

**STATE OF LOUISIANA
DIVISION OF ADMINISTRATION
OFFICE OF GROUP BENEFITS (OGB)**

NOTICE OF INTENT TO CONTRACT (NIC)

FOR

MEDICARE ADVANTAGE PLAN (MA-HMO)

ISSUED

August 1, 2007

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SECTION I
GENERAL INFORMATION AND
INSTRUCTIONS OF PROPOSAL FORMAT

A. Introduction/Purpose

The State of Louisiana, Office of Group Benefits (hereinafter called "OGB" or the "Program") requests proposals from any Louisiana HMO (hereinafter called "Proposer") to provide fully-insured Medical Advantage Plan - HMO (MA-HMO) coverage on a regional basis.

As used herein the term "Louisiana HMO" shall have the meaning set forth in La. R.S. 42:802.1(C), enacted by Act 479 of 2007, as follows:

The term "Louisiana HMO" means a health maintenance organization which meets all of the following criteria:

- (1) Offers fully insured commercial and/or Medicare Advantage products;
- (2) Is domiciled, licensed, and operating within the state;
- (3) Maintains its primary corporate office and at least seventy percent of its employees in the state; and
- (4) Maintains within the state its core business functions which include utilization review services, claims payment processes, customer services call centers, enrollment services, information technology services, and provider relations."

OGB is vested by statute with responsibility for providing health and accident benefits and life insurance to state employees, retirees and their dependents. Plan member eligibility includes employees of state agencies, institutions of higher education, local school boards that elect to participate and certain political subdivisions. Eligibility does not include local government entities, parishes, or municipalities.

B. OGB Information Technology Architecture

Desktop: Dell 450 Workstations running Windows 2000 and Window XP

LAN: 10/100/1000 Ethernet using Cisco switches

Servers: Windows servers and AIX UNIX serves

WAN: Frame Relay using Cisco routers switches, and firewall. In addition, Kodak scanners, and various laser printers are used

OGB computer applications include: Impact (claims adjudication, customer services, provider contracting and eligibility processes), Discoverer (Oracle report writer), MS Office, MS Exchange, and FileNet (Oracle based imaging and document management system). OGB uses Oracles databases as its standard.

OGB uses e-Trust, a single-sign-on and centralized security system.

C. Term of Contract

The initial term of the contract will be twelve months (January 1, 2008 – December 31, 2008) with an option to renew for an additional one-year term.

D. Standard Contract Provisions

See Exhibit 6 for the State of Louisiana, Office of Group Benefits Contract. Any deviation sought by a Proposer from these contract terms should be specifically and completely set forth to be considered by OGB. The provisions of the NIC and the winning proposal will be incorporated by reference into the contract. Any additional clauses or provisions, required by the Federal or State law or regulation in effect at the time of execution of the contract, will be included.

E. Instructions on Proposal Format

Proposers should respond thoroughly, clearly and concisely to all of the points and questions set forth in the Notice of Intent to Contract (NIC). Answers should specifically address current capabilities separately from anticipated capabilities.

1. Submit an original (clearly marked "original") and seven (7) copies of a completed, numbered proposal placing each in a three-ring binder.
2. Use tabs to divide each section and each attachment. The tabs should extend beyond the right margin of the paper so that they can be read from the side and are not buried within the document.
3. Order of presentation:

Cover Letter & Executive Summary:

Executive Summary should not exceed three (3) pages.

Proposer Requirements/Attachments/Checklist

Tab 1	Proposer's Medicare Advantage Plan of Benefits (Exhibit 1)
Tab 2	General Answered Questionnaire (Exhibit 2)
Tab 3	Proposer's Information (Section VI)
Tab 4	Audited Financial Statements (Section VI)
Tab 5	Mandatory Signature Page (Section VII)

Cost Quotation Proposal Form

Submit in a separate envelope marked "MA-HMO NIC Cost Proposal" on the outside of the envelope.

4. Answer questions directly. Where you can not provide an answer, indicate not applicable or no response.
5. Do not answer a question by referring to the answer of a previous question; restate the answer or recopy the answer under the new question. If however, the question asks you to provide a copy of something; you may indicate where this copy can be found by an attachment/exhibit number, letter or heading. You are to state the question, then answer the question. Do not number answers without providing the question.

F. Ownership, Public Release and Costs of Proposals

All proposals submitted in response to this NIC become the property of the OGB and will not be returned to the Proposers.

Costs of preparation, development and submission of the response to this NIC are entirely the responsibility of the Proposer and will not be reimbursed in any manner.

Proprietary, Privileged, Confidential Information in Proposals: After award of the Contract, all proposals will be considered public record and will be available for public inspection during regular working hours.

As a general rule, after award of the Contract, all proposals are considered public record and are available for public inspection and copying pursuant to the Louisiana Public Records Law, La. R.S. 44:1 et. seq. OGB recognizes that proposals submitted in response to the NIC may contain trade secrets and/or privileged commercial or financial information that the Proposer does not want used or disclosed for any purpose other than evaluation of the proposal. The use and disclosure of such data may be restricted, provided the Proposer marks the cover sheet of the proposal with following legend, specifying the pages of the proposal which are to be restricted in accordance with the conditions of the legend:

"Data contained in Pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the OGB shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the right of OGB to use or disclose data obtained from any other source, including the Proposer without restrictions".

Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL".

You are advised to use such designation only when appropriate and necessary. A blanket designation of an entire proposal as Confidential is NOT appropriate. Your cost proposal may not be designated as Confidential.

It should be noted, however, that data bearing the aforementioned legend shall be subject to release under the provision of the Louisiana Public Records Law, L.R.S. 44:1 et. seq. The OGB assumes no liability for disclosure or use of unmarked data and may use or disclose such data for any purpose. It should be noted that any resultant contract will become a matter of public record.

The OGB reserves the right to make any proposal, including proprietary information contained therein, available to the Office of the Governor, Division of Administration, Office of Contractual Review, or other state agencies or organizations for the purpose of assisting the OGB in its evaluation of the Proposal. The OGB will require such individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation.

In addition, you are to provide a redacted version of your proposal omitting those responses (or options thereof) and attachments that you determine are within the scope of the exception to the Louisiana Public Records Law. In a separate document, please provide the justification for each omission.

