

## University of Missouri Bid Event: Addendum 1

**Event ID:** 22054

**Event Dated:** January 21, 2022

**Event Name:** Vision Plan Services

---

The questions listed below were received from the bidding community. The corresponding answers were provided by the requesting department. The specifications listed in the table below are modified as follow and except as set forth herein, otherwise remain unchanged and in full force and effect:

SUBMITTED QUESTIONS	RESPONSE
<p>Can you please confirm the terms of the agreement as the Read Me First document outlines a 5-year rate guarantee; however, the RFP outlines the following: Offer cost effective and competitive fees with four (4) year guarantees and should include three (3) additional years of fixed or capped fees to be executed on an annual basis following the initial 4-year term of the contract.</p>	<p>4 year rate guarantee including the ability to renew for an additional 3 years of fixed or capped fees. If you are willing and able to provide 5 years plus and additional 3 years, we have included year 5 in the exhibits. Please outline in the underwriting assumptions questions your proposed fees for the 3 year renewal period.</p>
<p>Can you please clarify what is meant by the following request: The respondent can eliminate self-registration of administrator accounts or limit and manage access of new administrator accounts being opened under the same Tax ID (e.g. MUHC).</p>	<p>MUHC (University Hospital) has provider access to the current vision provider website. The selected carrier but have controls in place so that not just any provider can create an account using a known Tax ID. Either all new provider credentials must be fully granted and processed through the carrier or credentials do not go live until approved by UM/ the carrier.</p>
<p>Can you please clarify what is meant by: Will your organization integrate via file feed with UHC for coordination of benefits?</p> <p>What type of coordination is being requested? Is this to ensure members will not obtain an exam through both UHC and VSP or something else?</p>	<p>In the past there's been coordination of benefits for eye exams/vision services that overlap between the medical and vision provider. Please outline any capabilities and experience you have in this area</p>
<p>Can you disclose which vendor University of Missouri utilizes for the Single-Use Account (SUA) credit card program for payment of invoices?</p>	<p>SUA stands for Single Use Account and is a form of payment used for invoice settlement with suppliers. Other forms of payment utilized by the University are ACH and Check. JP Morgan is the current partner with the University on the use of a SUA. Utilizing SUA is not required and the best form of payment for services is different for each vendor.</p>

Can you confirm that Net 0 payment terms through the SUA means payments will be submitted on the billing date as opposed to within 30 days of the billing date?	Yes, that is correct. However the vendor will pay the credit card processing fees to get paid on SUA. Payments are submitted 30 days after the invoice date. 30 is the preferred/standard terms, however is not a requirement.
<i>Will your organization integrate via file feed with UHC for coordination of benefits?</i> Is the University looking for a claims data feed from the vision carrier containing coordination of benefit amounts that are entered on their claims?	Yes - please see #3
Please provide Vision Claims by claim type for 24-36 Mos? Exam, Lens Type, etc. The same claims data that was submitted by VSP in 2017 would be ideal.	Counts for 2020 and 2021 have been uploaded in TBS
Please explain why Vision Claims numbers are the same for Active & retirees?	Claims have been corrected in TBS
RFP requests separate rates for Active and Retired Employees. Can this be shown as a blended rate, i.e. same rate for active and retirees?	Yes
Underwriting required utilization data for fully insured vision pricing. Please provide 24 months of detailed Vision utilization information with the following breakouts: # of exams, # of single vision, # of bifocals, # of trifocals, # of contacts, # of frames	Please see #7
Can the due date for the RFP be extended?	No
Please provide current rates	As of 1/1/2018: EE Only - \$5.59 EE + SP - \$11.15 EE + CH - \$12.17 EE + FAM - \$19.26 As of 1/1/2022: EE Only - \$5.26 EE + SP - \$10.49 EE + CH - \$11.45 EE + FAM - \$18.12
The Retiree census identifies 4,214 Retirees vs. the Retiree experience report which indicates 4,776. Please clarify discrepancy.	Updated census file will be posted in TBS

