

Third Party Administration: Health Benefits
Vendor Questions & Answers
June 9, 2025

1. Is the Client looking for fully US based, on-shore services, or are certain non-client facing activities allowed to be performed offshore? **Some offshore activities could be acceptable.**
2. What is the total population to consider? **900 benefit eligible employees.**
3. Number of COBRA members? **Currently we have 3 health, 11 Dental, 9 vision with a total of 13 unique subscribers that have elected COBRA. There is overlap of individuals between the plans (meaning some have both dental and vision etc). Some plans are family coverage.**
4. Number of FSA participants? **60 accounts (13 DDC, 47 Medical); 59 employees participating.**
5. Number of Retirees? **19**
6. Please elaborate on extent of billing support.
 - a. Does the Client Requirement Billing & Reconciliation Services with the carriers? **Not required, but please quote if available.**
 - b. Would you like us to provide you with a quote for Direct Billing services for retirees and employees of LOA? If yes for Direct bills, can you provide the monthly average number of direct bills you currently send? **We currently do not send bills for retirees or COBRA. We currently send about 6 letters on average per month for LOA employees**
7. Do you require reporting support for the ACA tracking and reporting? If yes, please can you elaborate if you are simply looking for extracts from the ben admin, or a quote for the ACA & IRS service? **At a minimum, we would need extracts showing months covered for all covered subscribers/dependents. If vendor would like to provide information regarding the ACA and IRS service, that would be great.**
 - If yes, what is the total population to consider?
 - 1095c forms sent last year **1,227 returns for 2024**
 - Anticipated 1095-C Count this year **maybe 1250**
 - Subsidy Appeal Services - Does the County opt for Subsidy Management? **No, this is not a service the county is interested in.**
8. Does the Client need the call center services for enrollment and ongoing services? Please confirm. **Not for enrollment.**
 - If yes to employee call center, please can you provide: **We are unable to offer answers to the questions below. The county is currently fully insured, and the carrier is not providing this information.**
 - Historical average number of calls received during OE?
 - Historical average number of calls received monthly outside OE?
 - Average duration of calls?

9. Is the Client looking for Dependent Eligibility Verification audit as well? **Not required.** If yes, please provide the number of dependents to be covered in the audit? **The county has 2,471 members covered under the health plan. This includes 952 employees and 1,519 dependents.**
10. Please confirm when the County desires to go-live on the new benefits administration platform. This will be required to construct an appropriate implementation timeline and plan. **January 1, 2026.**
11. Please confirm the County's plan year. **Calendar year.**
12. When is the County's annual enrollment held each year? **Mid-October through mid-November**
13. What is the expected award date for this RFP? **We anticipate by August.**
14. Who is the current vendor servicing the contract now? **UMR**
15. What ben admin system is currently in place? **Tyler Munis**
16. Who is the current COBRA administrator? **In house**
17. Are there any expected insurance carrier or benefit changes at the next upcoming OE period? **TPA and PBM change – no anticipated plan design changes.**