

RFP NO. 179-1617  
 MEDICAL, DENTAL AND VISION INSURANCE PROGRAMS  
 FOR POLK COUNTY, IOWA

Response to Questions Submitted

Question	Response
1. What is the current medical administration fee being charged for Polk County? And, what services are included in the fee?	This information was provided directly to all interested bidders requesting information for the medical portion of the RFP.
2. Can we get an Aggregate Analysis report from 7/2014 to 6/2015?	This information was provided directly to all interested bidders requesting information for the medical portion of the RFP.
3. What is your Case Management reach/engagement rate?	Reach: 42.1 percent Engagement: 24 percent
4. Please describe your current Disease Management offering in greater detail. What is the prevalence rate by disease state?	Conditions supported include: <ul style="list-style-type: none"> <li>• Asthma (6% prevalence rate)</li> <li>• Coronary Artery Disease (16% prevalence rate)</li> <li>• Diabetes (39% prevalence rate)</li> </ul> The programs use medical and pharmacy claims data to identify potential participants. Once identified for the program, the participant is assigned to one of three stratification levels. <ul style="list-style-type: none"> <li>• Low risk – Participants who are stable and at lowest risk for utilization or exacerbation of their condition</li> <li>• Moderate risk – Participants who represent moderate risk for utilization or exacerbation of their condition however still preventable</li> <li>• High risk – Participants at highest risk for utilization or exacerbation of their condition and timely action is required to mitigate risks</li> </ul>
5. What percent of members with a chronic illness are identified as high risk, moderate risk and low risk? Of those, what percent are engaged telephonically?	High risk: 16% Moderate risk: 0.5% Low Risk: 49% Engaged telephonically: 11%
6. Please provide the current ROI attained as well as a list of clinical care and utilization improvement statistics by disease state and for case management.	Wellmark does not offer or report on program specific Return on Investment.

	<p>Clinical care and utilization improvement statistics include:</p> <ul style="list-style-type: none"> <li>• Decrease in skilled nursing cases/1000</li> <li>• Decrease in ER visits/1000</li> <li>• Decrease in inpatient length of stay</li> </ul>																
<p>7. Please provide additional insight into what is working well in Case Management and Disease Management and what you would like to see improved.</p>	<p>The RFP is designed to solicit information about vendor capabilities.</p>																
<p>8. Is it possible to get 12-months of the most recent Rx data in Excel, so we can do a formulary disruption? Please include the following data elements...</p> <table border="1" data-bbox="243 667 893 1312"> <tr> <td data-bbox="243 667 743 1003"> <p><u>Data Elements</u></p> </td> <td data-bbox="743 667 893 961"> <p><b>Confirm data elements are provided in claims file</b></p> </td> </tr> <tr> <td data-bbox="243 1003 743 1045"> <p><b>NDC-11 (REQUIRED)</b></p> </td> <td data-bbox="743 1003 893 1045"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1045 743 1087"> <p><b>Date of Service / Fill Date</b></p> </td> <td data-bbox="743 1045 893 1087"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1087 743 1129"> <p><b>Quantity Dispensed (REQUIRED)</b></p> </td> <td data-bbox="743 1087 893 1129"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1129 743 1171"> <p><b>Rx Days Supply</b></p> </td> <td data-bbox="743 1129 893 1171"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1171 743 1213"> <p><b>Retail/Mail Indicator (REQUIRED)</b></p> </td> <td data-bbox="743 1171 893 1213"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1213 743 1255"> <p><b>Prospect Ingredient Cost* (Optional)</b></p> </td> <td data-bbox="743 1213 893 1255"> <input type="checkbox"/> </td> </tr> <tr> <td data-bbox="243 1255 743 1312"> <p><b>Prospect Dispensing Fee* (Optional)</b></p> </td> <td data-bbox="743 1255 893 1312"> <input type="checkbox"/> </td> </tr> </table>	<p><u>Data Elements</u></p>	<p><b>Confirm data elements are provided in claims file</b></p>	<p><b>NDC-11 (REQUIRED)</b></p>	<input type="checkbox"/>	<p><b>Date of Service / Fill Date</b></p>	<input type="checkbox"/>	<p><b>Quantity Dispensed (REQUIRED)</b></p>	<input type="checkbox"/>	<p><b>Rx Days Supply</b></p>	<input type="checkbox"/>	<p><b>Retail/Mail Indicator (REQUIRED)</b></p>	<input type="checkbox"/>	<p><b>Prospect Ingredient Cost* (Optional)</b></p>	<input type="checkbox"/>	<p><b>Prospect Dispensing Fee* (Optional)</b></p>	<input type="checkbox"/>	<p>This information was provided directly to all interested bidders requesting information for the medical portion of the RFP.</p>
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<p>9. Does Polk County currently have an established Wellness program? Who is the Wellness vendor?</p>	<p>Yes. The program vendor is WebMD sponsored through Wellmark.</p>																
<p>10. Please describe your current wellness offering in greater detail. What lifestyle modification programs are offered today?</p>	<p>A program overview was provided directly to all interested bidders requesting information for the medical portion of the RFP.</p>																
<p>11. Please describe the incentive plan you intend to have in place for this contract.</p>	<p>A program overview was provided directly to all interested bidders requesting information for the medical portion of the RFP.</p>																
<p>12. How many educational forums (such as lunch and learns) do you hold each year and at how many locations?</p>	<p>A program overview was provided directly to all interested bidders requesting information for the</p>																

	medical portion of the RFP.
13. How many locations are biometric screenings held at each year, and how many people participate?	Biometric screenings are held at 9 locations in Polk County buildings. Approximately 500 employees participate in the screenings
14. What percent of members complete the Health Assessment each year?	Approximately 500 employees complete the health assessment.
15. Of those that complete a Health Assessment, what percent participate in lifestyle modification programs?	Approximately 80% or 400.
16. What percent of members are outreached to by a Health Coach for telephonic counseling, and what percent perform their lifestyle modification programs online?	Telephonic counseling is not included in the program.
17. What results have been achieved with the current wellness programs: risk reduction improvement and improvements in lifestyle modifications? Please provide actual results.	Wellness program results are not available at this time.