

### ADDENDUM #3

March 20, 2020

Reference Request for Proposals #3000014396 soliciting Proposals from any qualified proposers to provide Administrative Services Only (“ASO”) for self-funded health plans offered by OGB.

Addendum #3 includes responses to written inquiries received by the deadline stated in the Request for Proposals (“RFP”) and provides amendments to the RFP.

**Due to the COVID-19 Public Health Emergency declared by Governor John Bel Edwards in Proclamations 2020-30, 2020-27, and 2020-25, electronic proposal delivery is being utilized for this RFP.**

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR PROPOSALS.

#### INQUIRIES AND RESPONSES

No	Inquiry	Response
1	Does the OGB have a scoring sheet for the RFP responses, and if so can that be shared?	A scoring sheet will not be provided to prospective proposers. Proposals that pass the mandatory requirements review, Section 1.8.1 Mandatory Qualification, will be evaluated based on information provided in the Proposal according to Self-Funded ASO RFP #3000014396 Section 3.1 Evaluation and Review.
2	Will the OGB share everyone’s Q & A’s submitted?	Yes. Pursuant to RFP Section 1.15.2 Proposer Inquiries, any and all questions directed to the OGB RFP Coordinator/Blackout Period Contact will receive an official response by posting to LaPac.
3	Would the State send us all of the rate tables & files? If so when?	The calendar year 2020 premium rate forms are located on the link provided below. <a href="https://info.groupbenefits.org/premium-rates/">https://info.groupbenefits.org/premium-rates/</a>  Files associated with the resulting ASO contract will be submitted to the selected Contractor during the implementation period and contract effective date as provided in Section 2.2 Task and Services, Task (1): Implementation Services, # 5 and #6.
4	Total charges were included in the outpatient data file, are there more details related to rates/charges that will be shared with us later on? If so when.	Pursuant to Attachment X: Claims Repricing, each Proposer who timely requested redacted claims data by submitting Attachment IV: Data Use Agreement for Limited Data Set by the specified deadline received an electronic record containing redacted claims incurred by OGB Plan Participants.

		On the redacted claims data submission, charges were provided on a “per claim line” basis.
5	On the inpatient claims we don’t see any dollars, can you share some info related to that as well?	Total charges were included on the inpatient file (column “BX”).
6	There are charges for physicians but not what they are paid. How do we obtain that data as well?	The information related to actual paid amounts will not be shared with prospective proposers. This information is considered proprietary.
7	Do you use your own Claims processing engine/system? If so, what is the name of the system and what are the auto-adjudicate rates?	OGB does not process claims. Claims are processed and adjudicated by OGB’s current ASO contractor for the Self-Funded Health Plans.
8	At what point would you share the rate tables/files with the vendor(s) bidding or winning the RFP?	See Response to Question 3.
9	Currently, how many claim processors do you have working on the management of the 250,000 employees? What is the % of the State employees that are claim processors and care managers?	OGB does not process claims. Claims are processed and adjudicated by OGB’s current ASO contractor for the Self-Funded Health Plans. No state employees process claims.
10	Is there an audit team that reports to the State, or do you expect the vendor to handle that function also?	<p>Pursuant to RFP, Attachment I: Sample Contract, Section 10 Right to audit, the following may audit the resulting ASO contract.</p> <p>The State Legislative Auditor, federal auditors, internal auditors of the Division of Administration and its designated agents, the State, OGB, or others so designated by the State/OGB shall be entitled to audit all accounts, procedures, matters, and records of any Contractor or subcontractor under any negotiated Contract or subcontract directly pertaining to the Contract for a period of five (5) years after final payment under the Contract and for the subcontractor/vendor for a period of five (5) years from the date of final payment under the subcontract or such longer period as required by applicable state and federal Law.</p>
11	[Prospective Proposer] has its own integrated care management system (ICMS), is it ok to use our own system to help manage all care management functions (UM, CM, DM, Data Mining, etc..) as well as reporting?	OGB is looking for proposers to propose on providing all ASO services including, but not limited to, claims processing, provider relations and negotiations, care and case management, reporting, etc. The list of required services are included in Section 2.2 of the RFP. However, it would be acceptable for the proposer to use their own system to help manage care management functions.

