

STATE OF ALASKA

Department of Administration
Division of Risk Management



Third Party Administrator

RFP 2024-0200-0280/02-125-24

Amendment Two

April 29, 2024

This amendment is being issued to *questions and answers*.

Important Note to Offerors: You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

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COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

Questions submitted by potential offerors and answers from the state:

Question 1: What is the impetus for marketing your program?

Answer: The end of a contract period.

Question 2: Who is/are the insurance carrier(s) for the excess?

Answer: The State of Alaska is fully self-insured for Workers' Compensation

Question 3: Who is the current Third Party Administrator(s) (TPA) for State of Alaska?

Answer: Penser North America

Question 4: Would you provide a copy of the current TPA Contract?

Answer: Please send your request to the procurement office email address:
doa.oppm.procurement@alaska.gov. This is a Public Records Request.

Question 5: Would you provide the current claim fees by coverage types (ex. Indemnity/Lost Time, Medical Only)?

Answer: This is proprietary information

Question 6: Does State of Alaska have an SIR or Deductible program?

Answer: Please see the answer to question number 2

Question 7: What is State of Alaska's retention limit?

Answer: Please see the answer to question number 2

Question 8: What Pricing Structure is the State of Alaska considering?

- a. Life of Claim File (Y/N)? N
- b. Life of Contract (Y/N)? N
- c. Budget Based (Salary + Expense) (Y/N)? Y

Answer: Budget Based – Please see the advertised RFP, Submittal Form G, Cost Proposal

Question 9: SECTION 3 – SCOPE OF WORK – Provide Adjusting Services indicates the following:
“The Offeror must utilize the internet-based Risk Management Information System (RMIS) currently in use, Riskconnect.”

- a. QUESTION: Is this a mandatory requirement to move forward with the RFP process (Y/N)? Yes
- b. QUESTION: Would a claim data feed from the TPA Claim System be an acceptable alternative (Y/N)? No, all users must have access to live claims data.
 - i. If so, What types of files will be required?
 - 1. Claim Summary Level Records (Y/N)? N/A
 - 2. Payment Record Details (Y/N)? N/A
 - 3. Adjusters' Notes (Y/N)? N/A
 - ii. At what cadence (i.e. Monthly, Weekly, Daily)? N/A

Answer: Please see answers provided under a. and b. above.

Question 10: Please provide a Loss Summary Listing for the last 5 policy years to include:
(Excel format would be preferred)

- a. Policy Year (or Calendar Year)?
- b. Minor Line of Coverage (WC Indemnity-Lost Time / WC Medical Only / WC Record Only (if applicable))?
- c. Claim Status (Open / Closed)?
- d. Location?
- e. Cause Type?
- f. Body Part Injured?
- g. Total Incurred?
- h. Total Paid?
- i. Total Outstanding or Reserves?

Answer: Please see attached spreadsheet

Question 11: The RFP indicates both new and all open claims will be managed by the new TPA going forward. Please provide a Loss Summary Listing of all open claims.
(Excel format would be preferred)

- a. Policy Year (or Calendar Year)?
- b. Minor Line of Coverage (WC Indemnity-Lost Time / WC Medical Only / WC Record Only (if applicable))?
- c. Claim Status (Open / Closed)?
- d. Location?
- e. Cause Type?
- f. Body Part Injured?
- g. Total Incurred?
- h. Total Paid?
- i. Total Outstanding or Reserves?

Answer: Please see attached spreadsheet.

Question 12: What is working well with your program?

Answer: Collaborative working relationships, Alaska Workers' Compensation statute and EDI knowledge, adjuster experience, and open communications with state staff, TPA Manager and staff, and Legal Counsel. TPA P&P is followed.

Question 13: What challenges do you have with your current program?

Answer: Similar vacancy issues faced nationwide.

Question 14: What are your key objectives for your new program over the next 12 to 24 months?

Answer: A smooth and transparent transition to our injured employees, preparing and implementing transition of TPA staff with RMIS system and other partners and processes, ensure open communication is established.

Question 15: What concerns do you have on moving the program to another TPA?

Answer: Effect on injured workers (claimants), working knowledge of the Alaska Workers' Compensation statutes, timely and accurate processing of claims.

Question 16: Claim First Notice of Loss Intake (FNOL) Reporting:

- a. What is the preferred method for reporting new claims/incidents to the TPA?
 - i. Data Feed to TPA from in-house system (ex. Riskconnect) (Y/N)?
 - 2. Please describe the source intake system if other than Riskconnect?
 - ii. TPA's FNOL Intake Web Portal (Y/N)?
 - iii. Phone (Y/N)?
 - iv. Email (Y/N)?
 - v. Fax (Y/N)?
 - vi. Mail (Y/N)?
- b. Who will be reporting claims/incidents/events?
 - i. Centralized Manager (Y/N)? N, Events are reported directly by injured employees and/or their supervisors
 - ii. Location Manager (Y/N)? N. please see above.

Answer: a. Currently claims are reported to the TPA by state distribution email address, which includes the completed employer and/or employee Report of Occupational Injury/Illness forms for entry into the RMIS. In the future, we will be implementing an intake/portal process for direct entry into the system by employees and their supervisors.

b. See answers to i. and ii. Above.

Question 17: Medical Management:

- a. Will you use the new TPA's Field Case Management or Telephonic Case Management services (Y/N)? Yes, if successful; other case management vendors are also approved
 - i. If other, please provide name of vender? PacBlu

Answer: please see a. and i. above for answers to question 17.

Question 18: What is your Return to Work Philosophy?

- a. Do you have a Light Duty Program (Y/N)? Yes
 - vii. Please explain? Risk Management has a Project Assistant position whose primary role is to act as Light Duty Return to Work Program Coordinator to assist injured employees back to work in a light duty capacity.
- b. Would there be interest in Medical Appointment tracking and Work Status Tracking on all claims (includes next office visit and release date & type), Job Offer Tracking, review claim and program level data (Y/N)? Yes
- c. Would there be interest in a Return-to-Work Coordinator that works with locations to accommodate injured workers and driving down lost days (Y/N)? No, this position is currently within Risk Management and requires assistance from adjusters to complete data within the claim.

Answer: please see above for answers to a. b. and c.

Question 19: OSHA:

- a. Would there be interest in an OSHA Module to maintain OSHA data in-house as a self-service option (Y/N)? No
- b. Would you require TPA support for OSHA Recordkeeping Determination (Y/N)? Not required
- c. Would you require TPA support for maintaining OSHA DART (Days Away/Restricted/Transferred) (Y/N)? Not required
- d. Would you require the TPA to manage and produce the year-end logs (Y/N)? Not required

Answer: Please see answers in a. b. c. and d. above. There is some data provided through the claim process which resides in an OSHA/Return to Work section of each claim; however, we do not report OSHA on behalf of the State.

Question 20: Risk Management Information System (RMIS):

- a. How many TPA RMIS users will be required?
 - viii. Will the users only require the following functionality?
 - 3. Produce Detail Claim Listing (Y/N)?
 - 4. Search and Access Real-Time Claims Data including.
 - a. Claim Detail / Payment Detail / Adjusters' Notes / File Attachments. (Y/N)
 - 5. Any other RMIS functionality required (Y/N)?
(Please explain)

Answer: a. The TPA firm will have RMIS user access for all staff members assigned to the State of Alaska account.

viii.. 3. Yes

4. a. Yes

5. Staff members of TPA firm will have full functionality of the RMIS system.
