NEVADA STATE BOARD
of
DENTAL EXAMINERS

BOARD MEMBER BOOK:

Board Teleconference Meeting

Tuesday, August 9, 2022

6:00 P.M.

Public Board Book

<u>Agenda Item 7(a):</u>
Review, Discussion, and Consideration Regarding the Proposed Budget for Fiscal Year Ending (FYE) June 30, 2023, and Possible Approval/Rejection of the Proposed Budget for FYE June 30, 2023 – NRS 631.195

Agenda Item 7(b)(1):

Approval/Rejection of Voluntary Surrender of License – NAC 631.160

Tiffnie L Parrish , RDH

NAC 631.160 Voluntary surrender of license. (NRS 631.190)

1. If a licensee desires voluntarily to surrender his or her license, he or she may submit to the Board a sworn written surrender of the license accompanied by delivery to the Board of the certificate of registration previously issued to him or her. The Board may accept or reject the surrender of the license. If the Board accepts the surrender of the license, the surrender is absolute and irrevocable. The Board will notify any agency or person of the surrender as it deems appropriate.

2. The voluntary surrender of a license does not preclude the Board from hearing a complaint for disciplinary action filed against the licensee.

[Bd. of Dental Exam'rs, § XX, eff. 7-21-82]

Nevada State Board of Dental Examiners

2651 N Green Valley Parkway, Ste.104 • Henderson, NV 89014 • (702) 486-7044 • (800) DDS-EXAM • Fax (702) 486-7046

VOLUNTARY SURRENDER OF LICENSE

I, Tiffnie Lynnette Parrish, hereby surrender my Dental / Dental Hygiene (circle one)
Print name

License number 102565 on the 28th day of June, 2022.

By signing this document, I understand, pursuant to Nevada Administrative Code (NAC) 631.160, the surrender of this license is absolute and irrevocable. Additionally, I understand that the voluntary surrender of this license does not preclude the Board from hearing a complaint for disciplinary action filed against this licensee.

Provide full current mailing address including city, state and zip on the line below:

[redacted]

Email address: [redacted]

Home Phone: (_______) Cell Phone: [redacted]

Licensee Signature

28 June 2022

Date of Signature (must correspond with notary date)

State of Oklahoma

County of Tulsa

The statements on this document are subscribed and sworn before me this 28 *day of* June, *20* 22.

HAYDEN HARDEE NOTARY PUBLIC 21012036 Expires 13 Sep 2025 STATE OF OKLAHOMA

Notary Public

13 sep. 2025

My Commission Expires

Received
JUL 05 2022
NSBDE

06/2019

Agenda Item 7(c)(1):

Discussion, Consideration, and Possible Approval or Rejection Regarding Contract for Regulatory Platform Thenthia and for possible Delegation of Board Authority to the Board's Secretary - Treasurer and the Executive Director to Sign a Contract for Said Services - NRS 631-160; NRS 631.190

Amanda Prescia - Thenthia

NAC 631.160 Voluntary surrender of license. (NRS 631.190)

1. If a licensee desires voluntarily to surrender his or her license, he or she may submit to the Board a sworn written surrender of the license accompanied by delivery to the Board of the certificate of registration previously issued to him or her. The Board may accept or reject the surrender of the license. If the Board accepts the surrender of the license, the surrender is absolute and irrevocable. The Board will notify any agency or person of the surrender as it deems appropriate.

2. The voluntary surrender of a license does not preclude the Board from hearing a complaint for disciplinary action filed against the licensee.

[Bd. of Dental Exam’rs, § XX, eff. 7-21-82]

NRS 631.190 Powers and duties. [Effective January 1, 2020.] In addition to the powers and duties provided in this chapter, the Board shall:

1. Adopt rules and regulations necessary to carry out the provisions of this chapter.

2. Appoint such committees, review panels, examiners, officers, employees, agents, attorneys, investigators and other professional consultants and define their duties and incur such expense as it may deem proper or necessary to carry out the provisions of this chapter, the expense to be paid as provided in this chapter.

3. Fix the time and place for and conduct examinations for the granting of licenses to practice dentistry, dental hygiene and dental therapy.

4. Examine applicants for licenses to practice dentistry, dental hygiene and dental therapy.

5. Collect and apply fees as provided in this chapter.

6. Keep a register of all dentists, dental hygienists and dental therapists licensed in this State, together with their addresses, license numbers and renewal certificate numbers.

7. Have and use a common seal.

8. Keep such records as may be necessary to report the acts and proceedings of the Board. Except as otherwise provided in NRS 631.368, the records must be open to public inspection.

9. Maintain offices in as many localities in the State as it finds necessary to carry out the provisions of this chapter.

10. Have discretion to examine work authorizations in dental offices or dental laboratories.

[Part 4:152:1951; A 1953, 363] — (NRS A 1963, 150; 1967, 865; 1993, 2743; 2009, 3002; 2017, 989, 2848; 2019, 3205, effective January 1, 2020)

THENTIA CLOUD
FOR GOVERNMENT

Thentia Cloud Features

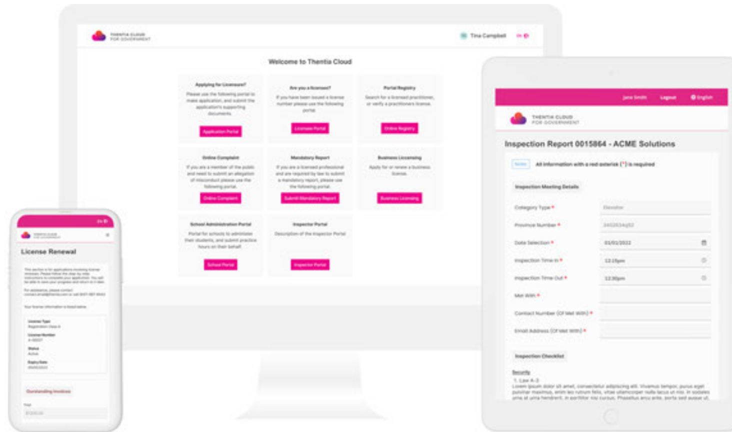
An industry-leading govtech platform built for regulators, by regulators.

thentia.com

Google Cloud Partner

SINGLE PURPOSE-BUILT CLOUD-BASED PLATFORM

Simplify, automate, and digitize the full licensing process with Thentia Cloud.



Revolutionize how you manage your agency with a game-changing regulatory platform that delivers measurable impact.

At Thentia, we're transforming and modernizing the way regulatory bodies manage their licensees and processes. Our end-to-end platform, Thentia Cloud, brings together best-in-class technology with expertise and leadership that regulators can trust.

Thentia Cloud is for regulatory bodies seeking an all-in-one digital platform that will save time and money on administrative functions and regulatory processes, while also providing a better experience for their constituents.

Discover Cost Savings

- ✓ Eliminate paper & postage costs
- ✓ Cut out administrative and overhead costs
- ✓ Lower IT costs

Improve User Experience

- ✓ Streamlined, digital experience for licensees and staff
- ✓ Application processing time down from days to minutes
- ✓ Quicker approvals

Boost Efficiency

- ✓ Time savings through automation & validation
- ✓ Faster reporting & complaints management
- ✓ Reduced call volumes & late renewals

> **We learned very quickly that Thentia was serious about regulatory licensing. We felt confident that with their support and modern, state-of-the-art solution, they could move us into the future where we needed to be.**

LESLIE HANSKA
EXECUTIVE DIRECTOR, OKLAHOMA BOARD OF ARCHITECTS, LANDSCAPE ARCHITECTS AND REGISTERED COMMERCIAL INTERIOR DESIGNERS

Thentia Cloud Features

Registration & Renewals

- ✓ License registration and renewal for individuals, licensed businesses, facilities & objects
- ✓ Configurable application types to collect necessary data, documents, declarations & attestations
- ✓ Document upload & verification
- ✓ Pause & resume applications
- ✓ Report continuing education & supervised work hours

Licensee & Business Self-Service

- ✓ Self-manage personal profile, including making changes to personal, employment, or license information
- ✓ Self-serve digital license certificate & wallet card
- ✓ Request name or status change in-app
- ✓ Request and pay for documentation (agency printed certificate, verification of license)

Public Registry

- ✓ Active licensees search from a centralized data repository
- ✓ Real-time display of relevant licensee information

Document Management

- ✓ Secure document upload & storage for all file types/sizes
- ✓ Preview, edit, or annotate any file in-app

Inspections Management

- ✓ Manage inspector profiles
- ✓ Inspectors can view, assign, unassign & reschedule inspection assignments
- ✓ Appointment scheduling & confirmation emails
- ✓ Complete digital inspection reports with results & findings
- ✓ Board staff can review and track inspection results & resolution of deficiencies

Communications Management

- ✓ Send email notifications to internal staff or constituents with licensee accounts
- ✓ Single view of all communications sent
- ✓ Customizable pre-scheduled, on-demand, or triggered notifications and alerts to staff & licensees
- ✓ Performance and engagement summary reports (coming soon)
- ✓ Customizable email & letter templates

Finance & Payments

- ✓ In-app payments
- $ Secure, fully integrated payment processing powered by Thentia Payments
- ✓ Integrated with third-party payment processors including Authorize.net, NIC USA, Stripe, Chase Paymentech, Beanstream & Moneris®
- ✓ In-portal licensee access to view, print & pay outstanding invoices
- ✓ Complete payment, transaction & reporting history
- ✓ Revenue tracking by account
- ✓ Real-time data upload to accounting software for easy reconciliation

Complaints & Investigations

- ✓ Digital public form enabled with a document uploader to capture complaints
- ✓ Review & triage complaints
- ✓ Create new case records with a click of a button
- ✓ Evidence and supporting document capture (witness details, interview notes, dispositions, hearing details & outcomes, judgements & charges)
- ✓ Create and publish public notices to the online registrar database
- ✓ Rule-based removal of public notices from online registrar database

Thentia Cloud Features

Analytics & Reporting

- ✓ Out-of-the-box, real-time reporting & dashboards
- ✓ Convert data and reports to charts for easy visualization
- ✓ Reporting by geolocation
- ✓ Direct read-only SQL access to create custom reports