12	[D]o you have any category management breaks out for high cost diseases such as CHF, Diabetes, high readmissions, Neonatal ICU etc.?	The claims data provided for those who returned the Data Transfer Agreement includes overall charges with the associated diagnosis/ procedure codes. No further categorization will be provided.
13	On page 61, can you confirm that the discount guarantee applies to both in-network claims and out-of-network claims?	This discount guarantee applies to both in-network and out-of-network claims.
14	On pages 61 and 62, the RFP specifies two types of guarantees regarding network discounts: Discount Guarantee and Minimum Overall Network Discounts (all services): A. Can you confirm the fees at-risk are additive in nature? B. Will OGB provide a discount measurement methodology for the "Minimum Overall Network Discounts (all Services)?"	A. Fees are additive. B. The methodology needs to be proposed by the Proposer.
15	On page 61, can you confirm that the trend guarantee proposal is required to apply to both in-network claims and out-of-network claims?	The trend guarantee applies to both in-network and out-of-network claims.
16	On page 61, regarding the trend guarantee methodology, is an acceptable trend guarantee methodology to exclude pooled claims (at certain thresholds, e.g. \$100,000) in both the base and measurement periods?	The methodology must be proposed by the Proposer.
17	On page 63, can you confirm that specialty drugs claims are excluded from the trend guarantee calculations, as they are already part of trend guarantees under "Specialty Drugs in Self-Funded ASO Health Plan?"	Yes. Specialty drug claims are excluded from the trend guarantee calculations.
18	Can you confirm that the baseline to measure the performance of 2021 trend guarantee will be the OGB 2020 claims?	Yes. The baseline to measure the performance of 2021 trend guarantee will be the OGB 2020 claims.
19	On page 61, can you confirm that the maximum penalty percents for dollar to dollar at risk for the following performance guarantees are capped at 100% of base administration fees? A. Discount Guarantee B. Utilization and Wellness Management Programs	A. The Discount Guarantee, Performance Guarantee listed in RFP, Section 2.2 Task and Services the Dollar for Dollar payment for any shortfall will be capped at 100% of administration fees.  B. The Utilization and Wellness Management Programs, Performance Guarantee listed in RFP, Section 2.2 Task and Services the 1.5:1 in savings or the difference is owed to OGB will be capped at 100% of administration fees.
20	Can you confirm that shared savings on out-of-network claims savings are not allowed?	Shared savings on out-of-network claims savings will not be allowed for the resulting contract.

21	Can the contractor offer optional cost containment advanced payment integrity and audit services where the fee is on a contingency percent of savings basis?	No. OGB is seeking services set forth in the RFP.  The Proposer shall provide one total administrative monthly fee in Attachment IX: Cost Proposal for providing all services proposed in order to provide Administrative Services Only (ASO) for Self-Funded Medical Plans offered by OGB.
22	On page 97, regarding question 15, can optional services be offered to OGB outside of the administrative monthly fee on a contingency or other basis?	No. OGB is seeking services set forth in the RFP.  The Proposer shall provide one total administrative monthly fee in Attachment IX: Cost Proposal for providing all services proposed in order to provide Administrative Services Only (ASO) for Self-Funded Medical Plans offered by OGB.
23	On page 11, the ninth bullet under E. Approach and Methodology states: “Include responses to all questions in Attachment VI: Technical Questionnaire.” Where it says “Attachment VI,” should it be “Attachment III?”	Yes. On page 11, the ninth bullet under E. Approach and Methodology should say Attachment III: Technical Questionnaire instead of Attachment VI: Technical Questionnaire.
24	Regarding submission of redacted copies of the proposal: • How many electronic, portable drives are required? Page 17 states two, but page 18 cites one. • How many hard copies of the redacted proposal are required? This is not listed on page 17 under Number of Copies of Proposals with the others, while page 18 says one.	The Proposer should submit one (1) electronic copy of the redacted proposal as provided in RFP Section 1.10 Number of Copies of Proposals. See Amendment to RFP, Section 1.14 Trade Secrets and Proprietary Information below. Additionally, see amendment to RFP Section 1.7: Proposal Submittal through Electronic Means Only. No hard copies of proposals are requested.
25	On page 36, number seven states that the ID cards will be mailed within four <b>calendar</b> days of receipt of the eligibility. There are situations where a combination of weekend and holidays could hinder meeting this requirement. Will you accept ID cards being mailed within four <b>business</b> days?	The identification card shipment is required within four (4) business days. See Amendment to RFP, Section 2.2 Tasks and Services below.
26	On page 40, regarding number 30, can you confirm that the requirement for 24/7 access refers to pharmacy inquiries only?	Yes. The requirement for 24/7 access refers to pharmacy inquiries only. See Amendment RFP, Section 2.2 Task and Services, Task (2) General ASO Support Services below.

