

QUESTIONS AND ANSWERS

1. In the Benefit Matrix under Clinical Sessions – Assessment & Referral, the incumbent EAP defines Specialty Benefits as 3 sessions/year. Claremont has a Knox Keene license which allows us to offer plans with more visits (e.g. 5, 6 or 8 visits). Would you like to see options for more than a 3-session plan? **Yes the Court would be open to reviewing other options offered by vendors.**
2. Why is the Superior Court of California, County of San Bernardino looking to potentially change EAP vendors? **The Court conducts competitive bidding for these services approximately every three years.**
3. Is there a desired improvement or enhancement to the current plan that Superior Court of California, County of San Bernardino is requesting? **There is nothing specific at this time. The Court is generally looking to improve or enhance with our EAP, as with all services.**
4. The USI Marketing Letter for RFP 20-04 states the following:
 - Please quote current benefits and include the following:
 - GEO Access reports based upon all 145 zip codes listed on the census. The Courthouse locations should be used for the active employees and Judges and the remainder of the zip codes reflect the terminated employees. The parameters should include: 2 providers within 10 miles.

I have not found the census online and am requesting a copy so we can run the required GEO Access report. **Census was emailed by USI. Updated census will be emailed to reflect all zip codes of covered employees to allow for GEO Access.**
5. Exhibit A asks for unlimited seminars/workshops. Can you please provide how many topical seminar hours you used in 2018, 2017, and 2019 year to date? Were these all provided onsite, or are some delivered via webinar? If the latter, can you please provide the breakdown of onsite vs. webinar delivery? **2017: 8 seminars - 13.5 hours used; 2 benefit fairs - 1.75 hours used, 2018: 2 benefit fairs - 4 hours used, 2019: 0.**
6. Exhibit A also asks for unlimited customized printed promotional materials. It appears that currently you have an allotment of 2,000 printed brochures/wallet cards per year. Are there any other printed promotional or marketing materials you are using currently? Can you please provide what types of materials, extent of customization, etc. you are looking for in the future? **There is a Virtual Folder where all of the promotional material created for the Superior Court of San Bernardino is housed. There is a promotional flyer on every benefit that the EAP offers. ACI will continue to provide updated promotional material in any type of situation.**
7. Exhibit A: can you please elaborate on “printed employee education materials at no cost per the summary of benefits”? **There is a Virtual Folder where all of the promotional material created for the Superior Court of San Bernardino is housed. There is a promotional flyer on every benefit that the EAP offers. ACI has provided hard copy supplies for the Court's annual benefits fair.**

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8. Exhibit A: Regarding enrollment meetings/benefit fairs, can you please provide how many of these fairs were held in 2018, as well as the location and length(s) of the fairs? **There were 9 events held at 8 locations. In 2018 ACI attended 2 Benefits Fairs—B2 hours--both in San Bernadine, CA. The locations and durations are posted.**
9. Exhibit C3 utilization report page 3: does “fair materials only” mean materials were provided for a benefit fair, but an EAP representative was not asked to attend? **Materials were sent to various locations.**
10. Exhibit C3 utilization report page 5: can you please clarify what “employee assessment” is referring to? And “Consultation: Employee Consultation”? **Employee Assessment is the number clinical hours (mental health), telephonic sessions, face to face sessions, or online clinical sessions – that were provided during the period. Employee Consultation is referring to the employee calling in and asking about their EAP benefits.**
11. What is your level of satisfaction with your current EAP program? Do you feel there is room for improvement? If so, what are the current challenges? **We are satisfied with our current provider. As with anything there can always be room for improvement but other than perhaps having someone attend more of the open enrollment fairs nothing specific comes to mind. Current challenges are the same as I believe other employers experience which are low utilization and how to ensure that our employees know all the positives to this Court paid for benefit.**
12. Please provide the number of DOT cases for each of the past 3 years. **0.**
13. Please provide the number of SAP cases for each of the past 3 years. **0.**
14. Please provide the historical utilization of training seminars for 2016 and 2017. Provide the number of seminars and the hours used. **2016: 10 seminars; 10 hours used; 2 benefit fairs; 3 hours used. 2017: 8 seminars - 13.5 hours used; 2 benefit fairs - 1.75 hours used.**
15. Please provide the historical utilization of CISDs for 2016 and 2017. Provide the number of critical incidents and the hours used. **2016: 0 used. 2017: 0 used.**
16. Do you provide member and employee email addresses to the current EAP vendor for mass email communications? **No.**
17. Does the current EAP program offer a "multi-mode" approach to communication? (i.e. text, video, other) **Yes- Using any smartphone, tablet, or computer, employees can call, email, text, or submit an online request form to initiate EAP services. Clinical Video Chat sessions with clinicians are also available as an additional way for employees to access EAP services.**
18. Are vendors allowed to redline Attachment 2 – Short Form Agreement Terms? **No.**

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19. Can you please clarify that under section 8.0 Proposal Contents, 8.1.4 Court Attachments 3-6 and USI Matrix – that USI Matrix refers to **Exhibit D EAP RFP 20-04 Benefits Matrix**?
You are correct.
20. Optum EAP utilizes a self-bill template (example attached) for monthly invoicing. This self-bill template allows the customer to adjust the number of eligible employees per month, and remit payment based upon the calculated per-employee-per-month rate. We request that the self-bill template is returned to Optum on the first business day of the service month, with payment due by the last day of the service month. The Optum Self-Bill template includes the agreement number, contractors name & address, nature of the invoice charged and total charge amount. Will this process meet the requirements under Section D of Attachment 2?
We are currently self-billed with some of the carriers.
21. Provide 2 providers within 10 miles from 92415 zip code? **Please refer to the new census USI will provide.**
22. It states under ‘REQUEST FOR PROPOSAL RFP CONTENT—YOU WILL NEED TO ACCESS THESE DOCUMENTS FROM THE COURT’S WEBSITE PROVIDED BELOW’ Census (Court locations and terminated Employee Zip codes --I didn’t see it there. I need employee count by location. **Please refer to the new census USI will provide.**
23. We have received the census report for the above RFP from USI Insurance Services, however, our GeoAccess team is requesting the breakout of active employees by zip code. Would it be possible to receive a count of the 1268 employees by zip code shown in column B? **Updated census will be emailed by USI to reflect all zip codes of covered employees to allow for GEO Access.**