The Louisiana Office of Group Benefits (OGB) will make the edited proposal available for inspection and/or copying upon the request of any individual pursuant to the Louisiana Public Records Law without notice to you.

SECTION II

SCHEDULE OF EVENTS

A. Time Line

NIC Issued - Public Notice by Advertising in the Official Journal of the State/Posted OGB Website/Posted to LAPAC	August 1, 2007
NIC Mailed or Available to Prospective Proposers Posted to OGB Website; Posted to LAPAC Website	August 1, 2007
Deadline to Notify OGB of Interest to Submit a Proposal (MANDATORY)	August 8, 2007
Deadline to Receive Written Questions	August 8, 2007
Response to Written Questions	August 13, 2007
Proposer Conference- Attendance in Person (MANDATORY)	August 13, 2007
Proposals Due to OGB	August 22, 2007
Probable Selection and Notification of Award	August 31, 2007
Contract Effective Date	January 1, 2008

NOTE: The OGB reserves the right to deviate from this schedule.

B. Mandatory – Notification to OGB of Interest to Submit a Proposal

All interested Proposers shall notify OGB of its interest in submitting a proposal on or before date listed in the Schedule of Events. Notification should be sent to:

Tommy D. Teague
Chief Executive Officer
Office of Group Benefits
Post Office Box 44036
7389 Florida Blvd., Suite 400
Baton Rouge, LA 70804

Fax: (225) 925-4721
E-Mail: prahl@ogb.state.la.us

C. Written Questions

Written questions regarding the NIC are to be submitted to and received on or before 4:00 p.m., Central Time on the date listed in the Schedule of Events. Written questions should be directed to the address listed above (Section B).

D. Mandatory - Proposers Conference

The Proposers Conference will be held in the boardroom at 2:00 p.m. Central Time at the following location:

Office of Group Benefits
7389 Florida Boulevard
Suite 400
Baton Rouge, LA. 70806

A representative of your organization must participate in person at the Mandatory Proposers Conference scheduled for approximately 2:00 p.m., Central Time on the date listed in the Schedule of Events. OGB staff will be available to discuss the proposal specifications with you and answer any questions you may have in regards to submitted questions.

Proposals will only be accepted from Proposers that have met this mandatory requirement. Attendance by a subcontractor is welcome, but will not be an acceptable substitute for a representative of the primary proposing firm/organization.

E. Proposal Due Date

The original proposal must be signed by an authorized representative of your firm/organization and delivered, together with seven (7) numbered copies, between the hours of 8:00 a.m. and 4:00 p.m. Central Time on or before the date listed in the Schedule of Events at the address listed above (Section B).

SECTION III

SCOPE OF SERVICES

A. Plan of Benefits

Through this NIC, OGB seeks to contract with a Louisiana HMO, as defined in La. R.S. 42:802.1(C), enacted by Act 479 of 2007, to offer a Medicare Advantage Plan (MA-HMO) on a regional basis to Medicare eligible OGB retired plan members.

Services would commence January 1, 2008. There will be an Open Enrollment in regards to the MA-HMO from September 17, 2007 – October 16, 2007.

Services should include the following:

- Inpatient Hospital Services (including hospital based ancillary services);
- Outpatient Hospital Services (including hospital based ancillary services);
- Ambulatory Surgical Services (including ASC based ancillary services);
- Physician Services (including Chiropractic services);
- Utilization Management, Medical Management and Disease Management Services.
- Prescription Drugs
- Mental Health/Substance Abuse Services

Contractor must be capable of providing all services and benefits set forth in the Plan of Benefits (see Exhibit 1).

B. Eligibility Requirements

A Contractor must agree to maintain identical eligibility requirements and continued coverage provisions of the OGB, as may be amended from time to time and no other exceptions or variations will be allowed.

C. Required Membership Materials

The Contractor shall provide the following materials to each new enrollee within ten days of receipt of confirmation from OGB as to the validity of the enrollment application.

1. A member handbook, which includes information on all covered services, including but not limited to benefits, limitations, exclusions, co-payments, policies and procedures for utilizing clinical and administrative services, conditions under which an individual's membership may be terminated, procedures for registering complaints or filing grievances against the Contractor or any providers participating in a contractual agreement with the Contractor.
2. A directory of providers, which includes all physicians, hospitals, and specialty facilities.
3. Each subscriber shall receive one identification card for individual coverage or two cards for family coverage. Additional cards for family members shall be provided upon request and at no additional charge to OGB or the member.
4. An interlink to Contractor's Website which includes Provider Directory, etc.

Violation of any of these requirements shall result in a fine of \$1,000 per day beyond ten days, until 100% compliance is achieved.

D. Plan Member Communication Material, Advertisements and Marketing Material

The Contractor shall submit copies of all plan members communications materials and promotional materials to OGB. All such materials shall be approved in writing by OGB prior to their use in promoting the health plan to eligible enrollees.

The cost of preparation and distribution of any and all plan member communications materials or promotional materials must be included in the premium rates quoted herein.

E. Contractor Administrative Contact

The Contractor must designate one individual and at least one back-up staff member who will be responsible for coordinating all relevant administrative issues with OGB. This individual must represent and coordinate all of a Contractor's operations statewide with regard to OGB. OGB must be notified immediately in writing of any change(s) that may occur in the person designated as the Contractor's administrative contact.

F. Enrollment Procedures

The Contractor must agree to the following Enrollment procedures:

- Enroll members when they become eligible and choose your plan.
- Enroll new members during open enrollment.

Reporting Requirements

See Exhibit 6 (Contract/Attachment A) for reporting requirements.

Cost Quotations Requirements

1. Commissions or finders fees are not payable under this contract.
2. The cost to develop, print and disseminate to communications with employees, retirees and providers as necessary to effectively implement and manage the Plan must be included in your Cost Quotation. This communication material shall be subject to the OGB advance approval.
3. The Contractor will be responsible for issuing I.D. cards (3 millimeter plastic cards) and any replacement cards directly to plan members. Cost associated with the above will not be separately reimbursed.
4. All services described in this NIC, including all necessary reports and any start-up costs must be included in your proposed cost proposals. Furthermore, your cost proposal must take into account your expenses associated with attendance at all required meetings in Baton Rouge with Board or its Committees and with the OGB management, staff and its Actuarial Services Contractor. You may assume at least four to six meetings per year. No pass-through of costs will be permitted.