## AMENDMENTS TO RFP

Amendment to RFP, 1.7 Proposal Submittal

**Original Text:**

## ***1.7 Proposal Submittal***

Firms/individuals who are interested in providing services requested under this RFP must submit a Proposal containing the mandatory information specified in this RFP pursuant to the requirements of Section 1.9 Proposal Response Format and Section 1.10 Number of Copies of Proposals. The Proposal must be received in hard copy (printed) version by the OGB RFP Coordinator/Blackout Period Contact on or before 4:00 PM CT on the date specified in the Schedule of Events. Facsimile and electronic mail (“e-mail”) submissions shall not be acceptable. Proposers mailing their Proposals should allow sufficient mail delivery time to ensure receipt of their Proposal by the time specified.

The Proposer should label Proposal submissions as follows:

### Administrative Services Only for Self-Funded Health Plans

#### Proposer’s Name

The Proposal package must be delivered at the Proposer’s expense to:

OGB RFP Coordinator/Blackout Period Contact  
Office of Group Benefits  
1201 N. 3<sup>rd</sup> Street  
Claiborne Building, Suite G-159  
Baton Rouge, LA 70802

It is solely the responsibility of each Proposer to ensure that its Proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

**Proposers are hereby advised that the U.S. Postal Service does not make deliveries to OGB’s physical location.**

**Revised Text:**

## ***1.7 Proposal Submittal through Electronic Means Only***

Firms/individuals who are interested in providing services requested under this RFP must submit a Proposal containing the mandatory information specified in this RFP pursuant to the requirements of Section 1.9 Proposal Response Format and Section 1.10 Number of Copies of Proposals. **Due to the COVID-19 Public Health Emergency declared by Governor John Bel Edwards in Proclamations 2020-30, 2020-27, and 2020-25, electronic proposal delivery is being utilized for this RFP.** The Technical Proposal and Attachment IX: Cost Proposal must be received via email in electronic format, to [OGB.Proposals@la.gov](mailto:OGB.Proposals@la.gov), by 4:00 PM CT on the date specified in Section 1.6, Schedule of Events. To submit Attachment X: Claims Repricing Cost Proposal response, the Proposer must submit files through a Secure Large File Transfer. Proposers who provided a signed Attachment IV: Data Use Agreement for Limited Data Set by the date specified in Section 1.6: Schedule of Events, must submit the Attachment X: Claims Repricing by replying to the Buck Global, LLC email dated February 24, 2020. Facsimile and hard copy submissions shall not be acceptable.

It is solely the responsibility of each Proposer to ensure that its Proposal is delivered at the specified email addresses and prior to the deadline for submission. Proposals received after the deadline will not be considered.

## AMENDMENT TO RFP

### Section 1.9 I, Certification Statement

The Proposer must sign electronically or submit a scanned signature on Attachment VI, Certification Statement.

## AMENDMENTS TO RFP

### Amendment to RFP, 1.10 Number of Copies of Proposals

#### Original Text:

#### *1.10 Number of Copies of Proposals*

OGB requests the number of Proposal copies specified below be submitted to the OGB RFP Coordinator/Blackout Period Contact.

