

**Cortland County
Request for Proposal (RFP)
Dependent Eligibility Audit**

Introduction

Cortland County (The County) is seeking a firm to administer a Dependent Eligibility Audit. The Audit is being conducted to ensure that only eligible dependents are enrolled in the medical plan. We are open to considering different approaches to conducting this Audit. Firms submitting proposals should outline in detail their specific approach.

The audit will involve a one-time comprehensive review of eligibility of 100% of the plan participants including – but not limited to – retirees, COBRA participants, and their dependents to identify ineligible participants.

The successful firm will work cooperatively with the County’s third party administrator, employees, retirees and COBRA participants. We prefer that these efforts result in minimal disruption to plan participants.

Organizational History

- 1.) Provide a brief overview of your company and history of your organization, including information on how long your company has been administering Eligibility Audits. Please describe any parent/subsidiary/affiliate relationships.
- 2.) Please provide details of the number of Dependent Eligibility Audits performed, broken down by the following categories of employee size (*please indicate for each how many county based accounts you have performed these services for*):
 - Less than 1,000
 - 1,000 - 4,999
 - 5,000 - 9999
 - Over 10,000
- 3.) How many dependent eligibility audits has your organization conducted? Classify by type of project:
 - a. Comprehensive Evidence-Based
 - b. Affidavit
 - c. Survey
 - d. Random Sample
 - e. Other
- 4.) Provide statistical results from your completed dependent eligibility audit projects including average first year cost savings and ROI.
- 5.) Have any projects been suspended or terminated prior to completion? If so, describe.

- 6.) Please provide biographical information, professional qualifications and experiences of the audit team who will be assigned to this project.
- 7.) Who from this team will be the primary contact / account executive that will be responsible for the audit and where are they located?

Project Scope

- 1.) The selected vendor will be required to conduct a customized audit program for the client and their employees. The minimum audit program elements should include the following:
 - a) Develop letter based employee communication program with content specified by client.
 - b) Receive and securely house documentation evidencing compliance with the requirements for dependent eligibility.
 - c) Resolve employee and dependent questions throughout the engagement utilizing call center and secure web based solutions.
 - d) Capture through data entry the attributes of the documentation evidencing qualification of dependents for benefits eligibility in the Plan(s).
 - e) Ensure objective eligibility determinations through an automated data-driven adjudication platform based on the captured data attributes.
 - f) Retain documentation in digital form throughout the audit engagement and hardcopy form for an appropriate period thereafter.
 - g) Report status and results of audit throughout the engagement utilizing a web interface.
 - h) Enable the client to exempt specific employees from the audit process through a web interface.
 - i) Provide for secure data storage or disposal.
 - j) Provide specific best practice recommendations to the group for ensuring compliance with eligibility in the future.

Indicate your acceptance of these requirements in the conduct of your audit program.

YES _____
NO _____

If "NO", explain.

- 2.) The vendor must be able to map or otherwise make usable the client's census (employee / dependent) data as provided by its health plan carrier(s), without an additional fee.

Indicate your firm's ability to accept the client's census data in a format(s) other than vendor's specified format.

YES _____
NO _____

If "NO", explain.

- 3.) The vendor must support the employee effort to procure the relevant documentation evidencing eligibility.

Indicate your firm's willingness to support employee / dependent efforts to procure appropriate documentation.

YES _____
NO _____

If "NO", explain.

