

ATTACHMENT 15



Department of
Civil Service

Glossary of Defined Terms RFP entitled: “Dental Plan Services”

Account Team means a proactive, experienced account leader(s) and team(s) in place who are dedicated solely to the Plan and who have the authority and expertise to coordinate the appropriate resources to implement and administer the Plan.

Administrative Fee means the monthly fee that the Contractor charges the Plan for all administrative services.

Affiliate means a person or organization which, through stock ownership or any other affiliation, directly, indirectly, or constructively controls another person or organization, is controlled by another person or organization, or is, along with another person or organization, under the control of a common parent.

Agreement or Contract means the Agreement entered into between the Parties resultant from this RFP.

Authorization means access privileges granted to a user, program, or process or the act of granting those privileges.

Availability means the extent to which information is operational, accessible, functional and usable upon demand by an authorized entity (e.g., a system or user).

Best Value means the basis for awarding a contract for services to a responsible and responsive Offeror, who can best optimize quality, cost and efficiency.

Breach means acquiring of information by a person without valid authorization or through unauthorized acquisition.

Business Day(s) means Monday through Friday, except for those designated as Business Holidays.

Business Holiday(s) means legal Holidays observed by the State.

Calendar Year/Annual means a period of 12 months beginning with January 1 and ending with December 31.

Dependent Child(ren) means children under nineteen (19) years of age, and unmarried full-time Dependent student children under twenty-five (25) years of age enrolled in the Plan and determined to be eligible by the DCS. Unmarried young adult Dependent children nineteen (19) years of age or over are also eligible if they are incapable of supporting themselves due to mental or physical disability acquired before termination of their eligibility for coverage under the Plan. Dependent children of Employees who are in SEHP are covered up to age twenty-six (26) regardless of marital or student status.

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Commissioner means the Commissioner of the New York State Department of Civil Service.

Contract means a formal and legally binding agreement.

Contractor means the successful Offeror selected as a result of the evaluation of Offerors' Proposals submitted in response to this RFP and who executes separate Contracts with the Department to provide Plan Services.

Council on Employee Health Insurance means the council composed of the President of the Civil Service Commission, Director of the Governor's Office of Employee Relations, and the Director of the Division of Budget.

Covered Services means Medically Necessary care as defined under the terms of the Program, except to the extent that such care is otherwise limited or excluded under the Program.

Data means any information, analytic derivatives, formula, algorithms, or other content that the Department or State may provide to the Contractor pursuant to this Contract. Data includes, but is not limited to, any of the foregoing that the Department and/or Contractor (i) uploads to a Cloud Service, and/or (ii) creates and/or modifies using a Cloud Service.

Day(s) means calendar Days unless otherwise noted.

Dedicated Call Center means a group of Customer Service Representatives trained and capable of responding to a wide range of questions, complaints, and inquiries specific to the Plan. The Customer Service Representatives are dedicated to the Plan and do not work on any other accounts.

Deductible means the amount paid by the Enrollee each Calendar Year for Covered Services under the non-network portion before a Plan payment is made

Dentist means a licensed Dentist or surgeon who renders covered dental care. The Dentist or surgeon must be licensed or certified to perform the service in the jurisdiction in which the service is rendered.

Department or DCS means the New York State Department of Civil Service.

Eligible Dependent means the spouses, domestic partners, and children under nineteen (19) years of age, and unmarried full-time Dependent student children under twenty-five (25) years of age enrolled in the Plan and determined to be eligible by the DCS. Unmarried young adult Dependent children nineteen (19) years of age or over are also eligible if they are incapable of supporting themselves due to mental or physical disability acquired before termination of their eligibility for coverage under the Plan. Dependent children of Employees

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who are in SEHP are covered up to age twenty-six (26) regardless of marital or student status.

Enrollee means an “Employee” of New York State or a Participating Employer, a former employee who chooses to continue dental coverage with the NYS Dental Plan through COBRA, or dependent who elects to participate in the Plan.

Equal Employment Opportunity (EEO) means the federal law designed to protect most U.S. employees from employment discrimination based upon that employee's (or applicant's) race, color, religion, sex or national origin.

Explanation of Benefits is a written explanation regarding a claim, showing what the plan paid and what the member must pay.

Fulfillment Center means the Department’s distribution center for publications supplied to Enrollees of New York State Agencies and Participating Employers (PEs).

General Dentist means a Dentist other than a Specialist.