- One (1) Original (clearly marked “Original”) and ten (10) numbered copies of the Technical Proposal. **All should be clearly marked “Technical Proposal.”**
- Four (4) portable drives of the entire Technical Proposal in both PDF and Word formats. **All should be clearly marked “Technical Proposal.”**
- One (1) Original (clearly marked “Original”) and two (2) numbered copies of the Cost Proposal. **All should be clearly marked “Cost Proposal.”**
- Four (4) portable drives of the entire Cost Proposal in both Word and Excel formats. **All should be clearly marked “Cost Proposal.”**
- If applicable (see Section 1.14), Proposer should also submit two (2) portable drives of the electronic redacted versions of the Proposal. **All should be clearly marked “Redacted.”**

At least one (1) copy of the Proposal shall contain original signatures of those individuals, firm officials, or agents duly authorized to sign Proposals or contracts on behalf of the individual/firm. A certified copy of a board resolution granting such authority should be submitted if Proposer is a corporation. The copy of the Proposal with original signatures will be retained for incorporation in any Contract resulting from this RFP.

#### Revised Text:

#### *1.10 Number of Copies of Proposals*

OGB requests the number of Proposal copies specified below be submitted to the OGB RFP Coordinator/Blackout Period Contact.

- One (1) electronic copy of the Technical Proposal in both PDF and Word formats. **The electronic copy should be clearly marked “Technical Proposal.” Electronic or scanned copies of signatures will be accepted; no original signatures are required for the Proposal submission.**
- One (1) electronic copy of the Attachment IX: Cost Proposal in both Word and Excel formats. **The electronic copy should be clearly marked “Attachment IX: Cost Proposal.” Electronic or scanned copies of signatures will be accepted; no original signatures are required for the Proposal submission.**

- One (1) electronic copy of the Attachment X: Claims Repricing in Excel format. **The electronic copy should be clearly marked “Cost Proposal Claims Repricing.” Electronic or scanned copies of signatures will be accepted; no original signatures are required for the Proposal submission.**
- If applicable (see Section 1.14), Proposer should also submit one (1) electronic copy of the electronic redacted versions of the Proposal. **The electronic copy should be clearly marked “Redacted.”**

## AMENDMENTS TO RFP

Amendment to RFP, 1.14 Trade Secrets and Proprietary Information

### Original Text:

#### ***1.14 Trade Secrets and Proprietary Information***

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall apply to the technical and cost portion of the Proposal. Any Proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 *et. seq.*) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections shall be claimed by the Proposer at the time of submission of its technical proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The Proposer shall clearly designate the part of the Proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the Proposal with the following legend, specifying the specific section(s) of the Proposal sought to be restricted in accordance with the conditions of the legend:

*“The 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 State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the proposer, without restrictions.”*

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

If the Proposer’s response contains confidential information, the Proposer shall also submit a redacted copy of its Proposal along with the original Proposal. When submitting the redacted copy, the Proposer should clearly mark the cover as such - “REDACTED COPY” - to avoid having

this copy reviewed by an evaluation committee member. The redacted copy should also state which section(s) or information has/have been removed. The Proposer should also submit one (1) electronic redacted copy of the Proposal in PDF format on a flash drive or CD as stated in Section 1.10. Provided the Proposer has fully complied with all requirements of this Section, the redacted copy of the Proposal will be the copy produced by the State if a competing proposer or other person seeks review or copies of the Proposer's confidential data.

**If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.**

Proposers shall be prepared to defend the reasons why the material should be held confidential. By submitting a Proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as "confidential," the Proposer agrees to indemnify and defend (including attorneys' fees) the State and hold the State harmless against all actions, fees, expenses, or court proceedings that may ensue, which seek to order the State to disclose the information.

The State reserves the right to make any Proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, the legislative auditor, and other State agencies or organizations for the sole purpose of assisting the State in its evaluation of the Proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

Additionally, any Proposal that fails to follow this section and/or La. R.S. 44:3.2(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public record.

Proposer's signature on the Certification Statement, Attachment VI, signifies its understanding of and compliance with this Section and the requirements herein for claiming any type of confidentiality of information submitted as part of its Proposal.

