



ROANOKE COUNTY

FINANCE & MANAGEMENT SERVICES DEPARTMENT PURCHASING DIVISION

REQUEST FOR PROPOSAL Professional Services

RFP # 2023-039
Group Medical and Prescription Drug Program

OPENING DATE: October 24, 2022
OPENING TIME: 2:00 P.M.

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division, at the Roanoke County Administration Building, 5204 Bernard Drive, Suite 300F, Roanoke, VA 24018. This document may be viewed and/or downloaded from the County of Roanoke Purchasing Division's website at <https://www.roanokecountyva.gov/bids.aspx>. If you have any problems accessing the documents, you may contact Purchasing at (540) 772-2061.

**THIS PUBLIC BODY DOES NOT DISCRIMINATE
AGAINST FAITH-BASED ORGANIZATIONS**

DATE of RFP: September 22, 2022

REQUEST FOR PROPOSAL (RFP)

RFP No.
Issue Date: September 22, 2022
Title: Group Medical and Prescription Drug Program

Issued By: **County of Roanoke**
Roanoke County Administration Building
Purchasing Division
5204 Bernard Drive, SW, Suite 300-F
Roanoke, VA 24018-0798
Phone (540) 772-2020

Email: hhonaker@roanokecountyva.gov

Sealed proposals will be received on or before 2:00 P.M., October 24, 2022 for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

All questions must be submitted before 5:00 p.m. on October 11, 2022. If necessary, an addendum will be issued and posted to the County website on the Current Bids/RFP Requests tab at <https://www.roanokecountyva.gov/bids.aspx>.

If proposals are hand delivered or mailed, send directly to the Purchasing Division at the address listed above. If the Roanoke County Administration Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the County, at the originally scheduled hour.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The County reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the successful Offeror. Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Division.

Legal Name and Address of Firm:

Date: _____

By: _____
(Signature in Ink)

Name: _____
(Please Print)

Zip: _____ Title: _____

Phone: _____ FAX: _____

Email: _____ Business License# _____

Virginia State Corporation Commission Identification Number: _____

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GROUP MEDICAL AND PRESCRIPTION DRUG PROGRAM

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**COUNTY OF ROANOKE, VIRGINIA
REQUEST FOR PROPOSAL
FOR
Group Medical and Prescription Drug Program
RFP # 2023-039**

INTRODUCTION

The County of Roanoke, Virginia, is seeking proposals and qualifications from Offerors to administer the group medical and prescription drug program offered to eligible employees of the County of Roanoke, Roanoke County Public Schools, and the Western Virginia Regional Jail Authority (Roanoke) in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). Underwriting the reinsurance for this program is also included in this RFP. The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 772.2020. This document may be viewed and/or downloaded from the County of Roanoke Purchasing Division's Current Bid Opportunities website at <https://www.roanokecountya.gov/bids.aspx>. If you have any problems accessing the documents, you may contact Purchasing at (540) 772-2020 or hhonaker@roanokecountya.gov.

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on **October 24, 2022** in the Purchasing Division, County of Roanoke, 5204 Bernard Drive SW, Suite 300- F Roanoke VA 24018. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal, one (1) **original, marked as such and three (3) copies, marked as such**, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. The notation "**Group Medical and Prescription Drug Program", RFP No. 2023-039**" and the specified opening time and date must be clearly marked on the front of that sealed envelope or package. If the Roanoke County Administration Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the County, at the originally scheduled hour.

The County of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The County of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the County of Roanoke, determined to be in the best interest of the County.

Project evaluation and award will be accomplished in accordance with this RFP and Section **10.9** of the County of Roanoke Procurement Policy & Procedures Manual. If an award of a contract is made, notification of such award will be posted for public review on the County of Roanoke Purchasing Division's website under Current Bid Opportunities at <https://www.roanokecountyva.gov/bids.aspx> or you may contact Purchasing directly at (540) 772-2020 to request a copy of the award notification.

Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Inquiries regarding this RFP should be directed to W.L. Heath Honaker, at (540) 283-8146 or via email at hhonaker@roanokecountyva.gov. Inquiries for information regarding procurement procedures and/or proposal submission shall be directed to the Purchasing Division.

This RFP consists of this Introduction, nine (9) numbered sections, and the attachments hereto.

If you download this RFP from the County website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The County is not responsible for any RFP obtained from any source other than the County. Contact Purchasing by phone at (540) 772-2020, or by email at hhonaker@roanokecountyva.gov.

Respectfully,



W.L. Heath Honaker
Purchasing Division Director

Date: September 22, 2022

County of Roanoke, Virginia
Request for Proposal No.2023-039

Group Medical and Prescription Drug Program

SECTION 1. PURPOSE.

The purpose of this Request for Proposal (RFP) is the procurement of administrative services for the group medical and prescription drug program including reinsurance for Roanoke consistent with the terms and conditions herein set forth. Offerors may respond to all, or only some (medical, PBM, or reinsurance) of these components. Final scope of services will be negotiated with the successful Offeror(s). Multiple awards are possible.

SECTION 2. BACKGROUND.

BACKGROUND: This is a cooperative RFP issued by County of Roanoke, on behalf of the County of Roanoke (including the Roanoke Valley Resource Authority and Regional Center for Animal Care and Protection), Roanoke County Public Schools, and the Western Virginia Regional Jail Authority for their respective requirements. Given this, County of Roanoke is acting solely as "Solicitation Agent" for those concerned and shall not be held liable for any costs, damages, et cetera incurred by any other employer in the event they separately enter into contract(s) with the successful Offeror(s) to this solicitation. Unless an exception is specifically noted, all sections of this RFP apply to all participating Employers.

Throughout the RFP, the terms County of Roanoke or Roanoke includes all entities unless specifically defined otherwise.

The County of Roanoke currently contracts with Anthem Blue Cross Blue Shield to administer their group medical program and with WellDyne to administer the group prescription drug program. The combined health insurance program is self-insured. The contract with Anthem has been in place since July 1, 2019. The contract with WellDyne Rx was effective September 1, 2017. The County has purchased specific reinsurance for the combined health insurance program through Anthem since July 1, 2018. The County of Roanoke currently contracts with Flexible Benefits Administrators for the administration of the health reimbursement account. **Note: HRA administration services are NOT being solicited with this RFP.**

The current medical and prescription drug program covers 2,769 subscribers (employees, retirees, and COBRA continuants) and 5,540 members. The majority of covered members live in the Roanoke Valley service area. Please refer to the census data (Attachment L) for specific home zip codes.

The program is administered separately by each employer in this cooperative RFP. This will require different account numbers to be issued to each entity and each plan.

The County of Roanoke has selected **USI Insurance Services, Inc.** as the Healthcare Program Consultant. Services of the consultant may include, but are not limited to, the analysis of existing benefit designs and funding arrangements; strategic planning of alternative programs; preparation of program specifications and criteria; the analysis and evaluation of proposal responses; and, preparation of final reports and recommendations for award(s). **There are no commissions paid on this program.**

SECTION 3. INSTRUCTIONS TO OFFERORS.

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact Heath Honaker at (540) 283-8146.
- B. Until such time that an award is published, direct contact with any County employee without the express permission of the Purchasing Manager or his designated representative, on the subject of this proposal, is strictly forbidden. Violation of this Instruction may result in disqualification of Offeror's proposal.
- C. Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and management overview of the proposal. Proposals are to include and may be evaluated on the following factors, together with such other factors as will protect and preserve the interests of the County of Roanoke, which may also be considered.
 1. Organizational structure of firm and qualifications of management personnel. Prospective Offerors should submit at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position. (See Attachment B)
 2. Financial condition of the firm and ability to perform all obligations of any resultant contract. The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this

RFP. Each Offeror shall provide a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 4(A) of this RFP. (See Attachment B)

3. Each Offeror is to state whether or not any of Offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the County of Roanoke or has any responsibility or authority with the County that might affect the procurement transaction or any claim resulting therefrom. If so, please state the complete name and address of each such person and their connection to the County of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 of this RFP, apply to this RFP. (See Attachment B)
4. Experience in providing the services and/or items requested by this RFP. (See Attachment B)
5. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.
6. The character, integrity, reputation, judgment, experience, efficiency, and effectiveness of the Offeror.
7. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
8. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services. (See Attachment B)
9. The conditions, if any, of the proposal. (See Attachment B)

D. Each Offeror should provide the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from **other** local government operations similar to those being requested in this RFP by the County. Each reference should include organizational name, official address, contact person, title of contact, and phone number. (See Attachment B)

E. Responses to this RFP must be in the prescribed format.

Offeror shall provide one redacted copy of its proposal fit for public dissemination in the event the County must respond to a Freedom of Information Act request. A

removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

- F. The County may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- G. The County has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- H. The County is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may not be charged to the County.
- I. Only the County will make news releases pertaining to this RFP or the proposed award of a Contract.
- J. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).
- K. Each Offeror is required to state if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response.

