

Dear Doctor:

Enclosed please find the documents and information you requested regarding Texas CHIP Dental Services. Texas CHIP provides medical and dental benefits to over 500,000 children in Texas whose family income is above the federal poverty level but who do not qualify for Medicaid and cannot afford private insurance.

Your office can help deserving children receive appropriate dental care by contracting as a CHIP network dentist. The dental benefits include diagnostic and preventive care as well as therapeutic services such as fillings, laboratory processed crowns, root canals and extractions. Benefits are payable only when the child is treated by a contracted dentist and payment will be made by Delta Dental directly to the treating dentist.

There is an annual maximum allowance that will apply to Texas CHIP dental benefits. Preventive benefits will have a \$250 maximum for a 12-month period. The annual maximum for therapeutic services will be administered in a three-tiered progressive approach based upon the number of years the patient has been enrolled in the program. The three tiers are:

- Tier I: Preventive services plus up to \$280 of therapeutic services.
- Tier II: Preventive services plus up to \$425 of therapeutic services.
- Tier III: Preventive services plus up to \$565 of therapeutic services.

Preventive or therapeutic services that are provided after the patient has exhausted the applicable annual maximum may be charged directly to the enrollee at the Delta Dental Customary Fee Schedule.

If you are interested in participating in this important program aiding the children of Texas, simply complete the enclosed Amendment to your Delta Dental Insurance Company Contracting Dentist Agreement and return it to:

Texas CHIP Dental Services
Delta Dental State Government Programs
P.O. Box 537014
Sacramento, CA 95853-7014

You can find additional information regarding participating in Texas CHIP Dental Services, including a copy of the Texas CHIP Provider Manual, on our website at <http://www.deltadentalins.com/tchip>.

We hope you will consider contracting as a dentist with this important program. Delta Dental looks forward to partnering with your office to help Texas children receive the dental care they deserve.

Sincerely,

DELTA DENTAL



Valerie Georges
Manager, Network Administration and Contracting Department
State Government Programs



**AMENDMENT TO DELTA DENTAL INSURANCE COMPANY
CONTRACTING DENTIST AGREEMENT
FOR
TEXAS CHIP Dental Services**

This amendment to the Contracting Dentist Agreement ("Amendment") between Delta Dental Insurance Company ("Delta Dental") and the contracting dentist or dental group whose name and signature appears below ("Contracting Dentist" or "Dentist") is intended to recite the terms of Delta Dental's contract with Dentist providing services under the Texas Children's Health Insurance Program ("CHIP").