Quality Assurance & Continuing Education

- ✓ Configurable continuing education structure to meet the unique CE criteria of each license type
- ✓ Track categorized credits/hours towards ongoing certification
- ✓ Flexible cycles for CE requirements
- $ Single sign-on (SSO) integration with learning management systems (LMS) to pull continuing education data

Board & Committee Management

- ✓ Manage board & committee membership (add or remove members, set membership terms, assign new members to specific committees)
- ✓ Centralized repository for board documents
- ✓ In-app appointment scheduling & reminders
- ✓ Create, track & maintain meeting agendas, minutes, motions & next steps

Security & Permissions

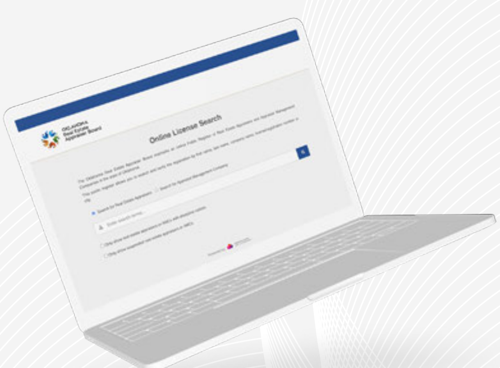
- ✓ Add and manage user accounts & permissions
- ✓ Set role-based access
- ✓ Self-managed account settings for users & licensees (change email, reset password, manage security questions & answer)
- ✓ Two-factor authentication

Higher Education Management

- ✓ Maintain school & student profiles
- ✓ Manage student registrations & change requests
- ✓ Track, record & submit experience hours

Coming Soon

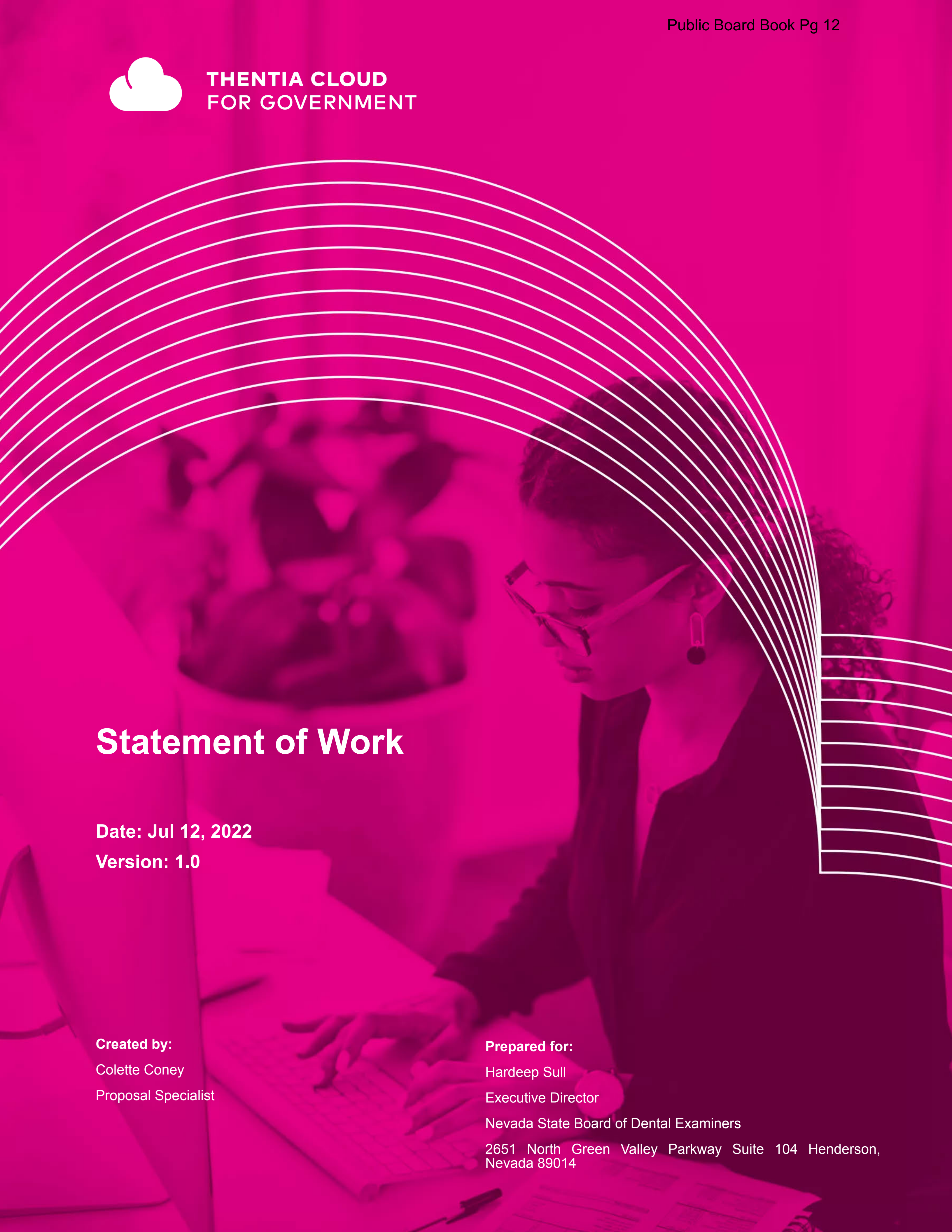
- ✓ Case Management
- $ ID Verification



Ready to digitally transform your agency?

Let us show you how Thentia Cloud can streamline operations while driving greater efficiency for your regulatory agency.

Book a Personalized Demo



THENTIA CLOUD
FOR GOVERNMENT

Statement of Work

Date: Jul 12, 2022

Version: 1.0

Created by:

Colette Coney

Proposal Specialist

Prepared for:

Hardeep Sull

Executive Director

Nevada State Board of Dental Examiners

2651 North Green Valley Parkway Suite 104 Henderson, Nevada 89014

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1. OVERVIEW

1.1. Revision History

Date	Version
7/12/2022	1.0

1.2. Statement of Work

This statement of work (**"Statement of Work"**) is issued under and incorporates the terms of Master Services Agreement between Thentia USA, Inc, (**"Thentia"**) and Nevada State Board of Dental Examiners (**"Client"**) dated Jul 12, 2022.

Thentia shall provide and deliver to Client Deliverables and Services as set out in this Statement of Work hereafter referred to as "SOW". Client acknowledges that Thentia may incorporate pre-built components and pre-existing software packages into Deliverables to be developed under this SOW.

This SOW represents the complete baseline for scope, services, service deliverables, and acceptance applicable to this project. All changes to this document will be managed in accordance with the Change Control process described in Section Change Control.

1.3. Overview

Client has engaged Thentia to provide its Thentia Cloud Software-as-a-Service Product ("Thentia Cloud"). Thentia will provide Thentia Cloud configured in accordance with industry best practices as an implementation project.

Thentia Cloud provides a set of product features that can be configured or customized to provide Client specific business rules, workflows, forms, data types, permissions and other configuration options. The services described in this SOW will cover the implementation phase of the Thentia Cloud.

Thentia Cloud allows Client to manage licensee information through an administrative workbench (the "Workbench"), allow prospective licensees to apply and update their information through a licensee portal, allow approved licensees to self-serve many key functions and provide public access to public information about licensees through the public register / license verification system consistent with legislative authority.

1.4. Success Criteria

The objectives of this project include:

- Implementation of Thentia Cloud configured to meet Client requirements
- Migration of existing Client data into Thentia Cloud
- Training of Client staff

- Transition to ongoing Support and connecting Client to Customer Success Team and Service Desk

The expected benefits are as follows:

- Improved reporting
- Improved data integrity
- Paper process reduction/elimination
- Automate processes where sensible and impactful to a material threshold of the licensee base (e.g. initial registration, exam registration, renewal of license, submission of complaints, change of status)
- An intuitive system for applicants, members, and staff.

2. PRICING

Active Licensees	Price Per Active Licensee Per Month	Annual Price
4134	$1.45	$71,931.60

Professional Services / Project Fees	One-Time Cost
Professional Services / Project Fees	$0

One-Time Cost	One-Time Cost
Support Services	$0

3. SCOPE OF PROJECT

Thentia Cloud provides a number of features that can be enabled for Clients as needed to meet their specific requirements. The following are the product features that will be provided as part of the implementation.

Product Feature	Included/Excluded

Product Feature	Included/Excluded
Applicant Portal The web portal used by applicants to establish an account with the regulatory body and apply for a license.	Configuration of the Applicant Portal to support the following types of applicants. Dentist - Initial Application • Dentist • Specialty • Restricted • Resident Limited • Instructor Limited • Supervisory Limited Dental Hygienist - Initial Application • Dental Hygienist • Restricted • Instructor Limited Dental Therapy - Initial Application • Dental Therapy
Licensee Portal The web portal used by existing licensees/registrants to view and update their profile, register and report on continuing education activities, make payments, renew their license and download wallet cards.	Configuration of the Applicant Portal to support the following types of licensees/registrants. Dentist - Renewal Application • Dentist • Specialty • Restricted • Resident Limited • Instructor Limited • Supervisory Limited Dental Hygienist - Renewal Application • Dental Hygienist • Restricted • Instructor Limited Dental Therapy - Renewal Application • Dental Therapy
Public Register Portal The public-facing licensee/registrant database with searchable records displaying the licensee's profile including authorizations, public notices and any other information required by legislation. Public Register Portal allows to check the public to search for status of the licensee or business and displays disciplinary actions and licensee history.	• Configuration of portal Included.

Product Feature	Included/Excluded

Inspections Portal
Case management solution to accommodate site assessors, designed to accommodate the process of scheduling inspections, collaborating, and collecting data on subjects.
	• Configuration of facility-based inspections for the following processes:
	    • Initial Inspection
	    • Re-Inspection
	    • Unscheduled Inspection
	• Configuration of an inspection associated with an entity/facility application

Online Complaints Portal Members of the public can submit a complaint against a licensee and detail specific information related to the complaint in support of any investigatory needs.	• Configuration of an online complaint intake form for complaints against a licensed licensee or entity
Business Application Portal	Configuration of the Business Application Portal to support the following types of licensees/registrants. Facility License • Initial Application
Business License Portal	Configuration of the Business License Portal to support the following types of licenses/registrants. Facility License • Renewal Application
Workbench Staff Portal The administrative back-office used by Client staff to manage licensees and configuration of Thentia Cloud.	• Provisioning of administrative users and configuration of permissions • Configuration and maintenance of workflows, forms, rules and processes related to all the other portals provided. • Uploading content such as text, images, certificates, etc. • This includes managing records and processes related to registrations and renewals, tracking continuing competence activities and certifications, issuing invoices, processing payments, tracking complaints and disciplinary procedures/enforcement activities and reporting analytics • Complaints and discipline can track and manage all incoming complaints, evidence, witnesses, investigators, statutory dates, and correspondence. From the investigation stage, through to various levels of hearings, along with the tracking of respective outcomes.

