

# STATE OF ALASKA REQUEST FOR INFORMATION (RFI)



Department of Administration  
Shared Services of Alaska  
333 Willoughby Avenue, 8th Floor  
PO Box 110210  
Juneau, Alaska 99811-0210

## State of Alaska Division of Retirement and Benefits Health Plan Single ID Card

### GENERAL INFORMATION

The State of Alaska is seeking information from interested parties for a Health Plan Single ID Card.

A health insurance ID card is your proof of insurance. A health plan issues a health benefit card to a member, who presents the card to a health care provider to convey with accuracy and clarity the benefit identifying information that the provider needs in order to conduct transactions such as eligibility inquiry and claim submission. The current AlaskaCare benefit structure includes multiple third-party administrators, each of whom issue an ID card.

The goal of this project is to consolidate the required health plan information onto a single ID card to improve member satisfaction. A single card could result in elimination of patient and insurance identification errors, increasing member satisfaction with the plan benefit, and reducing the cost of helping members resolve insurance benefit questions.

This project will take data from multiple health vendors and create a single Health ID Card for the AlaskaCare members. There will be a one-time creation and mailing of new health ID cards to all members, ongoing production for newly eligible members/updates, and the ability to generate individual cards on demand.

AlaskaCare members are currently issued an ID card for some or all of the following:

- Medical benefits
- Dental benefits
- Pharmacy benefits
- Vision benefits
- Surgery Plus benefits
- + Others

Having multiple Health ID Cards can be confusing for members and for providers. Consolidation of the members health information onto a single card will simplify the member's experience when accessing their benefits.

The vendor must be able to produce health ID cards for a minimum of 90k members. It's important the card design balance simplicity with ease of use, uniformity and placement of information. The card design should have flexibility to permit new business structures and processes in the future.

1. Essential Information for ID Card
  - a. Benefit Manager
    - i. AlaskaCare Brand and Logo
  - b. Card Issuer
    - i. Third Party Administrators names and Logos

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- ii. TPA Claim Addresses
    - iii. TPA Customer Service and other necessary phone numbers
  - c. Cardholder
    - i. Member Name
    - ii. Member Individual ID
    - iii. Member Group ID
2. Contingent information for ID Card
  - a. Card Issuer
    - i. Eligibility information
    - ii. Copay and coinsurance information
    - iii. Precertification information
    - iv. RxBIN
  - b. Cardholder
    - i. Dependents' Name(s)

The purpose of this RFI is to:

- Identify companies that specialize in ID card consolidation.
- Gain an understanding of the level of interest of potential bidders.
- Gain an understanding of the potential project cost for use in budgeting.
- Gain an understanding of the estimated duration required to complete the project.

Interested parties responding to this RFI must provide a description of the business, including contact information such as: name of the company, point of contact name(s), physical and mailing addresses, phone number, and email address.

**Important Notice:** The State of Alaska does not intend to award a contract from this RFI, nor will it be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a solicitation in the future.

### RESPONSE INFORMATION

Interested parties must submit a written response by **Friday, July 26, 2019, at 4:30 p.m. ADT** directed to the Procurement Officer, Heather Pedersen. Responses may be sent by U.S. mail or E-mail to the addresses listed below. All questions must be directed to the Procurement Officer in writing via email.

Department of Administration  
Shared Services of Alaska  
Attention: Heather Pedersen  
P.O. Box 110210  
Juneau, Alaska 99811-0210  
Phone: 907-465-1066

Email: [heather.pedersen@alaska.gov](mailto:heather.pedersen@alaska.gov)

Please note the State does not accept responsibility for failed U.S. mail or e-mailed response deliveries. It is the responsibility of the interested party to follow up with the individual listed above to ensure your response was received prior to the deadline specified above.