1. **Recitals.** Delta Dental has been awarded a contract by the Texas Health and Human Service Commission ("HHSC") to provide dental benefits through a contracted network of Dentists to children who are enrolled ("Enrollees") in the Texas CHIP.
2. **Contracted Dentist's Obligations**
 - 2.1. Scope of Services. Dentist agrees to provide dentally appropriate Covered Dental Services, as defined in Delta Dental's CHIP Provider Manual and any updates thereto. The CHIP Provider Manual to be provided to Dentist by Delta Dental is incorporated herein by this reference as if it is set forth at length.
 - 2.2. Timely Treatment. Dentist shall ensure that Covered Dental Services are available in a manner that is both timely and appropriate for the patient's dental needs. Dentist agrees at a minimum to meet the standards for emergency, urgent, routine and follow up care as set forth in the CHIP Provider Manual.
 - 2.3. Enrollee Complaints and Grievances. Contracted Dentist shall cooperate with and abide by decisions arising from the Enrollee Complaint and Grievance Procedures established by Delta Dental pursuant to HHSC requirements and as set forth in the CHIP Provider Manual.
 - 2.4. Quality Management. Dentist shall comply with the standards and requirements of the Quality Management Program as established by Delta Dental in accordance with HHSC requirements and as set forth in the CHIP Provider Manual. The Quality Management Program shall include but not be limited to policies and procedures for credentialing, recredentialing, dental office audits, and peer review.
 - 2.5. Approvals. Dentist must submit all patient dental claim forms according to the requirements set forth in the CHIP Provider Manual. All fee-for-service payments shall be subject to Delta Dental's review and approval of services provided as being within the scope of Covered Dental Services and dental necessity according to criteria set forth in the CHIP Provider Manual.
 - 2.6. Audit or Investigation. Dentist understands and agrees that the acceptance of payments under this contract acts as acceptance of the authority of the State Auditor's Office ("SAO"), or any successor agency, to conduct an investigation in connection with those payments. Contracted Dentist further agrees to cooperate fully with the SAO or its successor in the conduct of the audit or investigation, including providing all records requested.
 - 2.7. Provider Directory. Dentist agrees that Delta Dental may include Dentist's name in the directory of CHIP contracting dentists which shall be distributed to CHIP Enrollees.
3. **Delta Dental's Obligations**
 - 3.1. Delta Dental shall perform or contract for those administrative services required by HHSC and the CHIP.
 - 3.2. Delta Dental shall confirm eligibility and authorize Covered Dental Services as set forth in the CHIP Provider Manual.
 - 3.3. Delta Dental shall compensate Dentist for Covered Dental Services provided to Enrollees in the amounts set forth in the Fee Schedule included in the CHIP Provider Manual. Delta Dental's Customary Fee Schedule shall only apply to Enrollees for non-covered services and services that exceed the CHIP dental benefits.
4. **Miscellaneous Provisions**
 - 4.1. The terms and conditions of this Amendment shall apply only to those Enrollees in the CHIP and shall not affect patients under other group dental contracts with Delta Dental. Except as amended herein, the Contracting Dentist Agreement, as amended, between Dentist and Delta Dental remains in full force and effect.
 - 4.2. This Amendment shall be governed, construed and enforced in accordance with the laws of the State of Texas. Any provisions required to be included in this Amendment by state or federal law or by government agencies with jurisdiction over Delta Dental shall bind Delta Dental and Dentist whether or not expressly provided in this Amendment.
 - 4.3. Dentist may terminate this Amendment at any time by giving 30 days written notice to Delta Dental. For a period of one year following termination, Dentist shall advise patients who are eligible under the CHIP that he/she is no longer a contracted dentist. If Dentist fails to advise any such patient, Dentist agrees to be bound to all terms of this Amendment including but not limited to the limitations of fees applicable while this Amendment had been in effect.
 - 4.4. Delta Dental may terminate this Amendment by written notice at any time, without cause.

In witness whereof, the undersigned have executed this Amendment to be effective as of the Contract Effective Date written below:

| DENTIST | |
|---------------------------|-------------------------------------|
| | |
| Signature | |
| Print Name | |
| Date | |
| Tax Identification Number | National Provider Identifier Number |

| DELTA DENTAL INSURANCE COMPANY |
|--------------------------------|
| |
| Signature |
| Title |
| Date |
| Contract Effective Date |

TEXAS CHIP OFFICE PROFILE

Billing Provider Information

Billing Provider Name _____ DDS DMD (circle one)

DBA or Group/Clinic Name _____

License Number _____ Group or Business NPI Number _____

Street Address _____

City _____ County _____ State _____ Zip Code _____

Telephone (_____) _____ - _____ FAX (_____) _____ - _____

Email address _____

Business Type Individual Partnership Corporation **Practice Type** Individual Group Clinic/School

Is your practice currently open and receiving patients? Yes No

If no, please provide us with an estimated date of when you will be open for business ____/____/____

List practice limitations _____

"Pay to" Office Information

If you require your "Pay to" address to be different than above (i.e., post office box), please complete the following information.

Street Address _____

City _____ County _____ State _____ Zip Code _____

Telephone (_____) _____ - _____ FAX (_____) _____ - _____

Accessibility

Hours of Operation: (example: 9-6 or 8:30-5)

| | | | | | | |
|--------|---------|-----------|----------|--------|----------|--------|
| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--------|---------|-----------|----------|--------|----------|--------|

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | | |
|--|--|--|--|--|--|--|

Do you have a 24-hour answering service or machine available? Yes No

Is there a dentist on call for emergency treatment 24-hours a day? Yes No

Is this office wheelchair accessible? Yes No

What languages, other than English, do you and/or your staff speak fluently? _____

List any special features of your office (e.g. transportation assistance, American Sign Language, etc.) _____

How many total active patients do you currently see? _____

How many new patients can you practically absorb into your practice over the next year? _____

What is the current appointment availability? Initial _____ wk Routine _____ wk Hygiene _____ wk

Number of RDH's: Full Time _____ / _____ Part Time _____ / _____ (#/hrs per week available)

Treating Provider Credentialing Information:

Credentialing supports Delta Dental Insurance Company's commitment to offering quality dental benefits, which is a goal we share with the dental profession. Please provide a copy of your state license and any specialty certificate. Also, provide a copy of certificate(s) showing current coverage for professional liability insurance. In addition, complete all information requested below. Delta Dental recredentials its network every four years.

