**The University of Arkansas System**

**Request for Information**

**RFI No. 22-001**

**Potential Outsourcing Opportunities for Care Navigation Services**

**Issue Date: 8/10/22**

**Responses Due: 8/31/22, 5:00 p.m. CST**

#### Introduction

Segal is conducting a Request for Information (“RFI”) for Care Navigation Services on behalf of The University of Arkansas System (“UAS” or “the University”). The information gathered will inform the University’s future decision on whether to issue a formal RFP for care navigation services. This RFI should not be construed as a commitment by the University to issue a formal RFP in the future. No contract will be awarded directly from this RFI. As part of this RFI, UAS is specifically interested in learning about the following services:

* Digital platform coordinating all healthcare offerings with personalized messaging
* Open enrollment support
* Assistance with selecting providers and scheduling appointments
* Treatment decision support for existing and new diagnoses
* Chronic condition support
* Assistance with employee claims and billing issues
* Identifying and addressing gaps in care
* Network referrals (including the UAS provider system)
* Cost transparency
* Complex case management

#### Background Information

UAS is a public institution of higher education, created by the Arkansas constitution, to provide post-secondary education to the citizens of Arkansas.  It is governed by a ten-member Board of Trustees, appointed by the Governor for ten-year terms.

The University of Arkansas System includes 24 educational and related entities dispersed throughout the State of Arkansas. UAS benefit programs cover more than 20,000 eligible employees. UAS offers an extensive array of benefit programs to its eligible employees and their dependents. All benefit plans covering employees at UAS campuses can be viewed at <https://benefits.uasys.edu/>. In the upper right-hand corner of the website home page, the viewer can toggle between campuses to discover how the benefits vary by campus.

The University uses Workday for core administrative systems related to Finance, Procurement, Human Capital Management, Payroll and Student Administration. Affiliates are not using Workday. The affiliate entities do not participate in Workday and coordinate directly with the University’s vendors in benefits administration.

UAS has the following number of benefits-eligible employees at different entities:

| **UAS Locations** | **# Eligible Employees** |
| --- | --- |
| **Campuses and Core Entities** |  |
| 1.     Arkansas School for Mathematics, Sciences, and the Arts (ASMSA) | 78 |
| 2.     Cossatot Community College of the University of Arkansas (CCCUA) | 128 |
| 3.     Phillips Community College of the University of Arkansas (PCCUA) | 175 |
| 4.     University of Arkansas Clinton School of Public Service (UACS) | 18 |
| 5.     University of Arkansas Community College Batesville (UACCB) | 110 |
| 6.     University of Arkansas Community College at Hope/Texarkana (UACCHT) | 119 |
| 7.     University of Arkansas Community College at Morrilton (UACCM) | 156 |
| 8.     University of Arkansas Community College Rich Mountain (UACCRM) | 86 |
| 9.     University of Arkansas, Criminal Justice Institute (CJI) | 33 |
| 10.  University of Arkansas Division of Agriculture (UADA) | 1,122 |
| 11.  University of Arkansas, Fayetteville (UAF) | 3,974 |
| 12.  University of Arkansas Fort Smith (UAFS) | 524 |
| 13.  University of Arkansas Little Rock (UALR) | 1,211 |
| 14.  University of Arkansas for Medical Services (UAMS) | 10,895 |
| 15.  University of Arkansas Monticello (UAM) | 378 |
| 16.  University of Arkansas Pine Bluff (UAPB) | 634 |
| 17.  University of Arkansas Pulaski Technical College (UAPTC) | 330 |
| 18.  University of Arkansas System Office | 79 |
| 19.  University of Arkansas Grantham | 17 |
| **Sub-total** | **20,067** |
| **Affiliates** |  |
| 20.  Walton Art Center | 88 |
| 21.  Winthrop Rockefeller Foundation | 60 |
| 22.  University of Arkansas Foundation | 9 |
| 23.  Razorback Foundation | 15 |
| 24.  Technology Development Foundation | 2 |
| **Sub-total** | **174** |
| **GRAND TOTAL** | **20,141** |

#### The Desired Employee Care Navigation Experience

* The University of Arkansas System wants to deliver an exceptional benefits experience where employees can receive personalized coaching across the entire healthcare continuum, including but not limited to:
  + Chronic condition care
  + Treatment decision support
  + Claims and billing support
  + Virtual consultations
  + Open enrollment plan decision support
  + Cost transparency assistance

#### Instructions to Respondents

The anticipated timeline for this RFI is as follows:

| **Action/Responsible Party** | **Date** |
| --- | --- |
| Release RFI/Segal | August 10th |
| Submit Questions/Potential Vendor Partners | August 15th |
| Respond to Vendor Questions/Segal | August 19th |
| Submit Requested Market Information/Potential Vendor Partners | August 31st |

#### Questions regarding the contents of this RFI should be submitted via email to: Steve Villella (SVillella@segalco.com) no later than 5:00 p.m. CST on August 15, 2022. All responses to questions received will be made directly to sender, via email.