Product Feature	Included/Excluded
Messaging Ability to send mass emails to customizable lists of licensees	• Our team can configure bulk transaction emails. Client to provide one email template per transaction scenario
Integrations Ability to send messages (API Calls) based on triggered events within the system to an external API and/or receive messages from external systems.	• Payment processor – Included • Assumes payment processor is one of the following payment providers:Authorize.net • Integrations with Lexus/Nexus, Criminal Background , and FBI Fingerprint to facilitate data extract to an external receipt for regulatory reporting – Not Included
Data Extracts	• Custom reports not included in the out-of-the-box Analytics

Product Feature	Included/Excluded
Reports Predefined reports provided as part of the product	• Count of Licensees by Type with Total • Count of Licensees by Type and Status • Count of Licensees by State/Province and City • Count of Licensees by Type and Location • Count of Registrations (initial registration date) by Type and Period (Today, This Week, This Month, This Year) • Count of Registrations by Year and Type (for the past ten (10) years) - low • Name of Registrants with Count of Bad Declarations • Count of Applications by Tyoe and Submission Date (Today, This week, This Month, This Year) • Count of Applications received per year and type (last ten (10) years) • Counts of Open Application (started but not submitted) by Type and Period (today, this week, this month, this year) • Count of denied application in the past one year • Total Payment Amounts received by period (today, this week, this month, this quarter, thus year) • Total Payment amounts by Invoice Item by period (as above) • Total Amounts owing by Invoice Item by Period (as above) • Complaints/Reports by category of allegation (lifetime) • Count of Complaints received by Licence Type • Counts of complaints per Licensee • Counts of Licensees by Complaint outcomes • Counts of Licensees with complaints in the same category of allegation • Counts of Complaints by Age of Licensee • Counts of complaints by years in profession (based on initial registration date) • Counts of complaints by licensee gender • Counts of complaints/investigations referred for disciplinary action

Product features that are currently not in scope can be added as a Change Request or separate project and are not included in the scope of this project.

Additional features may be added as part of the ongoing enhancement and management of the Thentia Cloud product. As features come available, additional services may be required to configure and/or customize each to meet Client requirements. These additional services can be added as a Change Request or a separate SOW and are not included in the scope of this project.

3.1. Additional Product Assumptions

The following are additional product assumptions that impact the implementation of features:

Accessibility

- Must meet compliance standards including but not limited to WCAG Level A, and WCAG Level AA

Browser Support

- All applications must run on modern W3C compliant browsers, including tablet and mobile device platforms such as Apple and Android. These browsers include, but are not limited to, current and the three last versions of Firefox, Opera, Google Chrome, Microsoft Edge and Safari and the most recent version of Internet Explorer (IE11).

3.2. Project Completion

The project will be considered complete when any of the following are met:

1. All of the service deliverables identified as in-scope within this SOW have been completed, delivered and accepted or deemed accepted, including approved Change Request Forms; or

2. A signed Project Completion Form has been received from the Client; or

3. All Level 1 and 2 application defects discovered during the User Acceptance Testing (UAT) phase have been fixed during the UAT phase and code delivery has been validated by the Client within ten (10) days of delivery; or

4. The project (application or web site) is in functional use either internally or externally; or

5. This agreement is terminated pursuant to the provisions of the agreement.

4. PROJECT ACTIVITIES

The following describes the activities that will be performed and the deliverables provided as part of the project.

4.1. Project Description

Thentia will onboard and collaborate with Client to initialize, configure and launch Thentia Cloud for the designated Client organization. As part of the project, Thentia will migrate Client's data and provide training services to prepare Client for launch. Thentia will also provide transition to post-launch maintenance and ongoing Client support services provided by the Thentia Service Desk and Thentia Customer Success Team.

The project will be managed based on industry standard project management and software delivery methods as described in section 5 below.

4.2. Project Team and Stakeholder Responsibilities

Stakeholder	Role	Responsibilities
Agency Sponsor	Project Sponsor	• Reviews and approves documents and deliverables • Participates in review sessions to collect and document the business requirements • Participates in meetings when required • Participates in the training and data conversion activities • Serves as a subject matter expert for requirements
Agency Staff	Subject Matter Experts	• Participates in meetings when required • Participates in design of business process definitions. • Provides a list of all data required to load into the new system. • Conducts data clean-up to ensure the data is accurate and up to date. • Conducts User Acceptance Testing (UAT)

Stakeholder	Role	Responsibilities
Thentia Project Manager	Project Manager	• Actively manages, communicates, and mitigates project risks and issues and escalates when necessary • Manages sponsor, stakeholder, and team expectations throughout the project • Provides detailed project planning documentation (Statement of Work, Risk Management Log, Status Reports, Schedule, etc.) • Responsible for managing the execution of all project milestones/deliverables • Provides leadership and actively manages the project team resources within the confines of the project • Organizes Inter-Departmental work groups and team meetings, when necessary • Monitors project progress; individual and team performance against work estimates and assists when necessary to ensure that the project stays on schedule, cost, scope and quality • Manages project scope and escalates issues where necessary • Provides project updates and status reports to all project stakeholders • Resolves cross-functional issues at project level, escalates where necessary
Thentia Project Coordinator	Project Coordinator	• Assists the Customer Success Manager with the coordination of resources, meetings, and information
Project Team	Regulatory Consultant	• Provides subject matter expertise on regulation and/or regulatory agency processes
Project Team	Analyst	• Assist in defining the project • Gather requirements from business units or users • Works closely with the onboarding configuration team to ensure data is mapped and loaded in the new system correctly. • Works closely with Client to ensure the project meets business needs. • Test solutions to validate objectives • Configures the system from requirement specifications and any related documentation.

Stakeholder	Role	Responsibilities
Project Team	Trainer	• Analysis of training needs with client • Coordinate with client to schedule training • Conduct required training on product solution • Create document training summaries and evaluation • Evaluate training requirement post launch
Project Team	Technical Architect	• Provide enterprise integration with external systems • Custom architecture and design of technical solutions
Project Team	QA	• Functional Testing • Regression Testing • Payment Testing

4.3. Project phases, Activities and Deliverables

Activities	Details	Key Activities	Client Expectations
Phase 1: Planning and Requirements Design			
Kick-Off Meeting	Customer Success Manager will schedule a Kick-off meeting that accommodates the Client, and Project Team members, typically lasting approximately 45 minutes t. The purpose of the meeting is to facilitate introductions and review the Scope of Work.	• Introductions • Review Scope of Work • Next Steps	• Fill out questionnaire before kickoff meeting • Attend the meeting • Bring 'Stakeholder List' that includes contact information for all parties involved in the project
Collecting Information	After the meeting, the Customer Success Manager will send a follow up email to collect additional information and let Client know where to store information. Thentia will provide links to secure folders where Client can upload: • Relevant documentation regarding current applications, workflows, etc. • Data: anything with private information will be uploaded here, as this ensures the data is kept secure. Data Sample and Final Data is also stored in this secure location, as is payment processor information. • Templates for certificates and wallet cards. Client will need to review and make desired updates	• Onboarding Questionnaire • Collect customer documentation, data, and template updates	• Give the Data Migration Template to your IT department or DBA performing the data extraction • Begin preparing sample data extract, • Participate in requirements workshops, • Provide sample certificates, wallet cards, email templates, and documents

Activities	Details	Key Activities	Client Expectations
Requirements and System Design	Workshops and/or meetings with Client Stakeholders to identify detailed requirements for configuration and any additional customizations needed to meet Client requirements Thentia will create a Solution Requirement Package that fully outlines the scope, deliverables, timeline, and milestones; these documents are signed off by the Client at the beginning and at the end of the process to ensure all parties are in agreement with regarding what is being requested and what is in scope. Note: Additional items outside of the items listed in “Licenses and Configuration” (created based on the technical questionnaire filled out by the Client prior to contact signature) could cause project delay and require additional costs for professional services.	• Solution Requirement Package • 3rd party integration and documentation • Requires customer sign-off	• Participate in workshops and review and complete requirements package • Request APIs (interface information) from 3rd party interfaces • Sign-off and provide feedback
Milestones and Timeline Review	Once Thentia receives the filled-out onboarding questionnaire, the Customer Success Manager schedules a kick-off meeting where the timeline and milestones of the project are reviewed. Note, if SOW changes from what is listed in the Technical Questionnaire, Thentia reserves the right to modify pricing to reflect additional work if necessary.	• Re-estimated SOW, schedule and cost based on any new requirements identified • Formal sign-off of the business requirements and updated SOW, budget and timelines • Re-estimation of agency staff allocations will be re-forecast based on updated requirements.	• Review and sign timeline and milestones
Phase 2: Execution			

Activities	Details	Key Activities	Client Expectations
Configuration	Configuration of the environment is completed by the analyst based on the solution requirement package which has been signed off the client. Data Migration is to be provided by the Client to ensure what will be configured and what is in scope.	• Analyst reviews client-provided documents for portal configurations • Analyst review Solution Requirements Package • Analyst begins configuration of portals • Corrected data / data mapping uploaded • Client provides documents for email and letter templates • Analyst transfers data to portals • Report configuration • Payment processor integration if applicable	• Attend meetings as needed • Sample Data Extract is pulled from current system by Client's IT or DBA • Clean-up of data
Data Migration	Data Migration is to be provided by the Client in CSV format based upon Thentia's standard data dictionary and Excel templates.	• Data Migration Mapping • Convert Client provided data	• Additional data clean-up if needed • Provide data dictionary, if available