Name _____ State _____ Date _____

License Number _____ NPI Number _____

Credentialing Questionnaire

1. Do you maintain malpractice (errors and omissions) coverage to at least the limits of \$100,000/\$300,000?

Yes No

Carrier _____ Policy Number _____ Exp. Date _____

Amount of Coverage: \$ _____

Other/Remarks _____

2. In the past 4 years, have you had any malpractice suits filed against you? Yes No

If yes, please explain _____

3. In the past 4 years, have you had revoked, suspended, or otherwise sanctioned any certificate/license by any Board of agency in Texas or in any other State? Yes No

If yes, please explain _____

4. In the past 4 years, have you voluntarily surrendered a dental license, a controlled substance registration, or a DEA registration? Yes No

If yes, please explain _____

5. In the past 4 years, have you been denied a DEA registration number or been issued a restricted DEA registration? Yes No

If yes, please explain _____

6. To your knowledge, are you the subject of an investigation by any licensing board or hospital or hospital as of the date of this application? Yes No

If yes, please explain _____

7. Is your office compliant with the *CDC Guidelines on Infection Control Practices for Dentistry*?

Yes No

Documentation

To complete the application and prevent delays in processing, please submit copies of the following documents with this application for every contracting dentist in the practice.

- Current state dental license
- Specialty certificate
- Declarations page of malpractice coverage
- Completed Tax Identification Number Request
- Completed TX Contracting Dentist Agreement
- Signed and dated application
- Copy of Current DEA permit, for each Treating Provider

Please retain a copy of the completed application for your files



TEXAS CHIP Dental Services

PROVIDER LIST-DELTA DENTAL INSURANCE COMPANY

WHEN YOU RETURN YOUR TEXAS CHIP DENTAL SERVICES CONTRACTING DENTIST AGREEMENT THE FOLLOWING NEEDS TO BE INCLUDED:

- Include a copy of the current state board dental license for each dentist that will be practicing in your office.
- Complete the enclosed credential form for each dentist.
- W-9 Form-Completed in Full (Enclosed).
- Include a copy of each dentist's current malpractice insurance coverage page.
- Copy of Current DEA permit, for each Treating Provider.

Pertaining to Specialists only, in addition to above:

- A copy of diploma from accredited post-graduate school identifying specialty.

Please list the names of all dentists who are practicing in your office and list their state board license number and specialty.

Please list each location under your tax identification number where the dentist(s) are practicing. All dentists practicing under the owning or managing dentist's tax identification number at the listed location(s) will also be contracted with Delta Dental.

| | | |
|--|------------------|------------------|
| <u>Owning/Managing Dentist Name</u> | License # | Specialty |
| _____ | _____ | _____ |
| Location | | Phone |
| _____ | | _____ |

| | | |
|------------------------------|------------------|------------------|
| <u>Associate Name</u> | License # | Specialty |
| _____ | _____ | _____ |
| Location | | Phone |
| _____ | | _____ |

| | | |
|------------------------------|------------------|------------------|
| <u>Associate Name</u> | License # | Specialty |
| _____ | _____ | _____ |
| Location | | Phone |
| _____ | | _____ |

PROVIDER PACKAGE CHECKLIST

GETTING STARTED WITH DELTA DENTAL

Please use this checklist to ensure all required information is returned:

- Texas CHIP Dental Services Contracting Dentist Agreement
 - Please sign and date the agreement
 - List all associate(s) in your practice

- W-9 Form
 - If the associate uses a different TIN, please attach a separate W-9
 - Please provide your TIN issued by the Social Security Administration or EIN issued by the Internal Revenue Service. Please indicate the legal business name only *“Doing business as” will not be accepted*

- Copy of current state dental license and specialty license if applicable
 - Enclose license for owning and managing dentist and the associate

- Copy of current malpractice insurance
 - Please provide the declaration page only

- Copy of current DEA permit, for **each** Treating Provider

Thank you for your cooperation. Your timely submittal of these items sets you on the path to experience The Delta Dental Difference[®].

If you should have questions regarding these requests, please contact our Professional Relations Department at **(866) 561-5891**.