SECTION IV

PROPOSAL EVALUATION

A. Proposal Evaluation

Proposals will be evaluated by a Selection Committee. Each proposal will be evaluated to insure all requirements and criteria set forth in the NIC have been met. Failure to meet all of the Proposer Requirements will result in rejection of the proposal.

Contracts may be awarded to all Proposers that meet all Proposer requirements.

B. Contract Award

A proposal will be deemed competitive if the quoted premium rate is not more than four percent (4%) higher than the rate charged for OGB's current Private Fee for Service Medicare Advantage Plan.

SECTION V

PROPOSERS REQUIREMENTS

A. Proposers Requirements

To be eligible for consideration, a Proposer must provide documentation of the following:

- 1. Be a "Louisiana HMO" as defined in La. R.S. 42:802.1(C), enacted by Act 479 of the 2007 Louisiana Legislative Session.**
- 2. Must have a representative of your organization attend the Mandatory Proposer's Conference.**
- 3. Must submit your firm's audited financial statements and Louisiana Department of Insurance (DOI) Annual Statements for your most recent two fiscal years.**
- 4. Must be able to submit the required reporting information.**
- 5. Must be able to provide a SAS-70 Type II Audit Report as required by the Louisiana Legislative Auditor.**

SECTION VI

PROPOSER INFORMATION

TAB 3 of Proposal **Proposer Information**

A. PRIMARY PROPOSER

Please provide the following for your Organization:

- Name
- Address
- Principals
- Date Founded
- Contact Person Name and Title
- Telephone Number and Extension
- Fax Number
- E-Mail Address

B. PARENT COMPANY

SAME INFORMATION AS LISTED IN (A).

C. SUBSIDIARIES/AFFILIATES TO PERFORM SIGNIFICANT SERVICES

SAME INFORMATION AS LISTED IN (A) FOR EACH SUBSIDIARY AND AFFILIATE.

D. Client References

Please provide three (3) references for your organization's three largest existing clients.

Please provide the following for all three (3) references:

- Name
- Address
- Industry
- Contact Person and Title
- Telephone Number and Extension
- Fax Number
- Your Organization Account Executive Assigned to This Account
- How Long Has This Account Been With Your Organization
- Total # of Employees and Total # of Members

- Plan Design Currently in Place
- Services Provided For This Account

E. Please provide three (3) references that left your organization within the last three (3) years. Please state the reason(s) why.

Please provide the following for all three (3) references:

- Name
- Address
- Industry
- Contact Person and Title
- Telephone Number and Extension
- Fax Number
- Your Organization Account Executive Assigned to This Account
- Total # of Employees and Total # of Members
- Plan Design
- Services Provided For This Account
- Reason Services Terminated

TAB 4 of Proposal Audited Financial Statements and Louisiana Department of Insurance (DOI) Annual Statements

SECTION VII

MANDATORY SIGNATURE PAGE

Tab 5 of Proposal

This proposal, together with all attachments and the fee proposal form, is submitted on behalf of:

Proposer: _____

I hereby certify that:

1. This proposal complies with all requirements of the NIC. In the event of any ambiguity or lack of clarity, the response is intended to be in compliance.
2. This proposal was not prepared or developed using assistance or information illegally or unethically obtained.
3. I am solely responsible for this proposal meeting the requirements of the NIC.
4. I am solely responsible for its compliance with all applicable laws and regulations to the preparation, submission and contents of this proposal.
5. All information contained in this proposal is true and accurate.

Date: _____

Printed Name: _____

Title: _____

Signature: _____

SECTION VIII
COST QUOTATION FORM

Cost Proposal Form is to be submitted in a separate envelope marked "MA-HMO NIC Cost Proposal" on the outside of the envelope.

1. Insurance Premium

Proposer must provide a fixed monthly Insurance Premium for single coverage to be paid to Proposer.

Plan Year _____ Fixed Monthly Insurance Premium _____

Based on Per Enrollee Per Month _____

1/1/08 - 12/31/08	\$ _____	PEPM
1/1/09 - 12/31/09	\$ _____	PEPM

NOTE: The original and seven (7) copies of the Cost Quotation Proposal Form are to be submitted in a separate envelope marked "Medicare Advantage Plan NIC Cost Proposal" on the outside of such envelope.

Proposer _____

BY (Print Name) _____ Title _____

Signature _____ Date _____

SECTION IX

EXHIBITS

- EXHIBIT 1 Proposer's Medicare Advantage Plan of Benefits (MA-HMO)

- EXHIBIT 2 General Questionnaire

- EXHIBIT 3 Medicare Eligible Members by Plans

- EXHIBIT 4 Medicare Eligible Members by Regions

- EXHIBIT 5 OGB Retirees w/Medicare Current Premium Rates

- EXHIBIT 6 Contract/Reporting Requirements

EXHIBIT 1

PROPOSER'S MEDICARE ADVANTAGE PLAN OF BENEFITS (MA-HMO)

(TAB 1 of PROPOSAL)

Note: Please submit your proposed plan of Benefits in Tab 1 of your Proposal.

Minimum Acceptable Proposed Plan Design – HMO

Office visit copay	
PCP	\$5 copay
SCP	\$20 copay
Preventive care	
Routine physical exam	\$0
Well Woman Care	\$0
Immunizations	\$0
Inpatient hospital	
Semi-private room, ancillary services and physician visits	100% after \$25 copay per day for first five days
Pre-admission testing	100%
Outpatient hospital care	100% after \$100 copay
Emergency room	100% after \$50 copay
Ambulatory surgical care center	100% after \$100 copay
Physical therapy, respiratory, occupational or speech	100% after \$5 copay
Home health care	100% per date of service
Durable Medical Equipment	100% after 20% coinsurance
Skilled nursing	100% for days 1-20 100% after \$25 copay per day (days 21-100)
Ambulance	100% after \$100 copay
Immediate Care	100% after \$10 copay
Mental Health	
Inpatient	100% after \$25 copay per day for first five days
Outpatient	100% after \$20 copay
Partial hospitalization	100% after \$20 copay per day
Alcohol/Substance Abuse	
Inpatient	100% after \$25 copay per day for first five days
Outpatient	100% after \$20 copay
Prescription Drug	
Retail	
Level One	\$0 (low cost generic and brand)
Level Two	\$20 (higher cost generic and brand)
Level Three	\$40 (high cost, brand name and some self-injectables)
Level Four	25% (high technology drugs and self-injectables not available at other levels)
Mail Order	
Level One	\$0
Level Two	\$60
Level Three	\$120
Level Four	25%

EXHIBIT 2

GENERAL QUESTIONNAIRE

(TAB 2 of PROPOSAL)

Please answer each of the following questions. Repeat each number and question and make your answers as concise as possible. Please use this file when completing your response. Your quote will not be considered unless this questionnaire is answered in its entirety.

