

## Medical & Prescription Drug RFP

**Appendix G1 – Existing contract benefits (plan design, wellness, services, standards, etc.). This section identifies the existing NDPERS plans contract benefits. Please indicate if you can match these benefits/services and if so with what resources and if not what specifically you would not be able to provide.**

Current Contract Benefits	Reference Resources	Discuss and Identify Comparable Service Offering <i>(You may also indicate which question responses in Appendix C3 should be considered in addition to your response relating to that contract benefit, if you believe it would be helpful in understanding your response.)</i>
<p><u>Plan Administration Services</u></p> <ul style="list-style-type: none"> <li>• Support plan designs as they exist without modification for Actives and Pre-Medicare Retirees Medical plans               <ul style="list-style-type: none"> <li>○ PPO/Basic Plan with Pharmacy Benefits – Grandfathered</li> <li>○ PPO/Basic Plan with Pharmacy Benefits – Non Grandfathered</li> </ul> </li> <li>• HDHP Rx claims processing and integration for accumulators</li> <li>• Subrogation, Medicare secondary payer, coordination of benefits processes</li> </ul>	<p>PPO/Basic Grandfathered:  <a href="https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/ppobasic">https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/ppobasic</a></p> <p>PPO/Basic Non-Grandfathered:  <a href="https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/ppobasic-non">https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/ppobasic-non</a></p> <p>HDHP:  <a href="https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/high-deductible">https://www.ndpers.nd.gov/active-members/insurance-plans-active-members/health-insurance-plans-active-members/high-deductible</a></p>	

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<p><u>Core PBM Services</u></p> <ul style="list-style-type: none"> <li>• Integrated medical and pharmacy services</li> <li>• Provide a Nationwide Pharmacy Network</li> <li>• Mail order services</li> <li>• Specialty pharmacy program</li> <li>• Formulary program &amp; oversight</li> <li>• Clinical programs, including: <ul style="list-style-type: none"> <li>✓ Drug utilization reviews</li> <li>✓ Retrospective DUR</li> <li>✓ Concurrent DUR</li> <li>✓ Prospective DUR</li> <li>✓ Medication Therapy Management Program</li> <li>✓ Preauthorization's</li> <li>✓ Generic incentive programs</li> </ul> </li> <li>• Therapy review process</li> </ul>	<p>Mail Order Services:  <a href="https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/optumrx-medication-home-delivery.pdf">https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/optumrx-medication-home-delivery.pdf</a></p> <p>Pharmacy Network Directory:  <a href="https://www.viiad.com/shp/public/Default.asp">https://www.viiad.com/shp/public/Default.asp</a></p>	
<p><u>Account Management Services</u></p> <ul style="list-style-type: none"> <li>• Conduct routine meetings with NDPERS staff to ensure adequate communication on items such as wellness, process improvement, benefit designs changes, and new programs.</li> <li>• Provide meeting accommodations and access to video or teleconference for</li> </ul>		

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<p>Board meetings and other meetings as needed</p> <ul style="list-style-type: none"> <li>• Monitor performance guarantees</li> <li>• Monitor and address legislative items</li> </ul>		
<p><u>Account Team Requirements</u></p> <ul style="list-style-type: none"> <li>• Executive Sponsor</li> <li>• Account Executive</li> <li>• Account Manager</li> <li>• Clinical Account Executive</li> <li>• Implementation Manager</li> <li>• Enrollment Specialist</li> <li>• Claims Specialist</li> <li>• Actuary/Financial Specialist</li> <li>• Systems/IT Specialist</li> <li>• Medicare Secondary Payer Specialist</li> </ul> <p>Must provide access to all subject matter experts and other appropriate personnel and make them available for attending board meetings, legislative hearings, etc. as needed</p> <p>*Vendor should designate a contact in each of these areas.</p>		
<p><u>Reporting Services</u></p> <ul style="list-style-type: none"> <li>• Quarterly Executive Summary and Annual Assessment</li> </ul>	<p>See Quarterly Executive Summary – Exhibit 4</p>	