Request for Taxpayer Identification Number and Certification

**Give form to the
 requester. Do not
 send to the IRS.**

| | | |
|--|---|---|
| Print or type See Specific Instructions on page 2 | Name (as shown on your income tax return) | |
| | Business name, if different from above | |
| | Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶ | |
| | <input type="checkbox"/> Exempt from backup withholding | |
| | Address (number, street, and apt. or suite no.) | Requester's name and address (optional) |
| City, state, and ZIP code | | |
| List account number(s) here (optional) | | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

| | | | | | | | | | |
|-------------------------------|--|---|--|---|--|--|--|--|--|
| Social security number | | | | | | | | | |
| | | | | | | | | | |
| | | + | | + | | | | | |

or

| | | | | | | | | | |
|---------------------------------------|--|---|--|--|--|--|--|--|--|
| Employer identification number | | | | | | | | | |
| | | | | | | | | | |
| | | + | | | | | | | |

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

| | | |
|------------------|----------------------------|--------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ |
|------------------|----------------------------|--------|

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or

- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. The type and amount of income that qualifies for the exemption from tax.

5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments (after December 31, 2002). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or
2. You do not certify your TIN when required (see the Part II instructions on page 4 for details), or
3. The IRS tells the requester that you furnished an incorrect TIN, or
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your social security card. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your social security card on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line. Check the appropriate box for your filing status (sole proprietor, corporation, etc.), then check the box for "Other" and enter "LLC" in the space provided.

Other entities. Enter your business name as shown on required Federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt From Backup Withholding

If you are exempt, enter your name as described above and check the appropriate box for your status, then check the "Exempt from backup withholding" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

Exempt payees. Backup withholding is not required on any payments made to the following payees:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,

7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt recipients listed above, 1 through 15.

| IF the payment is for . . . | THEN the payment is exempt for . . . |
|--|--|
| Interest and dividend payments | All exempt recipients except for 9 |
| Broker transactions | Exempt recipients 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker |
| Barter exchange transactions and patronage dividends | Exempt recipients 1 through 5 |
| Payments over \$600 required to be reported and direct sales over \$5,000 ¹ | Generally, exempt recipients 1 through 7 ² |

¹See Form 1099-MISC, Miscellaneous Income, and its instructions.

²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees; and payments for services paid by a Federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.socialsecurity.gov/online/ss-5.pdf. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses/ and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt recipients, see *Exempt From Backup Withholding* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

| For this type of account: | Give name and SSN of: |
|---|---|
| 1. Individual | The individual |
| 2. Two or more individuals (joint account) | The actual owner of the account or, if combined funds, the first individual on the account ¹ |
| 3. Custodian account of a minor (Uniform Gift to Minors Act) | The minor ² |
| 4. a. The usual revocable savings trust (grantor is also trustee) | The grantor-trustee ¹ |
| b. So-called trust account that is not a legal or valid trust under state law | The actual owner ¹ |
| 5. Sole proprietorship or single-owner LLC | The owner ³ |
| For this type of account: | Give name and EIN of: |
| 6. Sole proprietorship or single-owner LLC | The owner ³ |
| 7. A valid trust, estate, or pension trust | Legal entity ⁴ |
| 8. Corporate or LLC electing corporate status on Form 8832 | The corporation |
| 9. Association, club, religious, charitable, educational, or other tax-exempt organization | The organization |
| 10. Partnership or multi-member LLC | The partnership |
| 11. A broker or registered nominee | The broker or nominee |
| 12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments | The public entity |

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one). If you are a sole proprietor, IRS encourages you to use your SSN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, and the District of Columbia to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.