SECTION 4. MISCELLANEOUS.

- A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the County pursuant to the RFP shall belong exclusively to the County and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law or a court. **However**,

the Offeror must invoke the protection of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary, or trade secrets, is NOT ACCEPTABLE and may result in REJECTION of the proposal.

B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.

C. **IMPORTANT NOTICE - ADDENDUMS AND NOTICES OF AWARD**

Any interpretation, correction, or change of the RFP will be made by an addendum. The County Purchasing Division or its designee will issue Addenda that will be posted to the County website on the Current Bids Opportunities tab at <https://www.roanokecountyva.gov/bids.aspx>.

Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes.

Vendors may visit <http://roanokecountyva.gov/list.aspx> to sign up to receive emails or text message notices about bids, proposals, addendums, bid tabulation and awards. Vendors can sign up to receive notification in selected commodity/service categories. It is the vendor's responsibility to keep information current in the system in order to receive the notifications. The sign up only requires an email address and/or a cell phone number for receiving text messages (if your phone is capable) and your choice of categories. **However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The County is not responsible for any RFP obtained from any source other than the County.**

Although 'Notify Me' will be the only way to receive automatic notification, all BIDS/RFP Information will continue to be posted on our website, and can be picked up at the Purchasing Division, 5204 Bernard Drive, Suite 300F, Roanoke, VA 24018. Phone # (540) 772-2020.

The County is not responsible for any RFP obtained from any source other than the County. Contact W.L. Heath Honaker by phone at 540-283-8146, or by email at hhonaker@roanokecountyva.gov.

- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.
- E. The County may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The County reserves the right to reject any proposal if the Offeror fails to satisfy the County that it is qualified to carry out the obligations of the proposed contract.
- F. The successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the County of Roanoke to maximize participation whenever possible by minority and women owned business enterprises in all aspects of County contracting opportunities.
- I. The successful Offeror shall comply with all applicable County, State, and Federal laws, codes, provisions, and regulations. The successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation compliance. The County reserves the right of approval for any subcontract work, including costs thereof.
- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Virginia Public Procurement Act as well as the County Procurement Manual, apply to this RFP, unless specifically modified herein. The County's Procurement Manual can be reviewed on the County's electronic procurement website.

N. Insurance Requirements:

Successful Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by successful Offeror, or any of its subcontractors, under any resultant Contract. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP. All such insurance shall be primary and noncontributory to any insurance or self-insurance the County may have.

SECTION 5. PROTESTS.

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section. Any such protest or objection must be in writing signed by a representative of the entity making the protest or objection and contain the information required by the applicable Code Sections set forth above. Such writing must be delivered to the County Purchasing Manager within the required time period.

SECTION 6. SERVICES AND/OR ITEMS REQUIRED.

A description and/or listing of the services and/or items that the successful Offeror will be required to provide to the County under this RFP are those that are set forth in this RFP, below, referred to in any way in the sample contract, in any terms and conditions, and/or in any attachments to this RFP.

Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or items to be provided to the County under this RFP is subject to negotiations with the successful Offeror, and final approval by the County.

MINIMUM SERVICES TO BE PERFORMED

1. Provide and/or make available necessary, appropriate, and high quality medical benefits. Specific plan designs are outlined in this document in Attachments C and D.
2. Provide high quality, efficient program administration and services including but not limited to:
 - a. Maintaining central claims and membership files for each covered member (including the identification number or other identifying number, dates of coverage, type of coverage, etc.) for each covered member.
 - b. Maintaining payment records.

- c. Provide state-of-the-art data tracking and claims payment services.
- d. Provide claims, enrollment, and utilization information for hospital and physician expenses at a level of detail that will allow for the identification of the true cost drivers of the plan. Include normative data in conjunction with group-specific data.
- e. Provide ID cards directly to members throughout the contract period.
- f. Provide identification cards directly to all covered members prior to the effective date of the program (July 1, 2023). During the contract year, provide identification cards within seven (7) business days of receipt of request.
- g. Meet with the appropriate Employers' management staff(s) within fifteen (15) days after the contract award date to present the proposed communication material, and to jointly establish a preliminary implementation plan and open enrollment program and schedule.

3. Offeror must accept current eligibility file templates from the County.
4. Offeror must be willing to accept and load a file from the PBM (currently WellDyne) of all prescription drug claims on a monthly basis so that this information can be used to identify and manage members with chronic illnesses.
5. Offeror shall include a carryover deductible provision in all benefit plans.
6. Offeror shall provide responsive and effective customer service for members related to billing, eligibility, and claims issues. The County of Roanoke requests that the Offeror's customer service representatives respond to questions and resolve issues/problems directly with members rather than referring the members back to the County of Roanoke.
7. Offeror shall provide on-line services that will allow the County of Roanoke to complete all administrative functions on line (i.e., eligibility, billing, enrollment, member services, termination, etc.), and will work with staff to ensure services are done in an efficient and timely manner using previously developed eligibility file templates from the County.
8. Provide the County with the administrative services and reinsurance contracts, as well as any other contractual documents necessary to this coverage by the effective date of the contract (July 1, 2023).
9. Offeror shall commit to providing the County with monthly billing that is separated by active employees, retirees, and COBRA for each of the following entities: County of Roanoke, Roanoke County Public Schools, Western Virginia Regional Jail Authority, Roanoke Valley Resource Authority, and Regional Center for Animal Care and Protection.
10. Offeror shall furnish benefit booklets in electronic format suitable for posting on the Roanoke website. Booklets must outline and define all covered services,

limitations and exclusions, procedures for receiving services, schedule of benefits, COBRA, HIPAA, and other plan information requirements. The initial booklet proof must be provided to Roanoke within 45 days of contract award. Roanoke shall review and approve the booklets prior to posting.

11. Offeror shall furnish Summary of Benefits Coverage (SBC) as required by the ACA. SBC's must contain all information required by law. Offeror must be willing to add prescription drug benefits to the SBC's assuming Roanoke (or Roanoke's consultant) provides the information. Offeror must provide hardcopy benefit booklets upon individual employee request.
12. Offeror shall provide meaningful and specific performance guarantees, which include financial penalties for non-performance (included in Attachment E).
13. Maintain complete and total compliance with the HIPAA legislation as it pertains to Private Health Information. State your named Privacy Official.
14. Maintain complete and total compliance with the PPACA, MHPAEA, CAA, TiC legislation and any future federal or state legislation. Commit to assist the County of Roanoke with any benefit compliance issues as they arise. Assist the County of Roanoke with the Minimum Essential Coverage Reporting requirements under IRC Section 6055 by providing required data as identified.
15. Support the County with the TiC rules by committing to host the required machine-readable files, update the files monthly, and provide a link to the files that the County can post on their internet to meet compliance requirements.
16. Support the County with Section 204 of the Consolidations Appropriations Act (CAA) to submit the required group health plan data to the RxDC module of HIOS by June 1 each year.
17. Agree to release all pertinent data related to the administration and management of the medical program under the Business Associate Agreement to the County of Roanoke, USI Insurance Services, Inc., and any other vendor deemed appropriate by the County of Roanoke.
18. Employee identification numbers shall be created to be used as unique identifiers; social security numbers shall not be used.
19. Commit to supporting the County of Roanoke in its wellness program initiatives and to any future enhancements to its wellness program.
20. Roanoke operates two on-site clinics that are managed by a third party. Offeror must be willing to partner with the third party vendor and Roanoke's other partners to improve employee engagement in their health. Offeror must be willing to provide electronic claims files to the third party vendor upon Roanoke's request.

21. Offeror must provide promotional/communication materials free of charge to Roanoke for all special programs recommended to Roanoke and implemented by Roanoke.
22. Each year 180 days prior to the annual contract effective date, provide the County of Roanoke and their consultant, USI Insurance Services, Inc., a complete detailed underwriting analysis including a claim projection and proposed fees.
23. Provide the County of Roanoke and their Consultant, USI Insurance Services, Inc., with a detailed annual accounting showing the expenditure of all funds by entity and by group (e.g., active employees, retirees, and COBRA). Enrollment, premium, claims and expenses must be tracked for the County of Roanoke, Roanoke County Schools (full-time and part-time), Western Virginia Regional Jail Authority, Roanoke Valley Resource Authority, and Regional Center for Animal Care and Protection separately. Provide an estimate of incurred but not reported (IBNR) claims periodically (at minimum annually).
24. Provide internet access to claims and to the claim reporting system to Roanoke benefits personnel and to the consulting team at USI Insurance.
25. Offeror shall maintain a mobile app that is available to employees to track claims, accessing their ID card, research benefits, and engage in health and wellness activities.
26. Offeror must include a telehealth option integrated into its medical program at no additional charge.
27. Offeror must provide retiree claims and enrollment reports separately and collectively to support the County and Schools GASB valuation analysis at no additional charge.
28. Provide a single point of contact responsible for quality control, resolving problems, and expediting services related to the overall performance of the contract.
29. Designate a transition of care manager or coordinator to work with the County of Roanoke and its members regarding medical transition of care issues (if applicable).
30. Maintain a local or toll-free customer service number for employees.
31. Provide a contract for the one-year term, with the option to renew annually for up to four (4) years, which can only be canceled by the insurer or administrator for non-payment of premium or if sufficient funds are not appropriated by the governing bodies.