A. Organizational Background

1. Please provide your company's latest financial rating.

Rating Agency	Rating	Date Reviewed
A.M. Best		
Moody's		
Standard & Poor's		
Weiss		

2. How long has your organization offered a MA-HMO?

3. Please provide a statement and/or business plan discussing your organization's commitment to MA-HMO Products.

4. How does your organization view the future stability of premiums for the MA-HMO Products?

5. Please identify the number of current members enrolled in a Medicare Advantage plan type with your organization:

Product	Number of Members
HMO	
PPO	
Private Fee For Service	
Other	

6. Please list the parishes that you have CMS approval to offer your MA-HMO.

B. Account Management

1. From what office will the account be managed?
2. Do you have a reporting system that is available to clients for use via the Internet for standard and ad hoc reporting?

Yes No

Additional fee \$ _____

C. Member Service

For the following questions, please make your responses specific to the member service location you are proposing for OGB.

1. Where will member services be handled?
2. Will staff be dedicated/designated to OGB? Please define dedicated/designated.
3. What are the hours of operation?
4. For the office that will handle the OGB account, please provide the following service statistics:

	Standard	2006 Actual	2007 Projected
Telephone average speed of answer			
Percentage of calls abandoned			
Average waiting time			
Average call time			
Average time for problem resolution from initial notification			
Telephone quality			
Percentage of problems resolved during first call/contact (member does not need to call back)			

5. During OGB's open enrollment period, are you willing to extend customer service hours for potential participants? If yes, to what hours?

D. Claims Processing/Administration

1. Where will claim processing be handled?
2. Please provide claim adjudication statistics for the proposed claim office in the table below.

	Standard	2006 Actual	2007 Projected
Financial accuracy (percent of dollars paid correctly)			
Overall accuracy			
Turnaround time in 14 calendar days			
Turnaround time in 28 calendar days			

3. What percent of overall claims are auto-adjudicated?
4. When was the last major upgrade of your claim processing system?
5. Are there any upgrades to your claim processing system planned for the next 24 months? If so, please explain.
6. Please describe your account structure parameters/limits for OGB's billing breakdown.

E. Web Tools

1. Which of the following services are currently or will be available by 2007 through your Web-site? (Please √ Yes or No.)

	Current		1/1/2008	
	Yes	No	Yes	No
Member Self-Service				
Can members:				
a. access provider information?				
b. access provider directories?				
c. access provider directories with driving instructions?				
d. participate in community forums?				
▪ If no, does your Web site link to this type of site?				
e. access benefit plan summaries?				
f. enroll on-line?				
g. check eligibility?				

	Current		1/1/2008	
	Yes	No	Yes	No
h. order replacement ID cards?				
i. order replacement ID cards?				
j. "talk" to providers (i.e., "Ask-the-Physician")?				
k. file a claim?				
l. download printable versions of claim forms?				
m. check claim status?				
n. submit appeals?				
o. submit inquiries to customer service via email?				
Provider Support				
Can providers:				
p. verify in "real-time" the eligibility status of members?				
q. create virtual medical records for their patients?				
r. access drug and medical history for their patients?				
s. access lab values or other encounter data?				
t. submit claims?				
u. submit precertification information/extended LOS information?				
Health Management				
Can members:				
v. access disease management program information?				
w. access educational information?				
x. complete a health risk assessment?				
y. develop and save a health profile?				
Plan Sponsor/Employer Support				
z. Can plan sponsors check participants online?				
aa. Can plan sponsors update eligibility online?				

2. Please describe any planned upgrades to your reporting systems.

F. Health Management

1. Please provide brief descriptions for all of the health management programs (health promotion, health risk management, chronic disease management, high cost case management, care coordination, etc.) your organization offers for MA-HMO enrollees. Please categorize these programs into those that are included in the base quoted fees (in the Financial Proposal section of this NIC) and those that are available at an additional cost.
2. Are clients able to access case management, care coordination and disease management program information and statistics via a secure internet site/web database (program reporting, downloadable communication materials, etc.)?
3. Is your organization able to report population health risk status and changes to the client on a regular basis using claim data and/or information from another health risk assessment vendor? If so, please describe.
4. What tools are provided to behavior modification program participants to encourage interaction with their physician?
5. Please describe the outreach methods to those participants eligible to participate in a structured program?

G. Prescription Drugs

1. Provide a listing of the CMS' defined top 100 drugs that are included in your formulary.
2. Describe any dosage or imposed dispensing limits.
3. Provide information regarding the therapeutic management programs currently in place.
4. Provide details on your mail-order functionality/process.
5. How will transition of care issues be handled?

H. Overall Plan Mechanics

1. Please describe the group enrollment process. Specifically address signature requirements and data requirements.
2. If a participant receives services from a member of your provider network, is this provider allowed to balance-bill the member?
3. Does your organization have the capabilities to offer direct billing services to retirees?
4. Do you provide pre-enrollment support via the Web or toll-free number to answer potential members' questions?
5. Does your organization provide education and direct outreach regarding MA-HMO plans to providers who may not participate in your network?
6. Does your organization allow customization of ID cards to include a statement and or toll-free number directing physicians outside of your network to accept the card as they would a Medicare card?

