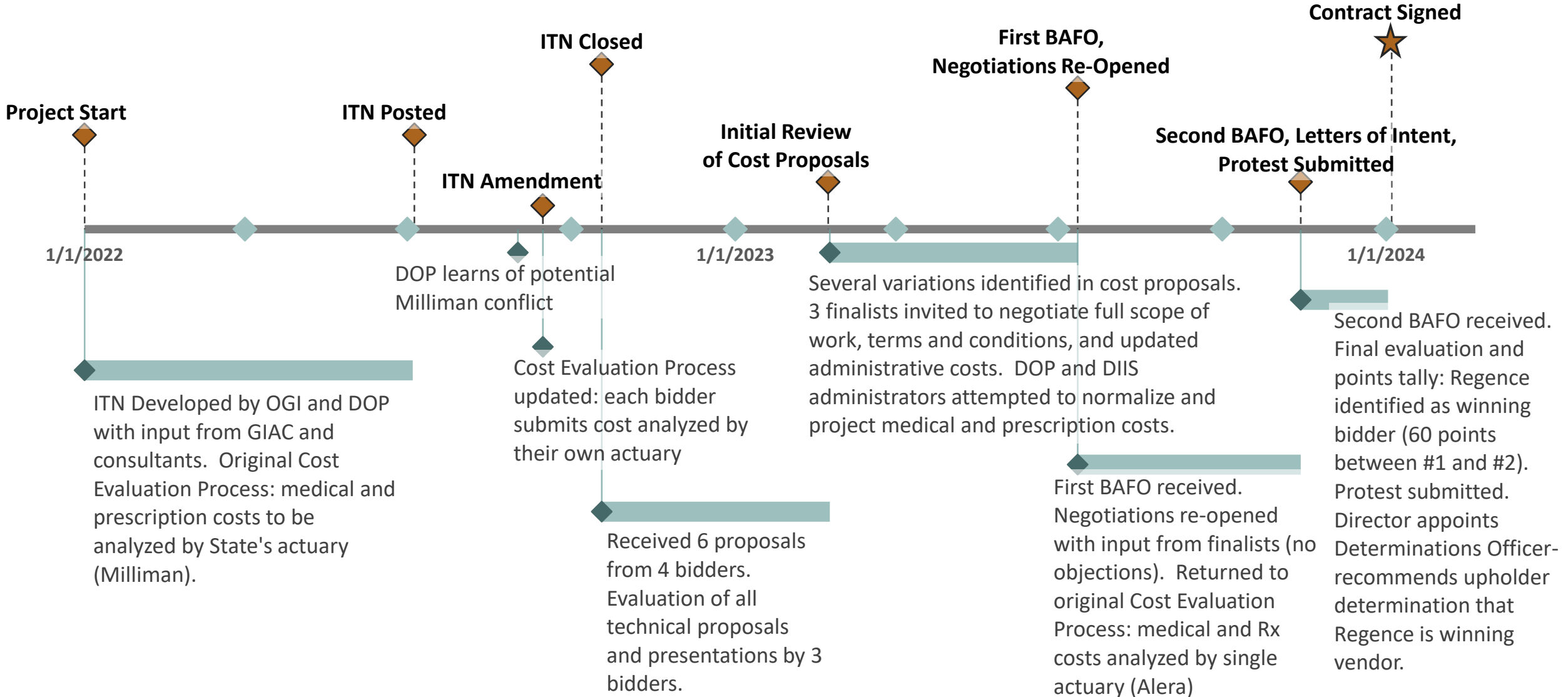


Health Insurance ITN & Resulting Contract

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DEPARTMENT OF ADMINISTRATION, DIVISION OF PURCHASING

Health Insurance ITN Timeline



Notes on Evaluation of Bidders

The ITN identified 3 primary objectives for the health insurance plan:

- Competitive employee benefits
- Cost containment
- Improved employee health

FINAL TOTAL POINTS					
Offeror	Technical	Presentations	Scope of Work	BAFO Cost	Total Points
Blue Cross (Proposal 1)	190	250	191	227	858
Blue Cross (Proposal 2)	244	248	189	226	907
Moda Health	111	0	0	0	111
PacificSource Health Plans	208	240	234	226	908
Regence BlueShield	250	218	250	250	968

Question: What if Cost Wasn't a Factor?				
Offeror	Technical	Presentations	Scope of Work	Total Points
Blue Cross (Proposal 1)	190	250	191	631
Blue Cross (Proposal 2)	244	248	189	681
Moda Health	111	0	0	111
PacificSource Health Plans	208	240	234	682
Regence BlueShield	250	218	250	718