Health Benefits Administrator (HBA) means an agency representative, primarily located in agency human resource office, who provides information on health insurance benefits to agency staff.

HIPAA means Health Insurance Portability and Accountability Act of 1996, as amended.

Member means an Enrollee or a person who is covered under this Certificate because of their relationship to the Enrollee. Members other than the Enrollee must be enrolled.

MWBE means Minority and Women Owned Business Enterprises.

Network Provider means any General Dentist or Specialist who has an agreement with the Dental Plan administrator to accept the Plan administrator's Schedule of Allowances as payment in full for covered dental services up to the calendar year benefit maximum. The administrator will pay a Participating Provider directly for Covered Services.

Non-Participating Provider means any Dentist or Provider who does not have an agreement with the Dental Plan administrator to accept the Plan administrator's Schedule of Allowances as payment in full for covered dental services. The enrollee must pay the Non-Participating Provider's full bill and file a claim form with the Plan administrator in order to receive reimbursement for covered services.

NYS or State means the State of New York.

NYSHIP means the New York State Health Insurance Program.

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Offeror means any responsible and eligible entity submitting a responsive Proposal to this RFP. It shall be understood that references in the RFP to “Offeror” shall include said entity’s proposed Key Subcontractor or Affiliates, if any.

OSC means the New York State Office of the State Comptroller.

Participating Employer (PE) means a public authority, public benefit corporation, or other public agency, subdivision, or quasi-public organization of the State which elects, with the approval of the President of the Civil Service Commission, to participate in the New York State Health Insurance Program.

Participating Provider means any General Dentist or Provider Specialist who has an agreement with the Dental Plan administrator to accept the Plan administrator's Schedule of Allowances as payment in full for covered dental services up to the calendar year benefit maximum. The administrator will pay a Participating Provider directly for covered services.

Plan means the New York State Dental Plan as described in this RFP.

Plan Year means the period from January 1st to December 31st in each Plan Year, unless specified otherwise by the DCS.

Pre-Determination of Benefits means the process whereby the Dental Program administrator reviews the treatment plan and estimates the benefits for covered services before services are rendered.

President means the President of the Civil Service Commission and the Commissioner of the Department.

Project Services means all of the services to be provided by the Contractor as set forth in this RFP.

Proposal or Submissions means the Contractor’s Administrative Proposal, Technical Proposal, and Cost Proposal, including all responses to supplemental requests for clarification, information, or documentation, submitted during the Procurement.

Protected Health Information (PHI) means any information, including demographic information collected from an individual, that relates to the past, present, or future physical or mental health or condition of an individual, to the provision of health care to an individual, or to the past, present, or future payment for the provision of health care to an individual, that identifies the individual, or with respect to which there is a reasonable basis to believe that the information can be used to identify the individual.

Provider means a General Dentist or Specialist, who are permitted to perform covered services.



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Regulations of the President of the New York State Civil Service Commission means those regulations promulgated by the President of the Civil Service Commission under the authority of Civil Service Law, Article XI, as amended, and including, but not limited to those regulations to be promulgated as 4 New York Code of Rules and Regulations (NYCRR) Part 73.

RFP or Procurement means the Request for Proposals entitled “Dental Plan Services”.

Schedule of Allowances means the listing of reimbursement amounts for covered dental services.

Solicitation means writings by the State setting forth the scope, terms, conditions and technical specifications for a procurement of a service.

Specialist means a Pedodontist, Endodontist, Oral Surgery, Orthodontist, Periodontist or Prosthodontist.

State Agency or state agencies means all state departments, boards, commissions, offices or institutions but excludes, however, for the purposes of subdivision five of section three hundred fifty-five of the education law, the state university of New York and excludes, for the purposes of subdivision a of section sixty-two hundred eighteen of the education law, the city university of New York. Furthermore, such term shall not include the legislature or the judiciary.

Subcontractor means any individual or legal entity (including but not limited to sole proprietor, partnership, limited liability company, firm or corporation) who has entered into a contract, express or implied, for the performance of a portion of the Contract with a Contractor.

Transition or Implementation Plan means a written plan for transition, which outlines, at a minimum, the tasks, milestones and deliverables associated with transitioning the Plan to a new contractor.

Treatment Plan means a detailed statement of the dental services to be rendered and the fees to be charged.

Use and Disclosure means that the Contractor may create, receive, maintain, access, transmit, use and/or disclose the Department’s Protected Health Information (PHI) solely in accordance with the terms of this RFP.