

2021 NDPERS RHIC RFP Questions

1. What rate structure does ASIFlex presently impose on NDPERS?
\$1.75 per participant per month
2. Does NDPERS seek a better service experience, pricing, both, or is NDPERS satisfied with its present arrangement, but need to fulfill a statutory or other legislative obligation to solicit periodic bids, i.e. perform a “market check?”
NDPERS is satisfied with the present arrangement, but has a policy to go out to bid every six years on the programs we administer.
3. Would you please share the amendments, if any, to this RFP circulated since its release?
There have been no amendments since RFP release.
4. A.2.1 Question 3: Are the three notices sent USPS or email? If mailed, is it currently a letter or a postcard?
USPS in a letter format unless member has signed up for email notifications.
Approximately 44% of NDPERS members have text or email notifications set up.
5. A.2.1 Question 4: Is the communication sent via USPS mail or email? If mailed, is it currently a letter or a postcard?
USPS in a letter format unless member has signed up for email notifications.
6. A.2.1 Question 8: How have overpayments typically arisen? How many overpayments were there in 2020?
There were about 65 in the 2019/2020 plan year (12 months).
7. A.2.1 Question 9: How many accounts had no activity in 2019 and in 2020?
For FY 2020, there were 1,000 accounts resulting in a refund of \$880.00
For FY 2019, there were 897 accounts resulting in a refund of \$789.36
8. Section IV A.4. What is the current Dispute Resolution Process? Specifically, is NDPERS involved? Is NDPERS looking for an improved process?
Vendor reviews claim documentation and approves or denies claim. Any denied claims can be appealed to NDPERS and referred to the NDPERS Board. No, NDPERS is not seeking an improved process.

9. A.4. What is the current Appeals Process? Specifically, is NDPERS involved? Is NDPERS looking for an improved process?

Yes, any denied claims can be appealed to the NDPERS Board. No, NDPERS is not seeking an improved process.

10. A.4. What is the current process for returning and correcting funds paid in error? Is NDPERS looking for an improved process?

Overpayment letter to the retiree or offset of future payments being issued by the vendor. Then, a follow up overpayment letter to the retiree by NDPERS, if required. No, NDPERS is not seeking an improved process.

11. Section IV. C. Experience of Firm Question 1: How many references would you like minimum?

Three references is the minimum.

12. Claims Funding: It appears claims are being funded through direct debit of NDPERS banks account. Is this correct? If not, what is the claims funding method?

That is correct. The contractor substantiates the claims, and will withdraw the funds directly from the NDPERS bank account.

13. Is the client open to funding whereby the Vendor will pay claims in advance from their own bank account and invoice NDPERS weekly or bi-weekly for claims paid by the Vendor the prior period (invoices can be paid via EFT or ACH or paper check)?

This can be discussed with the potential contractor. However, NDPERS cannot pay interest on those amounts

14. What is the biggest pain point NDPERS experiences with the administration of this plan currently, from a client perspective?

Failure of retirees to submit claims timely and retirees not understanding what documentation must be provided to validate premiums paid in order to substantiate RHIC claims

15. What is the biggest pain point NDPERS members experience currently with accessing their benefits?

Retirees do not always understand what documentation must be provided to validate premiums paid in order to substantiate RHIC claims

16. Can you disclose the current Per Participant Per Month administrative fee?

\$1.75 per participant per month

17. When is open enrollment?

The RHIC program doesn't have an open enrollment period at all. New participants come onto the plan each month as they separate from employment and begin drawing retirement benefits.

18. On page 11, C. Address or deliver the RFP to:

Bryan Reinhardt
Research & Planning Manager
North Dakota Public Employees Retirement System
400 E. Broadway, Suite 505
PO Box 1657
Bismarck, ND 58502-1657
Phone: 701.328.3900

UPS and Fedex cannot ship to PO Box. What non-PO Box address should we submit the proposal to for shipping via UPS?

The NDPERS Main office address is:

Bryan Reinhardt
Research & Planning Manager
North Dakota Public Employees Retirement System
400 E. Broadway, Suite 505
Bismarck, ND 58502-1657