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THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: 3/19/2021

RFP TITLE:

Long Term Care Plans Administrator
2021-0200-4777

AMENDMENT 1

NOTE: it is the offeror's responsibility to review and accept all amendments to this solicitation.

This amendment is issued to answer interested offerors questions.

1) This amendment serves to include and make part of the following questions and answers received.

1. Can you provide the following;

Claim data points:

- Current active claim count
ANSWER: Approximately 500 policies are currently on claim.
- New claims received per month
ANSWER: Total claim invoices per month average 970.
- Average claim approval rate
ANSWER: Approximately 49% of billed amounts are paid.
- Average recertification volume per month
ANSWER: The AlaskaCare plan has approximately 500 members on claim and the tax-qualified status of the plans requires annual recertification. Therefore, we currently expect that approximately 42 members must be recertified over the twelve months of each year.

New Business Data Points:

- New applications received per month
ANSWER: Approximately 10 policies come onto claim per month.
- Average approval rate

ANSWER: AlaskaCare retirees and their spouses are guaranteed access to the LTC plans if elected at retirement. Retirees are not eligible to elect a plan after their retirement – except that “survivors” may elect to purchase a plan for the first time upon survivorship. We estimate that less than 6 survivors elect to purchase a plan annually.

2. Will in-force policy administration be considered under this RFP (billing/collecting, coverage changes, calls associated with in-force administration)?

ANSWER: No. The Division of Retirement and Benefits (DRB) will remain responsible for eligibility, collecting premiums, and updating changes for the members. Members can call DRB with questions related to those topics; however, the offeror will be responsible for calls related to benefits, claims, appeals, and other administrative questions.

3. In reviewing the implementation timeline, would a conversion of the CHCS data be required, or is all claim and policy administration conducted on a State of Alaska platform along with housing of the plan data?

ANSWER: Yes, a data transfer from CHSC would be required to account for active claimant information, lifetime accumulator information, and other data that may be required by the new vendor. The Division of Retirement and Benefits (DRB) houses the eligibility information and will need to establish the eligibility feed to the new vendor. There is also a subset of population that is outside of DRB’s eligibility system that pay via direct bill through our TPA PayFlex. A separate eligibility feed will need to be established with them as well.

4. What is the anticipated Growth rate for the block over the next 3 years?

ANSWER: From 2019 to 2021, 1,326 new members joined the plan. In addition, please see the 2019 State of Alaska Long Term Care Program Valuation:

<http://doa.alaska.gov/drb/pdf/ghlb/retiree/ltcValuationReport2019Final.pdf>

5. What is the expected claims growth rate over the next 3 years?

ANSWER: From 2017 to 2020, the number of policies on claim increased by 26%. In addition, please see the 2019 State of Alaska Long Term Care Program Valuation:

<http://doa.alaska.gov/drb/pdf/ghlb/retiree/ltcValuationReport2019Final.pdf>

6. Sec. 3.01 - Scope of Work: Only one set of credentials is assumed to be provided per member. Can you please confirm.

ANSWER: Confirmed.

7. Sec. 3.01 – Scope of Work: Who from the State would be using the portal and for what purposes?

ANSWER: The Division of Retirement and Benefits eligibility staff would use the portal to confirm eligibility is active and/or received.

8. Sec. 3.01 – Scope of Work: What are the expectations around the portal from a security perspective. Can the portal be hosted on the cloud?

ANSWER: The portal may be hosted on the cloud, provided the vendor provides a HIPAA compliant environment\platform to work and store HIPAA related data. All data should be encrypted in transit and while at rest.