I. Communications

1. Please provide an overview and samples of any communication pieces used during the enrollment process, especially for MA-HMO plans.
2. What off-the-shelf products are you able to provide, free of charge? What pieces are available for an additional charge?
3. Please provide samples of any communication campaigns or monthly/quarterly newsletters sent to Medicare plan participants.
4. Do you offer large print enrollment/communication materials?

EXHIBIT 3

MEDICARE ELIGIBLE MEMBERS BY PLANS (AS OF 7/25/07)

MEMBERS WITH MEDICARE A AND MEDICARE B

Network	Product	Employee	Spouse	Total
ASI	SUPP	1	6	7
DEFIN	ASO	417	246	663
HUMAN	ASO	2607	1524	4131
HUMAN	FFS65	319	112	431
HUMAN	HMO65	600	213	813
OGB	PPO	21170	7801	28971
UNIT	EPO	1293	650	1943
Totals		26407	10552	36959

EXHIBIT 4

MEDICARE ELIGIBLE MEMBERS BY REGIONS

MEMBERS WITH MEDICARE A AND MEDICARE B

Region	Employee	Spouse	Total
00	2227	672	2899
01	2603	933	3536
02	772	333	1105
03	2397	1017	3414
04	2566	1095	3661
05	1422	626	2048
06	4727	1926	6653
07	4531	1884	6415
08	1863	711	2574
09	3299	1355	4654
Total	26407	10552	36959

EXHIBIT 5

OGB RETIREES W/MEDICARE CURRENT PREMIUM RATES

MEDICARE ADVANTAGE PLAN RATES
(RETIREES WITH MEDICARE A & B ONLY)
 July 1, 2007

	<u>PRIVATE FEE FOR SERVICE (PFFS)</u> (Statewide)			<u>HMO</u> (Restricted Areas)		
	<u>STATE SHARE</u>	<u>MEMBER SHARE</u>	<u>TOTAL</u>	<u>STATE SHARE</u>	<u>MEMBER SHARE</u>	<u>TOTAL</u>
<u>RETIRED WITH NO MEDICARE & RE-EMPLOYED RETIREE</u>						
SINGLE	N/A	N/A	N/A	N/A	N/A	N/A
WITH SPOUSE	N/A	N/A	N/A	N/A	N/A	N/A
WITH CHILDREN	N/A	N/A	N/A	N/A	N/A	N/A
FAMILY	N/A	N/A	N/A	N/A	N/A	N/A
<u>RETIRED WITH 1 MEDICARE</u>						
SINGLE	132.00	44.00	176.00	103.50	34.50	138.00
WITH SPOUSE	N/A	N/A	N/A	N/A	N/A	N/A
WITH CHILDREN	N/A	N/A	N/A	N/A	N/A	N/A
FAMILY	N/A	N/A	N/A	N/A	N/A	N/A
<u>RETIRED WITH 2 MEDICARE</u>						
WITH SPOUSE	264.00	88.00	352.00	207.00	69.00	276.00
FAMILY	N/A	N/A	N/A	N/A	N/A	N/A

EXHIBIT 6

STANDARD CONTRACT

STATE OF LOUISIANA DIVISION OF ADMINISTRATION OFFICE OF GROUP BENEFITS (OGB)

CONTRACT

The State of Louisiana, Division of Administration, Office of Group Benefits, (hereinafter sometimes referred to as the OGB) and the (To Be Determined) sometimes referred to as "Contractor") do hereby enter into a Contract under the following terms and conditions:

1.0 DEFINITIONS

- a. "Contract" shall mean this Contract between Contractor and OGB, including any and all documents and appendices attached hereto or incorporated by reference.
- b. "Plan" shall mean the Medical Advantage Plan.
- c. "Plan Participant" shall mean a OGB a retired plan member that is eligible for Medicare.

2.0 SCOPE OF SERVICES

- a. Contractor will provide the following pursuant to this contract:
 1. Provide services pursuant to this contract in accordance with benefits provided under the Plan and any changes thereto made during the term of this Contract.
 2. Based upon OGB's determination and confirmation to Contractor of the validity of the enrollment application, enroll such Plan Participants to receive Plan benefits in accordance with Plan provisions.
 3. Prepare and print, subject to OGB's prior approval, the following member materials:

A booklet describing all covered services under the Plan, including but not limited to, Plan benefits, limitations, exclusions, coinsurance, co-

payments, policies and procedures for utilizing clinical and administrative services, conditions under which an individual's participation may be terminated, procedures for registering complaints or filing grievances against the Contractor or any providers participating in the Contractor's network;

4. Pay eligible claims pursuant to the terms of the Plan as construed by Contractor.
5. Furnish any necessary forms for submission of claims to Contractor.
6. Furnish to any claimant, notices of payment and explanation of benefits and denials for claims.
7. Provide review of Plan Participants' appeals and grievances and provide Contractor's Appeals and Grievances Policies and Procedures to OGB.
8. Facilitate management of the health care services afforded OGB's Plan Participants under the Plan, including but not limited to authorization services, discharge planning, and verification of provided services, utilization management and quality assurance.
9. Provide OGB with the required reports.
10. Attend informational and enrollment meetings as scheduled by OGB.
11. Contractor may agree to perform or otherwise provide special services to OGB endorsement to this Contract or by letter agreement between the parties.

3.0 TERM OF CONTRACT

- a. The Contract will begin on _____ and shall end on _____.
- b. This Contract is not effective until approved by the Director of the Office of Contractual Review in accordance with La. R.S. 39:1502.

4.0 INSURANCE PREMIUM; PAYMENT TERMS

- a. During the term of this Contract, OGB shall pay Contractor insurance premiums monthly for services pursuant this Contract.

(To Be Determined)

- b. Failure of OGB to remit payment of the monthly insurance premiums by the fifteenth day of each month will result in the suspension of all services performed by

Contractor.

- b. The maximum payable to Contractor for insurance premiums pursuant to this Contract shall not exceed (To Be Determined) .

5.0 CLAIMS LIABILITY AND REIMBURSEMENT

- a. Contractor assumes full liability for funding all payments made for Plan claims on or after the effective date of this Contract including payments remitted by Contractor to CMS in response to demand letters for the recovery of Medicare payments to Plan Participants. OGB shall not be responsible under any circumstances for ensuring Contractor's compliance with federal or state laws which may apply to the establishment and/or maintenance of these funds, or for advising Contractor of any such federal or state laws.

