**University of Arkansas System Medical Plan Services**

**RFP No. 111021**

**Q&A Addendum 1**

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

1.3 J: UAS maintains involvement in the subrogation process. UAS requires its vendors to submit all settlement proposals, for a review of costs, expected ongoing expenses and the settlement proposal. UAS may accept or reject / modify the proposal based on its evaluation process. Regarding subrogation, is there a dollar threshold?

No, all subrogation opportunities are reviewed by UAS.

2. General section: Our initial read of the RFP seems to indicate that UAS already has a stop loss contract currently with Tokio Marine HCC. Can you please confirm whether or not UAS is expecting a bid for stop loss coverage as part of the response to this request for proposal?

A stop loss bid is not requested.

3. General section: Can you please define and provide specific expectations for “stop loss interface”?

Sharing claims data etcetera with the stop loss carrier.

4. General section: Maintain the “SmartCare” arrangements that feature the University of Arkansas Medical Sciences (UAMS) network as well as the employee health services programs at UA Fayetteville and UALR. Maintain the “HealthNow” telehealth network arrangement with UAMS. a. Does UAS have specific negotiated terms with UAMS, UA Fayetteville and UALR for SmartCare and HealthNow? If so, is it correct to assume that those terms will be shared with the winning bidder for benefit adjudication?

Yes and yes

5. Q 4.3.2: UAS will require no less than 60-day advance notice of changes in practices, affiliations, or staffing. Will you agree to this provision? a. Please confirm the reference to “practices” means processes, procedures, etc. utilized by bidder. b. Does the term “affiliations” include subcontractors and/or other vendors?

Yes.

6. Page 4, 1.3.C - Background Information. Health-contingent wellness incentives are in place with out-of-pocket limits changing based on whether wellness qualification requirements are met. Wellness qualification requirements generally relate to tobacco non-use and cessation efforts. A preventive medical exam was part of the wellness qualification requirement prior to COVID but has been suspended. Questions: a. Are OOP limits configured at the Plan level with credits applied toward the limits based on wellness qualification requirements? b. How are these credits communicated to the TPA?

Tobacco attestation is managed through the Workday enrollment system with reporting to the TPA.

7. 6. 5.9.18 The claims administrator must notify UAS of all new medical treatments as they are introduced. Coverage of the new medical treatments should not take place under UAS's Plan until written approval is received from UAS. Confirm that you will comply with this requirement. Question: a. Can further clarification be provided concerning expectations, perhaps including an example?

We will address this with the finalists.

8. 5.12.14 Does your web-based product comply with all current and known future security and HIPAA requirements for both aggregate and individual transactions? a. Can you please define what “aggregate” means in this context?

In this context "aggregate" implies the entire process of which "transactions" are a part.

9. General section: If quoting approach C, does this mean we will need to submit 2 separate hard copy responses (1 for A and 1 for B)?

A hard copy response may address both A and B approaches collectively.

10. General section: 1.3 UAS offers active employees three medical plans: Classic (an EPO), Health Savings Plan (a qualified high deductible health plan with a Health Savings Account and Premier (a PPO). Non-Medicare eligible retirees are eligible for the Classic Plan only. a. Is the network offered with the health savings plan and the Premier plan the same? If not, what are the differences?

The network is the same for Health Savings, Premier and Classic Plans. The Classic Plan has no OOP benefits.

11. Instructions to bidders 1.6.5 Can you please confirm that if the response is submitted via Proposal Tech, no hard copies are required for delivery to either Segal and/or the UAS offices? Sections like 1.51 and 1.18 seem to indicate hard copies are required. If hard copies ARE required, please confirm how many per location are required to be submitted.

Hard copies are required. See the instructions in the RFP.

12. 1.18 Proprietary Information Respondent is hereby cautioned that any part of its bid that is considered confidential, proprietary, or trade secret, must be labeled as such and submitted in a separate envelope along with the bid, and can only be protected to the extent permitted by Arkansas law. a. If no hard copies are required for bids submitted via Proposal Tech, does it mean that a hard copy WILL BE REQUIRED if respondent desires for certain parts to be redacted from public view? b. If not, can a redacted version be submitted via Proposal Tech?

