



Medical Request for Proposal Notification

Missouri Department of Transportation/ Missouri State Highway Patrol

February 15, 2013

Introduction

Aon Hewitt has been engaged by the Missouri Department of Transportation/Missouri State Highway Patrol (MoDOT/MSHP) to assist in the evaluation of the administration of its Medical Plans to be offered to its employees in 2014. The Request for Proposal (RFP) outlines the requirements that must be met and solicits data that will be used to complete this evaluation. In order for your organization's proposal to be fully considered, it is important that you follow the instructions outlined in this document.

The Request for Proposal is broken down into two phases. Phase I consists of an RFP and quotation based on the plan designs currently offered by MoDOT/MSHP. Phase II will consist of an RFI for the administration of a new Consumer Driven Health Plan and Wellness Capabilities that are being considered for January 1, 2014

The information in this request should be considered completely confidential. No portion of this document may be reproduced without prior written consent of Aon Hewitt. The contents of the material should not be discussed with anyone outside of your organization. Under no circumstances should the client be contacted regarding this proposal. Any breach of this confidentiality clause may result in immediate disqualification of your organization from the selection process.

Current Environment

MoDOT/MSHP offers comprehensive medical coverage to all Full-Time Active Employees, Vested Employees, Pre-65 Retirees, and Post-65 Retirees. MoDOT/MSHP currently has just over 8,000 employees, with approximately 7,350 of those being eligible for the medical plans. They also cover just over 6,000 former employees who have since retired or have earned a Vested status. The medical and prescription drug plans are self-funded. The medical plans are administered by Coventry Health Care and prescription drug plans are administered by Catamaran (formerly Catalyst Rx).

Future State

The Future State of the client includes the development of a Health Improvement Strategy with the possible addition of a Consumer Driven Health plan. This will be addressed in the RFI released in Phase II of this Request for Proposal process.

Objectives of this Request for Proposal

The primary objective of the RFP is to evaluate the market place for a medical plan administrator who meets the following selection criteria:

- Ability to provide a financially competitive proposal for the identified benefits with a minimum 3-year rate/fee guarantee with an accompanying 2-year rate extension with rate caps;
- Strong medical network match, discount and disruption results;
- Ability to match MoDOT/MSHP desired plan design approach;
- Ability to match MoDOT/MSHP required contract terms;
- Willingness to enter into best-in-market performance guarantee arrangement (includes network discount guarantee);
- Demonstrated effectiveness of clinical care, utilization and large case management;
- Demonstrated effectiveness and breadth of population health management services (includes incentive tracking and improvement in outcomes reporting);
- Assignment of seasoned account manager and implementation manager with large case and public sector experience;
- Assignment of top performing customer service and claims office site to service MoDOT/MSHP;
- Fund the cost of a full-time equivalent customer service representative to be onsite at MoDOT facility in Jefferson City, MO to assist members with eligibility and benefit issues. The representative(s) will be contracted directly with your organization for a total of 40 hours per week with an hourly rate of \$27.00 per hour;
- Adherence to MoDOT/MSHP specific administration requirements;
- Comprehensive and sophisticated financial, clinical, and utilization reporting (includes benchmark metrics);
- Strong client references;
- Agree to fund a \$45,000 pre-implementation audit and operational assessment; and
- Agree to provide a \$60,000 implementation/transition support credit



Bidding Instructions

The Request for Proposal will be administered through the online Hewitt Health Resource website. If your organization would like to submit a proposal please submit an intent to bid to Casey Stine at casey.stine@aonhewitt.com and Christine Goodman at christine.goodman@aonhewitt.com. Once your intent to bid is submitted, you will receive an email from Aon Hewitt with the instructions for the online request for proposal. These instructions include the information necessary for your organization to prepare a complete proposal.

Intent to Bid

You must submit your intent to bid to Casey Stine at casey.stine@aonhewitt.com and Christine Goodman at christine.goodman@aonhewitt.com by no later than **Tuesday, February 19, 2013 at 5:00 PM CST**.

Timetable of Activities

It is critical to MoDOT/MSHP that the following timetable be met. Your ability to meet these deadlines will be considered in MoDOT/MSHP's analysis of your capabilities.

Phase I: Activity	Date
Release RFP to Bidders	5:00 PM, CST; Friday, February 15, 2013
Intent to Bid Letter Due to Aon Hewitt	5:00 PM, CST; Tuesday, February 19, 2013
Questions From Bidders Due to Aon Hewitt	5:00 PM, CST; Friday, February 22, 2013
Aon Hewitt Responds to Bidder Questions	5:00 PM, CST; Thursday, February 28, 2013
Proposals Due From Bidders	11:59 PM CST; Friday, March 8, 2013

Phase II: Activity	Date
Release RFP to Bidders	5:00 PM, CST; Friday, March 1, 2013
Questions From Bidders Due to Aon Hewitt	5:00 PM, CST; Friday, March 8, 2013
Aon Hewitt Responds to Bidder Questions	5:00 PM, CST; Thursday, March 14, 2013
Proposals Due From Bidders	11:59 PM CST; Friday, March 22, 2013

Activity	Date
Negotiation Meetings	Monday, April 1, 2013 through Friday, April 5, 2013
Results Presented to Client	Thursday, April 25, 2013
Finalist Meetings	Thursday, May 9, 2013
Implementation Begins On or Before	Monday, July 1, 2013
Effective Date	Wednesday, January 1, 2014



Proposal Submission RFP Response

To be considered a qualified candidate, your response to this RFP must:

- Completed through the online Hewitt Health Resource website
- Include a cover letter clearly spelling out deviations from requested services. The cover letter can be attached using the Manage Attachment feature on the Hewitt Health Resource (HHR) site or sent via email. Please note that plan designs, all benefit provisions, and policy particulars must be replicated to match the plan coverages and procedures. Unless indicated otherwise, your proposal will be interpreted as a duplication of the plan benefits, procedures, and policies as set forth in this RFP;
- Respond clearly and concisely to all the financial sections of the online RFP;
- Comply with all specifications or clearly indicate where and why your proposal deviates;
- Respond clearly and concisely to all questions in the questionnaire section without referring us to preprinted materials as your response;
- Confirm in writing that all employees and dependents may continue coverage on a no-loss, no-gain basis; and
- Be received electronically by Aon Hewitt via the Hewitt Health Resource site no later than **Friday, March 8, 2013 at 11:59, CST.**
- Complete and submit your response to the Network Access RFI and appropriate files to the Aon Hewitt Team at HNAPDMBX@aonhewitt.com.
- Complete and submit your response to the Provider Disruption RFI and appropriate files to the Aon Hewitt Team at HNAPDMBX@aonhewitt.com.
- Complete and attach your response to the Discount Analysis form via the Manage Attachments feature on Hewitt Health Resource the site.
- Under no circumstances should MoDOT/MSHP be contacted directly regarding this RFP.

Other Bidding Instructions

- Assume a January 1, 2014 effective date.
- Assume all active, vested, and retired employees will be eligible for coverage.
- Quotations are requested on a self-insured basis, unless otherwise noted.
- Quotations should assume no commissions.
- Respond clearly and concisely to all questions in the spaces provided. Do not reference an attachment or an answer to another question within the RFP in your response. Such answers will be considered incomplete.