32. Provide a network of providers which are broad enough to ensure that all members (active and retired) have “reasonable access” to an adequate number of highly qualified primary care and specialist providers. Offerors should understand that the use of the phrase “reasonable access” when used in this RFP with respect to the medical and prescription drug networks means that members should be able to locate several qualified providers within the network who:

- a. Have offices convenient to members’ homes or job sites;
- b. Are accepting new patients; and
- c. Can schedule appointments for routine services within a few weeks and emergency appointments immediately.

33. Offeror shall provide proactive disease management programs that address the chronic health condition of the County’s populations. Reporting of participation and results are required quarterly. Guarantees on the return on investment of these programs with dollars at risk are strongly encouraged.

34. Provide quarterly data showing the number of members eligible to participate in a disease management or chronic case management program and actual participation in these programs.

35. Provide (as needed) a detailed list of hospitals/facilities and doctors/providers utilized by the County’s and Schools’ health plan members indicating frequency of utilization (visits/encounters) as well as expense (claims paid).

36. Provide monthly prescription drug reporting to the USI pharmacy management team in support of the pharmacy contract.

37. Provide ad hoc reporting by request.

CURRENT MEDICAL AND PRESCRIPTION DRUG PROGRAM SPECIFICATIONS

Current Plan Design

Current plan: PPO Plan: called “KC 1000” PPO plan with HRA; County makes a contribution to the HRA in the amount of \$500 for single coverage and \$1,000 for all other membership tiers. Benefit details are included in Attachment C.

Note: The plan has a calendar year deductible and out-of-pocket accumulation period.

Current Funding

Roanoke is self-insured and purchases reinsurance through Anthem. The current specific stop loss limit is \$250,000 with an unlimited maximum per participant and no lasers.

Historical Information

July 1, 2021: The specific stop loss limit was increased from \$200,000 per participant to \$250,000 per participant. Prior to this change, the limit was \$200,000 for ten years.

No plan design changes have been made since July 2019.

Eligibility

County and Jail- New hires are covered on the first of the month following date of hire.

Schools – New hires are covered first of the month following start date unless they start on the 1st of the month in which they are covered on the start date.

Eligible retirees for both the County and the Schools can remain on the plan until age 65.

REQUESTED MEDICAL AND PRESCRIPTION DRUG PROGRAM AND REINSURANCE SPECIFICATIONS

1. Offerors quoting on reinsurance should submit proposals assuming a \$250,000 specific stop loss limit. The current reinsurance contract is a paid 12 contract that includes run-out protection. Proposals should be a 12/12 contract that converts to paid 12 in year 2 and includes terminal liability rates or comparable run-out protection upon termination of the contract. As an option, provide the fee for a \$300,000 and a \$350,000 specific stop loss limit.
2. Provide a claim projection assuming current benefits as outlined in Attachment C.
3. Provide your benefit adjustment factor to include coverage for:
 - a. Infertility treatment, including IVF
 - b. Bariatric surgery.
4. Provide pricing for the following dual option as outlined in Attachment D:

PRICING SCHEDULE

General Information and Requirements

Proposed price quotations for the Group Medical, Prescription Drug, and Reinsurance Program should be provided in Tab IV of your proposal and should be based upon the claim experience and employee census data provided with the RFP in Attachments K and L. All pricing must be submitted net of broker commissions.

Format of Exhibits

Tab II of your proposal should contain the Pricing Quotation Exhibits. Each offeror is required to complete the Pricing Schedule Exhibits as defined below. A complete pricing schedule includes each of the following exhibits (found in Attachment G).

A completed copy of Attachment H, Prescription Drug RFP should be included in Tab IV.

Fee Guarantees

All fees/rates must be guaranteed for a twelve (12) month period. Multi-year guarantees are requested and will be an important consideration in the evaluation process. All guarantees should be explained on the Deviations Exhibit (Exhibit G(5)).

Underwriting Analysis Exhibit (Exhibit G(1) and G(2))

The Underwriting Analysis Exhibit must provide a breakdown of annual cost projections for medical and prescription drug separately. Mature year is for illustrative purposes only and assumes the SAME TIME PERIOD as the first year; however, mature year projections are not adjusted for the first-year claim lag.

Claims incurred prior to July 1, 2023 shall be the responsibility of the prior TPA.

All fees and charges associated with the administration and management of the plan must be included on the Underwriting Analysis Exhibit. If a service is optional, the cost must be outlined on the Deviations Exhibit.

Alternative Benefit Adjustment Factors (Exhibit G(3))

Provide the benefit adjustment factor for the requested alternative benefit options.

Fees (Exhibit G(4))

Show all charges and fees on a per employee per month basis. If the fee will actually be charged differently, please explain how they will appear in the contract and indicate how the costs will be calculated each month.

Deviations Exhibit (Exhibit G(5))

The Deviations Exhibit shall be submitted to document variances from the requested plan and funding, etc. Submit a separate exhibit with each price quotation, if necessary. If the information is the same for all pricing, please provide one (1) exhibit and specify that it applies to all pricing.

Claim Repricing

Attachment J Claim Repricing File has been provided. This file includes all claims paid August 2021 through July 2022. Offeror is asked to reprice these claims using current negotiated rates and discounts based on your proposed network(s). Include the results of your repricing in Tab IV.

PROPOSAL FORMAT

Proposals must be submitted on 8-1/2" x 11" paper. Proposals are to be prepared simply and concisely. Elaborate artwork, expensive paper, visual, and other presentation aids are not required.

Each copy of the proposal must be bound or contained in binders organized in the sequence and format described and outlined below using TABS as indicated: (Hard copy and Electronic submission required).

Tab I	Signature Sheet (Cover Page of RFP) Executive Summary Table of Contents Proprietary Information Notice Scope of Services
Tab II	Description of Plan Designs quoted for each Medical Plan Deviations Exhibit for each Medical Plan Performance Guarantees (Attachment E) References Implementation Schedule
Tab III	Questionnaire (Attachment F)
Tab IV	Price Quotation Exhibits (Attachment G) Prescription Drug RFP (Attachment H) Claim Repricing Summary (Attachment J)
Tab V	GeoAccess Reports (Requested in Questionnaire) Checklists of Top Utilized Facilities, Doctors, and Prescription Drugs (Attachment I)
Tab VI	Samples of Document or Reports (any you have provided)

SECTION 7. EVALUATION CRITERIA.

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The County of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to, the items referred to above and those set forth below:

- A. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- B. The Offeror's responsiveness and compliance with the RFP requirements and conditions.
- C. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the County's contract.
- D. The Offeror's ability, capacity and skill to fully and satisfactorily provide the services and/or items required in this RFP.
- E. The quality of Offeror's performance in comparable and/or similar projects.
- F. Whether the Offeror can provide the services and/or deliver the items in a prompt and timely fashion.
- G. Offeror's willingness to accept the County's sample contract (Attachment A).

SECTION 8. SELECTION PROCESS.

- A. Pursuant to Section 2.2-4302.2 (A)(4) of the Code of Virginia, selection of the Offeror will be as follows:
 - 1. The County's designee shall engage in individual discussions with two or more Offerors, if there be that many deemed fully qualified, responsible and suitable on the basis of initial responses with emphasis on professional competence to provide the required services. Repetitive informal interviews shall be permissible. Such Offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed projects as well as alternative concepts. These discussions may encompass nonbinding estimates of total project costs including, where appropriate, design, construction, life cycle cost, nonbinding estimates of price for services, and other matters. Methods to be utilized in arriving at a price for services may also be discussed. Properly designated proprietary

information from competing Offerors shall not be disclosed to the public or competitors, except as may be required by law.

2. At the conclusion of discussions, outlined in the paragraph above, on the basis of evaluation factors published in the RFP and all information developed in the selection process to this point, the two (2) or more Offerors whose professional qualifications and proposed services are deemed most meritorious shall be ranked in order of preference.
3. Negotiations shall then be conducted, beginning with the Offeror ranked first. If a contract satisfactory and advantageous to the County can be negotiated at a price considered fair and reasonable, the award shall be made to that Offeror. Otherwise, negotiations with the Offeror ranked first shall be formally terminated and negotiations conducted with the Offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of County personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the County as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the County. The County reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the County.