**Revised Text:**

### ***1.14 Trade Secrets and Proprietary Information***

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall apply to the technical and cost portion of the Proposal. Any Proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 *et. seq.*) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections shall be claimed by the Proposer at the time of submission of its technical proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The Proposer shall clearly designate the part of the Proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the Proposal with the following

legend, specifying the specific section(s) of the Proposal sought to be restricted in accordance with the conditions of the legend:

*“The 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 State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the proposer, without restrictions.”*

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

If the Proposer’s response contains confidential information, the Proposer shall also submit a redacted copy of its Proposal along with the original Proposal. When submitting the redacted copy, the Proposer should clearly mark the cover as such - “REDACTED COPY” - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which section(s) or information has/have been removed. The Proposer should also submit **one (1)** electronic redacted copy of the Proposal in PDF format **to the OGB RFP Coordinator/Blackout Period Contact at [OGB.Proposals@la.gov](mailto:OGB.Proposals@la.gov)** as stated in Section 1.10. Provided the Proposer has fully complied with all requirements of this Section, the redacted copy of the Proposal will be the copy produced by the State if a competing proposer or other person seeks review or copies of the Proposer’s confidential data.

**If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.**

Proposers shall be prepared to defend the reasons why the material should be held confidential. By submitting a Proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as “confidential,” the Proposer agrees to indemnify and defend (including attorneys’ fees) the State and hold the State harmless against all actions, fees, expenses, or court proceedings that may ensue, which seek to order the State to disclose the information.

The State reserves the right to make any Proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, the legislative auditor, and other State agencies or organizations for the sole purpose of assisting the State in its evaluation of the Proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

Additionally, any Proposal that fails to follow this section and/or La. R.S. 44:3.2(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public record.

Proposer’s signature on the Certification Statement, Attachment VI, signifies its understanding of and compliance with this Section and the requirements herein for claiming any type of confidentiality of information submitted as part of its Proposal.

#### **AMENDMENTS TO RFP**

Amendment to RFP, 2.2 Tasks and Services, Task (1): Implementation

**Original Text:**

7. Mail identification cards (“ID Cards”) to the homes of newly enrolled Plan Participants within four (4) calendar days of receipt of the eligibility. Contractor will be responsible for cost of reproducing ID Cards and priority mail shipping in the event of Contractor errors and/or initiated changes.

**Revised Text:**

7. Mail identification cards (“ID Cards”) to the homes of newly enrolled Plan Participants within four (4) business days of receipt of the eligibility. Contractor will be responsible for cost of reproducing ID Cards and priority mail shipping in the event of Contractor errors and/or initiated changes.

**AMENDMENTS TO RFP**

Amendment to RFP, 2.2 Tasks and Services, Task (2): General ASO Support Services

**Original Text:**

23. Provide advisory services to OGB regarding actual or pending state and federal laws, regulations, policies, procedures, and rules specific to self-funded health plans and for other topics related to the provisions of the self-funded health Plans. Also, provide OGB with interpretation as to the impact of such laws or regulations on the Plan.

**Revised Text:**

23. Provide advisory services to OGB regarding actual or pending state and federal laws, regulations, policies, procedures, and rules specific to self-funded health plans and for other topics related to the provisions of the self-funded health Plans. Also, provide OGB with interpretation as to the impact of such laws or regulations on the Plan. During the State of Louisiana Legislative Session Contractor will provide an advisory service response for fiscal note requests within 24 hours of the date and time of sending the emailed request. If Contractor requests additional time to provide a response for State of Louisiana Legislative fiscal note requests made by OGB, the Contractor shall state the estimated timeframe of delivery of a response.

**AMENDMENTS TO RFP**

Amendment to RFP, 2.2 Tasks and Services, Task (2): General ASO Support Services

**Original Text:**

30. Furnish a dedicated toll-free number for incoming customer service calls, including telephone technology for the hearing impaired and multi-lingual support. The dedicated call center for pharmacies, Plan Participants, and account management must be staffed and available to receive calls 24/7.

**Revised Text:**

30. Furnish a dedicated toll-free number for incoming pharmacy calls, including telephone technology for the hearing impaired and multi-lingual support. The dedicated call center for pharmacies, ~~Plan Participants, and account management~~ must be staffed and available to receive calls 24/7.