

## Medical & Prescription Drug RFP

Appendix G2 – 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 C1 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>
<b>NDPERS Specific Plan Designs</b>		
<ul style="list-style-type: none"> <li>• Actives and Pre-Medicare Retirees Medical plans               <ul style="list-style-type: none"> <li>○ PPO/Basic Plan – Grandfathered</li> <li>○ PPO/Basic Plan – Non Grandfathered</li> </ul> </li> <li>• Active and Pre Medicare Retirees Rx plan</li> </ul>	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>  PPO/Basic 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>	
HDHP/HSA Option for State agencies	HDHP: <a href="https://ndpers.nd.gov/active-members/insurance-plans/group-health-plan/high-deductible-health-plan-hdhp/">https://ndpers.nd.gov/active-members/insurance-plans/group-health-plan/high-deductible-health-plan-hdhp/</a>	

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Medicare Supplement Retiree Plan <ul style="list-style-type: none"> <li>○ Plan F look-alike</li> </ul>	Medicare Supplement Retiree Plan: <a href="https://www.ndpers.nd.gov/retired-members/insurance-plans-retired-members/health-insurance-plans-retired-members/dakota">https://www.ndpers.nd.gov/retired-members/insurance-plans-retired-members/health-insurance-plans-retired-members/dakota</a>	
<b>General Services</b>		
<u>Actuarial Services</u> <ul style="list-style-type: none"> <li>• Mandate cost estimates &amp; reporting during Legislative session within 24 to 48 hours.</li> <li>• Trending</li> <li>• Financial reporting</li> <li>• Plan design change valuation</li> </ul>	Mandate Estimates – Exhibit 3  See Quarterly Report– Exhibit 5 Financial and Experience Reporting – Exhibit 6	

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<p><u>Enrollment 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>• 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>• Report to monitor eligibility of dependents</li> <li>• Report to monitor retirees nearing age 65</li> <li>• Mail ID cards</li> <li>• Mail Benefit books</li> <li>• Mail Summary of Benefits &amp; Coverage</li> <li>• 834 Enrollment Discrepancy Reports</li> <li>• Weekly report of newborns based upon claims data</li> <li>• NDPERS assigned ID number</li> </ul>		

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<u>Communications Services</u> <ul style="list-style-type: none"> <li>• NDPERS newsletter items</li> <li>• Letters, posters, brochures</li> <li>• Overview of benefits</li> <li>• Provider Directories</li> <li>• Summary of Benefits &amp; Coverage</li> <li>• ANOC (Annual Notice of Coverage)</li> <li>• Benefit overviews provided to NDPERS employers</li> <li>• Certificate of Insurance</li> </ul>	Newsletters – Exhibits 13 & 14  Letters/Posters/Brochures – Exhibits 1, 2, 12 & 21  Provider Directories: <a href="https://www.sanfordhealthplan.com/ndpers">https://www.sanfordhealthplan.com/ndpers</a>  Summary of Benefits & Coverage Example: <a href="https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/shp-sbc-ngf.pdf">https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/shp-sbc-ngf.pdf</a>  Certificate of Insurance Example: <a href="https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/shp-coi-gf.pdf">https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/shp-coi-gf.pdf</a>	
<u>Claims Administration</u> <ul style="list-style-type: none"> <li>• Subrogation, Medicare secondary payer, coordination of benefits processes</li> <li>• Annual NDPERS claims audit</li> <li>• Facilitate PBM Audit</li> <li>• MSP Data Match Compliance</li> <li>• Member Bill Audit Program</li> </ul>	Claims Audit – Exhibit 7 MSP Workflow – Exhibit 8	
<u>Member Services</u> <ul style="list-style-type: none"> <li>• NDPERS Call Center for customer calls</li> </ul>	Care Coordination Program – Exhibit 21	