C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the County and may or may not be conducted.

D. The County reserves the right to make multiple awards as a result of this solicitation.

E. Offerors may propose in whole or in part for the services requested.

F. The County reserves the right to make awards in whole or in part to multiple Contractors.

G. Should this RFP result in multiple Contractors, each Contractor shall coordinate as closely as possible with other Contractors under which the employee is enrolled to integrate customer service, claims processing, disease/case management, data reporting and other services as deemed necessary by the Department.

SECTION 9. INFORMATION ON CONTRACT TO BE AWARDED.

The Sample Contract marked as Attachment A to RFP # 2022-101 contains terms and conditions that the County plans to include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the County and the Offeror during negotiations. However, if an Offeror has any objections to any of the terms or conditions set forth in the Sample Contract or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an Offeror will obligate such Offeror, if it is the successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the successful Offeror.

END



RFP No. 2023-039

ATTACHMENT A: SAMPLE CONTRACT

COUNTY OF ROANOKE, VIRGINIA CONTRACT BETWEEN COUNTY OF ROANOKE AND FOR Group Medical and Prescription Drug Program

This Contract # 2023-039 is dated _____, between the County of Roanoke, Virginia, hereinafter referred to as the "County" or "Owner", and legal name/address of contractor, hereinafter referred to as the "Contractor," Choose an item. .

WITNESSETH:

WHEREAS, Contractor has been awarded this nonexclusive Contract by the County for furnishing all equipment, materials, goods, labor, and services necessary for FISCAL AGENT PROFESSIONAL AUDITING SERVICES and associated work in accordance with this Contract and the documents referred to herein, all such items or services also being referred to hereinafter as the Work or Project.

NOW, THEREFORE, THE COUNTY AND THE CONTRACTOR AGREE AS FOLLOWS:

SECTION 1. WORK/ SERVICES TO BE PROVIDED AND DOCUMENTS.

For and in consideration of the money hereinafter specified to be paid by the County to the Contractor for the Work provided for in this Contract to be performed by the Contractor, the Contractor hereby covenants and agrees with the County to fully perform the services, provide any materials called for to construct, and complete the Work called for by this Contract in a good and workmanlike manner in accordance with this Contract and the documents referred to herein in order to fully and properly complete this Contract within the time stipulated, time being made of the essence for this Contract. It is also agreed by the parties hereto that the documents to this Contract consist of this Contract and the following documents listed below (Contract Documents), all of which are and constitute a part of this Contract as if attached hereto or set out in full herein, viz:

1. Insurance Requirements (Exhibit 1).
2. Scope of Work/Fee Schedule (Exhibit 2).
3. Request for Proposal No. _____, which is incorporated herein by reference.

The parties agree that if there are any differences between the provisions of the above referenced documents, the provisions of the County documents and this Contract will control over any Contractor supplied documents or information.

SECTION 2. CONTRACT AMOUNT.

The County agrees to pay the Contractor for the Contractor's complete and satisfactory performance of the Work/ Service, in the manner and at the time set out in this Contract, but the total amount for all such requests will not exceed \$ _____, as provided for in this Contract and that this Contract amount may be increased or decreased by additions and/or reductions in the Work as may be authorized and approved by the County, and the Contract amount may be decreased by the County's assessment of any damages against the Contractor, as may be provided for in this Contractor or by law, and the County retains the right of setoff as to any amounts of money the Contractor may owe the County. However, Contractor further acknowledges and agrees that any request for Contractor to perform Work under this Contract is in the sole discretion of the County and that there is no guarantee of any minimum amount of Work that may be requested by the County and that no Work may be requested.

SECTION 3. TERM OF CONTRACT.

- A. The term of this Contract shall be for one (1) year, from _____, through _____, at which time it will terminate, unless sooner terminated pursuant to the terms of the Contract or by law or unless extended as set forth herein at the option of the County.
- B. By mutual agreement of the parties, the contract may be renewed for up to four (4) additional one (1) year periods of any combination thereof. If either party wants to renew the Contract that party shall give a written request to renew to the other party before the expiration of the original term or any renewal term of the Contract. The party receiving such request shall either accept or reject in writing such request within ten (10) days of receipt of that request, provided, however, if the party receiving the request to renew fails to respond within ten (10) days, the request to renew shall be deemed to be rejected, unless the parties mutually agree otherwise.
- C. All terms and conditions shall remain in force for the term of this Contract and for any renewal period unless modified by mutual agreement of both parties. Prices shall not be increased during the initial term of this Contract.

SECTION 4. TIME OF PERFORMANCE.

The Contractor shall commence the Work to be performed under this Contract on such date as is established and fixed for such commencement by written notice (which may be initially given verbally in an emergency situation) to proceed given by the County representative to the Contractor, and the Contractor covenants and agrees to fully construct, perform, and complete the Work and/or provide the goods called for by this Contract established by such notice. The Contractor further agrees that the Work shall be started promptly upon receipt of such notice and shall be prosecuted regularly, diligently, and uninterruptedly at a rate of progress that will ensure full completion thereof in the shortest length of time consistent with the Contract Documents and that Contractor will

cooperate and coordinate with the other County contractors or employees doing other work or using the area where Contractor is working.

SECTION 5. PAYMENT.

- A. The County and Contractor agree that the County will only pay the Contractor for time actually spent and materials actually provided on the Project requested and accepted by the County. Invoices for services rendered and accepted shall be submitted by Contractor directly to the payment address of the requesting County department/division. Payment of such invoices shall be the responsibility of the department/division.
- B. The County agrees to pay Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract. The County retains the right to setoff as to any amounts of money Contractor may owe the County. A written progress report may be requested by the County to accompany payment request and, if so, such progress report shall detail the work completed. Also, sufficient documentation of all costs, expenses, materials supplies, and/or hours worked may be requested by the County and, if so, may be required prior to the processing of any such request for payment. Payment will only be made for work actually performed, services actually supplied, and/or materials or goods furnished to the County, all of which need to be approved and accepted by the County prior to such payment, unless otherwise provided for in the Contract documents. Once a payment request has been received the County, the County will process such payment request. If there are any objections or problems with the payment request, the County will notify the Contractor of such matters. If the payment request is approved and accepted by the County, payment will be made by the County to the Contractor not more than 30 days after such request has been approved.
- C. The terms of this Contract provide for Vendor to remit a certain portion of its gross sales proceeds from sales of Vendor's product on County owned or leased property to the County. County shall have the right to conduct an annual audit of Vendor's revenues as part of a true-up process to ensure

OR

- A. The County and Contractor agree that the County will only pay the Contractor for time actually spent and materials actually provided on the Project requested and accepted by the County. The payment requested shall be for the services completed and/or materials supplied for the Project, as specified in the Scope of Work (Exhibit 2) and as approved by the **Insert Requesting County Department**. A written progress report detailing work completed, identified problems, and remaining work shall accompany each request for payment, together with sufficient documentation of all reimbursable expenses or costs.
- B. Also, sufficient documentation of all costs, expenses, materials supplied, and/or hours worked may be requested by the County and, if so, may be required prior to the processing of any such request for payment. Payment will only be made for

work actually performed, services actually supplied, and/or materials or goods furnished to the County, all of which need to be approved and accepted by the County prior to such payment, unless otherwise provided for in the Contract documents. Invoices for work rendered and accepted shall be submitted by Contractor directly to the **Insert Requesting County Department**. Approval and payment of such invoices shall be the responsibility of the **Insert Requesting County Department** or designee. Once a payment request has been received by the County, the County will process such payment request. If there are any objections or problems with the payment request, the County will notify the Contractor of such matters. If the payment request is approved and accepted by the County, payment will be made by the County to the Contractor not more than 30 days after such request has been approved.

C. The services the Contractor may be requested to provide the County are those items set forth in Exhibit 2 (Scope of Work) and/or Exhibit 3 (Bid Form), which list of services may be amended by the mutual agreement of the parties. The prices to be paid to the Contractor for such services provided to and accepted by the County under the provisions of this Contract shall be the current price(s) as set forth in Exhibit 3 (Bid Form). Unless otherwise stated in this Contract, the price(s) shall include all applicable charges such as pick up, delivery, printing, packaging, shipping, and other charges.

SECTION 6. SALES TAX EXEMPTION.

The County is exempt from payment of State Sales and Use Tax on all tangible personal property purchased or leased for the County's use or consumption. The Virginia Sales and Use Tax Certificate of Exemption number is 217-074292-9. The County's tax-exempt status shall not inure to the benefit of Vendor. Vendor shall be liable for all applicable local, state and federal taxes that may arise or be due under this Agreement.