Activities	Details	Key Activities	Client Expectations
Testing	After configuration is complete, Client will have the opportunity to complete User Acceptance Testing(UAT). Participants will have access to a test environment to perform user acceptance testing. Training materials will be provided. Thentia will complete the following testing: • Pre-Launch QA test – This test is to assure that portals are working • Smoke Test – This test occurs after Thentia loads the Client provided data. The QA Team will test the functionality and ensure all is functioning properly. If no blockers are found, the process can continue to the next step. • Penny Test – A penny test is conducted to test the connection between Thentia Cloud and the payment processor. The transaction is submitted for a penny.	• Business Acceptance Testing • Pre-Launch QA test • Smoke Test • Penny Test	• Conduct UAT • Log ticket for any bugs in Thentia's Zendesk customer support portal • Review and close bugs
Training	Please see the training section. This will happen in conjunction with implementation.	• Training needs analysis • Training Facilitation • Training evaluation • Post Launch training need analysis	• Attend and participate in training
Deployment	Preparing to deploy to the Production environment	• Deployment Plan	• Prepare to have current system down for 3 days during cutover process.
Go Live	Configured system will be launched to Production.	• Production Deployment	• Be available for daily check-ins and status updates
Phase 3: Project Closure			

Activities	Details	Key Activities	Client Expectations
Post Go Live / Support Transition	Thentia's project team will be providing support for four (4) weeks following go-live. Please note that after two (2) weeks, the primary point of contact will move to your Customer Success Manager (CSM).	• Week 1 original team is checking in daily • Week 2 original team is supporting, with external/ internal hand offs to support team • Week 3 CSM is now the point of contact, original team moves into the background but supports at 25% • Week 4 same as week 3 • Full transition to Support team after Week 4.	• Log tickets as needed • Participate in status meetings
Project Closure	Original team closes the project and transitions to support team. Customer Success Manager becomes the customer contact for all enhancements or support moving forward. Project is formally closed.	• Project closure and client sign-off • Transition to Support Team	• Sign-off on project

4.4. Support During Onboarding

For any questions, comments, concerns during the project, please reach out to your Project Manager or Customer Success Manager. Thentia will be available to help address all items during onboarding, Thentia's primary goal is to ensure your onboarding is smooth and efficient.

4.5. Post-Onboarding Support

The project team will provide post-onboarding support for a period of four (4) weeks from the day the new system has been successfully deployed to production. During this period, the onboarding team will resolve outstanding bugs/defects and address any questions related to the onboarding.

After the initial two (2) weeks of the post-onboarding support period, the new system will be transitioned to the customer service desk. The customer service desk will continue to provide Client support moving forward. The project team resources will be available to support the customer service desk.

All requests for changes outside the original scope for the newly launched system will be required to follow the change request process, this is initiated by creating a request for change ticket through the customer service desk.

4.6. Exclusions

The following are not included in the scope of this project:

- Updates to the Client's public facing website or other websites not part of the Thentia Cloud product.
- Ongoing training and change management after the launch of the Thentia Cloud product.
- General I.T. consulting services, cloud migration, analytics-as-a-service
- Implementation of custom reports
- Adding, configuring and/or changing user permissions and access rules
- Cleaning up or correcting data to be migrated
- Any item not specifically listed as in-scope

4.7. Project schedule

The project is estimated to take 32 weeks in duration.

NOTE: The Thentia Project team is engaged to start project activities once payment is received from Client for the first invoice. The Project start date will be mutually agreed upon receipt of Client payment.

Project Phase / Deliverable	Estimated Duration (weeks)
Phase 1: Planning and Requirements	8
Phase 2: Execution	20
Phase 3: Project Closure	4

If there are any delays in the sign-off of the project (e.g. the project start date is delayed), the remaining deliverable dates will be shifted in accordance with the delay. Changes to the duration of the project will be handled through the Change Control process.

4.7.1. Client Responsibilities

The following is a list Client responsibilities necessary for the successful completion of this effort. Thentia has established the schedule and pricing for services by thoughtfully considering the items below. If an item identified below does not occur in the expected manner or within reasonable time frames, such circumstance may constitute a change that will require an adjustment to the schedule and/or price.

- Procurement of software licenses as required
- Participation of stakeholders in scheduled workshops, training sessions, etc.
- Providing data dictionaries and sample data exports from current systems to be migrated
- Participation in User Acceptance Testing
- Client is responsible for translation and updating of Client specific content specific to Clients forms, web site, content, etc.

4.8. Assumptions

- Resources will be available by both Client and Thentia to implement the product within the mutually agreed timelines.
- New requirements identified during Phase 1 and Phase 2 will result in a re-estimated project scope, budget, and timeline. Changes to the original SOW will be reflected in Change Requests provided for sign-off by the Client.
- The estimate presented in this SOW is based on an optimal development schedule with software modules developed in the most efficient order to allow for the best staffing of the project. Different phasing / development orders may be requested by the Client, and such changes will be addressed through the Change Management Process.
- Thentia and Client will work together to prioritize all test cases. Priority levels will be mutually agreed upon in accordance with the project schedule.
- The Client will follow Thentia guidelines for documenting issues during the User Acceptance Testing (UAT) phase of the project to ensure that issues are clearly documented for resolution by Thentia developers.
- It is expected that there will be a timely delivery of any dependent material from the Client in accordance with the project schedule. Any delays resulting from waiting for delivery of dependent material may impact the project timeline and require revisions to estimates.
- Documentation will adhere to Thentia documentation templates and standards
- Coding Standards applied will adhere to Thentia Coding Standards
- The following will have an impact on the project schedule and could potentially delay the launch date and result in additional costs or scope:
    - Technical Questionnaire - Incomplete or inaccurate details.
    - Solution Requirement Package - Delay in approval/sign-off
    - Data Migration - poor data/missing information may require additional time to address/resolve
    - Unreasonable Delays - Delay in responses providing necessary information, cancellation of scheduled meetings, user acceptance testing and other related feedback/information.
    - Integration - unexpected delays or non-cooperation by 3rd party stakeholders or vendors.

5. FINANCIALS

5.1. Rates

Thentia will provide implementation configuration and customization up to a maximum of 640 hours at no charge. Any hours in addition of the 640 hours shall be billed at rates prescribed below. This includes enhancements to existing capabilities and new capabilities, if necessary.

Thentia resources are billable according to the following rates:

Role	Hourly Rate (USD)

Role	Hourly Rate (USD)
Program Manager / Project Director	$200
Project Manager	$150
QA Analyst	$75
Analyst / Implementation Specialist	$150
Trainer	$150
Instructional Designer	$150
Technical Director / Solution Architect	$200
Senior Developer	$125
Front End Developer	$125
Graphic Designer	$125
Regulatory Consultant	$225

Thentia rates are re-evaluated yearly and published. It is assumed that rates will be adjusted and current rates will be used for new work.

5.2. Expenses and Travel

5.3. Termination Charges

Thentia reserves the right to terminate this project due to Client material breach or default, or Client terminates this SOW without cause, the Client is obligated to pay Thentia for services performed, expenses incurred prior to termination, and shall include the following:

1. All amounts previously invoiced but unpaid; and
2. Fees for services performed through the termination date which have not been invoiced at the then current published hourly rate(s); and
3. Any and all subcontract cancellation and/or termination charges incurred by Thentia, including the cost of third-party products and services furnished to Thentia but not delivered to Client as of the date of termination; and
4. Costs associated with relocating Thentia and/or subcontractor employees to and from Client work site; and
5. Full hourly rates for Thentia and/or subcontractor personnel for sixty (60) days following the effective date of termination; provided, however, if Thentia reassigns the employees during the sixty (60) - day period the amount owed by Client shall be reduced by a pro rata amount.

6. PROJECT MANAGEMENT AND SOFTWARE DELIVERY METHODOLOGY

6.1. Communications

The following are the types of communications provided by the Thentia Project Team:

Communication	Frequency	Goal	Owner	Audience
Kick-Off Meeting	Once	Introduce the Customer Success Manager and Onboarding team. Review Objectives	Customer Success Manager	• Project Sponsor • Project Team • Stakeholders
Onboarding Status Report	Bi-Weekly	Review implementation status and discuss any potential issues, delays or risks.	Customer Success Manager	• Project Sponsor • Project Team • Stakeholders
Project Evaluation	Post-Go-Live	Gather feedback and discuss next steps for success check-ins	Customer Success Manager	• Project Sponsor • Project Team • Stakeholders

6.2. Quality Assurance

Thentia adopts an iterative approach to ensure a high level of quality during the configuration, testing and final delivery of its service.

6.2.1. Testing Approach

Onboarding Configuration Team

- Configures each module in accordance with the business requirements
- Conduct unit, regression and system test
- Resolve variances as needed

QA Team

- The QA Team will execute test scenarios using test cases, recording the results ‘Pass or Fail’
- If the test fails, a ‘Bug’ ticket is created and assigned to the configuration team
- Re-test defects, re-assigns to the configuration team if not resolved
- QA continues with the testing until each test scenario has achieved a score of ‘Pass’

User Acceptance Testing (UAT)

- Client will have access to a UAT environment to perform user acceptance testing.
- Client provides the test results to the implementation specialist who reviews and adjusts the configuration as needed.
- Client continues testing until all test scenarios are completed and defects have been resolved.

6.2.2. Defect Management

When a defect is identified during QA testing or during the user acceptance product review a 'Bug' ticket is created and assigned to the onboarding configuration team to resolve. Once this is completed, the 'Bug' ticket is re-assigned to the QA team and/or the UAT team for further testing. This process is repeated until the defects are resolved.

6.3. Data Migration

Data migration is the process of moving data from its current source to Thentia Cloud. The process involves cleaning up the data, assessing the data quality, mapping the source to the target, loading the data into Thentia Cloud and performing verification procedures to ensure data has transferred correctly in to Thentia Cloud.

Thentia will conduct an initial assessment of the data identifying inconsistencies (duplicates, missing data, etc.) and provide feedback as needed. Client will send Thentia an Excel spreadsheet in Thentia's standard format (CSV) for review by secure data transfer:

The following is a summary of events to ensure the quality of data:

- Client to update the Excel spreadsheet (CSV) files and correct the data where applicable and send the files to Thentia by secure transfer
- The Onboarding team will load the data into Thentia Cloud, validate and identify any data issues
- Discuss and review any data issues found with Client for resolution
- Repeat steps one (1) through three (3) until all the data is accurate and loaded successfully
- Client will have access to the new system to conduct additional testing to validate the data
- Client owns the data. Thentia will make data formatting changes for operability within Thentia Cloud. No data changes will be made by Thentia without Client's approval. If the data quality is poor (i.e., data is missing values or information is incorrect) during the data migration, it will impact the project schedule and potentially alter or delay the launch date.

