



Q&A: 2021 Medical Plan Third Party Administrator RFP Job #24-20-HR

- 1. Is the City open to a Reference Based Pricing solution exclusively without a separate network solution?**

Yes. Please confirm capabilities regarding Reference Based Pricing.

- 2. Does the current TPA use Reference Base Pricing out of network claims?**

Currently out of network claims are reimbursed using Usual, Reasonable and Customary based pricing.

- 3. What interaction does the TPA have with Vera? Do they bill for it with zero cost share? Do any costs count towards the health plan?**

The plan has virtually no interaction with Vera, other than providing annual reporting so that Vera can calculate their yearend bonus for meeting certain claims matrix.

- 4. Can Alliant work with First Choice Health and First Health to secure access to their network for other vendors?**

No.

- 5. Does Alliant require the use their own Deerwalk dashboard, or could they access our dashboard without an additional fee?**

Alliant requires access to their own Deerwalk dashboard.

- 6. What coordination with Asserta Health is required of the selected TPA?**

The TPA sends the recurring pre-authorization file to Asserta for review, so they can reach out to members to coordinate care as needed. In the event that a member does utilize the Asserta program, the TPA will need to coordinate the appropriate update to the plan accumulators.

- 7. Can a list of specific services available for negotiation under Asserta be provided?**

Eligible procedures include orthopedics, general surgery and labor and delivery. Most planned, high cost medical procedures are eligible.

- 8. Does Asserta Health provide precertification services as well as negotiation services?**

No.

- 9. Who administers the incentives associated with the Asserta Health program?**

Asserta and the City of Kirkland.

10. Does Asserta appear on the ID card?

No.

11. Please provide a census file of current self-funded health plan members.

Contact our representative at Alliant for this information via secure portal:

mshanahan@alliant.com

12. Please provide a list of providers utilized by members over the most recent 12 months.

Contact our representative at Alliant for this information via secure portal:

mshanahan@alliant.com

13. Please provide the Summary of Benefits and Coverage for the City's current plans.

Contact our representative at Alliant for this information: mshanahan@alliant.com

14. Please explain the functionality of the TPA and the City of Kirkland VEBA HRA – does the TPA make the reimbursement from the HRA or is there a separate firm that handles the transactions?

The HRA VEBA is administered by BPAS.

15. What type of claims data analytics does Alliant provide? What is the difference between services provided by Alliant and those of Deerwalk? What is the typical annual (or otherwise) costs for either service? With respect to the question regarding "funding", what is the typical funding support by the incumbent TPA?

Our benefits consultant, Alliant, requires that claims data from the TPA be sent to Deerwalk, a data warehouse. Alliant then uses the data to present analytics to the City. Regular Deerwalk administration fees are paid for by the City's stop loss vendor. Currently, the City's TPA does not charge any additional fees to send the City's claims data to Deerwalk.

16. Will the \$1500 Asserta Health program concierge service and incentive, respectively, be required of the replacement network?

Only interaction with the TPA and Asserta is the distribution of the recurring pre-authorization file to Asserta for review, so they can reach out to members to coordinate care as needed. In the event that a member does utilize the Asserta program, the TPA will need to coordinate the appropriate update to the plan accumulators. The Asserta program does not utilize a specific network.

17. What are the numerous carve out and a la carte programs?

- a. Asserta - concierge surgery service
- b. Vera Whole Health – onsite clinic and nurseline service
- c. Doctor on Demand – telehealth provider
- d. BPAS – HRA VEBA vendor
- e. CVS Caremark through Employer's Health Coalition of Washington – Pharmacy Benefit Manager

18. We have been unsuccessful in formatting or changing the properties of the document in a way that will let us fill out the required questions. Are you able to send us a word version that we can use to fill out, then convert it back prior to our submission?

Please contact Angela Southworth asouthworth@kirklandwa.gov for the Word version of the document.