

REQUEST FOR PROPOSAL FOR MEDICAL INSURANCE BROKERAGE CONSULTING SERVICES

INVITATION

The Montgomery County Employee Health Plan, is soliciting proposals from insurance brokers/consultants qualified to perform and interested in providing medical insurance brokerage and consulting services for the County.

Interested and qualified parties brokers/consultants who have demonstrated their ability at comparable work are invited to submit proposals.

Proposals will be accepted until Friday, February 23, 2024 at 2:00 pm. Submittals and requests for information relative to this Request for Proposal should be addressed to:

Montgomery County Purchasing
Attn: Jaclyn Doin
20 Park St. Rm 109
Fonda, NY 12068
jdoin@co.montgomery.ny.us

Please note that the County is not asking for, nor authorizing your soliciting quotes from insurance carriers.

BACKGROUND ON COMPANY NAME

Input Information on Montgomery County

CURRENT MEDICAL INSURANCE

- Empire BC/BS

SCOPE OF SERVICES

The County is seeking a broker/consultant to perform the full range of services related to the design, implementation, maintenance, communication, and improvement of the County's medical insurance program(s) and disability benefit services. This includes, but is not limited to:

- Assisting the Benefits Manager in administering the medical insurance plans, responding to questions from and providing information to staff and providing other consulting services during the course of the plan year.
- Assist in complying with laws and regulations related to medical insurance.
- Review claims experience, claim service, and claim administration to ensure maximum benefit.
- Determine and recommend the most economical funding methods for the medical insurance plan(s) and strike a balance between cost and comprehensiveness of the programs.
- Develop a solicitation/negotiation strategy and participate with in all negotiations with providers on all issues including those related to premiums, benefit levels, plan design, and special terms and conditions.
- Meet and provide reports to all representatives including Finance.
- Assist with the implementation and communication of new programs or changes to existing programs, which will include attending and presenting information at Open Enrollment meetings.
- Research any new developments in the law and employee benefit programs on an ongoing basis.
- As requested, prepare bid specifications and solicit proposals from insurance markets which specialize in medical insurance plan(s) as needed. Evaluate bids and bidders, including administration, coverage, claim payment procedures, customer service, networks, reserve establishment policies, financial soundness, and identify the most cost-beneficial package from among the various bidders.
- Interface with insurance carriers as needed to assist in the resolution of problems associated with medical insurance program(s).

GENERAL INFORMATION

All proposals and related materials become the property of the County and may be returned only at its option.

The County is not obligated to accept any proposal or to negotiate with any proposal. All transactions are subject to the final approval of the county who reserves the right to reject any or all proposals without cause for liability.

All costs directly or indirectly related to responding to this RFP (including all cost incurred in supplementary documentation, information or presentation) will be borne by the proposer.

QUESTIONS

COMPANY OVERVIEW

1. Briefly describe your organization including number of locations and employees.
2. Briefly describe your organization's history.
3. What is your organization's overarching vision and philosophy?
4. Describe your organization's policy and/or practices with using diverse suppliers.
5. Provide your most recent audited financial statements, and if applicable, those of your Parent company, along with your Annual Report.
6. Provide your organization's Dun & Bradstreet number.
7. Describe how your organization complies with Sarbanes-Oxley.
8. Provide proof your company carries Errors and Omission (E&O) insurance coverage.
9. Please indicate if you had any claims filed against you for Errors and Omission in the last five years and provide a short description of such claims.
10. Provide certification of ISO accreditation.
11. Describe your organization's policy around maintaining client records in a HIPAA secure environment.

SERVICE TEAM

12. Provide a brief overview of your practice and how it differs from your competitors.
13. Provide the name and contact information of the primary contact, as well as other key consulting staff who will be assigned to our account. Describe their relevant work experience, credentials, and the role they will play on our account.

EXPERIENCE AND REFERENCES

14. What is your client retention rate in your practice?
15. What size clients does your organization generally support?
16. Provide at least three references of equivalent clients (similar employee size, industry, geographical dispersion, complexity and or programs offered). Include the contact name, address, phone number, email, and the number of years you have provided consulting services to this client.

BROKERAGE AND CONSULTING SERVICES

17. Please provide an overview of your Brokerage and Consulting Services related to our medical insurance plans.
18. Describe how you propose to transition our account to your organization, should your organization be selected.

19. Describe your services for program renewals and marketing, including Request for Proposal (RFP), Proposal Analysis, Carrier Selection and Implementation.
20. How do you monitor the performance of carriers and vendors?
21. Describe how your firm can support us in evaluating and/or selecting a private exchange solution for medical insurance?
22. What can we expect for the day-to-day servicing of our account?
23. Describe how your organization tracks objectives and activities associated with our organization.
24. Provide an overview of your reporting and analytics capabilities.
25. How do you utilize benchmarking to design competitive programs?

Subject Matter Expertise

26. What types of Subject Matter Experts do you have and what types of services do they provide?
27. What types of communication strategies can your organization provide to engage our employees, educate their families and drive action?
28. What type of HR consulting services and expertise can your organization provide?
29. Describe your organization's services to directly assist our organization in maintaining compliance with federal regulations related to medical insurance.
30. Describe how your organization will provide strategic and actionable support around health care reform.
31. Describe your organization's resources and / or approach to wellness and health outcomes with regard to both an individual's health and our organization's cost.
32. How does your organization update clients on HR and Benefit trends, regulations and best practices?

ADDITIONAL SERVICES AND EXPERTISE

33. Please provide an overview of additional services and expertise you have available to control our health care cost?

FEES AND SERVICE LEVEL AGREEMENTS

34. What is your overall philosophy regarding compensation arrangements?
35. Please describe your company's philosophy on contingency fees.
36. Will your organization implement a Service Level Agreement to ensure our satisfaction?