The following table outlines the responsibilities for completing each activity.

Migration Activity	Thentia Project Team Responsibilities	Client Responsibilities
Cleaning and preparing source data		• Clean-up of the source data (i.e. duplicate email or home addresses) • Send copy of the existing data (the source) in the format of Excel (CSV).

Migration Activity	Thentia Project Team Responsibilities	Client Responsibilities
Data Assessment	• Assess the source data, looking for data inconsistencies, incorrect or duplicate data (i.e., duplicate e-mail address, multiple home addresses with variations of the same street / city, etc.	• Assess the source data, looking for data inconsistencies, incorrect or duplicate data (i.e. duplicate email address, multiple home addresses with variations of the same street / city, etc.) • Additional data clean-up may be required
Data Mapping	• Map the source data to the target data workbook provided by Thentia	• Provide clarification if needed, mapping the source data to the target data. • Define business rules, if applicable
Load the Data and Test	• Load the data into the new system, identify any data inconsistencies, verify data conforms to the business rules • Update data mapping, if required	• Clean-up the data, if required • Review and update business rules, if required • Assist in resolving data inconsistencies
User Acceptance Testing (UAT)		• Conduct smoke test to ensure the data loaded meets the business requirements • Feedback must be provided by the target deadline which will communicated prior to commencing the user acceptance product review

6.4. Training

Thentia's approach to training for the Thentia Cloud platform is it should be easy to access and easy to understand. We recognize that implementing system and process changes can be stressful and hectic. With that in mind, Thentia's goals for product training are to provide users with just-in-time learning, so information learned is applied almost immediately. Reference materials are provided to assist users as they work in the platform.

When and Where: For Train-The-Super-User, training will start ~three (3) weeks before go-live. For Train-the-Trainer, training typically starts five to seven (5-7) weeks before your set go live date and occurs online. When safe to do so (after the pandemic), Thentia can offer training both in-person and online. Please note that in-person training will require additional fees not included in this Scope of Work.

Training sessions are between 1-1.5 hours each, with the core functionality totaling about six (6) hours. If there are additional portals configured (inspections, schools), Thentia will provide 1-1.5 hours of training per portal.

Schedule: A schedule will be completed once a trainer is assigned. Thentia will work with Client to ensure training sessions are offered at a time when most users can attend. Please note trainings will also be recorded and subsequently provided to Client.

Additional Materials: All training sessions are recorded and provided to Client for continued use. Client will also receive quick-reference guides, access to how-to videos, FAQ sheets, and copies of the training presentations as educational materials.

Who: Thentia can deliver training to the audiences of your choice. Thentia can offer training in the form of Train-the-Trainer or Train-the-Role-Based-Super-User.

Agenda: The agenda will be determined according to Client preference between Train-the-Role-Based-Super-User or Train-the-Trainer approach. An overview of the agenda for each form of training is below.

6.4.1. Train-The-Super-Role-Based-User Sample Agenda (typically recommended for smaller customers)

This training is delivered by Thentia and provides all users with basic foundational system knowledge followed by additional module/topic training based on role/job function. This allows users to concentrate on the areas of the system that will be used most often day-to-day staff responsibilities.

Training included in pricing accounts for the training of four (4) distinct roles. Each role will receive 1.5-3 hours of training specific to their role in addition to the general overview for “all” outlined in the table. Thentia will also provide 1-1.5 hours of training per portal. If Client would like Thentia to train additional roles, the rate will be $1,000/per additional role; each role added will also receive 1.5-3 hours of training specific to the role.

The following table provides a sample role-based training curriculum. Please note the role-based training curriculum will be catered to your agency and provided separately.

Role	Topics
All	• Overview • Login Process • Navigation and Common Elements
Administrator	• All topics
Accounting	• Invoicing • Payments • Financial Reports
Licensing	• Applications • Renewals • Continuing Education • Document Requests • Name Change Requests
Compliance	• Online Complaints • Case Management • Public Notes

6.4.2. Train-the-Trainer Sample Agenda (typically recommended for Enterprise Customers)

Week 1 - Product training instruction by Thentia trainer: trainers receive instruction on system functionality, tips, best practices, and review available materials.

Week 2 - Self-preparation and practice: trainers practice what they learned in a training environment and prep for upcoming teach-back sessions.

Week 3 - Teach-back certification sessions: trainers are asked to teach one or more topics in a mock training session to a Thentia trainer. Each teach-back is evaluated, and feedback is provided at the end of the teach-back.

Week 4 - Trainer internal prep time for training delivery: Certified trainers begin preparations for user training. Preparations may include training schedule creation, training communications, custom material creation, securing rooms for in-person classroom sessions, additional trainer prep and practice, etc.

Week 5 - Continued trainer internal prep time for training delivery: Continued prep activities from Week 4.

Week 6 - Conduct user training: End user sessions begin

Week 7 - Conduct user training: End user sessions continue

Note: Certified Client trainers are required to renew certification yearly to ensure trainers remain current on the Thentia Cloud platform. The re-certification process includes reviewing new functionality and teach-back and assessments as needed. This is not included as part of scope of this Statement of Work.

6.5. Support

Thentia offers customer support via the Portal, Email, and phone. The Portal will be the main source of support; all items logged over phone and email will be converted to a task ticket. The Client will be able to track the progress and communication around task tickets via the portal.

Portal: https://support.thentia.com

Email: support@Thentia.com*

Phone Number: 1 800 961 1549*

* Notes: Phone support is in the rare occurrence of system-down situations and will be converted to a ticket. Additionally, we require Clients to file tickets via the portal as email can be marked as a phishing scam at the mailing server.

Standard support hours are Monday through Friday 9:00 a.m. to 8:00 p.m. EST, excluding national holidays. For calls, emails, and task tickets logged outside of support hours, Client can expect a response the next day.

Support options within the Portal are categorized in the portal as "Bugs/Maintenance," 'Support and Question," "Request for Change/Feature Request." An overview of each is below.

- Reporting a Bug / Maintenance Support – Maintaining functionality of the current system is free of charge. This is limited to troubleshooting and service restoration only. For this, select "Report a bug or **Maintenance Support** " in task ticket portal.
- Questions, Training, Clarifications – For questions and clarifications (training), Thentia offers up to 20 hours of training, clarification, and education per calendar year through the portal. For this, select "Support and **Questions** ." Additional support hours for questions, training, and clarifications will be offered at the rates below.
- Change Request / New Feature Request - Features and enhancements including adding additional portals, 3rd party integrations, and changes to existing licenses/portals constitute as a Change Request or a New Feature Request. This

requires additional fees. To log a Change Request or New Feature request, please select “Change Request / New Feature Request” in the support portal.

Only the Client’s designated staff trained on Thentia software will have access to Thentia Support portal and be able to log a task ticket.

Support services cover only products purchased from Thentia Cloud. Thentia Cloud is not responsible in any case when service interruption results from the failure of products not delivered by Thentia Cloud. This includes but is not limited to network infrastructure, interfaced legacy systems, monitors and other display devices, accessories, etc.

6.6. Change Control

During the project either party may request in writing additions, deletions, or modifications to the services described in this SOW (“change”). Thentia will have no obligation to commence work in connection with any change until the estimated fee and schedule impact of the change is agreed upon in a written Change Request Form signed by the designated Project Manager(s) from both parties.

Change Requests can include any new feature, integration, custom report, or request that is not specifically provided as a product feature or as an implementation deliverable in section three (3) of this SOW. Change Requests can also include schedule and budget changes.

Change Requests and New Feature Requests require a minimum of four (4) hours of total time, to ensure several task tickets can be grouped together prior to approving a change request that is billable.

Only authorized users can submit a Change Request or Feature Request.

The Change Management Process is designed to ensure change details are clearly understood and communicated to both the Thentia and Client team. Additionally, the outcome of the process is to produce a course of action that both teams sign-off on. It is important to identify the Client stakeholders who will sign-off on Change Requests and Thentia will require this information prior to the start of the construction phase. The Change Management Process is as follows:

- A Change Request (CR) is initiated by the Client or Thentia.
- A high-level CR Analysis Form is completed providing an estimate of the time and cost associated with analyzing the impact of the change and submitted by Thentia to the Client for approval.
- The Client approves the undertaking of a CR analysis after reviewing the CR Analysis Form.
- The CR is logged and assigned for analysis.
- The assigned Thentia project team members execute the analysis. Initiating the CR analysis may impact the project schedule as the analysis will be executed by existing team members. The CR Analysis is conducted on a time and materials basis.
- The results of the CR Analysis are provided by Thentia and recorded in the Change Request Form that will be submitted to the Client.
- Within three (3) consecutive business days of receipt of the Change Request Form, the Client shall either indicate acceptance of the proposed change by signing the Change Request Form or advise Thentia formally (via email or other written documentation) the change is not needed. If the Client advises Thentia not to perform the change, then Thentia will proceed only with the original services agreed upon. In the absence of the Client’s acceptance or formal rejection, Thentia will not perform the proposed change.

Thentia will use commercially reasonable efforts to minimize the additional cost and time associated with a change.

6.7. Customer Success

On at least monthly basis, Clients can anticipate receiving communications from the Customer Success Manager.

Customer Success Manager will set up a series of recurring meetings.

The Customer Success Manager will reply to Client communications in a timely manner via email, phone, or scheduled meeting no later than two (2) business days unless out of office, in which case an out of office message will be automated to inform Clients. Out-of-office messages must include when CSM will return messages and an alternate Thentia contact that may be reached in the meantime.

