

**Request for Proposals: Administrative Services for
Dental Health Benefits
RFP # OHB08-4
Issued: September 8, 2008**

**ADDENDUM 1
Issued: September 23, 2008**

This Addendum incorporates certain general comments, general corrections to the RFP, and answers to questions posed during the optional pre-proposal conference held on September 19, 2008.

GENERAL

Verbal responses to questions at the optional Pre-Proposal Conference on September 19, 2008 are unofficial and are not binding. Only these written responses may be relied upon by offerors.

A word version of the RFP was sent to all attendees for redlined demurals specified in section 6.1 of the RFP.

Participants at the Optional Pre-proposal Conference were required to register their attendance and to provide their business cards and fax numbers. A list of all attendees at the conference is enclosed for informational purposes.

Please strike the reference to Bill Gregory in section 7.9 and replace with Dan Hinderliter.

General Changes to Released RFP:

- 1. In regards to SWaM and the 40% goal, is that the target for this RFP?
The Governor's statewide aspiration goal for spending is 40% of purchases to be made from SWaM vendors. The goal for this RFP is to utilize the grading criteria in section 6.7 which allots 20% of the total evaluation criteria to utilization of "Small" businesses.**
- 2. Is there a stated goal in this RFP for SWaM?**

The goal of DHRM is to increase SWaM utilization where possible. This is why 20% of the evaluation criteria is designated to Small Business utilization.

3. In section 3.2 referencing picking up eligibility files, will these be picked up electronically or physically?

Electronically, via FTP.

4. In section 7.21.2, what is the benefit of eVA? Will claims be processed through this system?

eVA is the electronic procurement system utilized by the Commonwealth. It is a requirement for vendors under this solicitation to register as specified in section 7.21. Vendors registered in eVA receive notification when the Commonwealth begins procurement for specified commodities.

5. Regarding eVA, the vendor would not need to register more than once when bidding on more than one RFP? Could just the parent company register?

One registration per company is all that is required.

6. If we have had recent Business Association Agreements (BAA) would we be excluded from this contract requirement?

A new BAA would be required under this contract.

7. Can TLC census be provided? NO

8. What out of network fee schedule (e.g., 90th percentile of Ingenix) was used to pay non-network dental providers? This information is proprietary; use your own standard

In the Instructions for Schedule 2-1, what is the definition of "eligible charges incurred?"

- b) Does this definition include or exclude the impact of the benefit plan (e.g. deductible, coinsurance, exclusion and limitations)? Exclude
 - c) Is this value based on provider billed charges or are the incumbent carrier's network discounts and out-of-network fee schedule reductions reflected in this value? Provider billed.
 - d) What lag period was used to complete calendar year 2007 paid charges? Claims paid through April 2008
 - e) Confirm that 2006 and 2008 eligible incurred charges have been excluded from 2007 eligible incurred charges. Confirmed
9. Are claims available by ADA code as well as by paid and incurred date? NO If yes, please provide.
- Are month-by-month claims and membership data available for the most recent 24 months? If yes, please provide. NO

- Appendix 8.c. - "This monthly billing and reconciliation should be handled by the plans like it is done with groups, which are contracted with directly". -
- Does this mean the dental vendor will direct bill TLC groups for the dental portion while others (health, RX, MISA) handle their own respective portions? **TLC groups are billed by the medical/surgical vendor. Their monthly premium incorporates all components of their coverage, including Rx, MISA and dental. The dental vendor will not have any billing responsibility for TLC groups.**
- Appendix 2: Can TLC census be provided? **NO**
- Appendix 2: Can TLC enrollment demographics be provided similar to the COVA August 2008 (Monthly Published Enrollment Data) data provided? **NO**
- Schedule 2-1: Please describe the method used to Incur Eligible Charges **Provider billed charges. Claims charges shown are incurred through April 2008.**

10. Is it the intent of the RFP that this carved out dental would replace all dental across the board for any fully insured offering? **It is not the intent of this RFP to replace dental coverage provided under fully insured programs**

11. The existing carrier promotes its Delta Premier Indemnity network over its Delta PPO network. How are claims currently being paid if a COVA member receives treatment from a Delta PPO dentist who is also a Delta Premier dentist? Which fee schedule is applied? **Benefits are paid the same regardless of which network is accessed. We are looking for your proposal to address how you will structure payment under your network arrangements.**

12. The following PPEA language is referenced in the COVA Dental RFP:

The department is currently reviewing PPEA proposals to provide comprehensive care management services. This process could result in carving out some or all care and condition management services such as wellness, disease, and case management, patient advocacy, and customer service under a third party vendor. (See OHB08-2 under Vendor RFP at <http://www.dhrm.virginia.gov/customers/vendors.html>). Please state your position on carving out such services.

Is this germane to the Dental RFP or just the Medical, Prescription and MISA RFPs?
While it is not anticipated that the comprehensive care management provisions of the PPEA will be applicable to the dental program, it has been included in this RFP to elicit thoughtful response from dental vendors and establish a platform for integration of all aspects of the health program.