Delta Dental

| CONFIDENTIAL Schedule of Allowances for Texas CHIP | | TX01 |
|--|--|--------------------------|
| CDT 9 | Description of Service (Text in Italics is not part of CDT nomenclature) | Maximum Allowable Charge |
| PREVENTATIVE SERVICES (All preventative services limited to \$250 per year) | | |
| D0120 | periodic oral evaluation | \$29.44 |
| D0140 | limited oral evaluation | \$25.00 |
| D0150 | comprehensive oral evaluation (initial) - <i>(Limited to one per child's lifetime per dentist)</i> | \$36.04 |
| RADIOGRAPHS/DIAGNOSTIC IMAGING | | |
| D0210 | intraoral - complete series (including bitewings) - <i>(Limited to one per 36 months)</i> | \$72.08 |
| D0220 | intraoral - periapical first film | \$12.82 |
| D0230 | intraoral - periapical each additional film | \$11.74 |
| D0270 | bitewing - single film | \$8.00 |
| D0272 | bitewings - two films | \$23.86 |
| D0274 | bitewings - four films | \$35.32 |
| D0330 | panoramic film - <i>(Limited to one panoramic film for age 5 through 9 and one panoramic film for age 10 through 18. Limited to one per 5 years)</i> | \$65.08 |
| CLEANINGS | | |
| D1110 | prophylaxis (cleaning) - <i>age 13 through 18</i> | \$56.00 |
| D1120 | prophylaxis (cleaning) - <i>age 1 through 12</i> | \$37.50 |
| D1351 | sealant - per tooth - <i>(Limited to one per tooth per lifetime (permanent molars and maxillary pre-molars only))</i> | \$28.82 |
| THERAPEUTIC SERVICES (All therapeutic services include any required local and topical anesthetics) | | |
| AMALGAM (SILVER FILLINGS) (All amalgam fillings are limited to one tooth per 12 months) | | |
| D2140 | amalgam - one surface, primary or permanent | \$65.72 |
| D2150 | amalgam - two surfaces, primary or permanent | \$87.46 |
| D2160 | amalgam - three surfaces, primary or permanent | \$111.42 |
| D2161 | amalgam - four or more surfaces, primary or permanent | \$77.00 |
| RESIN FILLINGS (WHITE FILLINGS) (All resin-based fillings are limited to one per tooth per 12 months) | | |
| D2330 | resin-based composite - one surface, anterior | \$79.34 |
| D2331 | resin-based composite - two surfaces, anterior | \$105.14 |
| D2332 | resin-based composite - three surfaces, anterior | \$137.28 |
| D2335 | resin-based composite - four or more surfaces or involving incisal angle | \$170.38 |
| D2391 | resin based composite- one surface posterior (primary) | \$76.98 |
| D2392 | resin based composite- two surface posterior (permanent) | \$110.20 |
| D2393 | resin based composite - three or more surfaces posterior (permanent) | \$112.00 |
| D2394 | resin-based composite-four or more surfaces, posterior (permanent) | \$120.00 |
| CROWNS (CAPS) (All crowns are limited to one per tooth per 5 years) | | |
| D2710 | crown - resin, <i>laboratory</i> | \$264.00 |
| D2720 | crown - resin with high noble metal | \$434.00 |
| D2721 | crown - resin with predominantly base metal | \$360.00 |
| D2722 | crown - resin with noble metal | \$400.00 |
| D2740 | crown - porcelain/ceramic substrate | \$515.00 |
| D2750 | crown - porcelain fused to high noble metal | \$528.00 |
| D2751 | crown - porcelain fused to predominantly base metal | \$528.00 |
| D2752 | crown - porcelain fused to noble metal | \$528.00 |
| D2790 | crown - full cast high noble metal | \$528.00 |
| D2791 | crown - full cast predominantly base metal | \$425.00 |

Delta Dental

| CONFIDENTIAL Schedule of Allowances for Texas CHIP | | TX01 |
|--|--|--------------------------|
| <u>CDT</u> <u>9</u> | <u>Description of Service (Text in Italics is not part of CDT nomenclature)</u> | Maximum Allowable Charge |
| OTHER RESTORATIVE SERVICES | | |
| D2930 | prefabricated stainless steel crown - primary tooth (<i>Limited to one per tooth per lifetime</i>) | \$156.06 |
| D2931 | prefabricated stainless steel crown - permanent tooth (<i>Limited to one per tooth per lifetime</i>) | \$162.50 |
| PULPOTOMY/PULPECTOMY | | |
| D3220 | therapeutic pulpotomy (excluding final restoration) | \$87.96 |
| D3222 | partial pulpotomy for apexogenesis - permanent tooth with incomplete root development | \$87.96 |
| D3230 | pulpal therapy (resorbable filling) - anterior, primary tooth (excluding final restoration) | \$110.00 |
| D3240 | pulpal therapy (resorbable filling) - (excluding final restoration, posterior first and second molars) | \$150.00 |
| ROOT CANALS (All root canals are limited to one per tooth per lifetime) | | |
| D3310 | endodontic therapy, anterior tooth (excluding final restoration) | \$355.98 |
| D3320 | endodontic therapy, bicuspid tooth (excluding final restoration) | \$412.50 |
| D3330 | endodontic therapy, molar tooth (excluding final restoration) | \$624.26 |
| EXTRACTIONS (TOOTH REMOVAL) | | |
| D7140 | extraction, erupted tooth or exposed root (elevation and/or forceps removal) | \$67.04 |
| SURGICAL EXTRACTIONS | | |
| D7210 | surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth | \$102.81 |
| D7220 | removal of impacted tooth - soft tissue | \$157.50 |
| D7230 | removal of impacted tooth - partially bony | \$180.00 |
| D7240 | removal of impacted tooth - completely bony | \$300.00 |