7. SIGNATURE

Thentia USA, Inc

BY: ________________________________

NAME: Chris Woodill

TITLE: Vice President of Operations

Nevada State Board of Dental Examiners

BY: ________________________________

NAME: ________________________________

TITLE: ________________________________

Agenda Item 7(d)(1):

Discussion, Consideration, and Possible Approval or Rejection Regarding Quote from Dell Technologies for Computer Units Located at the Board's Office at 2651 N Green Valley Pkwy, Ste 104, Henderson, NV 89014, and for Possible Delegation of the Board Authority to the Board's Secretary-Treasurer and the Executive Director to approve

purchase -NRS 631.160: NRS 631.190

Dell Technologies

PC Manufacturer	PC Model	Purchase/Ship Date	Warranty Expiration Date
Dell	Optiplex 7010	10/2/2013	10/3/2018
Dell	Optiplex 7010	10/2/2013	10/3/2018
HP	ProDesk 600 G3	7/28/2017	7/27/2020
HP	ProDesk 600 G3	5/4/2017	5/3/2020
HP	ProDesk 600 G3	8/3/2017	8/2/2020
Dell	Optiplex 5070	2/7/2020	2/8/2025
Dell	Optiplex 5070	12/20/2019	12/21/2024
Dell	Optiplex 5070	2/7/2020	2/8/2025
Dell	Optiplex 5070	12/20/2019	12/21/2024
Dell	Optiplex 5070	12/20/2019	12/21/2024

DELL Technologies

A quote for your consideration

Based on your business needs, we put the following quote together to help with your purchase decision. Below is a detailed summary of the quote we've created to help you with your purchase decision.

To proceed with this quote, you may respond to this email, order online through your **Premier page**, or, if you do not have Premier, use this **Quote to Order**.

Quote No.	**3000126573959.1**	Sales Rep	Carlos Torres
Total	**$2,378.00**	Phone	(800) 456-3355, 5138430
Customer #	530017346660	Email	C.Torres@Dell.com
Quoted On	Jul. 15, 2022	**Billing To**	RIGOBERTO MORALES NEVADA STATE DENTAL BOARD 6010 S RAINBOW BLVD STE A1 LAS VEGAS, NV 89118-2544
Expires by	Aug. 14, 2022		
Contract Code	C000000010638		
Customer Agreement #	MNWNC-108		

Message from your Sales Rep

Please contact your Dell sales representative if you have any questions or when you're ready to place an order. Thank you for shopping with Dell!

Regards,
Carlos Torres

Shipping Group

Shipping To	**Shipping Method**
RIGOBERTO MORALES NEVADA STATE DENTAL BOARD 6010 S RAINBOW BLVD STE A1 LAS VEGAS, NV 89118-2544 (702) 486-7005	Standard Delivery

Product	Unit Price	Quantity	Subtotal
OptiPlex 3000 Small Form Factor	**$1,189.00**	**2**	**$2,378.00**

Subtotal:	**$2,378.00**
Shipping:	**$0.00**
Environmental Fee:	**$0.00**
Non-Taxable Amount:	**$2,378.00**
Taxable Amount:	**$0.00**
Estimated Tax:	**$0.00**
Total:	**$2,378.00**

Shipping Group Details

Shipping To	Shipping Method
RIGOBERTO MORALES NEVADA STATE DENTAL BOARD 6010 S RAINBOW BLVD STE A1 LAS VEGAS, NV 89118-2544 (702) 486-7005	Standard Delivery

		Quantity	Subtotal
OptiPlex 3000 Small Form Factor Estimated delivery if purchased today: Jul. 29, 2022 Contract # C000000010638 Customer Agreement # MNWNC-108	**$1,189.00**	**2**	**$2,378.00**

Description	SKU	Unit Price	Quantity	Subtotal
OptiPlex 3000 Small Form Factor	210-BCSW	-	2	-
12th Generation Intel Core i5-12500 (6 Cores/18MB/12T/3.0GHz to 4.6GHz/65W)	338-CCWC	-	2	-
Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish	619-AQMP	-	2	-
No Microsoft Office License Included – 30 day Trial Offer Only	658-BCSB	-	2	-
16GB (2x8GB) DDR4 Non-ECC Memory	370-AGFS	-	2	-
M.2 2230 256GB PCIe NVMe Class 35 Solid State Drive	400-BEUW	-	2	-
M.2 22x30 Thermal Pad	412-AAQT	-	2	-
M2X3.5 Screw for SSD/DDPE	773-BBBC	-	2	-
No Additional Hard Drive	401-AANH	-	2	-
Intel Integrated Graphics	490-BBFG	-	2	-
180 W internal power supply unit (PSU), 85% Efficient, 80 Plus Bronze DAO	329-BGPO	-	2	-
System Power Cord (Philipine/TH/US)	450-AAOJ	-	2	-
DVD+/-RW Bezel	325-BDSG	-	2	-
8x DVD+/-RW 9.5mm Slimline Optical Disk Drive	429-ABFH	-	2	-
CMS Essentials DVD no Media	658-BBTV	-	2	-
No Wireless LAN Card (no WiFi enablement)	555-BBFO	-	2	-
No Wireless Driver (no WiFi enablement)	340-AFMQ	-	2	-
Chassis Intrusion Switch	461-AAIY	-	2	-
No PCIe add-in card	492-BBFF	-	2	-
No Additional Add In Cards	382-BBHX	-	2	-
Optional DisplayPort	382-BBKE	-	2	-
SupportAssist	525-BBCL	-	2	-
Dell(TM) Digital Delivery Cirrus Client	640-BBLW	-	2	-
Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps)	658-BBMR	-	2	-
Waves Maxx Audio	658-BBRB	-	2	-
Dell SupportAssist OS Recovery Tool	658-BEOK	-	2	-
Windows PKID Label	658-BFDQ	-	2	-

SW Driver, Intel Rapid Storage Technology, OptiPlex 3000	658-BFLN	-	2	-
ENERGY STAR Qualified	387-BBLW	-	2	-
Dell Watchdog Timer	379-BESJ	-	2	-
Quick Start Guide	340-CYIB	-	2	-
Trusted Platform Module (Discrete TPM Enabled)	329-BBJL	-	2	-
Shipping Material	340-CQYR	-	2	-
Shipping Label	389-BBUU	-	2	-
Regulatory Label 180W	389-EDWF	-	2	-
No Hard Drive Bracket, Dell OptiPlex	575-BBKX	-	2	-
Intel Core i5 non-vPro Processor Label	340-CUEW	-	2	-
Desktop BTO Standard shipment	800-BBIO	-	2	-
Dell KB216 Wired Keyboard English	580-ADJC	-	2	-
Dell Optical Mouse - MS116 (Black)	570-ABIE	-	2	-
No Cable Cover	325-BCZQ	-	2	-
No Additional Cable	379-BBCY	-	2	-
Custom Configuration	817-BBBB	-	2	-
Internal Speaker	520-AARD	-	2	-
In-Band Systems Management	631-ADFQ	-	2	-
EPEAT 2018 Registered (Silver)	379-BDTO	-	2	-
Dell Limited Hardware Warranty Plus Service	803-8583	-	2	-
ProSupport Plus: Accidental Damage Service, 5 Years	803-8777	-	2	-
ProSupport Plus: Keep Your Hard Drive, 5 Years	803-8805	-	2	-
ProSupport Plus: Next Business Day Onsite, 5 Years	803-8833	-	2	-
ProSupport Plus: 7x24 Technical Support, 5 Years	803-8889	-	2	-
Thank you for choosing Dell ProSupport Plus. For tech support, visit www.dell.com/contactdell or call 1-866-516-3115	997-8367	-	2	-

Subtotal:	**$2,378.00**
Shipping:	**$0.00**
Environmental Fee:	**$0.00**
Estimated Tax:	**$0.00**
Total:	**$2,378.00**

Important Notes

Terms of Sale

This Quote will, if Customer issues a purchase order for the quoted items that is accepted by Supplier, constitute a contract between the entity issuing this Quote ("Supplier") and the entity to whom this Quote was issued ("Customer"). Unless otherwise stated herein, pricing is valid for thirty days from the date of this Quote. All product, pricing and other information is based on the latest information available and is subject to change. Supplier reserves the right to cancel this Quote and Customer purchase orders arising from pricing errors. Taxes and/or freight charges listed on this Quote are only estimates. The final amounts shall be stated on the relevant invoice. Additional freight charges will be applied if Customer requests expedited shipping. Please indicate any tax exemption status on your purchase order and send your tax exemption certificate to Tax_Department@dell.com or ARSalesTax@emc.com, as applicable.

Governing Terms: This Quote is subject to: (a) a separate written agreement between Customer or Customer's affiliate and Supplier or a Supplier´s affiliate to the extent that it expressly applies to the products and/or services in this Quote or, to the extent there is no such agreement, to the applicable set of Dell's Terms of Sale (available at www.dell.com/terms or www.dell.com/oemterms), or for cloud/as-a-Service offerings, the applicable cloud terms of service (identified on the Offer Specific Terms referenced below); and (b) the terms referenced herein (collectively, the "Governing Terms"). Different Governing Terms may apply to different products and services on this Quote. The Governing Terms apply to the exclusion of all terms and conditions incorporated in or referred to in any documentation submitted by Customer to Supplier.

Supplier Software Licenses and Services Descriptions: Customer's use of any Supplier software is subject to the license terms accompanying the software, or in the absence of accompanying terms, the applicable terms posted on www.Dell.com/eula. Descriptions and terms for Supplier-branded standard services are stated at www.dell.com/servicecontracts/global or for certain infrastructure products at www.dellemc.com/en-us/customer-services/product-warranty-and-service-descriptions.htm.

Offer-Specific, Third Party and Program Specific Terms: Customer's use of third-party software is subject to the license terms that accompany the software. Certain Supplier-branded and third-party products and services listed on this Quote are subject to additional, specific terms stated on www.dell.com/offeringspecificterms ("Offer Specific Terms").

In case of Resale only: Should Customer procure any products or services for resale, whether on standalone basis or as part of a solution, Customer shall include the applicable software license terms, services terms, and/or offer-specific terms in a written agreement with the end-user and provide written evidence of doing so upon receipt of request from Supplier.