SECTION 7. FREE ON BOARD, RISK OF LOSS, AND TITLE.

All prices include F.O.B Destination, inside delivery, unless otherwise noted in this Contract. The risk of loss from any casualty, regardless of cause, shall be on the Contractor until the items have been delivered to County personnel making the request and accepted by the County. The risk of loss shall also be on the Contractor during the return of any items to the Contractor. Title to the items shall pass to the County upon receipt and acceptance of such items by the County.

SECTION 8. INSPECTION.

The County shall have a reasonable time after receipt of items / services provided and before payment to inspect all items for conformity to this Contract. If all or some of the items delivered to the County do not fully conform to the provisions hereof, the County shall have the right to reject and return such nonconforming items, at the sole cost of the Contractor.

SECTION 9. WARRANTY OF MATERIAL AND WORKMANSHIP.

Contractor agrees that all items provided to the County will be new, or if an item is refurbished or remanufactured, such item will meet the industry standards for such item and the item shall be clearly labeled as refurbished or remanufactured, and that all such items include such warranties as may be provided by Virginia law together with any warranties provided by the manufacturer of the item. Contractor shall use reasonable commercial efforts to assist the County in processing warranty claims against a manufacturer. Contractor also agrees that the services provided under this Contract shall be completed in a professional, good and workmanlike manner, with the degree of skill and care that is required by like contractors in Virginia. Further, Contractor warrants that such services shall be completed in accordance with the applicable requirements of this Contract and shall be correct and appropriate for the purposes contemplated in this Contract. Contractor agrees that Contractor shall repair or replace, at Contractor's sole expense, and to the satisfaction of the County, any items, material, equipment, or part of the item that is found by the County to be defective or not in accordance with the terms of this Contract.

SECTION 10. PAYMENTS TO OTHERS BY CONTRACTOR.

The Contractor agrees that Contractor will comply with the requirements of Section 2.2-4354 of the Virginia Code regarding Contractor's payment to other entities and the Contractor will take one of the two actions permitted therein within 7 days after receipt of amounts paid to Contractor by the County. Contractor further agrees that the Contractor shall indemnify and hold the County harmless for any lawful claims resulting from the failure of the Contractor to make prompt payments to all persons supplying the Contractor equipment, labor, tools, or material in connection with the work provided for in the Contract. In the event of such claims, the County may, in the County's sole discretion, after providing written notice to the Contractor, withhold from any payment request or final payment the unpaid sum of money deemed sufficient to pay all appropriate claims and associated costs in connection with the Contract and make such payment, if the County determines it to be appropriate to do so.

SECTION 11. HOLD HARMLESS AND INDEMNITY.

Contractor shall indemnify and hold harmless the County and its officers, agents, and employees against any and all liability, losses, damages, claims, causes of action, suits of any nature, costs, and expenses, including reasonable attorney's fees, resulting from or arising out of Contractor's or its employees, agents, or subcontractors actions, activities, or omissions, negligent or otherwise, on or near County's property or arising in any way out of or resulting from any of the work or items to be provided under this Contract, and this includes, without limitation, any fines or penalties, violations of federal, state, or local laws or regulations, personal injury, wrongful death, or property damage claims or suits. Contractor agrees to and shall protect, indemnify, and hold harmless all the parties referred to above from any and all demands for fees, claims, suits, actions,

causes of action, settlement or judgments based on the alleged or actual infringement or violation of any copyright, trademark, patent, invention, article, arrangement, or other apparatus that may be used in the performance of this Contract.

SECTION 12. COMPLIANCE WITH LAWS AND REGULATIONS, AND IMMIGRATION LAW.

Contractor agrees to and will comply with all applicable federal, state, and local laws, ordinances, and regulations, including, but not limited to all applicable licensing requirements, environmental regulations, and OSHA regulations. Contractor further agrees that Contractor does not and shall not during the performance of its Contract; knowingly employ an unauthorized alien as defined in the Federal Immigration Reform & Control Act of 1986.

SECTION 13. INDEPENDENT CONTRACTOR.

The relationship between Contractor and the County is a contractual relationship. It is not intended in any way to create a legal agency or employment relationship. Contractor shall, at all times, maintain its status as an independent contractor and both parties acknowledge that neither is an agent, partner or employee of the other for any purpose. Contractor shall be responsible for causing all required insurance, workers' compensation (regardless of number of employees) and unemployment insurance to be provided for all of its employees and subcontractors. Contractor will be responsible for all actions of any of its subcontractors, and that they are properly licensed.

SECTION 14. REPORTS, RECORDS, AND AUDIT.

Contractor agrees to maintain all books, records, electronic data, and other documents relating to this Contract for a period of five (5) years after the end of each fiscal year covered by this Contract. The County, its authorized employees, agents, representatives, and/or state auditors shall have full access to and the right to request, examine, copy, and/or audit any such materials during the term of the Contract and such retention period, upon prior written notice to Contractor. This includes the County's right to audit and/or examine any of the Contractor's documents and/or data as the County deems appropriate to protect the County's interests.

SECTION 15. INSURANCE REQUIREMENTS.

Contractor and any of its subcontractors involved in this Contract shall maintain the insurance coverage's set forth in Exhibit 1 to this Contract and provide the proof of such insurance coverage as called for in Exhibit 1, including workers' compensation coverage regardless of the number of Contractor's employees. Such insurance coverage shall be obtained at the Contractor's sole expense and maintained during the life of the Contract and shall be effective prior to the beginning of any work or other performance by the Contractor under this Contract. Additional insured endorsements, if required, must be received by the County within 30 days of the execution of this Contract or as otherwise required by the County's Risk Manager.

SECTION 16. DEFAULT.

If Contractor fails or refuses to perform any of the terms of this Contract, including poor services, work or materials, the County may, by written notice to Contractor, terminate this Contract in whole or in part. In addition to any right to terminate, the County may enforce any remedy available at law or in equity in connection with such default, and Contractor shall be liable for any damages to the County resulting from Contractor's default. The County further reserves the right to immediately obtain such work or services from other entities in the event of Contractor's default.

SECTION 17. NONWAIVER.

Contractor agrees that the County's waiver or failure to enforce or require performance of any term or condition of this Contract or the County's waiver of any particular breach of this Contract by the Contractor extends to that instance only. Such waiver or failure is not and shall not be a waiver of any of the terms or conditions of this Contract or a waiver of any other breaches of the Contract by the Contractor and does not bar the County from requiring the Contractor to comply with all the terms and conditions of the Contract and does not bar the County from asserting any and all rights and/or remedies it has or might have against the Contractor under this Contract or by law.

SECTION 18. FORUM SELECTION AND CHOICE OF LAW.

This Contract shall be governed by, and construed in accordance with, the laws of the Commonwealth of Virginia, without application of Virginia's conflict of law provisions. Venue for any litigation, suits, and claims arising from or connected with this Contract shall only be proper in the Roanoke County Circuit Court, or in the Roanoke County General District Court if the amount in controversy is within the jurisdictional limit of such court, and all parties to this Contract voluntarily submit themselves to the jurisdiction and venue of such courts, regardless of the actual location of such parties. The provisions of this Contract shall not be construed in favor of or against either party, but shall be construed according to their fair and customary meaning as if both parties jointly prepared this Contract.

SECTION 19. SEVERABILITY.

If any provision of this Contract, or the application of any provision hereof to a particular entity or circumstance, shall be held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions of this Contract shall not be affected and all other terms and conditions of this Contract shall be valid and enforceable to the fullest extent permitted by law.

SECTION 20. NONDISCRIMINATION.

A. During the performance of this Contract, Contractor agrees as follows:

- i. Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state or federal law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- ii. Contractor in all solicitations or advertisements for employees placed by or on behalf of Contractor will state that Contractor is an equal opportunity employer.
- iii. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

B. Contractor will include the provisions of the foregoing Section A (i, ii, and iii) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

SECTION 21. DRUG-FREE WORKPLACE.

- A. During the performance of this Contract, Contractor agrees to (i) provide a drug-free workplace for Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- B. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

SECTION 22. FAITH BASED ORGANIZATIONS.

Pursuant to Virginia Code Section 2.2-4343.1, be advised that the County does not discriminate against faith-based organizations.

SECTION 23. Data on Convictions for Certain Crimes (there may be agreements where this applies to County contracts, too)

The Vendor certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of any of the following felony or misdemeanor offenses: felony sex or violence offenses, other felony offenses or misdemeanor sex offenses within the past ten years. Upon request by the Schools, Vendor shall provide specific documentation to verify that it has conducted requisite criminal conviction checks on its employees, agents, sub-contractors, and assigns. Schools reserve the right to remove or deny entrance to any employee, agent, sub-contractor, or assign of Vendor when School determines, in its sole discretion, that such person poses a risk to health or safety of others on School property.