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<ul style="list-style-type: none"> <li>• Care Coordination Program</li> <li>• Annual satisfaction survey</li> <li>• Healthy Pregnancy enrollment/claims processing</li> <li>• Subscriber Appeals</li> <li>• Point of contact for member claims issues/inquiries</li> </ul>	Health Pregnancy Program: <a href="https://www.sanfordhealthplan.com/ndpers/healthy-pregnancy-program">https://www.sanfordhealthplan.com/ndpers/healthy-pregnancy-program</a>	
<p><u>Finance</u>            NDPERS recognizes that different funding arrangements will be necessary to implement a self-insured program. This includes different provider arrangements such as value-based care arrangements</p> <p>Process payments for NDPERS value added programs:</p> <ul style="list-style-type: none"> <li>• About the Patient - Diabetes Management – coordinate with NDPERS &amp; Pharmacy Association</li> <li>• Employer Based Wellness Program – Funding</li> <li>• Billing (create monthly premium billings and group accounts receivables that report and track the total</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>Employer Based Wellness Program Funding:  <a href="https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/wellness-benefit-funding-program/">https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/wellness-benefit-funding-program/</a></p>	

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<p>amount of premium due for all NDPERS members covered through carrier. These accounts are reconciled monthly with the payments and enrollment files submitted by NDPERS to ensure enrollment and billing accuracy)</p> <ul style="list-style-type: none"> <li>• 820 Premium Payment Discrepancy Reports</li> </ul>		
<p><u>Information Technologies</u></p> <ul style="list-style-type: none"> <li>• NDPERS specific 820 payment file</li> <li>• NDPERS specific 834 enrollment file</li> <li>• NDPERS specific benefit matrix and claims processing logic</li> <li>• System for processing claims for About the Patient</li> <li>• System for processing claims for Healthy Pregnancy</li> <li>• Secure file transfer system</li> <li>• Process Improvement team meetings as needed</li> <li>• Member online portal</li> </ul>	<p>Member Online Portal:  <a href="https://www.sanfordhealthplan.com/members">https://www.sanfordhealthplan.com/members</a></p>	

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<u>Legislative and Legal Services</u> <ul style="list-style-type: none"> <li>• Monitor State and Federal legislation for changes affecting NDPERS.</li> <li>• Mandate cost estimates during Legislative session</li> <li>• Contract reviews</li> <li>• Compliance</li> <li>• Pharmacy class action settlements</li> <li>• Internal audit functions</li> <li>• System for monitoring provider trends</li> </ul>	Mandate Estimates – Exhibit 3	
<u>Affordable Care Act (ACA) Reporting &amp; Compliance</u> <ul style="list-style-type: none"> <li>• Reporting of Minimum Essential Coverage (6055)</li> <li>• ACA required notices upon loss of coverage for exchanges</li> <li>• Monitor employer lapses in coverage for change to Non-Grandfathered Plan and loss of participation if small group</li> <li>• ANOC (Annual Notice of Changes)</li> <li>• Annual contribution mailing and testing to ensure compliance of Grandfathered Plan employers and ACA requirements</li> </ul>	ACA Information <a href="https://ndpers.nd.gov/employers/employer-resources/affordable-care-act-aca/">https://ndpers.nd.gov/employers/employer-resources/affordable-care-act-aca/</a>  Grandfathered Status Tracking –Exhibit 22	

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<ul style="list-style-type: none"> <li>Tracking results of annual contribution testing</li> </ul>		
<p><u>Marketing and Adm Staff*</u></p> <ul style="list-style-type: none"> <li>NDPERS Account Executive</li> <li>NDPERS Pharmacy Coordinator</li> <li>Dedicated NDPERS Wellness Consultant</li> <li>NDPERS Medical Director</li> <li>NDPERS Enrollment Specialist</li> <li>NDPERS Actuary</li> <li>NDPERS Claims Coordinator</li> <li>NDPERS Financial Coordinator</li> <li>NDPERS IT Coordinator</li> <li>NDPERS Provider Relations Coordinator</li> <li>Medicare Secondary Payer Coordinator</li> </ul> <p>*Vendor should designate a contact in each of these areas.</p>		
<p><u>Reporting</u></p> <ul style="list-style-type: none"> <li>Quarterly Executive Summary</li> <li>Monthly data files through secure file transfer system</li> <li>Ad hoc reporting including cost, utilization, and risk analysis</li> </ul>	<p>See Quarterly Executive Summary– Exhibit 4</p>	