In case of Financing only: If Customer intends to enter into a financing arrangement ("Financing Agreement") for the products and/or services on this Quote with Dell Financial Services LLC or other funding source pre-approved by Supplier ("FS"), Customer may issue its purchase order to Supplier or to FS. If issued to FS, Supplier will fulfill and invoice FS upon confirmation that: (a) FS intends to enter into a Financing Agreement with Customer for this order; and (b) FS agrees to procure these items from Supplier. Notwithstanding the Financing Agreement, Customer's use (and Customer's resale of and the end-user's use) of these items in the order is subject to the applicable governing agreement between Customer and Supplier, except that title shall transfer from Supplier to FS instead of to Customer. If FS notifies Supplier after shipment that Customer is no longer pursuing a Financing Agreement for these items, or if Customer fails to enter into such Financing Agreement within 120 days after shipment by Supplier, Customer shall promptly pay the Supplier invoice amounts directly to Supplier.

Customer represents that this transaction does not involve: (a) use of U.S. Government funds; (b) use by or resale to the U.S. Government; or (c) maintenance and support of the product(s) listed in this document within classified spaces. Customer further represents that this transaction does not require Supplier's compliance with any statute, regulation or information technology standard applicable to a U.S. Government procurement.

For certain products shipped to end users in California, a State Environmental Fee will be applied to Customer's invoice. Supplier encourages customers to dispose of electronic equipment properly.

Electronically linked terms and descriptions are available in hard copy upon request.

Agenda Item 7(d)(1):

Requesting Authorization to purchase 5 computers for the board office

Agenda Item 7(e)(1):

Consideration of Application to Reactivate License - NAC 631.170

Valerie J Lindeman, RDH

July 1, 2022

To: Shamane Vargas-Garcia

Dental Hygiene License and Credentialing Specialist

Nevada State Board of Dental Examiners

From: Valerie Lindeman RDH

License # 2175

I am not currently licensed in another state. I have been retired/unemployed for the last two years.

Sincerely,

Valerie Lindeman

Valerie Lindeman

Nevada State Board of Dental Examiners
6010 S. Rainbow Blvd., Bldg. A, Ste. 1
Las Vegas, NV 89118
(702) 486-7044 • (800) DDS-EXAM • Fax (702) 486-7046

APPLICATION TO REACTIVATE AN INACTIVE / RETIRED LICENSE

Name Valerie Jean Lindeman Current Phone [redacted] Email [redacted]

Complete Mailing Addr [redacted]

I, Valerie J Lindeman, wish to reactivate my inactive Dental / Dental Hygiene (circle one) license number 2175, which was placed on inactive/retired status on 7/1/2020 I certify (choose one below):

____ I have maintained an active license and practice (active license and working) outside the state of Nevada during the period my Nevada license has been **inactive**;

Requirements for reactivation are:

1. Payment of the reactivation fee of **$300.00** in addition to the pro-rated current active license fees. You will need to contact the Board office for confirmation of the correct fees to pay;
2. Provide a list of employment during the time the Nevada license was inactive;
3. Submit proof of current CPR certification (online certification is NOT acceptable);
4. Submit proof of completion of continuing education credits as follows (courses must be completed within the previous 12 months):
   a. For Dentists reactivating, 20 credit hours are required (of those 20, a minimum of 10 MUST be live-instruction and a minimum of 2 must be in infection control);
   b. For Hygienists reactivating, 15 credit hours are required (of those 15, a minimum of 7.5 MUST be live-instruction and a minimum of 2 must be in infection control);
5. A current self-query report from the National Practitioners Data Bank dated (no more than 90 days old; copies not accepted);
6. Provide certification letter (no more than 90 days old) from each state in which you currently hold a license (regardless of the status) to practice dentistry or dental hygiene, that the license is in good standing and that no proceedings which may affect that standing are pending;

X I have not maintained an active license and practice (no active license and not working) for one or more years outside the state of Nevada during the period my Nevada license has been **inactive or retired**;

Requirements for reactivation are:

1. **For licenses on inactive/retired status for less than 2 years:**
   a. Complete items (1) through (5) above.
2. **For licenses on inactive/retired status for 2 years or more:**
   a. Complete items (1) through (5) above;
   b. Pass such additional examinations for licensure as the Board may prescribe.

I attest that I am in compliance with the reporting requirements regarding service of claims or complaints of malpractice, felony or misdemeanor convictions, the suspension, revocation or probation of my license by another licensing jurisdiction or child support order (if applicable) pursuant to NAC 631.155 and NRS 631.225. If not previously reported, **FULL DISCLOSURE OF EACH SUCH CASE MUST BE ENCLOSED WITH THIS REACTIVATION APPLICATION.**

I authorize and empower the Nevada State Board of Dental Examiners or its agent to contact any person, firm, service, agency, or the like to obtain information deemed necessary or desirable by the Board to verify any information contained in my application to reactivate my inactive/retired license based upon this affidavit. I acknowledge I have a continuing responsibility to update all information contained in this application until such time as the Board takes action on this application. Failure of an applicant to update the information prior to final action of the Board is grounds for subsequent disciplinary action.

Received
JUN 30 2022
NSBDE

STATE OF Nevada
COUNTY OF Washoe

SIGNATURE OF LICENSEE Valerie J Lindeman DATE 6/27/22

SUBSCRIBED TO AND SWORN BEFORE ME, this 27th day of June, 2022

TAMI L. THOMPSON
Notary Public - State of Nevada
County of Washoe
APPT. NO. 19-3144-02
My App. Expires Oct. 18, 2023

SEAL

Tami L. Thompson
NOTARY PUBLIC IN AND FOR SAID COUNTY AND STATE

Applications with incomplete contact information will be returned for completion

Rev 08/2020

Endeavor Business Media Dental Divisi
766 E. 61st St. | Suite 2
Tulsa, OK 741
Phone: 918-832-92
Toll Free: 800-633-16
Fax: 918-831-98
endeavorbusinessmedia.cc

Verification of Participation Form

Course ID: 03-5933-21000

Endeavor Business Media

Verifies that

Valerie Lindeman

has taken and successfully passed the Continuing Dental Education Self Instructional-Visual course authored by Gregori M. Kurtzman, DDS, MAGD, FACD, FPFA, DADIA, DICOI, DIDIA and entitled:

Oral hygiene recommendations in the age of Dr. Google: An evidence-based approach for dental professionals

on June 27, 2022

and verified by:

Craig Dickson
Publisher
Endeavor Business Media, Dental Group

Laura Winfield
Event Manager/CE Administrator
Endeavor Business Media, Dental Group

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ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

Continuing education credits awarded for participating in the CE activity may or may not apply toward license renewal or specific license requirements in all states. It is the responsibility of each participant to verify the requirements of his/her state licensing board(s).

Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/goto/cerp.

Endeavor designates this activity for Continuing Educational Credit(s).
AGD PACE Subject Code(s):

PACE ACADEMY of GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION

490 Endeavor Business Media is a Nationally Approved PACE Program Provider for FAGD/MAGD credit. Approval does not imply acceptance by any regulatory authority or AGD endorsement. 11/1/2019 to 10/31/2022. Provider ID# 320452.

American Academy of Dental Hygiene

AADH

Endeavor Business Media is an Approved Provider by the American Academy of Dental Hygiene, Inc. Provider ID# AADHPNW through December 31, 2022. Approval does not imply acceptance by a state or provincial Board of Dentistry. Licensee should maintain this document in the event of an audit.

Dental Board of California: Provider # RP5933, course registration number: 03-5933-21000

"Completion of this course does not constitute authorization for the attendee to perform any services that he or she is not legally authorized to perform based on his or her license or permit type."
"This course meets the Dental Board of California's requirements for 3 units of continuing education."

License State	License Number	Approval No.	Credits
NV	2175	03-5933-21000	3

Educational disclaimer: Completing a single continuing education course does not provide enough information to give the participant the feeling that s/he is an expert in the field related to the course topic. It is a combination of many educational courses and clinical experience that allows the participant to develop skills and expertise.

Direct all questions/complaints to: Endeavor Business Media Dental Division | 7666 E. 61st St. | Suite 230 | Tulsa, OK 74113
Phone: 800-633-1681 or 918-832-9271 **Fax:** 9188319804.

Signature: Valerie J Lindeman Date: 6/27/22

Media For Strategic Markets Since 1910

Valerie Lindeman
19467 CR 18

Ft Lupton, CO 80621

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JUN 30 2022
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Phone: 918-832-92
Toll Free: 800-633-16
Fax: 918-831-98
endeavorbusinessmedia.c

Verification of Participation Form

Course ID: 03-5933-21075

Endeavor Business Media

Verifies that

Valerie Lindeman

has taken and successfully passed the Continuing Dental Education Self Instructional-Visual course authored by Joy D. Void Holmes, DHSc, BSDH, RDH and entitled:

The Untold Secrets of Managing Dentinal Hypersensitivity

on June 24, 2022

and verified by:

Craig Dickson Publisher Endeavor Business Media, Dental Group	Laura Winfield Event Manager/CE Administrator Endeavor Business Media, Dental Group

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Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/goto/cerp.

Endeavor designates this activity for Continuing Educational Credit(s).
AGD PACE Subject Code(s): 161

PACE ACADEMY of GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION

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American Academy of Dental Hygiene

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Dental Board of California: Provider # RP5933, course registration number: 03-5933-21075

"Completion of this course does not constitute authorization for the attendee to perform any services that he or she is not legally authorized to perform based on his or her license or permit type."
"This course meets the Dental Board of California's requirements for 3 units of continuing education."

License State	License Number	Approval No.	Credits
NV	2175	03-5933-21075	3

Educational disclaimer: Completing a single continuing education course does not provide enough information to give the participant the feeling that s/he is an expert in the field related to the course topic. It is a combination of many educational courses and clinical experience that allows the participant to develop skills and expertise.

Direct all questions/complaints to: Endeavor Business Media Dental Division | 7666 E. 61st St. | Suite 230 | Tulsa, OK 74113
Phone: 800-633-1681 or 918-832-9271 **Fax:** 9188319804.

Signature: Valerie J Lindeman Date: 6/24/22

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Valerie Lindeman
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Ft Lupton, CO 80621

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JUN 30 2022
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Tulsa, OK 741
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Toll Free: 800-633-16
Fax: 918-831-98
endeavorbusinessmedia.cc

Verification of Participation Form

Course ID: 03-4527-15433

Endeavor Business Media

Verifies that

Valerie Lindeman

has taken and successfully passed the Continuing Dental Education Self Instructional-Visual course authored by Lisa Dowst-Mayo, RDH, BSDH, MHA, and entitled:

Contemporary approaches to biofilm management in the 21st century's oral health crisis

on June 23, 2022

and verified by:

Craig Dickson
Publisher
Endeavor Business Media, Dental Group

Laura Winfield
Event Manager/CE Administrator
Endeavor Business Media, Dental Group

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Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/goto/cerp.