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<ul style="list-style-type: none"> <li>Monthly data files through secure file transfer system</li> <li>Ad hoc reporting including cost, utilization, and risk analysis</li> <li>Provide claim files for medical spending accounts to NDPERS FlexComp third-party administrator</li> </ul>		
<p><u>Legislative and Legal Services</u></p> <ul style="list-style-type: none"> <li>Monitor State and Federal legislation for changes affecting NDPERS.</li> <li>Mandate cost estimates during Legislative session Contract reviews</li> <li>Compliance</li> <li>Pharmacy class action settlements</li> <li>Internal audit functions</li> </ul>		
<p><u>Finance &amp; Actuarial Services</u></p> <p>NDPERS recognizes that different funding arrangements will be necessary to implement a self-insured program and services required under a self-insured program will be different than an insured program. This includes different provider arrangements such as value-based care arrangements.</p> <ul style="list-style-type: none"> <li>Pharmacy Benefit related mandate cost estimates &amp; reporting during Legislative session within 24 to 48 hours.</li> </ul>	<p>Mandate Estimates Example – Exhibit 3</p> <p>See Quarterly Executive Summary – Exhibit 4</p> <p>Financial and Experience Reporting – Exhibit 6</p> <p>Value Based Care Arrangements – Exhibits 27 &amp; 28</p>	

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<ul style="list-style-type: none"> <li>• Pharmacy benefit trend forecasting</li> <li>• Pharmacy benefit financial reporting</li> <li>• Pharmacy benefit plan design change valuation</li> </ul>		
<p><u>Audit Services</u></p> <ul style="list-style-type: none"> <li>• Annual NDPERS prescription drug program audit</li> <li>• Member Bill Audit Program</li> </ul>	<p>Claims Audit – Exhibit 7</p>	
<p><u>Member Services</u></p> <ul style="list-style-type: none"> <li>• Member portal</li> <li>• Member mobile application</li> <li>• Member engagement tool (currently OSCAR)</li> <li>• NDPERS Call Center for customer calls</li> <li>• Annual satisfaction survey</li> <li>• Subscriber Appeals</li> <li>• Point of contact for member inquiries/issues related to pharmacy and/or prescriptions</li> <li>• Benefit inquiries</li> <li>• Case Management</li> </ul>	<p>Exhibit 21</p>	
<p><u>Communications Services</u></p> <ul style="list-style-type: none"> <li>• NDPERS newsletter items</li> <li>• Letters, flyers, brochures</li> </ul>	<p>Newsletters – Exhibits 13 &amp; 14</p>	

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<ul style="list-style-type: none"> <li>• Overview of benefits</li> <li>• Retail pharmacy network directory</li> <li>• Formulary listing</li> <li>• Certificate of Insurance</li> </ul>	<p>Letters/Flyers/Brochure  Examples – Exhibits 1, 2, 12 &amp; 21</p> <p>Pharmacy Network Directory:  <a href="https://www.viiad.com/shp/public/Default.asp">https://www.viiad.com/shp/public/Default.asp</a></p>	
<p><u>Enrollment &amp; Eligibility Services</u></p> <ul style="list-style-type: none"> <li>• Enrollment specialist available to answer questions by NDPERS staff</li> <li>• Enrollment processes – verify enrollments entered by NDPERS staff and sent through 834 file.</li> <li>• 834 Enrollment Discrepancy Reports</li> <li>• Rush enrollments with immediate updates</li> <li>• Notify NDPERS if there are problems with processing the 834 file</li> <li>• 834 file is mapped to correct group and class of coverage using NDPERS rate structure code and coverage codes</li> <li>• Coordinate with NDPERS and selected medical vendor to include prescription drug information on ID cards, benefit books, and SBCs</li> </ul>		

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<p><u>Wellness &amp; Disease Management Program Support Services</u></p> <p>The Healthy Pregnancy Program, and About the Patient Diabetes Program rely on coordination between medical and prescription drug benefit providers. The medical plan manages eligibility and communications while the PBM processes the incentives at either point-of-service (e.g. prenatal vitamins) or as quarterly reimbursement of copays (diabetes medication).</p> <p>If the prescription drug benefit is carved-out, the selected PBM will be required to:</p> <ul style="list-style-type: none"> <li>• Work with NDPERS, the medical vendor, and the ND Pharmacy Association to integrate data</li> <li>• Administer the incentives</li> <li>• Provide reporting</li> <li>• Include education and promotion of the programs on the online portal</li> </ul>	<p>About the Patient Diabetes Program:  <a href="https://www.aboutthepatient.net/patients/ndpers-diabetes-program/">https://www.aboutthepatient.net/patients/ndpers-diabetes-program/</a></p> <p>Healthy Pregnancy Program:  <a href="https://www.sanfordhealthplan.com/ndpers/healthy-pregnancy-program">https://www.sanfordhealthplan.com/ndpers/healthy-pregnancy-program</a></p>	