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<ul style="list-style-type: none"> <li>• Provide claim files for medical spending accounts to NDPERS FlexComp 3<sup>rd</sup> party administrator.</li> <li>• Monthly file to employers regarding employee/spouse redemptions for tax reporting purposes</li> </ul>		
<b>Wellness Programs</b>		
<p><u>\$250 Wellness Incentive</u></p> <ul style="list-style-type: none"> <li>• Online wellness portal</li> <li>• Voucher point coordination for attending employer activities</li> <li>• Developed wellness website challenges</li> <li>• Fitness Center Reimbursement program</li> <li>• Coordination of \$250 incentive between fitness center reimbursement and online wellness portal</li> <li>• Wellness coordinator points</li> <li>• Monthly file to employers regarding employee/spouse redemptions for tax reporting purposes</li> <li>• Annual mailing to retirees of wellness redemption amounts</li> </ul>	<p>Employer Based Wellness Resources:  <a href="https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/">https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/</a></p> <p>Silver &amp; Fit:  <a href="https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/retiree-medicare-part-d/silverandfit-flyer.pdf">https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/retiree-medicare-part-d/silverandfit-flyer.pdf</a></p> <p>Wellness Materials – See Exhibits 1, 2, 11, 12, 13, 14, 15, 16, 17 &amp; 19</p>	

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<p>paid to retiree/spouse for tax reporting purposes</p> <p><u>Silver&amp; Fit Program</u></p> <ul style="list-style-type: none"> <li>• Coordinate with Silver&amp;Fit to provide retirees with fitness options and healthy aging resources.</li> <li>• Provide flyers advertising the Silver&amp;Fit program to members</li> </ul> <p><u>Employer Based Wellness Program</u></p> <ul style="list-style-type: none"> <li>• Dedicated wellness specialist(s) to assist coordinators with wellness activities, planning, and implementing ideas.</li> <li>• Planned and coordinated summer Wellness Coordinator workshops.</li> <li>• Monthly Newsletter for Wellness Coordinators</li> <li>• Monthly Newsletter for employees</li> <li>• Monthly conference call/webinars</li> <li>• Provide monthly posters &amp; flyers for distribution to wellness worksites</li> <li>• Develop monthly focuses and incorporate into monthly communications (newsletters, posters, webinar, flyer, etc.)</li> </ul>		

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<ul style="list-style-type: none"> <li>• Conduct educational webinars about wellness incentives for employees &amp; coordinators</li> <li>• Onsite member education on various wellness topics</li> <li>• Support Vaccination Awareness program with Department of Health and Human Services (DHHS)</li> <li>• Organize the NDPERS Retiree Health Fair if requested</li> <li>• Coordinate Walk @ Work Day – annual focus</li> <li>• Dedicated staff to assist member's with issues related to online wellness portal and/or fitness center reimbursement</li> <li>• Provide health coaching</li> <li>• Provide Diabetes Prevention Program in major cities</li> </ul> <p><u>Employer Based Wellness Funding Program</u></p> <ul style="list-style-type: none"> <li>• Wellness consultant on evaluation team</li> <li>• Review and score applications</li> <li>• Administer payment of invoices from NDPERS</li> </ul>		

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<ul style="list-style-type: none"> <li>• Application review &amp; scoring (1 representative serves on funding review committee)</li> <li>• Reimbursement processing to employers</li> </ul>		
<b>Prescription Drug Services</b>		
<u>Pharmacy Benefit Manager Programs</u> <ul style="list-style-type: none"> <li>• Integrated medical and pharmacy services</li> <li>• Clinical programs</li> <li>• Generic incentive programs</li> <li>• Specialty pharmacy program</li> <li>• Rx mail order services</li> <li>• Formulary program</li> <li>• Point of contact for member inquiries/issues related to pharmacy and/or prescriptions</li> <li>• Drug utilization reviews</li> <li>• Retrospective DUR</li> <li>• Concurrent DUR</li> <li>• Prospective DUR</li> <li>• Guided Health Medication Therapy Management Program</li> <li>• Provide a nationwide Pharmacy Network</li> </ul>	Rx 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>  Pharmacy Network Directory: <a href="https://www.viiad.com/shp/public/Default.asp">https://www.viiad.com/shp/public/Default.asp</a>	