6.0 OGB PLAN RESPONSIBILITY

- a. Except as specifically provided to the contrary, OGB retains final authority and responsibility for the Plan and its operation, including if applicable, compliance with any state and federal laws, and payment of claims filed under the Plan. Contractor is empowered to act on behalf of OGB only in an administrative capacity for the services specified herein, subject to the direction and authority of OGB. Any decision or action of Contractor regarding this Contract or the Plan which does not result from its negligent, dishonest, fraudulent or criminal conduct and which is not overridden or otherwise modified by OGB in writing shall be deemed to be the exercise of OGB's discretionary power to make final decisions or conclusive action.
- b. OGB shall be responsible for compliance with all state and federal laws except as specifically assumed by Contractor under this Contract.

7.0 SINGLE PROGRAM, RIGHT TO ASSESS ALL MEMBERS

The OGB seeks to make the Plan available to all eligible retirees who wish to choose such means of acquiring health care services. However, eligible retirees who enroll in the Plan are members of the OGB.

8.0 INSURANCE CERTIFICATE

- a. Contractor shall procure and maintain for the duration of the Contract liability insurance, including coverage for but not limited to: claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by Contractor, its agents, representatives, employees or subcontractors; liability and insolvency protection, with a combined single limit liability of not less than One Million (\$1,000,000.00) Dollars.

- b. Contractor shall on request furnish the OGB with certificate(s) of insurance effecting coverage required by this Contract. The certificate(s) for each insurance policy is to be signed by a person authorized by that insurer to bind coverage on its behalf. The OGB reserves the right to require complete, certified copies of all required insurance policies, at any time.

9.0 LIABILITY FOR DAMAGES BY THE CONTRACTOR

- a. The OGB shall not be held liable for claims for damages relating to any treatment rendered or arranged for by Contractor.
- b. Contractor agrees to hold OGB harmless from all claims for damages relating to any act or omission by Contractor, including any claims relating to failure of Contractor to provide services as specified in this Contract due to financial hardship or insolvency.
- c. Contractor agrees to hold any Plan Participant harmless from any liability or cost for health services rendered during enrollment in the HMO Plan, if covered under the Plan, and except as provided in the Plan.

10.0 INDEMNIFICATION

- a. Contractor and its subsidiaries and affiliates agree to protect, defend, indemnify and hold harmless the OGB, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, their respective officers, directors, agents, servants and/or employees, including volunteers (each a State Affiliated Indemnified Party), from and against any and all claims, demands, expense and liability arising out of or in any way growing out of any act or omission of Contractor, its agents, servants, and employees, together with any and all costs, expenses and/or attorney fees reasonably incurred as a result of any such claim, demands, and/or causes of action except those claims, demands and/or causes of action for which this Contractor is held harmless under this Contract and those arising out of the act or omission of the OGB, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, their respective officers, directors, agents, servants and/or employees, including volunteers.
- b. Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suit at its sole expense, even if it (claims, etc.) is groundless, false or fraudulent, provided that (a) the State Affiliated Indemnified Party has given reasonable notice to the Contractor of the claim or cause of action, and (b) no State Affiliated Indemnified Party has, by act or failure to act, compromised the Contractor's position with respect to the resolution or defense of the claim or cause of action. Contractor's obligations under this Article shall not apply to claims for benefits related to the Plan.

- c. OGB shall indemnify and hold harmless Contractor and its directors, officers and employees against all claims, judgments, settlements, court costs, penalties and expenses, including attorney fees, or other losses or damage arising or resulting from or in connection with a claim for benefits or related to the Plan, whether said claim arises under any federal or state law, unless the liability therefore is judicially determined to be the direct consequence of dishonest, fraudulent, criminal or negligent conduct of Contractor or its directors, officers, employees, agents, or Sub-Contractors.
- d. OGB shall have the duty to defend any legal action arising from a claim for benefits related to the Plan at its expense. OGB shall use its best efforts to have Contractor dismissed from any litigation involving a claim for benefits unless an independent cause of action against Contractor is alleged.

11.0 TAXES

Contractor hereby agrees that the responsibility for payment of taxes from the insurance premiums received under this Contract and/or legislative appropriation shall be Contractor's obligation and identified under Federal Tax Identification Number (To be Determined).

12.0 SECURITY

Both parties and their respective personnel will always comply with all security regulations in effect at each other's premises and externally for materials belonging to one another or to the project. Each party is responsible for reporting any breach of security to the other promptly

13.0 CONFIDENTIALITY

- a. The parties, their agents, staff members and employees agree to maintain as confidential all individually identifiable information regarding Louisiana Office of OGB Benefits Plan Participants, including but not limited to patient records, demographic information and claims history. All information obtained by Contractor from the OGB shall be maintained in accordance with state and federal law, specifically including but not limited to the Health Insurance Portability and Accountability Act of 1996, and any regulations promulgated thereunder (collectively, "HIPAA"). To that end, the parties have executed and hereby make a part of this Agreement a Protected Health Information (Business Associate) Addendum to be in full compliance with all relevant provisions of HIPAA, including but not limited to all provisions relating to Business Associates.
- b. Further, the parties agree that all financial, statistical, personal, technical and other data and information relating to either party's operations which are designated confidential by such party and made available to the other party in carrying out this Contract, shall be protected by the receiving party from unauthorized use and

disclosure through the observance of the same or more effective procedural requirements as are applicable to the OGB and/or Contractor. Neither party shall be required to keep confidential any data or information which is or becomes publicly available, is already rightfully in the party's possession, is independently developed by the party outside the scope of this Contract, or is rightfully obtained from third parties. OGB shall notify Contractor immediately of any request made by any person under state or federal law for inspection of any record, writing, account, recording, letter, exhibit, data charts, memoranda or any other document in any form of media which relates to this Contract or Contractor's performance under this Contract, including the identity of the requestor.

14.0 REPRODUCTION, PUBLICATION AND USE OF MATERIAL

Subject to the confidentiality obligations as set forth above, the OGB shall have authority to reproduce, publish, distribute, and otherwise use, in whole or in part, any reports, data, studies, or surveys prepared by Contractor for the OGB in connection with this Contract or in the performance hereof which are not designated as proprietary by Contractor.

