

April 17, 2015

Reference Request for Proposals #800100-03132015 to provide Administrative Services Only (ASO) for Self Funded Medical Plans for the State of Louisiana, Office of Group Benefits which is scheduled to open at 5:00 PM (CST) on April 30, 2015 (per the revised Schedule of Events included in this addendum).

Addendum #3 extends the proposal deadline submission to 5:00 PM, April 30, 2015 and sets forth notice of the issuance of census data for OGB's self-funded plans to firms that attended the mandatory prospective proposer on-site conference and submitted a signed Data Use Agreement. In addition, this addendum provides access to the documents listed below:

- Blue Cross Blue Shield Amendment #4
- Blue Cross Blue Shield Amendment #5
- Blue Cross Blue Shield Amendment #6
- Blue Cross Blue Shield Performance Standard Penalties 2013
- Blue Cross Blue Shield Mental Health and Substance Abuse Performance Standards Report 2015
- Blue Cross Blue Shield All Plans Performance Standards Report 2015

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

Section Reference RFP Section 2.5 Schedule of Events

Original Text as amended by Addendum #1:

EVENT	TIME (CENTRAL STANDARD TIME)	DATE (ALL DATES ARE STATE BUSINESS DAYS)
Post RFP to LaPAC		March 13, 2015
Mandatory prospective proposer on-site conference	9:00 AM Claiborne Building Thomas Jefferson Room 1-136 (A&B) 1201 North 3 rd Street Baton Rouge, LA 70802	March 20, 2015
Deadline for receipt of written inquiries	5:00 PM	April 1, 2015
Issue responses to written inquiries		April 7, 2015
Deadline for receipt of proposals	5:00 PM	April 20, 2015
Oral Presentations	Time and Location To Be Determined	Week of May 11, 2015
Announce award of contractor selection		Week of May 18, 2015
Begin Implementation		Week of June 15, 2015
Contract Effective Date		January 1, 2016

NOTE: The State of Louisiana reserves the right to change this schedule of RFP events, as it deems necessary.

Revised Text:

EVENT	TIME (CENTRAL STANDARD TIME)	DATE (ALL DATES ARE STATE BUSINESS DAYS)
Post RFP to LaPAC		March 13, 2015
Mandatory prospective proposer on-site conference	9:00 AM Claiborne Building Thomas Jefferson Room 1-136 (A&B) 1201 North 3 rd Street Baton Rouge, LA 70802	March 20, 2015
Deadline for receipt of written inquiries	5:00 PM	April 1, 2015
Issue responses to written inquiries		April 7, 2015
Deadline for receipt of proposals	5:00 PM	April 30, 2015
Oral Presentations	Time and Location To Be Determined	Week of May 18, 2015
Announce award of contractor selection		Week of May 25, 2015
Begin Implementation		Week of June 22, 2015
Contract Effective Date		January 1, 2016

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Inquiry and Revised Responses:

No	Inquiry	Response
1	Would like to request a census that would include, at the minimum; Gender, Date of Birth, Zip Code and Benefit Tier.	OGB intends to send to each proposer, by Federal Express overnight delivery, census data on the enrollees of OGB’s self-funded plans. This data will include the plan network, plan name, coverage level, zip code, sex, date of birth, current age, and number of members who meet the aforementioned criteria. This census data is being provided based on the data use agreements that were signed by each proposer in order to receive the claims re-pricing and network disruption data. All restrictions and provisions that apply to the claims re-pricing and network disruption data also apply to the census data to be mailed to you.
86	Please provide a copy of the current Administrative Agreement including fees paid to current vendor.	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34 https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F533551524559334F544D35 https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A457A4D433551524559334F545177
101	Please provide the current performance measures that are in-force and the associated penalties for the performance measures not being met?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
102	For the past 12 months, please provide a list of the performance measures that have not been met by BC/BS of LA and the amount of penalties that have been imposed.	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E793551524559334F544D33

No	Inquiry	Response
107	Please provide a summary of the type of reports that are currently provided to the Office of Group benefits (monthly, semi-annually, annually etc).	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
108	What % of calls are answered within 30 seconds by BC/BS of LA?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E533551524559334F544D31
109	What is the current customer call abandonment rate % and approximately how many calls does BC/BS of LA receive each month regarding the ASO services?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E533551524559334F544D31
110	What is the % of accuracy related to claims processing by BC/BS of LA for the following categories over the past 12 months? •Procedural: • Financial:	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E533551524559334F544D31 https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E693551524559334F544D32
112	When “out of network” services are provided, what is the fee charged to Office of Group Benefits for when a discount may apply to out of network services?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
113	What is the access fee charged to OGB when a member receives care outside of LA through another BC/BS provider located in another state, and for the past 12 months?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34

No	Inquiry	Response
114	How much did OGB pay in network access fees for BC/BS providers located outside of LA?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
115	What is the fee charged to the Office of Group Benefits for when a claim is audited?	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
120	Please provide a complete listing of all fees (PEPM, % of Savings, etc) charged by BC/BS of LA in connection with the ASO services provided.	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794F433551524559334F544D34
125	Please provide the last plan participant survey results relating to satisfaction of service relating to the ASO plan.	See the following: https://www.groupbenefits.org/portal/pls/portal30/ogbweb.get_latest_news_file?p_doc_name=4D7A63324D6A45794E793551524559334F544D33