TO: Holders of Specifications Relating to: RFP #694 Dental Administrative Services Only (ASO) Services  
FROM: Mike Westerman, CPPO  
RELEASE DATE: May 13, 2015

SUBJECT: Additional Information/Clarifications to Specifications

Question 1) ERISA Status: Can you please advise if the County is ERISA or Non-ERISA?

Answer 1) The County is non-ERISA.

Question 2) Out of Network Reimbursement: Can you please advise if the Out of Network Reimbursement is U&C, R&C or MAC and what the percentile is?

Answer 2) Delta Dental PPO or participating dentists based on their state’s Maximum Allowable Fee for Delta Dental Participating dentists, or their actual fee, whichever is less. 
Non-Participating dentists in Washington State based on DDWA’s Maximum Allowable Fee for Non-participating dentists, or their actual fee, whichever is less. 
Non-Participating dentists outside of Washington State based on DDWA’s Maximum Allowable Fee for Participating Dentists, or their actual fee, whichever is less.

Question 3) Signatures: Can you please confirm if all of the required signature documents need to be “wet” signatures or if an electronic affixed signature will be sufficient?

Answer 3) The original proposal shall have an original “wet” signature.

Question 4) ALL QUESTIONS document, Questionnaire tab, Systems and Reporting, Item #33: Can you please advise what type of data feed you the County is referring to in this question so we can provide the correct copy?

Answer 4) An eligibility data feed, such as ANSI 834

Question 5) RFP General Terms and Conditions, Conflict of Interest: Does the County have a specific form that we need to include with our RFP response indicating that there are not any conflicts of interest present or should we just include a statement to that effect? If we do our own statement does it require a signature?

Answer 5) The statement should be on your company’s letterhead. A signature is required.

Question 6) Can you please confirm that the County will not consider insured options?

Answer 6) Clark County is only considering ASO options.
Question 7) Have there been any plan changes in the past 3 years?

Answer 7) There have not been any plan changes in the past 3 years.

Question 8) Since we’re quoting an ASO arrangement, can you provide the EOBs per period alongside the paid claims figure? Our fees are based upon how many claims we process, not necessarily by the dollar amount of claims paid (since that money comes from the county). The most recent experience does not include EOBs.

Answer 8) The current contracted claims payer does not track the number of EOB’s per period, only the claims paid.

Question 9) We want to confirm that the last reported enrollment for March (1,003) showed fixed costs of $10,532, which translates to a PEPM of $10.50. Are you currently billed on a PEPM basis? The reason we ask is because the confirmations of coverage listed for 2013 and 2014 show retention costs as a percentage of premium, and prior period rates which look like insured rates

Answer 9) The County converted to a self-insured plan as of April 2014. Under the fully insured contract the retention was a percent of premium, but under the ASO is a fixed dollar of $10.50 pepm.

Question 10) The current booklet notes that, under General Exclusions, there are numerous exclusions. The last exclusion reads: “14. All other services not specifically included in this Plan as covered dental benefits.” However, there are numerous routine dental procedures which we can’t find in the covered services. For example, we don’t see that pulp caps are covered. In order to ensure we are matching the current plan, is there a more detailed document which lists the covered services by name or code?

Answer 10) Additional detailed documents illustrating covered dental benefits are not available.

Question 11) Since we’re quoting an ASO arrangement, can you provide the EOBs per period alongside the paid claims figure?

Answer 11) Our fees are based upon how many claims we process, not necessarily by the dollar amount of claims paid (since that money comes from the county). The most recent experience does not include EOBs.

We do not count the number of EOB’s, but can get the number of claims. Attached is a list of claims paid for 2014 and 2015 (YTD).

Question 12) #43: questions skip years 2011-2013. Is this intentional?

Answer 12) 43. a – d should d read 2011

Question 13) 43 and #1: Are all these book of business questions or specific to Clark County? Or based upon similar sized employer groups? ASO only?

Answer 13) Book of Business
Question 14) #43: Annual trend rate refers to “claims” trend? Admin Trend? Please define.

Answer 14) Annual Trend refers to dental claim trend

Question 15) #43: Average submitted charges – Is this per subscriber per month? Per patient per year? What measurement? Please define.

Answer 15) This is per claim

Question 16) #43: Premiums – Same questions as above. Per Sub Per Month? Per group per year? What measurement? Please define.

Answer 16) Annual Premium for your book of business

Question 17) #43: ASO Fees – Same questions as above. Per Sub Per month? Annualized per group? Similarly sized groups or ASO only or book of business? Please define.

Answer 17) Annual Administration fee for ASO clients

Question 18) #1: In the Estimated # of employers/sponsors – Please define ‘Estimate’ for Book of Business? Are you asking for our current book of business or projected sales?

Answer 18) Please provide the number of employers/plan sponsors on your current book of business

Question 19) #1: # of years offered - Is this the number of years we’ve been in business?

Answer 19) Yes

Question 20) Throughout the questionnaire, it appears that Clark County is removed from the question – please confirm that for #26 and #27, Clark County will retain the final decision and Clark County is requesting the detailed appeal brief.

Answer 20) Yes, Clark County will retain the final decision and Clark County is requesting the detailed appeal brief.

Question 21) #33: Please provide a copy of the data feed you require as part of the proposal attachments. Describe your ability to alter this format. Is this reference to data feed for eligibility files? Please clarify.

Answer 21) This is the data feed for eligibility.