15.0 ACKNOWLEDGEMENT OF PRIORITY POSITION

Contractor acknowledges that OGB is a primary responsibility of the organization, and that such acknowledgement places performance of its Contractual duties for the State of Louisiana, Office of OGB Benefits in a high priority position relative to other clients of the organization.

16.0 PATENT, COPYRIGHT, AND TRADE SECRET INDEMNITY

Contractor warrants that all materials and/or products produced by Contractor hereunder will not infringe upon or violate any patent, copyright, or trade secret right of any third party. In the event of any such claim by any third party against the OGB, the OGB shall promptly notify Contractor, and Contractor shall defend such claim, in the OGB's name, but at Contractor's expense, and shall indemnify the OGB against any loss, expense, or liability arising out of such claim, whether or not such claim is successful.

17.0 INDEPENDENT CONTRACTOR RELATIONSHIP

No provision of this Contract is intended to create nor shall it be deemed or construed to create any relationship between Contractor and the OGB other than that of independent entities Contracting with each other hereunder solely for the purpose of effecting the provisions of this Contract. The terms "Contractor" and "OGB" shall include all officers, directors, agents, employees or servants of each party.

18.0 PROJECT MANAGEMENT/MONITORING PLAN

- a. Contractor shall provide, at a minimum, the following project management functions:
 1. Routine Project Management: Contractor shall provide day-to-day project management using the best management practices for all tasks and activities necessary to complete the scope of services pursuant to this Contract.
 2. Project Reports: Contractor and OGB shall agree in writing upon reports that will be required to monitor the performance of services pursuant to the Contract.
 3. Provide Issue Control: Contractor will develop and implement with the OGB approval, procedures and forms to monitor the identification and resolution of key project issues/problems.

- b. Contractor agrees to provide the following Contract related resources:
 1. Project Manager: Contractor shall provide a project manager to provide day-to-day management of project tasks and activities, coordination of Contractor support and administrative activities, and for supervision of Contractor employees. The project manager shall possess the technical and functional skills and knowledge to direct all aspects of the project.
 2. Key Personnel: Contractor shall assign Personnel to perform the services pursuant to this Contract that are qualified to perform the assigned duties, and Contractor will determine which personnel shall be assigned for any particular project and to replace and reassign such personnel doing such a project. Contractor assumes the responsibility for its personnel providing services hereunder and will make all deductions for social security and withholding taxes, contributions for employment compensation funds and shall maintain at Contractor's expense all necessary insurance for its employees, including but not limited to worker's compensation and liability insurance for each of them.

- c. OGB agrees to provide the following Contract related resources:
 1. Contract Supervisor: OGB shall appoint a Contract Supervisor for this Contract that will provide oversight of the activities conducted hereunder. The assigned Contract Supervisor shall be the principal point of contact on behalf of the OGB and will be the principal point of contact for Contractor concerning Contractor's performance under this Contract.

19.0 PERFORMANCE MEASURES

The Contract Supervisor will be responsible for the Performance Evaluation Report in regards to the scope of services provided by Contractor pursuant to this Contract.

Contractor will assign a Project Account Manager to work with OGB's assigned Contract Supervisor. OGB's Contract Supervisor will be responsible for the Performance Evaluation Report in regards to the scope of services provided by the Contractor pursuant to this contract. The performance evaluation will be based on the following: the quality of services performed in accordance with services required; the submission of required reports/reporting and other measurements as determined by the Contract Supervisor.

20.0 TERMINATION FOR CAUSE

- a. OGB may terminate this Contract for cause based upon the failure of Contractor to comply with the material terms and/or conditions of the Contract; provided that the OGB shall give the Contractor written notice specifying Contractor's failure. If within thirty (30) days after receipt of such notice, Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the OGB may, at its option, place Contractor in default and this Contract shall terminate on the date specified in such notice.
- b. Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the OGB to comply with the terms and conditions of this Contract; provided that the Contractor shall give the OGB written notice specifying the OGB's failure. Furthermore, Contractor shall be entitled to suspend any and all services until such time as when OGB is not in default of its obligations under this Contract.
- c. This Contract shall terminate automatically at the option of Contractor upon failure of OGB to pay any of the amounts due under this Contract. Contractor shall notify OGB immediately of the exercise of its option under this paragraph, in any manner which provides actual notice to OGB of said termination. All of the duties and obligations of Contractor shall cease on the date of notification.

21.0 TERMINATION FOR CONVENIENCE

OGB may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the other. Upon any termination of this Contract the Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

22.0 REMEDIES FOR DEFAULT

- a. Any claims or controversy arising out of this Contract shall be resolved in accordance with the provisions of La R.S. 39:1524 – 1526.
- b. The validity of this Contract and any of its terms or provisions, as well as the rights and duties of the parties hereunder, shall be construed pursuant to, and in accordance with, the laws of the State of Louisiana except where preempted by federal law. The venue of any action brought under this Contract shall be the Nineteenth (19th) Judicial District Court, State of Louisiana.

23.0 OWNERSHIP OF PRODUCT

All records, reports, documents and other material delivered or transmitted to Contractor by OGB shall remain the property of OGB, and shall be returned by Contractor to OGB, at Contractor's expense, at termination or expiration of this Contract. Contractor may retain one copy of such records, documents or materials for archival purposes and to defend its work product. All records, reports, documents, or other material related to this Contract and/or obtained or prepared by Contractor specifically and exclusively for the OGB in connection with the performance of the services Contracted for herein shall become the property of the OGB, and shall, upon request, be returned by Contractor to OGB, at Contractor's expense, at termination or expiration of this Contract.

24.0 ASSIGNMENT

Contractor shall not assign any interest in this Contract and shall not transfer any interest in same (whether by assignment or novation), without prior written consent of the OGB, provided however, that claims for money due or to become due to the Contractor from the OGB may be assigned to a bank, trust, or other financial institution without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the OGB and to the Office of Contractual Review, Division of Administration.