The Consultant further understands and acknowledges (1) that if he makes a materially false statement regarding any of the above offenses, he will be guilty of a Class 1 misdemeanor and may forfeit profits derived from the contract. Further, the Consultant understands and acknowledges that before any person is permitted to provide such services subsequent to this certification, he must complete a new certification regarding such person in a form satisfactory to Roanoke County and the Roanoke County School Board. Data and Convictions information will be requested before the County of Roanoke/Schools enters into a contract / when required.

SECTION 24. ASSIGNMENT.

Contractor may not assign or transfer this Contract in whole or in part except with the prior written consent of the County, which consent shall not be unreasonably withheld. If consent to assign is given, no such assignment shall in any way release or relieve the Contractor from any of the covenants or undertakings contained in this Contract and the Contractor shall remain liable for the Contract during the entire term thereof.

SECTION 25. CONTRACTUAL DISPUTES.

Contractual claims, whether for money or for other relief, including any disputes as to change orders or extra work, shall be submitted, in writing, no later than sixty (60) calendar days after final payment or payment designated as a final payment; however, written notice of the Contractor's intention to file such claim must be given at the time of the occurrence or beginning of the work upon which the claim is based. Such notice is a condition precedent to the assertion of any such claim by the Contractor. A written decision upon any such claims will be made by the Board of Supervisors or its designee (hereafter "BOS"). The Contractor may not institute legal action prior to receipt of the County's decision on the claim unless the BOS fails to render such decision within ninety (90) calendar days from submittal of its claim. The decision of the BOS shall be final and conclusive unless the Contractor within six (6) months of the date of the final decision on a claim or from expiration of the 90 day time limit, whichever occurs first, initiates legal action as provided in Section 2.2-4364 of the Code of Virginia. Failure of the County to render a decision within said ninety (90) calendar days shall not result in the Contractor being awarded the relief claimed nor shall it result in any other relief or penalty. The sole

result of the County's failure to render a decision within said ninety (90) calendar days shall be Contractor's right to immediately institute legal action. No administrative appeals procedure pursuant to Section 2.2-4365 of the Code of Virginia has been established for contractual claims under this Contract.

SECTION 26. SUCCESSORS AND ASSIGNS.

The terms, conditions, provisions, and undertakings of this Contract shall be binding upon and inure to the benefit of each of the parties hereto and their respective successors and assigns.

SECTION 27. HEADINGS.

The captions and headings in this Contract are for convenience and reference purposes only and shall not affect in any way the meaning and interpretation of this Contract.

SECTION 28. COUNTERPART COPIES.

This Contract may be executed in any number of counterpart copies, each of which shall be deemed an original, but all of which together shall constitute a single instrument.

SECTION 29. AUTHORITY TO SIGN.

The persons who have executed this Contract represent and warrant that they are duly authorized to execute this Contract on behalf of the party for whom they are signing.

SECTION 30. NOTICES.

All notices must be given in writing and shall be validly given if sent by certified mail, return receipt requested, or by a nationally recognized overnight courier, with a receipt, addressed as follows (or any other address that the party to be notified may have designated to the sender by like notice):

To County:	County of Roanoke Requesting Department Requesting Department Address
Email:	Roanoke, Virginia XXXXX name@ronaokecountyva.gov
Copy to:	County of Roanoke Purchasing Division Attn: Buyer Name 5204 Bernard Drive, SW, Suite 300-F Roanoke, Virginia 24018-2020
Email:	name@ronaokecountyva.gov

If to Contractor:

Attn: _____, President/CEO

Email Address:

Phone:

Notices shall be deemed to be effective one day after sending if sent by overnight courier or three (3) days after sending it by certified mail, return receipt requested.

SECTION 31. PROTECTING PERSONS AND PROPERTY.

The Contractor expressly undertakes both directly and through its subcontractors, to take every reasonable precaution at all times for the protection of all persons and property at the location of the Work or in the vicinity of the Work or that may be affected by the Contractor's operation in connection with the Work. The Contractor will maintain adequate protection of all Contractor's Work to prevent damage to it and shall protect the County's property from any injury or loss arising in connection with this Contract and to protect adjacent property to prevent any damage to it or loss of use and enjoyment by its owners. Contractor agrees to be responsible for the entire Work and will be liable for all damages to the Work, including, but not limited to, damages to any property of the County or to any property in the vicinity or adjacent to the Work. All damage with respect to the Work caused by vandalism, weather, or any other cause, other than resulting from the sole negligence of the County shall be the responsibility of the Contractor. Contractor shall also be responsible for any inventory shortages and discrepancies of any type.

SECTION 32. CONTRACT SUBJECT TO FUNDING.

This Contract is subject to funding and/or appropriations from federal, state, and/or local governments and/or agencies. If any such funding is not provided, withdrawn, or otherwise not made available for this Contract, the Contractor agrees that the County may terminate this Contract on seven (7) days written notice to Contractor, without any penalty or damages being incurred by the County. Contractor further agrees to comply with any applicable requirements of any grants and/or agreements providing such funding.

SECTION 33. SUSPENSION OR TERMINATION OF CONTRACT BY COUNTY.

The County, at any time, may order Contractor to immediately stop work on this Contract, and/or by seven days (7) written notice may terminate this Contract, with or without cause, in whole or in part, at any time. Upon receipt of such notice, the Contractor shall immediately discontinue all services affected (unless the notice directs otherwise), and deliver to the County all data (including electronic data), drawings, specifications, reports, project deliverables, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing this Contract whether completed or in process (unless otherwise directed by the notice).

1. If the termination or stop work order is due to the failure of the Contractor to fulfill any of its Contract obligations, the County may take over the Work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the County for any damages allowed by law, and upon demand of County shall promptly pay the same to County.
2. Should the Contract be terminated or work is stopped not due in any way to the fault of the Contractor, the Contractor shall only be entitled to compensation for services actually performed and materials actually supplied prior to notice of termination or to stop work and which are approved by the County and any applicable federal or state approving agency. No profit, overhead, or any other costs of any type are allowed after the date of such notice of termination or stop work order.
3. The rights and remedies of the County provided in this Section are in addition to any other rights and remedies provided by law or under this Contract and County may pursue any and all such rights and remedies against Contractor as it deems appropriate.

SECTION 34. ETHICS IN PUBLIC CONTRACTING.

The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Va. Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this Contract.

SECTION 35. COMPLIANCE WITH STATE LAW; FOREIGN AND DOMESTIC BUSINESSES AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA.

Contractor shall comply with the provisions of Virginia Code Section 2.2-4311.2, as amended, which provides that a contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 or as otherwise required by law. Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the Contract. The County may void the Contract if the Contractor fails to remain in compliance with the provisions of this section.

SECTION 36. OWNERSHIP OF REPORTS AND DOCUMENTS.

Contractor agrees that all reports and any other documents (including electronic data) prepared for, obtained in connection with, and/or required to be produced in connection with this Contract shall be delivered by the Contractor to the County and all such items shall become the sole property of the County. The Contractor agrees that the County

shall own all rights of any type in and to all such items, including but not limited to copyrights and trademarks, and the County may reproduce, copy, and use all such items as the County deems appropriate, without any restriction or limitation on their use and without any cost or charges to the County from Contractor. Contractor hereby transfers and assigns all such rights and items to the County. Contractor further agrees Contractor will take any action and execute any documents necessary to accomplish the provisions of this Section. The Contractor also warrants that Contractor has good title to all materials, equipment, documents, and supplies which it uses in the Work or for which it accepts payment in whole or in part.

SECTION 37. ENTIRE CONTRACT.

This Contract, including any attachments, exhibits, and referenced documents, constitutes the complete understanding between the parties. This Contract may be modified only by written agreement properly executed by the parties.

SIGNATURE PAGE TO FOLLOW.

THIS AGREEMENT may be modified in writing by mutual agreement of both parties.

IN WITNESS WHEREOF, the parties hereto have signed this Contract by their authorized representatives.

(Full Legal Name of Vendor)

By _____

Printed Name and Title

COUNTY OF ROANOKE, VIRGINIA

By _____

Printed Name and Title

Approved as to execution:

County Attorney/Assistant County Attorney

CONTRACT 2023-039
BETWEEN COUNTY OF ROANOKE AND VENDOR NAME
FOR Group Medical and Prescription Drug Program

EXHIBIT 1: SCOPE OF WORK/FEE SCHEDULE

REFERENCE: RFP# 2023-039

The services, work, and/or items that the Contractor shall provide in a timely and proper manner in accordance with the Contract include, but are not necessarily limited to, the following:

The final scope of services will be negotiated with the Selected Offeror.

ATTACHMENT B: PROPOSAL RESPONSE AND CHECKLIST

Fully complete the following pages and submit along with Page 2 (Signature Page) of the RFP and all applicable attachments.