Endeavor designates this activity for Continuing Educational Credit(s).
AGD PACE Subject Code(s): 490

PACE ACADEMY GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION

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American Academy of Dental Hygiene

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Dental Board of California: Provider # RP5933, course registration number: 03-4527-15433

"Completion of this course does not constitute authorization for the attendee to perform any services that he or she is not legally authorized to perform based on his or her license or permit type."
"This course meets the Dental Board of California's requirements for 3 units of continuing education."

License State	License Number	Approval No.	Credits
NV	2175	03-4527-15433	3

Educational disclaimer: Completing a single continuing education course does not provide enough information to give the participant the feeling that s/he is an expert in the field related to the course topic. It is a combination of many educational courses and clinical experience that allows the participant to develop skills and expertise.

Direct all questions/complaints to: Endeavor Business Media Dental Division | 7666 E. 61st St. | Suite 230 | Tulsa, OK 74113
Phone: 800-633-1681 or 918-832-9271 **Fax:** 9188319804.

Signature: Valerie J Lindeman Date: 6/23/22

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Fax: 918-831-98
endeavorbusinessmedia.cc

Verification of Participation Form

Course ID: 03-5933-21146

Endeavor Business Media

Verifies that

Valerie Lindeman

has taken and successfully passed the Continuing Dental Education Self Instructional-Visual course authored by Lacy Walker, RDH, CDA and entitled:

Teeth whitening: Antiquated to present-day

on June 23, 2022

and verified by:

Craig Dickson Publisher Endeavor Business Media, Dental Group	**Laura Winfield** Event Manager/CE Administrator Endeavor Business Media, Dental Group

ADA CERP® | Continuing Education Recognition Program

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ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

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Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/goto/cerp.

Endeavor designates this activity for Continuing Educational Credit(s).
AGD PACE Subject Code(s): 780

PACE ACADEMY of GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION

Endeavor Business Media is a Nationally Approved PACE Program Provider for FAGD/MAGD credit. Approval does not imply acceptance by any regulatory authority or AGD endorsement. 11/1/2019 to 10/31/2022. Provider ID# 320452.

American Academy of Dental Hygiene

Endeavor Business Media is an Approved Provider by the American Academy of Dental Hygiene, Inc. Provider ID# AADHPNW through December 31, 2022. Approval does not imply acceptance by a state or provincial Board of Dentistry. Licensee should maintain this document in the event of an audit.

Dental Board of California: Provider # RP5933, course registration number: 03-5933-21146

"Completion of this course does not constitute authorization for the attendee to perform any services that he or she is not legally authorized to perform based on his or her license or permit type."
"This course meets the Dental Board of California's requirements for 3 units of continuing education."

License State	License Number	Approval No.	Credits
NV	2175	03-5933-21146	3

Educational disclaimer: Completing a single continuing education course does not provide enough information to give the participant the feeling that s/he is an expert in the field related to the course topic. It is a combination of many educational courses and clinical experience that allows the participant to develop skills and expertise.

Direct all questions/complaints to: Endeavor Business Media Dental Division | 7666 E. 61st St. | Suite 230 | Tulsa, OK 74113
Phone: 800-633-1681 or 918-832-9271 **Fax:** 9188319804.

Signature: Valerie J Lindeman Date: 6/23/22

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Course Attendance Verification

Provider: Biologix Solutions LLC, P. O. Box 9219, Naperville, IL 60567
https://blxtraining.com | (630) 984-0093 | admin@blxtraining.com

Participant's Name: **VALERIE LINDEMAN**

Course Title: **Infection Control for Dental Healthcare Professionals**

Contact Hours: **4 CE Hours**

Course Completion Date: **June 23, 2022**

Method: Online Independent Self-Study I Verification Code: BLXT09 I Certificate: 62B4F282971FD

Participant's AGD PACE Membership #:

State License #: 2175

Speaker: Dr. Tom Karginis, DMD I Location: Online (https://blxtraining.com)

Authorized Signature

PACE ACADEMY GENERAL DENTISTRY PROGRAM APPROVAL FOR CONTINUING EDUCATION

Biologix Solutions LLC
Nationally Approved PACE Program Provider for FAGD/MAGD credit. Approval does not imply acceptance by any regulatory authority or AGD endorsement 5/1/2017 to 4/30/2025. Provider ID# 352738

Biologix SOLUTIONS

Keep this attendance verification for your records. **AGD Members:** Biologix Solutions will submit attendance verification to the AGD on your behalf. Please allow at least 30 days for documentation of participation to be added to your transcript. **State Approvals:** Dental Boards throughout the United States and Canada accept CE from AGD PACE (National Approval) approved provider for re-licensure/renewal as per board rules and regulations. Approved by Dental Board of California (RP 5003), and Florida Board of Dentistry (CEBroker 50-12950)

Received
JUN 30 2022
NSBDE

BASIC LIFE SUPPORT

BLS Provider

American Heart Association.

Valerie Lindeman

has successfully completed the cognitive and skills evaluations in accordance with the curriculum of the American Heart Association Basic Life Support (CPR and AED) Program.

Issue Date
6/24/2022

Training Center Name
Truckee Meadows Community College

Training Center ID
NV03130

Training Center City, State
Reno, NV

Training Center Phone Number
(775) 336-4275

Renew By
06/2024

Instructor Name
Sheri Ralphe

Instructor ID
06060106723

eCard Code
225416215921

QR Code

To view or verify authenticity, students and employers should scan this QR code with their mobile device or go to www.heart.org/cpr/mycards.

National Practitioner Data Bank
Health Resources and Services Administration
U.S. Department of Health and Human Services
P.O. Box 10832
Chantilly, VA 20153-0832
https://www.npdb.hrsa.gov

5500000192128171
Process Date: 06/23/2022
Page: 1 of 1

LINDEMAN, VALERIE JEAN - SELF-QUERY RESPONSE FOR AN INDIVIDUAL

A. SUBJECT IDENTIFICATION INFORMATION (Recipients should verify that subject identified is, in fact, the subject of interest.)

Practitioner Name: LINDEMAN, VALERIE JEAN
Date of Birth: [redacted] **Gender:** FEMALE
Shipping Address: [redacted]
Social Security Number: [redacted]
License: DENTAL HYGIENIST, 2175, NV
Professional School(s): [redacted]

B. SUMMARY OF REPORTS ON FILE WITH THE NPDB AS OF 06/23/2022

The following report types have been searched:

Medical Malpractice Payment Report	No Reports	Health Plan Action(s):	No Reports
State Licensure or Certification Action	No Reports	Professional Society Action(s):	No Reports
Exclusion or Debarment Action(s):	No Reports	DEA/Federal Licensure Action(s):	No Reports
Government Administrative Action(s):	No Reports	Judgment or Conviction Report(s):	No Reports
Clinical Privileges Action(s):	No Reports	Peer Review Organization Action(s):	No Reports

Copies of these reports are provided for restricted/limited use as prescribed by statutes listed on the preceding cover page.

---------- **No Reports Found Based on the Subject Information Submitted** ----------

NATIONAL PRACTITIONER DATA BANK
NPDB
ational Practitioner Data Bank
S. Department of Health and Human Services
O. Box 10832
hantilly, VA 20153-0832
tps://www.npdb.hrsa.gov

5500000192128171
Process Date: 06/23/2022
Page: 1 of 1

To: LINDEMAN, VALERIE JEAN
[redacted]

From: National Practitioner Data Bank
Re: Response to Your Self-Query

This self-query response is released by the National Practitioner Data Bank (NPDB) for restricted use under the provisions of Title IV of Public Law 99-660, the Health Care Quality Improvement Act of 1986, as amended; Section 1921 of the Social Security Act; and Section 1128E of the Social Security Act.

Title IV established the NPDB as an information clearinghouse to collect and release certain information related to malpractice payment history and professional competence or conduct of physicians, dentists, and other licensed health care practitioners.

Section 1921 of the Social Security Act expanded the scope of the NPDB. Section 1921 was enacted to protect program beneficiaries from unfit health care practitioners, and to improve the anti-fraud provisions of federal and state health care programs. Section 1921 authorizes the NPDB to collect certain adverse actions taken by state licensing and certification authorities, peer review organizations, and private accreditation organizations, as well as final adverse actions taken by state law or fraud enforcement agencies (including, but not limited to, state law enforcement agencies, state Medicaid Fraud Control Units, and state agencies administering or supervising the administration of a state health care program), against health care practitioners, health care entities, providers and suppliers.

Section 1128E of the Social Security Act was added by Section 221(a) of Public Law 104-191, the Health Insurance Portability and Accountability Act of 1996. The statute established a national data collection program (formerly known as the Healthcare Integrity and Protection Data Bank) to combat fraud and abuse in health care delivery and to improve the quality of patient care. Section 1128E information is now collected and disclosed by the NPDB as a result of amendments made by Section 6403 of the Affordable Care Act of 2010, Public Law 111-148. Section 1128E information includes certain final adverse actions taken by federal agencies and health plans against health care practitioners, providers, and suppliers.

Regulations governing the NPDB are codified at 45 CFR part 60. Responsibility for operating the NPDB resides with the Secretary of the U.S. Department of Health and Human Services (HHS), and HRSA, Division of Practitioner Data Banks.

Reports from the NPDB contain limited summary information and should be used in conjunction with information from other sources in granting privileges, or in making employment, affiliation, contracting or licensure decisions. NPDB responses may contain more than one report on a particular incident, if two or more actions were taken as a result of a single incident (e.g., an exclusion from a federal or state health care program and an adverse licensure action). The NPDB is a flagging system, and a report may be included for a variety of reasons that do not necessarily reflect adversely on the professional competence or conduct of the subject named in the report.

The response received from a self-query belongs to the subject of the self-query. Subjects may share the information contained in their own self-query responses with whomever they choose.

If you require additional assistance, visit the NPDB web site (https://www.npdb.hrsa.gov) or contact the NPDB Customer Service Center at 1-800-767-6732 (TDD: 1-703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB Customer Service Center is closed on all Federal holidays.