**University of Arkansas System Dental Plan Services**

**RFP No. 032322**

**Q&A Addendum 1**

**This document provides question and answer information pertaining to the above-captioned RFP.**

1. On the Intent to Bid Form, number 8 references Commissions with no detail included. That said, in Section 1.56 of the RFP, number 8 lists the $0.17 per employee per month actuarial fee that will be payable monthly to Segal in the ASO fee. In the original Intent to Bid form submission, [we] agreed to pay the commission, and commented that we could quote net of commission or with any amount specified by the group. Would you be able to review the Intent to Bid form that was submitted to see if any adjustments need to be made? As stated, [our] intent is to include this amount in our proposed ASO fee. Thank you!

1.56 will require confirmation that all bidders have included the $0.17 per employee per month actuarial fee in the ASO fee and this fee will be payable monthly to Segal.

2. Hello, when will the RFP Exhibits be added to Proposal Tech?

Dental RFP Data was released on March 31, 2022 per the RFP timeline.

3. Why are you marketing the dental plan?

Please refer to the Background in Section 1.2 of the RFP.

4. Are there currently service issues with the carrier that we need to address in our proposal

Service expectations are characterized in the requirements and questionnaire sections of the RFP. There have been no serious service issues expressed by the client with respect to the dental benefit program.

5. Provide the current rates:

UAS is currently funded on a self-funded basis. Rates are derived actuarially by Segal; they are not set by the dental carrier. Current monthly self-funded dental rates are identical across the entire system.

EE: $32.00

ES: $66.00

EC: $55.70

EF: $89.70

Subsidies vary by campus. To view the subsidies, visit: https://benefits.uasys.edu/enrolling/premiums/

Click on the “Change Campus” button in upper right hand corner of your screen to see how the subsidies vary.

6. Provide the monthly by month paid premium

The UAS dental program is currently self-funded. Premium data is not available on this funding arrangement; historical claim data is provided as part of the RFP.

7. Is the intent of this RFP to provide Universities, hospital or academic medical centers?

4.7.1 Please provide as references the names, location, email addresses and telephone numbers of three Universities that currently use your organization.

4.7.2 Please provide as references the names, location, email addresses and telephone numbers of three hospitals or academic medical centers that currently use your organization.

The intent of the RFP is to provide dental benefits to all eligible employees of UAS and their covered family members as outlined in the RFP background.

8. Please confirm if both paper and the online submission are required. Per below - a paper copy is only needed in the event we're unable to access ProposalTech? 5. The proposal response is required to be received by Segal and UAS no later than 5:00 p.m. Central Time, April 25, 2022 (i.e., the proposal due date). For proposals delivered to Segal, it is preferred your proposal response be submitted electronically using ProposalTech, the web based proposal tool. You will receive an email with an invitation and instructions to complete the proposal response on ProposalTech (www.proposaltech.com). In the event you are unable to access ProposalTech electronically, hard copies are acceptable. If you are submitting a hard copy to Segal, please send it to:

1.5, number 5 requires hard copy proposals be delivered to the UAS System office in addition to the Proposal Tech submission.

9. Question 5.3.31, below references “response for 5.4.11”, however, there is no reference to item number 5.4.11 within the RFP

5.3.31 If your response for 5.4.11 includes a secondary network provide the split in services by primary and secondary network please use your plan year 2021 book of business results in Arkansas.

Book of Business Split For 2021 in Arkansas Primary Network Secondary Network

“Response for 5.4.11” should read 5.3.30

10. The census file includes 17,027 enrolled individuals and appears to only include active employees. The RFP suggests there are 17,434 active employees and 2,106 retirees as of December 2021 • Please provide census file for any retirees participating in the dental plan. At minimum, the census file should include zip code, gender and rate tier information (ie employee only, employee + spouse, employee+child, family) • Please confirm if the census file provided includes all covered active employees, or if we are missing census data on any active employees.

Retiree census is not available. The retiree count has been provided in the RFP. Proposals should be based on 19,540 total contracts (active and retiree).

11. Exhibit C-2 includes monthly claims and monthly lives for October 2019 - September 2021.

• Please confirm if the claims and lives provided includes actives and retirees.

Lives provided include actives and retirees.

• Please provide monthly claims and lives for the remainder of 2021.

24 months of claims and enrollment were provided for all bidders to evaluate.

• Please provide monthly claims and lives for the rest of 2019 as well

24 months of claims and enrollment were provided for all bidders to evaluate.

• The report includes monthly lives count of about 39,000 lives. Is this a count of members (i.e. employees/retirees + their dependents)? To help us best analyze the experience data, please also provide count of monthly employee/retiree lives only (ie not including counts of dependents) for 2019, 2020 and 2021

These are member counts. Subscriber counts have been requested from the incumbent carrier and will be provided.

12. If possible, confirm the percentage of claims paid In-Network vs percentage of claims paid Out-of-network for the most recent 12 months

This data is unavailable at this time.

13. On Page 50 RFP, the reimbursement method of “Fee Schedule Maximum Allowable Charge (MAC) is listed under the in-network column only. Please confirm if out-of-network is also reimbursed based on Fee Schedule Maximum Allowable Charge (MAC), or if it is based on R&C (Reasonable and Customary)

The out of network is reimbursed on a Maximum Allowable Charge (MAC).

14. The plan document indicates $1750 calendar year maximum effective 7/1/2020. What was calendar year plan maximum prior 7/1/2020?

The calendar year maximum prior to 7/1/2020 was $1,500.

15. Have there been any plan design changes since 1/1/2019? If so, please provide the details and dates of any change(s)

The following benefit changes have occurred since 1/1/2019:

The maximum annual benefits was increased from $1,500 to the current amount.

The child orthodontia benefit was added.

16. What is current ASO fee?

Current ASO rates will not be released at this time.

17. What are current premium rate equivalents for each rate tier (EE, EE+SP, EE+CH, Family)?

Please refer to the response to question 5.

18. Would this group be open to replacing current maximum rollover provision with any of the following:

• A plan design where we increase the current calendar year maximum by $250 (from $1750 to $2000) but eliminate the rollover provision. (This change could be made with no impact to total claim dollars)

• A plan design where we increase the annual maximum by $250 over 3 years for all employees based on year of enrollment in plan (i.e. Year 1 $1750 calendar year maximum, Year 2 $2000 calendar year maximum, year 3 $2250 calendar year maximum)

For bidders unable to provide a maximum rollover benefit, please provide any suggested alternatives under separate cover clearly marked as a “Maximum Rollover Alternative.” Be sure to indicate how you would accommodate those individuals who have earned a rollover amount for 2023.

19. There are several questions in the RFP related to requests for guarantees on network discounts, trend, and expected claims. Would this group consider a fully insured dental arrangement?

The RFP is requesting bidders to provide proposals on an ASO basis only.

20. Given the ongoing national health and safety concerns around the COVID 19 virus, much of our workforce has transitioned working from home. Are you willing to accept electronic signatures on all required RFP forms/documents?

Electronic signatures will be acceptable for proposal responses.

21. Due to ongoing circumstances related to COVID-19 and remote workforces has there been any consideration to forego the requirement for a hard copy binder? If a hard copy is required, can the hard copy be sent to follow the electronic submission?

Bidders have been able to comply with the hard copy proposal requirement for the past two UAS RFPs conducted since 2021. The hard copy proposal needs to be at the System office by the due date and time in order to be considered for evaluation.