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<b>Medical Management and Provider Services</b>		
<p><u>Medical Management</u></p> <ul style="list-style-type: none"> <li>• Patient medical home or comparable program</li> <li>• Rare and complex disease management</li> <li>• Disease management program for out of state members</li> <li>• Coordination of Care Program</li> <li>• Preauthorization's</li> <li>• Concurrent review/discharge planning</li> <li>• Prior approvals</li> <li>• Benefit inquiries</li> <li>• Therapy review process</li> <li>• Chiropractic review</li> <li>• Large case management</li> <li>• Healthy Pregnancy program</li> <li>• Provider news letters</li> </ul>	<p>Coordination of Care Program – Exhibit 21</p> <p>Prior Approvals:  <a href="https://www.sanfordhealthplan.com/members/prior-authorization">https://www.sanfordhealthplan.com/members/prior-authorization</a></p> <p>Newsletters – Exhibits 13 &amp; 14</p> <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>	
<p><u>Provider Relations</u></p> <ul style="list-style-type: none"> <li>• Carrier owned provider network</li> <li>• Value Based Care Arrangements</li> <li>• Total cost of care contracts</li> </ul>	<p>Provider Directories:  <a href="https://www.sanfordhealthplan.com/ndpers">https://www.sanfordhealthplan.com/ndpers</a></p> <p>Value Based Care Arrangements – Exhibits 27 &amp; 28</p>	

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<ul style="list-style-type: none"> <li>• National network (total out of state discounts)</li> <li>• Provider credentialing and contracting</li> <li>• Physician Quality Measurement Program</li> <li>• Physician Recognition Program</li> <li>• Patient Review of Physicians Program</li> </ul>		
Health Savings Account		
<p>Health Savings Account</p> <ul style="list-style-type: none"> <li>• Integrated enrollment of participants into HSA based upon enrollment into HDHP using NDPERS 834 enrollment file</li> <li>• Administration of HSA including tracking contributions and IRS limits</li> <li>• Participant notifications</li> <li>• Payment of claims reimbursement through debit card and additional options</li> <li>• Plan sponsor employer portal access</li> </ul>	<p>HDHP:  <a href="https://ndpers.nd.gov/active-members/insurance-plans/group-health-plan/high-deductible-health-plan-hdhp/">https://ndpers.nd.gov/active-members/insurance-plans/group-health-plan/high-deductible-health-plan-hdhp/</a></p> <p>HSA Administration – Exhibits 23 &amp; 24</p>	

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<b>Additional Administrative Programs</b>		
<ul style="list-style-type: none"> <li>• About the Patient - Diabetes Management Program               <ul style="list-style-type: none"> <li>• Coordinate efforts with ND Pharmacy Association</li> <li>• Eligibility reporting</li> <li>• Cost share incentive reporting</li> <li>• Administer payment of invoices from NDPERS Cash Reserve Account</li> <li>• Education &amp; promoting</li> <li>• Issue approved payments to Pharmacy Association for distribution to eligible participants</li> </ul> </li> <li>• Healthy Pregnancy               <ul style="list-style-type: none"> <li>• Enrollment</li> <li>• Administer Enhanced Benefits</li> <li>• Education &amp; promotion</li> </ul> </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> <p>Employer Based Wellness Program Funding:  <a href="https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/wellness-benefit-funding-program/">https://ndpers.nd.gov/employers/employer-resources/employer-based-wellness/wellness-benefit-funding-program/</a></p>	

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<b>Miscellaneous</b>		
<ul style="list-style-type: none"> <li>• Provide access to all subject matter experts and other appropriate personnel and make them available for attending board meetings, legislative, hearings, etc. as needed</li> <li>• Provide meeting accommodations and access to video or teleconference for Board meetings, if requested of NDPERS, and other meetings as needed</li> <li>• Provide a stable Grandfathered benefit design by monitoring activities and regulations to limit risks and insure compliance</li> <li>• Monitor performance guarantees</li> <li>• Monitor and address Legislative items</li> <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> </ul>		