Account Servicing, Field Work and Audit Expertise

- 1.) Please explain any audit details or approaches your company utilizes that are unique in the marketplace and would distinguish you from your competitors. What advantages do you bring to this audit project?
- 2.) Provide an overview of your proposed solution including comprehensive and definitive method statement addressing how you intend to achieve the project objectives as defined in this RFP. Your solution and method statement should detail all services, activities and steps to be performed. You should include the methodology you intend to employ in your discussion. Address any step(s) you feel are necessary to complete the project goal that may not have been identified in this RFP.
- 3.) Provide a schedule of information required in order for you to complete the project. Submit a complete detailed project timeline which includes a schedule of events in narrative and critical path chart form for the successful completion of this project. Key milestones and assignment of responsibilities should be identified.
- 4.) Please describe typical results from other similar size & scope audits including timeframe to complete, return on investment, etc.
- 5.) Describe the outreach process for the audit (initial letters, follow-up, telephone calls, web use, email, etc). Please provide samples of written communications at each phase.
- 6.) Can the client specify and customize the content of letters used in your firm's service? Does your system allow clients to revise the letters prior to final issue?
- 7.) Does your system retain copies of the specific letters sent to employees / dependents?
- 8.) Are reminder / deadline approaching mailings included in your service?
- 9.) Are communication materials available in Spanish?
- 10.) How can participants confirm that they have complied with proof requirements during the audit period?
- 11.) Describe any features of your program to minimize participant dissatisfaction with the process.

Customer Service

- 1.) Provide an overview of your firm's call center services, technology and management oversight.
- 2.) How many call center representatives are staffed at the present time? What are your business hours?

- 3.) Describe the bilingual/multilingual capabilities of your call center staff.
How are customer service representatives trained and how long does training continue before the representative takes calls? Include ongoing training procedures.
- 4.) Does your call center training program include orientation to specific customer requirements?
- 5.) Can you provide dedicated or designated call center support to a client's employees and dependents? Describe.
- 6.) Will a dedicated account manager be assigned to the audit? Describe the role and responsibilities of the account management function?
- 7.) Does the call center make outbound calls? At what phase of the process?

Technology

- 1.) Describe how participants submit the documents, how documents are processed upon receipt, and the length of time required to process each transaction.
- 2.) Describe the flexibility of your system in accommodating various data formats.
- 3.) How will you exchange files with The County?
- 4.) Describe how your system links proof documents with the employee, the dependent, and the dependent type.
- 5.) Please describe any unique features of your system.

Adjudication and Reporting

- 1.) Describe how participant submissions are adjudicated.
- 2.) Describe the escalation process.
- 3.) Describe any features to track processing and decision history.
- 4.) Describe your records retention policy.
- 5.) Describe and provide examples of process and eligibility information available to The County.

Administrative Fees

- 1.) Please outline **all fees** related to each component of this project. You must outline **any additional** or "add on" fees for any services such as postage, multilingual communications, etc.

Reporting

- 1.) Provide an overview of your system's management reporting features? Is any history available?
- 2.) List some of the information available in your firm's management reports. Please provide samples.
- 3.) How often are the reports updated?
- 4.) Can the reports be accessed and or printed via a website?

Data Exchange and Security

- 1.) Describe the process by which census is imported into your system.
- 2.) Attach your firm's census import file specification.
- 3.) Do you accept other census file formats, particularly those of carriers?
- 4.) Describe the process by which those dependents that are to be cancelled are communicated to the client or its carriers.
- 5.) Can you develop export files of "to be cancelled" dependents that match the specifications of a third party (carriers)?
- 6.) Provide your firm's security and disaster recovery/fault tolerance statements. (Describe your backup cycles for live application and data archiving purposes.)
- 7.) Describe client's ability to determine system access for those HR personnel involved in the audit.

References

Please provide an extensive client listing and at least five references, with an emphasis on any other Municipalities you have had as clients.

All companies submitting a bid for the audit outlined in this RFP process should read and understand the following information:

- A. Proposals should be sealed, clearly marked and must be received no later than the close of business on 12/2/13. Please provide one hard copy and one electronic copy of your proposal.
- B. All correspondence concerning this solicitation should be addressed to:
Annette D. Barber, Personnel Officer
Cortland County Office of Personnel /Civil Service
County Office Building
60 Central Ave
Cortland, NY 13045
- C. Any changes to the requests made in this mailing will only be by written addendum.
- D. All proposals must be in accordance with this solicitation.

SUBMISSION OF PROPOSAL

Proposals will be evaluated on the basis of:

- 1.) Relevant experience in the required area - references will be contacted.
- 2.) The nature and scope of the services offered.
- 3.) The contractual terms proposed to govern the agreement between the successful organization and The County.
- 4.) Adequacy of information provided in the proposal.
- 5.) Pricing.
- 6.) Other information deemed important by The County.