

PIMA COMMUNITY COLLEGE

October 4, 2024

ADDENDUM NO. One (1)

Fully Insured DPPO and DHMO Dental Insurance

This Addendum supplements and amends the original Specifications and shall be taken into account in preparing proposals, and become a part of the Contract Documents. In case of conflict between the original Specifications and this Addendum, this addendum shall govern. Careful note of this addendum must be taken by the offeror.

RESPONSES TO QUESTIONS RECEIVED THROUGH THE DEADLINE OF Noon, Arizona Time on 10/01/2024

1. QUESTION: For the Delta PPO plan, the rate history provided have a 3-tier structure, yet the census only has **Employee Only** and **Employee + All** as the tier description with enrolled members. Are there no employees enrolled in the Employee +1 tier ? Or should we be requesting additional census data with 3rd tier information?
RESPONSE: A corrected Delta Dental census was sent via Zixmail to all vendors that had requested documents on 9/27/24.
2. QUESTION: Are there any waivers, or are all employees participating between the DPPO and DHMO combined? Said another way, how many total benefit eligible employees are there?
RESPONSE: There are 1,267 Benefits Eligible employees.
3. QUESTION: What is the current out of network reimbursement rate? What is the requested level of OON reimbursement?
RESPONSE: Current is in the Benefits Plan Comparison Chart, tab 10 in the financial workbook. We are requesting 70th percentile of R & C for comparison purposes. We will finalize during BAFO.
4. QUESTION: Should we include any additional fees or credits?
RESPONSE: No
5. QUESTION: Are you willing to waive notary and Corporate Seal on the "Affidavit of Non-Collusion" form if our signers Incumbency Certificate is included with our corporate seal?
RESPONSE: Notary Public is the requirement for the Affidavit of Non-Collusion Form. Notarization adds credibility to the document and confirms its

authenticity.

6. QUESTION: On page 8 of the RFP Document, the criteria for scoring references network size and disruption as the #2 criteria. I don't see a disruption report request, or a Top 25 provider list, or Top 100 provider list. I also do not see a request for a GEO access report.

RESPONSE: On 9/25 the Financial Workbook was sent to all requesting vendors. Please review the workbook.

7. QUESTION: Can you please advise if Top Providers will be provided in order to provide a disruption report?

RESPONSE: See Q6

8. QUESTION: Can you please advise if a GEO Access Report is requested and what the criteria are?

RESPONSE: For the DPPO. See Questionnaire Q5.7 for the parameters.

9. QUESTION: Would the College be open to any alternate plan designs for either DPPO or DHMO products? Specifically plan enhancements at the same price point or under current pricing.

RESPONSE: Not at this time.

10. QUESTION: Please advise on the name of the enrollment and eligibility administration system currently being utilized by the College.

RESPONSE: Banner an Ellucian Company product.

11. QUESTION: Regarding "Employer and/or Designated Consultant access to Claims Data Reporting Portal" on page 11 of the RFP – what types of claims reporting would the College or the consultant like to see?

RESPONSE: See page 11, 7.1.8 Reporting Requirements.

12. QUESTION: Can we receive clarification/explanation regarding the relaxed implant benefit on the current DPPO plan (Plan Design and benefit Change History on page 3 of RFP)?

RESPONSE: That was carryover from another RFP, please disregard.

13. QUESTION: Please provide a full census inclusive of all eligible employees. Can you also explain the Tier codes included on each census?

RESPONSE: Use the Tier Description column.

14. QUESTION: Why is the College out to bid for benefits?
RESPONSE: Procurement cycle market check.
15. QUESTION: Are there any 'wish list' items the group would like to see included with our proposal?
RESPONSE: Not at this time.
16. QUESTION: Are there any services or products currently not being offered that the College would like to see?
RESPONSE: Not at this time.
17. QUESTION: Will the proposal submission SFT site have any file type or file size limitations?
RESPONSE: No
18. QUESTION: We intends to quote the PPO product however we do not have a DHMO product in Arizona. Can we quote an alternative option to replace DHMO i.e., an EPO product?
RESPONSE: We are asking for a DPPO and DHMO. Please quote what you are able to provide.
19. QUESTION: Please confirm the number eligible and enrolled for PPO and DHMO?
RESPONSE: Number of eligible are in Q2. Enrolled in the PPO and DHMO are in the census.
20. QUESTION: We are in the process of transitioning to digital ID cards and eliminating the issuance of plastic ID cards. We will distribute a member ID letter in lieu of ID cards. The letter contains the member's ID number and plan information. The member can choose to keep this information with them or download their virtual ID card from our website or mobile app. Is this acceptable?
RESPONSE: Digital ID cards will be acceptable only if in-network providers will accept them. The College has had experiences where In-network providers require or request a physical card and will not accept anything else and they want to avoid this burden on their employees and family members.
21. QUESTION: Will a provider file for disruption released?
RESPONSE: Please review the Financial Workbook.
22. QUESTION: Are there are any pain points or current service issues they are experiencing with the PPO?
RESPONSE: Not at this time.
23. QUESTION: Page 1 of "Pima 2025 Dental RFP (5912459.3)"- "Segal will be accepting proposals on behalf of Pima County Community College District ("College") through email and a secure file transfer (SFT) site. Proposals must be electronically submitted via the Internet, using the SFT site (A

link will be provided to bidding vendors). " Please confirm that our proposal is to be uploaded only (no email) and please provide the SFT website for us to submit.

RESPONSE: The email was referring to the document requests, returning the Intent to Propose form, etc. The proposal documents should be uploaded to the SFT site. Each vendor will receive a secure link specific to that vendor, sent to them by the SFT site. Proposals are due 10/18, the links will go out starting on the 14th. You can upload your documents anytime after that.

24. QUESTION: Please provide a full SPD.

RESPONSE: Please see Exhibit D that was sent with the RFP documents. The Certificate starts on page 4 (after the Summary).

25. QUESTION: Is the OON set at MAC?

RESPONSE: Currently Delta uses a proprietary allowance for out of network. We are requesting 70th percentile of R & C (see Q2).

26. QUESTION: Question 9.13 asks what percentile is used to determine the usual and customary for out of network claims, however the benefit summary indicates the current is not usual and customary but rather a MAC plan. Can you please confirm?

RESPONSE: Confirmed

27. QUESTION: The revised census removed the DHMO participants. Can you confirm you no longer want a DHMO quote? If not, do you still want the DHMO disruption and provider count tabs completed in the Financial workbook?

RESPONSE: The revised census tab was to correct the tier error in the Delta Dental Census. There was nothing wrong with the EDS census in the original file so only the correction was sent.

28. QUESTION: Can we get the customer usage by tier on the Delta DPPO plan?

RESPONSE: Not available at this time.

29. QUESTION: Can we get claims through August?

RESPONSE:



Delta Dental reports
3.pdf

Vendor hereby acknowledges receipt of the above Addendum:

AUTHORIZED SIGNATURE

DATE

COMPANY NAME