Respondents are asked to submit responses to this RFI on or before 5:00 p.m. CST on August 31, 2022. One (1) hard copy and two (2) electronic copies of the response should be sent to:

Steve Villella

Vice President and Senior Health Consultant

Segal

120 Front Street, Suite 430

Worcester, MA 01608

and

Jessica Mara

Senior Health Consultant

Segal

120 Front Street, Suite 430

Worcester, MA 01608

and

Steve Wood

Associate Vice President for Employee Benefits and

Risk Management Services

University of Arkansas System

2404 N. University Ave.

Little Rock, AR 72207

Respondents are responsible for all costs associated with preparing a response to this RFI. The University will not be responsible for any vendor costs associated with preparing a response to this RFI.

#### Disposition of Responses

In accordance with Ark. Code Ann. § 19-11-279(e), information provided in response to this RFI is exempt from the Freedom of Information Act of 1967, § 25-19-101, et seq., until (1) the bids for a competitive sealed bidding procurement are opened publicly; (2) the notice of anticipation to award is given for a competitive sealed proposal procurement; or (3) a decision is made not to pursue a procurement based on this RFI.

Responses should not contain material considered by the respondent to be confidential under state or federal law for any reason including being proprietary, copyrighted, or capable of giving an unfair advantage to competitors.

The University shall have the right to use all ideas, or adaptations of those ideas, contained in any response received to this RFI. While responses to this RFI are optional, all knowledgeable parties are strongly encouraged to provide complete responses.

The University may exercise the option to further discuss the details of the response with one or more respondents if it is determined to be in the best interest of the University.

Responding or not responding to this RFI shall not determine any future partnerships.

Responses will not be reviewed on a competitive basis and the University does not intend to establish or publish any formal results.

#### RFI Questionnaire

Responses are encouraged from any and all knowledgeable parties. It is recommended to format responses to coincide with the structure of this section.

## Organization and Ownership

1. State your organization's legal name, address, and state of incorporation. If your organization is a subsidiary of a parent firm provide the same information for the parent company.
   1. Please list all offices and the primary function of each office.
2. How many W-2 employees do you employ currently?
3. How long has your organization been operational?
4. Are you independent or affiliated with a health care provider or insurance company?
5. Does your firm partner with one or more Private Equity firms as a source of funding?
6. Who do you consider your firms 3 main competitors and why?
7. Provide a summary of your solution including but not limited to the following services (please include any presentations or other communications describing your services):
   1. Digital platform coordinating all healthcare offerings (included targeted point solutions)
   2. Open enrollment support
   3. Assistance with selecting providers, scheduling appointments, and coordinating follow-up care
   4. Treatment support for existing and new diagnoses (including prescription drugs)
   5. Chronic condition and complex case management support
   6. Behavioral support services
   7. Help with claims and billing issues
   8. Identifying and addressing gaps in care
   9. Virtual consultations and other personalized messaging support
   10. Second surgical opinion services
   11. Collaboration with local providers
   12. Integration with the TPA and University provider networks including provider quality and cost metrics
   13. Other

## Scope and Extent of Use

1. For how many employer clients do you offer Care Navigation Services?
2. Approximately how many colleges and universities currently use your Care Navigation Program?
3. Approximately how many individual users of your Care Navigation Services solution reside in Arkansas?
4. Please provide your definition of user and/or utilization and describe how it is calculated. Do you include all cases of outreach?
5. How do you define member engagement?
6. Do members need to opt-in or can they be identified through data (AI) and automatically enrolled?

**Clinical Capabilities**

1. Describe how your clinical staff helps members navigate issues in the healthcare system? If so, how do they interact with members (e.g., by phone, email, other virtual method)?
2. Describe your organization's philosophy of disease case management (including high-cost claimants) and behavioral health/substance use management and the model under which it currently operates. Describe how the case management program integrates with other care management programs such as utilization review, disease management, customer service, and quality management.

**Other Capabilities**

1. Can members access a transparency tool to find and compare in-network providers?
2. Do you compare quality metrics on in-network providers? What type of data is used to assess quality metrics?
3. Describe how members connect with your services?
4. How do you direct members to other available benefit offerings?
5. Do you aid with claims appeals?
6. Are you able to answer benefit coverage questions?
7. What are your preferred partner programs?
8. Does your program have any DEI initiatives built in? If so, please describe the initiative(s).

**Program Performance**

1. How do you measure program success?
2. Do you provide ROI reporting? If so, please provide a summary of your methodology.
3. Please provide sample standard reporting and indicate how frequently the reports are distributed.
4. How do you measure improvements in care as a result of your program?

**Technology**

1. What type of data does the tool utilize? Is it customizable or would it look the same for all members?
2. Do you provide personal messaging?
3. How do the tools that you provide connect to and exchange data with other key platforms such as the enrollment system?
4. Can members access the tools with a smartphone or tablet?
5. Is digital access secure and confidential? Are you HIPAA compliant?
6. Do you offer a chat box for lower-level triage & symptom checking?
7. How, if at all, is participant data used by your firm or shared/sold to other vendors for marketing of any other purposes?

**Additional Information (Optional)**

1. Identify any additional pertinent information that was not considered in the RFI.
2. Describe the general funding model(s) your organization would require to provide these services.