Contract Highlights

- Focus on Scope of Work and Performance Guarantees
- Some contract terms are trade secret (not include in this presentation)

Section	Summary
1. General Requirements	<ul style="list-style-type: none">• Compliance with the law and high-level requirements
2. Implementation	<ul style="list-style-type: none">• Comprehensive implementation plan• Duties related to annual open enrollment• Performance Guarantee (State's satisfaction with implementation)• Change management including member support for transition of care and pre-authorizations
3. Plan Administration	<ul style="list-style-type: none">• Account Support Resources: Identification of key personnel (cannot be replaced for at least 1 year) and additional resources• Account Management Services: Duties (related to working with/supporting OGI) and Performance Guarantees• Financial Responsibilities and Process: Process (nearly identical to current) and Performance Guarantee related to timely completion of monthly reconciliation• Medical Plan Administration: behavioral health case management, utilization management, various services to ensure appropriate payments• Pharmacy Administration: standard formulary; utilization management and various targeted drug programs• COBRA Administration: very similar to current plan• Eligibility and Enrollment: very similar to current plan• Documentation and Communications: responsibilities related to creation of plan documents and member communications• Claims Processing: process and Performance Guarantees related to processing claims• Appeals: two-level appeal process for members

Section	Summary
4. Insured Benefits	
4.2 Customer Service	<ul style="list-style-type: none"> • Designated customer service program and other specialized support • Performance Guarantees related to member satisfaction, prompt answering of calls, call abandonment rate, and first call resolution
4.3 Medical Plan	<ul style="list-style-type: none"> • Plan options: PPO, Traditional, and High-Deductible • Care Management Plus: enhanced disease and case/care management program including several Performance Guarantees related to engagement, ROI, and satisfaction • Diabetes, Weight, and Hypertension Management: individual and integrated programs including prevention and management • Digital MSK Program: includes support for prevention, chronic issues, pre- and post-surgery support, and expert medical opinions • Pregnancy Support; End Stage Renal Disease Education and Coordination; Nurse Triage; Telehealth • Expert Second Opinion: in appropriate cases, members can meet virtually with national experts to receive a second opinion recommendation; Performance Guarantee related to program ROI • Behavioral Health Network Extenders: specialized behavior health networks including mental health treatment for teens/young adults, OCD treatment, addiction/substance use disorder support, and more • Additional virtual and app-based behavioral health programs
4.4 Transparency Tools and Other Resources	<ul style="list-style-type: none"> • Searchable transparency tool including cost estimator and provider search • Incentivized consumer shopping • Incentivized wellness program including personalized recommendations, challenges, device integration, and other support • Identity theft protection

Section	Summary
4.5 Pharmacy Plan	<ul style="list-style-type: none"> • Programs including optional mail-in, online medication refill, pill pack program, coupon program, on-site integrated pharmacy • Enhanced support: website and mobile app providing services including find a pharmacy, home delivery, medication costs and coverage, medication timeline, safety and recall updates, research and compare function, connect to a trained pharmacist, identify medication information, and real-time alerts
4.6 Additional Benefits	<ul style="list-style-type: none"> • Employee Assistance Program (EAP) • Vision Benefits
5. Performance Guarantees	<ul style="list-style-type: none"> • Comprehensive set of more than 20 Performance Guarantees related to various metrics, satisfaction, ROI, etc.
6. Reporting and Data Access	<ul style="list-style-type: none"> • Standard reporting plus access to online reporting tool (available to OGI and its consultants)
Term	<ul style="list-style-type: none"> • Initial contract term is for implementation and 5 years of service
Cost	<ul style="list-style-type: none"> • Firm pricing for first 3 years of contract (includes administrative fees, minimum prescription drug discounts, and minimum prescription rebates) • After 3 years, increase of PEPM cost is capped
Remedies	<ul style="list-style-type: none"> • In addition to Fees at Risk associated with Performance Guarantees, other potential remedies for Contractor deficiencies including corrective action, reduced payments for reduced value, requirement to subcontract services, withholding/payment of actual damages, termination, etc. • Dispute Resolution Process

Presentation Terminology

Acronym	Meaning
BAFO	Best and Final Offer
DIIS	Division of Insurance and Internal Support (within the Department of Administration)
DOP	Division of Purchasing (within the Department of Administration)
GIAC	Group Insurance Advisory Committee
ITN	Invitation to Negotiate
OGI	Office of Group Insurance (within DIIS, in the Department of Administration)
ROI	Return on Investment

Questions?

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