CLAIM SUBMISSION REQUIREMENTS

Contracting Texas CHIP Dental Services dentists agree to complete and submit standard claim forms on behalf of their Texas CHIP patients and to do so without charge to the patient or Delta Dental. While dental offices may use any claim form, some earlier versions of the ADA form and accessed by other means, do not contain all required elements for processing your claims. To ensure accurate processing and prompt payment of your claims, we suggest that you consider using the current version of the standard ADA form or you may download an up-to-date SGP claim form from our website at deltadentalins.com/tchip.

PROVIDER CALL CENTER - GENERAL TELEPHONE INFORMATION

Dental offices may contact Delta Dental toll-free at 866-561-5891 for information or inquiries regarding participating in CHIP, member eligibility, claims history, annual maximums, claims processing, criteria and submission requirements for covered dental services. In addition, contracting dental offices are able to access free telephonic and face-to-face interpreting services, at any time, by contacting Delta Dental. The Provider Call Center toll-free lines are available Monday through Friday from 8:00 am - 7:00 pm, except certain holidays.

When calling our Provider Call Center, callers have the option of obtaining information through our easy to use Interactive Voice Response System (IVR). Information available through the IVR includes Delta Dental's mailing address, member eligibility information such as effective dates of coverage, tier level, maximum remaining, and financial information. This information can be sent to a dental office via fax upon request. The IVR is available Monday through Friday from 7:00 am - 9:00 pm and on Saturdays from 10:00 am - 2:00 pm.

MEMBER CALL CENTER - GENERAL TELEPHONE INFORMATION

If your office receives inquiries from CHIP members regarding the program, please refer them to the Member Call Center toll-free number at 866-561-5892. The Member Call Center toll-free lines are also available from 8:00 am - 7:00 pm Monday through Friday, except holidays. We also offer a toll-free number for the hearing impaired at 800-735-2922.

Either members or their authorized representatives may use this toll-free number. Member representatives must have the member's name, Texas CHIP Dental Services Identification number and date of birth in order to receive information from Delta Dental.

COMPLAINTS

Complaint forms are available by contacting our Provider Call Center at 866-561-5891 or are available on our website at deltadentalins.com/tchip. Delta Dental will acknowledge a written complaint within 5 working days of receipt. Delta Dental will resolve the complaint within 30 days. Emergency complaints (involving serious and imminent threat to patient's health) will be assigned highest priority to be expedited and resolved within one day.

The resolution letter will:

1. Explain the resolution of the complaint;
2. State the specific dental and contractual reasons for the resolution;
3. State the specialization of any dentist or other provider consulted; and
4. Include a complete description of the process for complaints, including the deadlines for the complaint process and the deadlines for the final decision on the complaint.

APPEALS

In the event a complainant is not satisfied with our resolution of a complaint, other than issues relating to a member's annual maximum or eligibility information provided to Delta Dental by Texas HHSC or its designee, he/she will have the right to appeal the decision before an appeal panel. A letter acknowledging the appeal will be sent within 5 business days of the date of receipt of the appeal request and include information on the appeal process and a statement of the complainant's rights.

The appeal will be resolved within 30 calendar days. The resolution of appeals involving ongoing emergency dental services will be concluded in accordance with the dental immediacy of the case, but no later than 24 hours after receipt of request for appeal. Notice of our final decision will include a statement of the specific clinical and/or Contract provision(s) on which the decision was based, and the toll-free telephone number and address of the Texas Department of Insurance.

You can file a complaint with the Texas Department of Insurance (TDI) at any time. Contact them at:

Mailing address: Texas Department of Insurance
P.O. Box 149091
Austin, Texas 78714-9091

Toll-free telephone number: 800-252-3439

Website: www.tdi.state.tx.us (for instructions and complaint forms)

E-mail: ConsumerProtection@tdi.state.tx.us