25.0 RIGHT TO AUDIT

- a. Contractor grants to the Office of the Legislative Auditor, Inspector General's Office, the Federal Government, and any other duly authorized agency of the State the right to inspect and review all books and records pertaining to services rendered under this Contract. Contractor shall comply with federal and/or state laws authorizing an audit of Contractor's operation as a whole, or of specific program activities. Any audit shall be conducted during ordinary business hours and upon reasonable advance notice to the Contractor. OGB's auditors shall abide

by any state and federal laws regarding confidentiality of a Plan Participant's medical records and agrees to hold in confidence any information or data designated as proprietary by Contractor. This obligation of confidentiality shall survive termination of this Contract

- b. Contractor shall have the right, at reasonable times and upon reasonable notice, to audit and inspect any of OGB's personnel and payroll records which are relevant to the performance of Contractor's duties under the Contract. Contractor agrees to abide by any state and federal laws regarding confidentiality of OGB's personnel and payroll records and agrees to hold in confidence any information or data designated as proprietary by OGB. This obligation of confidentiality shall survive termination of the Contract. Upon request, Contractor shall prepare an annual accounting report consisting of a summary of benefits provided during each twelve (12) consecutive month period for which this Contract remains in effect, which shall be forwarded to OGB within one hundred twenty (120) days after the end of said period.
- c. OGB shall approve or disapprove in writing said report within one hundred twenty (120) days of its receipt thereof. Failure to submit timely disapproval of the accounting report shall render the report conclusively correct and OGB shall be presumed conclusively to have accepted Contractor's financial performance of its duties.
- d. Contractor shall provide a copy of the most recent available annual independent audit conducted on the processing of transactions, pursuant to Statement on Auditing Standards (SAS) #70 – Type 2, upon required of the State's Legislative Auditor. This audit should be received by OGB no later than five months after the Contractor's most recent fiscal year ends (example: if fiscal year ends June 30 than the audit report will be due by November 30.) Contractor will be subject to a \$1,000 per day penalty until receipt of the audit by OGB.

26.0 RECORD RETENTION

Contractor agrees to retain all books, records, and other documents relevant to this Contract and the funds expended hereunder for at least three years after project completion of Contract, or as required by applicable Federal law, whichever is longer.

27.0 AMENDMENTS IN WRITING

Any alteration, variation, modification, or waiver of provisions of this Contract shall be valid only when it has been reduced to writing, duly signed. No amendment shall be valid until it has been executed by all parties and approved by the Director of the Office of Contractual Review, Division of Administration.

28.0 CAUSES BEYOND CONTROL

Neither party shall be responsible for delays in performance resulting from acts beyond the control of such party. Such acts shall include but not be limited to acts of God, strikes, riots, lockouts, acts of war, epidemics, governmental regulations superimposed after the fact, fire, communication line failures, power failure, earthquakes, or other disasters, or by reason of judgment, ruling, or order of any court or agency of competent jurisdiction.

29.0 NON-DISCRIMINATION

Contractor agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1972, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under this Contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, disabilities, or because of an individual's sexual orientation. Any act of discrimination committed by Contractor, or failure to comply with these obligations when applicable shall be grounds for termination of this Contract.

30.0 AVAILABILITY OF FUNDS

The continuation of this Contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the Contract. If the legislature fails to appropriate sufficient monies to provide for the continuation of the Contract, or if such appropriation is reduced by veto of the Governor or by any means provided in the appropriation act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reductions to provide insufficient monies for the continuation of the Contract, the Contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated. Such termination shall be without penalty or expense to the OGB except for payments which have been accrued prior to the termination.

31.0 HEADINGS

Descriptive headings in this Contract are for convenience only and shall not affect the construction or meaning of Contractual language.

32.0 WORKER'S COMPENSATION

Contract is not in lieu of and does not affect any requirements of coverage under the Louisiana Worker's Compensation Act or any other federal or state mandated employer liability laws.

33.0 ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

- a. This Contract (together with the NIC issued thereto by the OGB, the Proposal submitted by the Contractor in response to the OGB's NIC, and any exhibits specifically incorporated herein by reference) constitutes the entire agreement between the parties with respect to the subject matter.
- b. This Contract shall, to the extent possible, be constructed to give effect to all provisions contained therein: however, where provisions are in conflict, first priority shall be given to the provisions of the Contract, excluding the NIC and the Proposal; second priority shall be given to the provisions of the NIC and amendments thereto; and third priority shall be given to the provisions of the Proposal.

Acknowledgement is made by both parties that any exceptions to any part of the NIC requirements shall be solely due to changes regarding the Contractor and the number of enrollees.

BY SIGNING BELOW, THE PARTIES AGREE TO ALL OF THE TERMS AND CONDITIONS SET FORTH ABOVE.

**STATE OF LOUISIANA
DIVISION OF ADMINISTRATION
OFFICE OF GROUP BENEFITS (OGB)**

CONTRACTOR: (To be determined)

SIGNATURE: _____

SIGNATURE _____

NAME: Tommy D. Teague

NAME _____

TITLE: Chief Executive Officer

TITLE _____

CONTRACT ATTACHMENT A

REPORTING REQUIREMENT

A. Monthly Reports

Please provide, monthly, a report which consists of the elements noted below. Please report OGB statistics as well as your entire Organization statistics. **Monthly reports must be received by OGB and its Actuarial Consulting Firm no later than the end of business (5:00 p.m. Central Time) on the fifteenth of the month following the month in which you are reporting data.**

- **Financial Experience** Premium Income, Expenses (non-capitated paid claims, capitation expense and administrative expense).
- **Claim Turnaround Time** percent paid within 30 days and report average lag time speed to answer by live voice (% of Participants who wait 30 seconds or less to speak with a live Participant service rep.)
- **Telephone Abandonment Rate** (% of calls where the caller hangs up after opting to speak with another service rep. and the call has been transferred to a Participant rep.)
- **PCP Turnover Rate** (% of PCPs leaving the network voluntarily or involuntarily during the month)
- **Open PCP/Participant Ratio** (ratio of open PCPs accepting new Participants to actual Participants)
- **Grievance Log** (as requested in the NIC)

If the report requests above are not able to be reported by your Organization due to plan or system limitations (e.g. phone system limitations not able to report %), please provide details on your monthly reports.

B. Other Reports

Other reports may be required in the future.