**Q&A #3**

**University of Arkansas**

**RFP # 102720 – Benefits Consulting Services**

1. Is the GASB valuation part of the UAS RFP?

**ANSWER:** No. A separate actuarial services vendor provides the required GASB reporting for retiree benefits. Those services are not part of this RFP.

1. What are the main reasons UAS is going out to bid (I.E., not happy with level of consulting expertise, service issues, fees, etc.)?

**ANSWER:** The University conducts periodic RFPs for all consulting and vendor services.

1. How would UAS outline what a successful consulting relationship looks like with their consultant/trusted advisor?

**ANSWER:** As an interactive process involving projects and daily operational issues with the consultant being aware of and engaged in the goals, structure, challenges, and environment of the University.

1. How does UAS prefer to compensate their consulting partner? Fixed fee for service? Time charges (to a max)? Commissions? Some combination? Do you believe that having a strategic consulting partner receive commissions biases the consultant to some degree since they are being compensated by an outside vendor, or does that not matter?

**ANSWER:** Compensation is expected to be a combination of fee and commission. All commissions and other income must be fully disclosed.

1. Please describe your philosophy on wellness related benefits and if you feel they are successfully integrated with UMR?

**ANSWER:** The University has not been successful in prior wellness initiatives but does not view that outcome as related to or negatively impacted by UMR. Wellness initiatives should produce measurable ROI.

1. Do you have a short or long-term benefit (or Total Reward) strategy that you can share?

**ANSWER:** No.

1. Please describe the top three challenges of current benefit strategy/programs.

**ANSWER:** Costs, compliance, competitive positioning.

1. How are health care strategies and benefit decisions made? Who all is involved in the decision process? Such as committee level approval, leadership level, etc.

**ANSWER:** The University President is the named plan administrator with operational responsibilities assigned to the UAS staff. A System-wide benefits committee is convened for input on significant benefits changes and campus CHROs are routinely consulted on plan and operational issues.

1. How do you measure the success of your current strategies and programs today?

**ANSWER:** In terms of services/access for plan members, cost control and competitive positioning within Arkansas and the SEC.

1. Do you plan to issue Vendor Requests For Proposals as part of the Scope of Services? (i.e., Medical, Life, Disability, etc.)

**ANSWER:** Included in the consultant’s role is responsibility for coordination of RFPs. RFPs for benefits and support services are ongoing.

1. Can you please clarify the full set of communications services you would like included in the scope of work? For example, printed materials, electronic only copies, onsite enrollment, etc.

**ANSWER:** Please refer to the UA System website for example communications information.

1. What has your Medical trend been for the last 2 plan years?

**ANSWER:** Approximately 5-6%.

1. What are your top cost drivers?

**ANSWER:** Specialty prescription medications and complex high-cost claims.

1. Does the RFP scope include all health & welfare benefit programs and lines of coverage including voluntary benefits?

**ANSWER:** All except the University’s 403B retirement plan.

1. What additional and/or custom programs do you have included with the Medical Provider (UMR) partnership?

**ANSWER:** Additional programs are weight loss and telemedicine.

1. Outside of any programs integrated with your Medical Provider (UMR), do you have any additional point solution partnerships (e.g., weight loss vendor)?

**ANSWER:** Health services are integrated with/through the health plan TPA.

1. What are the number of full-time faculty and staff members that opt out of coverage?

**ANSWER:** Approximately 90% of eligible employees elect health plan participation.

1. What is the ratio of faculty Vs. staff members as part of the University?

**ANSWER:** It varies significantly across campuses.

1. What is the turnover rate across all locations?

**ANSWER:** It varies significantly by location and by category of employment.