

STATE OF ALASKA
Department of Administration
Division of Retirement and Benefits



Medical Claims Administrator and Managed Network, Dental Claims Administrator and Network

RFP 190000025

Amendment #11

December 10, 2018

This amendment is being issued to answer questions submitted by potential offerors and to provide additional important information. In addition to adhering to any changes made to the RFP by this amendment, offerors must use Submittal Form 1 – Offeror Information to acknowledge this amendment.

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Questions submitted by potential offerors and answers from the State:

Question 179: Regarding 3.14.1 item #5 Customer Satisfaction in the table - please clarify the measurement frequency. It is unclear how we can measure monthly if this is being evaluated by an annual survey. Is it the State's intent for the measurement frequency to be annual if the annual survey is conducted and monthly if the post-call vendor surveys are used for evaluation? If so, can the proposal tech system be configured to allow the offeror's response to be clear?

Answer: It is the State's intent that the customer satisfaction performance guarantee will be settled annually, reported quarterly, but measured monthly through post-call vendor survey results. Twelve months of results will be averaged for an annual percentage. However, should the State exercise the option to conduct its own annual customer satisfaction survey, the results of that survey would supersede the vendor's monthly post-call survey results.

Question 180: Amendment #7 Clarifying questions to answer provided for Question 157: If bidders are to reprice the non-medicare claims with our network, how are bidders to identify those claims? Can the State provide a file with the non-medicare claims for those over 65?

Answer: Claims that are included in the Active file and Pre-65 file should be priced using the Offeror's proposed network solution.

For the Post-65 file, Offerors have been provided data to identify type of service, place of service, etc. Using the data provided Offerors are to identify services covered under Medicare and apply the appropriate Medicare allowable amounts. For those services not covered under Medicare, Offerors are to use their proposed solution.

Question 181: Please confirm the meaning behind "real-time" for Mandatory Requirement question 2.6.8.9.

Answer: The State or its designee requires access to the claim system that can provide the same information viewable to the vendor, at the same time as the vendor.

Question 182: Please confirm the meaning behind "real-time" for Contractual Requirement question 7.7.7.1.

Answer: We understand this question to reference ProposalTech section 2.7.7.1. The vendor should confirm if their system supports responses to eligibility inquiries by the State based on continuously updated information.

Changes to the RFP:

Medical Submittal Form 12 – Administrative Performance Guarantees

Question five has been **amended** as follows:

5. Customer Satisfaction:

Starting in the second year, 90% customer satisfaction as determined ~~by State annual survey (if conducted). Absent a State survey, determined~~ by post-call vendor survey (settled annually, reported quarterly, measured monthly – 12 months averaged for annual percentage) and/or State-conducted annual survey (if applicable). Should the State exercise its option to conduct a customer satisfaction survey, the results of that survey would supersede the vendor's monthly post-call survey metric.

Dental Submittal Form 12 – Administrative Performance Guarantees

Question five has been **amended** as follows:

5. Customer Satisfaction:

Starting in the second year, 90% customer satisfaction as determined ~~by State annual survey (if conducted). Absent a State survey, determined~~ by post-call vendor survey (settled annually, reported

quarterly, measured monthly – 12 months averaged for annual percentage) and/or State-conducted annual survey (if applicable). Should the State exercise its option to conduct a customer satisfaction survey, the results of that survey would supersede the vendor’s monthly post-call survey metric.

End of Amendment #11