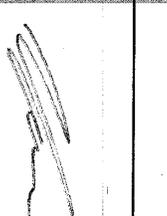
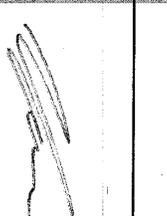
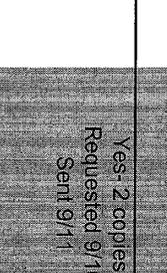
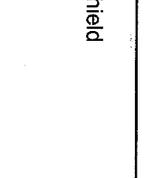
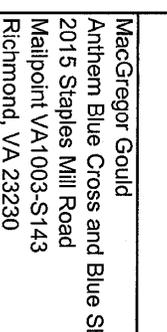
13. Enrollment Demographics spreadsheet (Monthly Published Enrollment Data):
 - a) Does this table include both COVA and TLC enrolled? **No – state employee plan only.** If yes, can this enrollment be broken out? **The Enrollment Demographics Spreadsheet does not include TLC demographics.**

- b) Medicare enrollees are shown in this spreadsheet. However, Section 1.3 of the RFP indicates that only non-Medicare eligible retirees are covered under the COVA dental plan. Confirm that 28,626 Medicare contracts are not included in the covered population. **Confirmed**
 - c) What is a Linked Child or Spouse? **A linked child or spouse is the non-Medicare eligible child or spouse of a Medicare-eligible retiree. These dependents are covered under the COVA program for active employees.**
14. Are both the standard dental benefits claims and the expanded dental benefits claims provided here? **Yes** Will you provide them separately with enrollment for each? **Separate claims amounts will not be provided. Enrollment is provided in the demographic file.**

**Vendors in Attendance of the Mandatory
Pre-Proposal Conference
Held Friday, September 19, 2008**

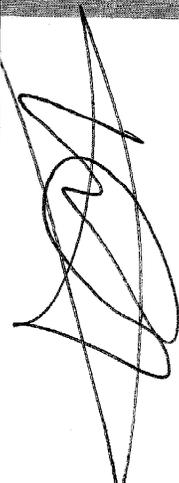
Anthem
Chesapeake Financial Services
CIGNA HealthCare
Human Market Point
Omega Administrators
United Healthcare

Sign-In sheet for RFP OHB08-4 Administrative Services for Dental Health Benefits

Data Disk from Aon	Signature
<p>Attn: James Huntzinger CIGNA HealthCare Mid-Atlantic, Inc. 7501 Boulders View Drive, Suite 500 Richmond, Virginia 23228 james.huntzinger@cigna.com Phone: 804.267.5104</p> <p>Dental* Yes Requested 9/10 Sent 9/11</p>	
<p>MaccGregor Gould Anthem Blue Cross and Blue Shield 2015 Staples Mill Road Mailpoint VA1003-S143 Richmond, VA 23230 (804) 354-3915</p> <p>Yes- 2 copies Requested 9/10 Sent 9/11</p>	
<p>Michael Currie Sales Vice President - Mid Atlantic UnitedHealthcare 6095 Marshalee Drive, Ste. 200 Elkridge, MD 21075 Phone:410/379/3411</p> <p>Yes Requested 9/10 Sent 9/11</p>	
<p>Duncan Shells Senior Account Executive 4860 Cox Road, Suite 130 Glen Allen, VA 23060</p> <p>Yes Requested 9/10 Sent 9/11</p>	
<p>Jen-Guilbeau <i>Sidney Smith</i> Commonweath of Virginia Account Anthem Blue Cross and Blue Shield Mail Point VA1003-S143 2015 Staples Mill Road, Richmond VA 23230 Phone (804) 354-3264 <i>4919</i> Fax (804) 354-4884 jennifer.guilbeau@anthem.com Sidney Smith</p> <p>Yes Requested 9/15 Sent 9/16</p>	

*Come in
 go in
 please*

Sign-In sheet for RFP OHB08-4 Administrative Services for Dental Health Benefits

Name	Company	Address 1	Address 2	Phone #	e-mail			
Wendell D. Campbell Campbell Family Dentistry 2200 Dunham Road, Ste E Chesapeake, VA 23029 (757) 523-2233 WDCAMP@CF3VA.COM						Yes	9/19/08	
BETH GRANGER Humana 4551 Cox Road Richmond, VA 23060 804-359-2660 karnsd@humana.com							9-19-08	Ruth Granger
William Campbell Omega Administrative 1513 Country Club Rd. Sherwood, VA 72120 916-821-1681 wcampbell@omgadmin.com							9-19-08	William D. Campbell
Dave Werner Delta Dental 480 Cox Rd Glen Allen VA 23060 804 521 1393 DWerner@dentalva.com								DWerner
Robert Mulligan United 800 King Farm Blvd Rockville MD 20850 240 632-8217						Yes	9/19/08	

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Address 2 Phone # e-mail	Name Company Address 1 Address 2 Phone # e-mail	Name Company Address 1 Address 2 Phone # e-mail
	<p>Brett Lewis Antstrom Blue Cross and Blue Shield 2015 Staples Mill Rd Richmond 23230 804-354-2522 brett.lewis@antstrom.com</p>	
	<p>Patty Marshall Antstrom Blue Cross and Blue Shield 2015 Staples Mill Road Richmond, VA 23280 804-354-7454 patty.marshall@antstrom.com</p>	
	<p>Michael Greer Cigna 7501 Boulder View Dr. Suite 509 Richmond, VA 23225 804 500 3939 Michael.greer@cigas.com</p>	

Brett Lewis

Patty Marshall

Michael Greer