
 - (i) Support the Dental Champion(s) participation in meetings and activities necessary to effectively conduct Apple Health/Medicaid provider outreach, recruitment and training, including financial support of attendance in development day.
- (5) Identify and recruit primary care medical providers to participate in Apple Health/Medicaid, secure their training in preventive oral health techniques and build their role in referring Clients to the ABCD Program. This may include oral

health education, fluoride treatments, etc.

- (6) Participate in statewide ABCD Coordinators group meetings to remain current with ABCD policies, practices and opportunities. Contractor must attend at least two of the three annual meetings in person.
 - (7) Identify an ABCD coordinator within the contracting organization who will develop and maintain a desk manual that outlines the expected ABCD contractual deliverables and how the contractor meets each deliverable. The coordinator will utilize this manual to fulfill the contractual requirements. If the contractor's coordinator leaves the contractor is responsible to notify the Health Care Authority within two weeks, of the coordinators departure or as soon as possible and share the contractor's developed work plan that outlines how the expected contract deliverables will be met. The contractor will share with HCA the contact information of the newly hired or appointed coordinator and coordinate with HCA to assure a smooth transition of the expected contracted work deliverables.
- b. Each quarter complete and submit via email to the HCA Contract Manager the following information;
- (1) Community Outreach and Coordination of Care summary, which shall include
 - (a) Exhibit A3, ABCD Quarterly Outreach & Case Management Report for the specific quarter
 - (b) Exhibit B3, Community Outreach and Coordination of Care Report
 - (c) Exhibit C3, Find a Provider Form
 - (d) Exhibit D3, Budget Tool, as applicable to the requirements contained in Exhibit A
 - (e) Exhibit E, End of Year Summary Report, as applicable to the requirements contained in Exhibit A.
 - (2) A fully completed invoice that correlates with dollar values for completed deliverables outlined in Exhibit A3.

Reports and billing must be submitted no later than July 31, 2018, unless otherwise mutually agreed by both parties.