I. General Information

Offeror's (Legal Business) Name: _____

Doing Business As (If Different Name): _____

Person to Contact Regarding this RFP (Name): _____

Telephone Number: (____) _____

Email Address: _____

Check type of organization:

Corporation _____ Partnership _____

Sole Proprietor (Individual) _____ Other (describe) _____

If Sole Proprietor (individually owned), number of years in business: _____

Have you ever operated under another name? Yes _____ No _____

If yes -

Other name: _____

Number of years in business under this name: _____

State license number under this name: _____

II. Organization of Firm

The Offeror should submit as **Attachment 1** at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position.

III. Financial Condition of Offeror

The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP.

The Offeror shall submit as **Attachment 2**, a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 3(G) of this RFP.

IV. Experience

The Offeror shall submit as **Attachment 3**, a narrative of their firm's experience in providing the services and/or items in this RFP, including type of business, business location, and number of years in business.

V. References

Each Offeror should provide as **Attachment 4**, the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP by the County. Each reference should include organizational name, official address, contact person, title of contact, and phone number.

VI. Conditions of Offeror's Proposal

Offeror shall submit as **Attachment 5**, any conditions to the Offeror's proposal or exceptions to the sample contract (Attachment A to the RFP).

VII. Conflict of Interest

____ Offeror, owner, officer, employees, agents and immediate family members are not now, and have not been in the past year, an employee of the County of Roanoke or has no responsibility or authority with the County that might affect the procurement transaction or any claim resulting therefrom.

OR

State the complete name and address of each such person and their connection to the County of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 (L) of the RFP, apply to this RFP.

Name

Address

VIII. Convictions and Debarment

If you answer yes to any of the following, state on **Attachment 6** the person or entity against whom the conviction or debarment was entered, give the location and date of the conviction or debarment, describe the project involved, and explain the circumstances relating to the conviction or debarment, including the names, addresses and phone numbers of persons who might be contacted for additional information.

1. In the last ten years, has your organization or any officer, director, partner, owner, project manager, procurement manager or chief financial officer of your organization:
 - a. ever been found guilty on charges relating to conflicts of interest?
Yes No

2. a. Is your organization or any officer, director, partner or owner currently debarred or enjoined from doing federal, state or local government work for any reason?
Yes No

- b. Has your organization or any officer, director, partner or owner ever been debarred or enjoined from doing federal, state or local government work for any reason?
Yes No

IX. Compliance

If you answer yes to any of the following, give the date of the termination order, or payment, describe the project involved, and explain the circumstances relating to same, including the names, addresses and phone numbers of persons who might be contacted for additional information on **Attachment 7**.

1. Has your organization:

a. ever been terminated on a contract for cause?

Yes No

X. Confidential & Proprietary Information

Identify the section and page number of any information in your proposal that has been identified as confidential, proprietary or a trade secret (see Section 4(A) of the RFP).

Page Number Information	Section	Description of Confidential and/or Proprietary
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the County must respond to a Freedom of Information Act request. The redacted copy of Offeror's proposal shall be provided on USB Drive or other electronically transferable media and shall be redacted to protect any confidential and/or proprietary information and shall be labeled as such. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

Attachments:

The following items should be included with your RFP response. Place a check mark on the line next to each applicable item submitted with your proposal. Write N/A (not applicable) on the line next to those items that do not apply to your response.

Signature Page (Pg. 2) of RFP _____

Removable Media Containing
Redacted Version of Proposal _____

Attachment B (Proposal Response
And Checklist) to RFP 2023-039 _____

1. Organization of Firm _____
2. Financial Reports _____
3. Experience _____
4. References _____
5. Conditions of the Proposal (If Applicable) _____
6. Debarment Explanation (If Applicable) _____
7. Compliance Explanation (If Applicable) _____

ATTACHMENT C: CURRENT BENEFITS

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Overall Deductible	\$1,000 person / \$2,000 family	\$1,500 person / \$3,000 family
Out-of-Pocket Limit	\$3,500 person / \$7,000 family	\$5,250 person / \$10,500 family
<p>The family deductible and out-of-pocket maximum are embedded, meaning the cost shares of one family member will be applied to both per person deductible and per person out-of-pocket maximum; in addition, amounts for all covered family members apply to both the family deductible and family out-of-pocket maximum. No one member will pay more than the per person deductible or per person out-of-pocket maximum.</p> <p>Your copays, coinsurance and deductible count toward your out-of-pocket amount(s).</p> <p>In-network and out-of-network deductibles and out-of-pocket maximum amounts are separate and do not accumulate toward each other.</p>		
<p>Preventive Care / Screening / Immunization</p> <p>Preventive Care for Chronic Conditions <i>per IRS guidelines</i></p> <p><u>Virtual Care (Telemedicine / Telehealth Visits)</u></p> <p>Virtual Visits - Online visits with Doctors who also provide services in person</p> <p>Primary Care (PCP)</p> <p>Mental Health and Substance Abuse care</p> <p>Specialist</p>		
<p>No charge</p> <p>No charge</p> <p></p> <p>20% coinsurance after deductible is met</p> <p>20% coinsurance after deductible is met</p> <p>20% coinsurance after deductible is met</p>		
<p>40% coinsurance after deductible is met</p> <p>40% coinsurance after deductible is met</p> <p></p> <p>40% coinsurance after deductible is met</p> <p>40% coinsurance after deductible is met</p> <p>40% coinsurance after deductible is met</p>		

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Medical Chats and Virtual (Video) Visits for Primary Care from our Online Provider K Health, through its affiliated Provider groups	No charge	
Virtual Visits from Online Provider LiveHealth Online via www.livehealthonline.com; our mobile app, website or Anthem-enabled device Primary Care (PCP) and Mental Health and Substance Abuse Specialist Care	20% coinsurance after deductible is met 20% coinsurance after deductible is met	
<u>Visits in an Office</u> Primary Care (PCP) Specialist Care	20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met
<u>Other Practitioner Visits</u> Routine Maternity Care (Prenatal and Postnatal) Retail Health Clinic Manipulation Therapy <i>Coverage is limited to 30 visits per benefit period.</i>	20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met 40% coinsurance after deductible is met
<u>Other Services in an Office</u> Allergy Testing Chemo/Radiation Therapy Dialysis/Hemodialysis Prescription Drugs Dispensed in the office Surgery	20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met 40% coinsurance after deductible is met 40% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<u>Diagnostic Services</u> Lab Office Preferred Reference Lab Outpatient Hospital	20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met 40% coinsurance after deductible is met
X-Ray Office Outpatient Hospital	20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met
Advanced Diagnostic Imaging for example: <i>MRI, PET and CAT scans</i> Office Outpatient Hospital	20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met
<u>Emergency and Urgent Care</u> Urgent Care Emergency Room Facility Services Emergency Room Doctor and Other Services Ambulance	20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met Covered as In-Network Covered as In-Network Covered as In-Network
<u>Outpatient Mental Health and Substance Abuse</u> Doctor Office Visit Facility Visit Facility Fees	20% coinsurance after deductible is met 20% coinsurance after deductible is met	40% coinsurance after deductible is met 40% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Doctor Services	20% coinsurance after deductible is met	40% coinsurance after deductible is met
<u>Outpatient Surgery</u>		
Facility Fees Hospital	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Freestanding Surgical Center	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Doctor and Other Services Hospital	20% coinsurance after deductible is met	40% coinsurance after deductible is met
<u>Hospital (Including Maternity, Mental Health and Substance Abuse)</u>		
Facility Fees	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Doctor and other services	20% coinsurance after deductible is met	40% coinsurance after deductible is met
<u>Recovery & Rehabilitation</u>		
Home Health Care <i>Coverage is limited to 100 visits per benefit period.</i>	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Rehabilitation services <i>Coverage for rehabilitative and habilitative physical therapy and occupational therapy combined is limited to 30 visits per benefit period.</i> <i>Coverage for rehabilitative and habilitative speech therapy is limited to 30 visits per benefit period.</i>		
Office	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Outpatient Hospital	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Cardiac rehabilitation		
Office	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Outpatient Hospital	20% coinsurance after deductible is met	40% coinsurance after deductible is met

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Skilled Nursing Care (facility) <i>Coverage for Inpatient rehabilitation and skilled nursing services is limited to 150 days combined per benefit period.</i>	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Hospice	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Durable Medical Equipment	20% coinsurance after deductible is met	40% coinsurance after deductible is met
Prosthetic Devices <i>Coverage for wigs is limited to 1 item after cancer treatment per benefit period.</i>	20% coinsurance after deductible is met	40% coinsurance after deductible is met