Hard copies are required. See the instructions in the RFP.

13. The intent to bid was sent on 11/11 can you confirm when we can expect to see the below returned documents?

As soon as the Intent to Bid is confirmed, Segal will submit, via secure file transfer, the census, claims and other data for you to use to complete your proposal response. This data contains some protected and proprietary information and must be kept secure. Segal is holding this data on behalf of UAS. UAS does not have access to this data. Data will be released to bidders on November 29th per the **Projected Timetable of Activities in section 1.4**

14.I'm finding the downloaded RFP and what's in proposal tech isn't a one-for-one match. For example, in the downloaded document question 5.7.6.1 equates to 5.7.2.4 in proposal tech. Is that a concern?

The information in the Proposal Tech and RFP download are the same. While the numbering varies slightly, information in Proposal Tech and in the RFP download is consistent.

15. Please confirm if section 5.2 Network Size and Access not applicable to this RFP and our "paper" RFP responses can be "Not applicable".

Bidders quoting on the Core Medical TPA and Provider Network Services are required to complete section 5.2.

16. How will we be notified if any addenda's are sent for this RFP? Will that notification only come via Hogbid?

It will appear in Hogbid and on ProposalTech.

17. A copy of the Intent to Bid was uploaded as an RFP document. Is that all I need to do? I also accepted our Intent to Participate.

**Instructions for submission: Click on the Messaging/History in the left-hand side menu and on the following page create a "New" message and select "Individual User" (John Hardy) to send to. Once your attachment is uploaded, be sure to check the box to include your attachment with the email and then click "Send." Please note that Intent to Bid forms must be received by November 23rd, 2021 at 5:00 PM CST.**

18.. How many FSA accounts or enrolled FSA participants? How many active HSA accounts with an account balance? . Total $ HSA assets under management?

. What % of HSA accountholders invest some portion of the HSA account today?

. What is the average HSA account balance?

Vendors will soon have access to a census file that contains FSA participation. All participants in the Health Savings Plan will have an HSA account.

19. Can you confirm that this RFP is open only to TPAs and Insurance Carriers? Is the University of Arkansas open to considering a proposal for a point-solution only, for DPP and diabetes management services? If so, please indicate how best to submit our proposal to the University.

The University will review proposals for point solutions that are indicated in Section 6.2 of the RFP. Complete that question set as well as the General question set in Section 4.

20.We are looking to help align the proper resources to the project and would like to qualify the scope of admin services please. We see the admin scope as:

Approach B includes the following benefit administration services:

• Health Care and Dependent Care Flexible Spending Account Administration, Plan Document drafting, SPD drafting

• Non-discrimination testing under IRC S. 105/106, 125 and 129. IRC S 79 testing is not required as the public university does not have any key employees as defined in IRC 416(i)

• Health Savings Account Administration

• COBRA administration

• Retiree billing for Non-Medicare eligible Classic Medical Plan, Dental Plan and Vision Plan

Is the client open to adopting a new benefits administration platform that would include services such as; eligibility management, participant enrollment, data transfer to carriers, deductions to payroll, ACA Compliance Services, employee Service Center etc (or) are they looking for the above listed services in approach B to integrate with their current ben admin platform?

The University will be using Workday for benefits enrollment, eligibility maintenance, file transfers, payroll, etc.

21. I am struggling to understand if this RFP applies to our services. We are a fertility, pregnancy and parenting based solution. I don't see questions or instructions that look as if this is aimed at us. Can you help me understand how to navigate this RFP if in fact there are sections applying to us? Thanks

The University will review proposals for a variety of carve-out services that are indicated in Section 6.2 of the RFP. Complete that question set as well as the General question set in Section 4.

22. - The file UA Medical RFP 2023 Cover Letter will not open. Please advise

If there are any issues accessing any forms within the RFP, please contact Proposal Tech for all technical problems.

23. - how many employees/retirees are covered under option B?

Census data will be provided to all bidders providing an intent to bid form on November 29th.