Covered Vision Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<i>This is a brief outline of your vision coverage. Only children's vision services count towards your out of pocket limit.</i>		
Children's Vision (up to age 19)		
Child Vision Deductible	\$0 person	\$0 person
Vision exam <i>Limited to 1 exam per benefit period.</i>	\$15 copay deductible does not apply	Reimbursed Up to \$30
Adult Vision (age 19 and older)		
Adult Vision Deductible	\$0 person	\$0 person
Vision exam <i>Limited to 1 exam per benefit period.</i>	\$15 copay deductible does not apply	Reimbursed Up to \$30

ATTACHMENT D: PROPOSED DUAL OPTION

	1000 HRA Plan	1800 HRA Plan
Deductible - Individual/Family	\$1,000/\$2,000	\$1,800/\$3,600
Annual Out of Pocket Expense		
For covered Medical services per CY - Individual/Family	\$3,500/\$7,000	\$4,500/\$9,000
In-Network Outpatient Services		
Doctor Office, Urgent Care Visits, Home Visits or pre and post-natal office visits	20% AC after deductible	20% AC after deductible
Outpatient X-rays, Tests, Allergy Shots and Therapeutic Injections	20% AC after deductible	20% AC after deductible
Preventive Care / Annual Check-ups	None	None
Annual Routine Eye Exam	20% AC after deductible	20% AC after deductible
Outpatient Radiation Therapy, Chemotherapy (not by oral means), Renal Dialysis, IV Therapy and Respiratory Therapy	20% AC after deductible	20% AC after deductible
Hospital Facility Care Outpatient Services (Surgery, treatment of accidental injuries and medical emergencies)	20% AC after deductible	20% AC after deductible
Home Health Care (90 visits per CY)	20% AC after deductible	20% AC after deductible
Manual Medical Intervention (limited to 30 visits per CY)	20% AC after deductible	20% AC after deductible
Therapy Visits (Occupational, Physical, Speech)	20% AC after deductible	20% AC after deductible
In-Network Inpatient Services		
Hospital Care (unlimited number of days, semi-private room, ancillaries, intensive care or similar unit)	20% AC after deductible	20% AC after deductible
Skilled Nursing Home Care (100 days per confinement)	20% AC after deductible	20% AC after deductible
Other Services		
Professional Ground Ambulance Services	20% AC after deductible	20% AC after deductible
Durable Medical Equipment (DME)	20% AC after deductible	20% AC after deductible
Outpatient Private Duty Nursing (\$500 limit per CY)	20% AC after deductible	20% AC after deductible
Autism Spectrum Disorder (ASD) for children ages 2-6	20% AC after deductible	20% AC after deductible
Out-of-Network Care		
For all Outpatient, Inpatient, and other Services	Ded: \$1,500/\$3,000 40% AC Out of Pocket: \$5,250/\$10,500	Ded: \$2,500/\$5,000 40% AC Out of Pocket: \$6,000/\$12,000
Outpatient Prescription Drug Program		
Rx Deductible - Individual/Family	N/A	N/A
Out-of-Pocket Maximum HRA OPTIONS ONLY	\$2,500	\$2,500
31-day supply (Retail)	\$10/\$25/the greater of \$40 or 20% coinsurance with a \$100 per prescription maximum	\$10/\$40/the greater of \$70 or 20% coinsurance with a \$150 per prescription maximum
90-day supply (Mail Order)	\$20/\$50/the greater of \$80 or 20% coinsurance with a \$200 per prescription maximum	\$20/\$80/the greater of \$140 or 20% coinsurance with a \$250 per prescription

ATTACHMENT E: PERFORMANCE GUARANTEES EXHIBIT

Name of Offeror: _____

Effective Date: July 1, 2023

For each performance area, please insert a financial penalty in the "Financial Penalty" column or insert "N/A" in that column if you cannot guarantee performance in that area. Please also indicate if frequency of reporting and/or payment of penalties will be other than specified below or if you have made modifications to minimum standards, performance measures, or performance reporting criteria specified below. Indicate which performance standards will be measured based on "book of business" and which will be measured specific to the County of Roanoke.

Performance Area	Minimum Standards	Performance Measure	Book of Business or Roanoke Specific*	Frequency of Reports (Reporting Period)	Financial Penalty
Claim Financial Accuracy (Based on absolute dollar value of errors – over plus under payments)	99% of all medical claims dollars for Roanoke paid accurately.	Statistically valid sample of claims for reporting period based on 95% confidence interval, 3% precision level, and an expected error rate of 5%.		Quarterly**	
Claim Processing Accuracy (Claims with no data entry or payment errors)	98% of all medical claims for Roanoke processed correctly.	Statistically valid sample of claims for reporting period based on 95% confidence interval, 3% precision level and an expected error rate of 5%.		Quarterly**	
Claim Turnaround Time	95% of all Roanoke claims processed in seven (7) business days, 99% processed in 20 business days.	100% of all claims will be reported.		Quarterly**	
Identification (ID) Card Turnaround - Initial	All ID cards for all Roanoke subscribers will be received prior to 6/30/2023 and will be accurate (provided clean eligibility data is received by the carrier on or before 6/15/2023).	100% of all ID cards issued will be reported.		Quarterly**	
ID Card Turnaround – Ongoing	All ID cards for all Roanoke subscribers must be mailed within seven (7) business days of receipt of eligibility information and must be 100% accurate.	100% of all ID cards issued will be reported.		Quarterly**	

Performance Area	Minimum Standards	Performance Measure	Book of Business or Roanoke Specific*	Frequency of Reports (Reporting Period)	Financial Penalty
Enrollment/Eligibility Accuracy	New enrollment and change forms for Roanoke members must be processed within seven (7) business days of receipt with 100% accuracy. All billing adjustments will be reflected on the monthly bills.	All Roanoke enrollment corrections/changes will be processed within seven (7) business days from receipt of complete and accurate information from the County. All file error report corrections must be received from Roanoke least 3 business days before the next file is processed for the corrections to be processed timely and accurately. All billing adjustments will be reflected on the monthly bills.		Quarterly**	
Billing Accuracy	Resolve 100% of billing discrepancies for Roanoke within one (1) billing cycle	All Roanoke enrollment corrections/changes will be processed within seven (7) business days from receipt of complete and accurate information from Roanoke. All file error report corrections must be received from Roanoke at least 3 business days before the next employee file is processed for the corrections to be processed timely and accurately. All billing adjustments will be reflected on the monthly bills.		Quarterly**	
Telephone Call Response Time	100% of customer service calls will be answered within an average of 25 seconds or less.	100% of all calls will be measured.		Quarterly**	
Telephone Call Abandonment Rate	Average abandonment rate of less than two percent (2%) for 100% of customer service calls.	100% of all calls will be measured.		Quarterly**	
Human Resource Staffs' Satisfaction with Account Management – Survey	90% of all survey responses will be satisfied or very satisfied.	A satisfaction survey will be delivered to Roanoke quarterly. The survey should include 4 rating levels (very satisfied, satisfied, dissatisfied, very dissatisfied) for several questions to be agreed upon by Roanoke and the offeror.		Quarterly**	

Performance Area	Minimum Standards	Performance Measure	Book of Business or Roanoke Specific*	Frequency of Reports (Reporting Period)	Financial Penalty
Human Resource Staffs' Satisfaction with Account Management – Responsiveness	All calls and emails from Roanoke will be returned within 24 hours or 1 business day.	100% of all calls will be measured.		Quarterly**	
Quarterly Meetings	Quarterly meetings to be conducted by the offeror's account management team with appropriate staff of Roanoke and USI.	At least one (1) meeting per quarter to discuss relevant topics and provide updates regarding ongoing issues. Meetings cancelled by Roanoke and not rescheduled timely will not be counted against the guarantees.		Quarterly**	
Member Satisfaction with Customer Service	90% of all survey responses will be satisfied or very satisfied.	A brief satisfaction survey will be sent to 5% of all enrolled employees making telephone inquiries within 1 week of telephone contact. The survey should include 4 rating levels (very satisfied, satisfied, dissatisfied, very dissatisfied) for 5 simple questions dealing with telephone contact. Categories to be rated should include helpfulness, courteousness, accuracy of information, and promptness.		Quarterly**	
Implementation	Guarantee satisfactory completion of implementation of medical and prescription drug program.	Meet due dates for items and deliverables outlined on the schedule (to be provided by offeror at initial implementation meeting and agreed upon by Roanoke).		3 rd Quarter of 2023	
Total \$ at Risk					

* Indicate in the column whether each performance area will be measured and reported based on your book of business or if it will be specific to Roanoke.

** All performance guarantees will be reported as a quarterly average unless not applicable (for example, one-time guarantees). If the guarantee is not met for the quarter, a penalty will apply for each month in that quarter for the guarantee that was not met. Penalties will be paid at the end of the quarter to which they apply.