Is it possible to get additional claims and enrollment data updated through December 2021?	Updated reporting posted in TBS
As outlined on Page 16, Part of Volume II documents to be submitted is the Authorized Respondent Representation. What exactly is expected to fulfill this requirement for Volume II submission? Is there a form we are to complete?	It is a form in the PDF RFP document. For Vision this starts on pg. 24
Referring to Page 16, Confidentiality of Information section of the RFP. Please confirm if we can provide confidential information in an electronic format as a separate attachment.	Yes, electronic is fine.
EyeMed would like to be included on any reporting requests requested by bidders	OK
Confirm that there will be a Best And Final Offer	Confirmed
Logo-RFP states 'The client may wish to have its logo on various printed materials'-specifically where does the client wish to add its logo?	If there are communications sent by the carrier directly to members, UM would like the ability to add their logo
Have rates changed during Experience period from 1/1/2019 ?	Rates decreased for 2022 - See 12
Can Monthly Paid Premium be added to the experience?	Rates have been provided in #12 if you would like to add in premium to the report
The Experience is broken out by Employees, Retiree's, and Cobra. But only change is number of claims. Are amounts actually totals for all 3 except the claim amounts?	Please see #8
There is a Word document labeled "UoM Discount Plan". What is that? Is it an actual plan or a brochure?	This is a benefit for UM employees and retirees that do not enroll in the Vision plan. They have access to discounts on services. The cost for these services are not reflected in the claims data and not paid by UM.
On the Experience sheet what does the "Retail Amount" represent?	Retail dollars (before discounts) of services reported on claims received.
Does this RFP include any Supplier Diversity goal requirements? If so, please provide details. Or are we to only complete the Supplier Diversity participation form in the RFP?	There are no specific goal requirements for this RFP. The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. The University's Supplier Diversity efforts reflect this mission. We ask each bidder to complete the Attachment A and B to capture the supplier diversity data.
Columns D, E & F on the vision claims and enrollment report are the same for active , retirees, and COBRA. Can you confirm that each section of the experience report is showing the combined total claims paid and that the	Please see #8

report is only split to show the difference in claim volume per subscriber class?	
Can you please send a premium by month report to match the experience period?	Please see #21
The enrollment on the claims and enrollment report for Oct 2021 shows 18,347 subscribers, but the census only has 17,560, a difference of almost 800 subscribers. It does not appear they had less than 18,200 enrolled in the last 3 years. Can you please explain/confirm the difference in the census and the claims and enrollment report numbers?	Updated census will be posted in TBS.
How long as EyeMed been the incumbent carrier?	1/1/2018
Have there been any plan changes since 1/1/2019?	No
Please add a Premium column for each month of the experience exhibit.	Please see #21
From the experience exhibit, our understanding of the Member Responsibility is that these numbers reflect the portion of claims that employees are responsible for (coinsurances, copays, etc.) and the Plan Paid Amount column reflects EyeMed's portion of claim dollars. If this is inaccurate, please clarify.	Correct
The columns for Retail Amount, Member Responsibility and Plan Paid Amount for Active, Retiree and COBRA groups are all equal to each other on the experience exhibit. Please clarify and correct this data, as this seems to be inaccurate and reflects a single group, or the total of all groups.	Please see #8
Are you able to split paid claims by in and out of network? If not, then please confirm the percentage of total claims paid In-Network.	Based on % of pd claims: 27.41% PPO, 65.94% Premier, 6.65% OON; Based on # of Services 31.4% PPO, 64% Premier, 4.7% OON
Are there any charges or paid claims included in the experience exhibit that occur from the Discount Option non-voluntary plan?	No

Do the Claim Volume values listed on the experience exhibit represent EOBs, claims submitted, etc.?	EOBs
Please provide annual utilization experience including number of: <ul style="list-style-type: none"> <li>o Exams</li> <li>o Contact Lens Exam &amp; Fitting</li> <li>o Frames,</li> <li>o Single lenses,</li> <li>o Bifocal lenses,</li> <li>o Trifocal lenses,</li> <li>o Progressive lenses, (If available Standard Progressives, Premium Progressive)</li> <li>o Contacts.</li> <li>o If available please also provide utilization of lens enhancements such as anti-reflective coating, scratch resistant coating, uv coating, and tints.</li> </ul>	Please see #7
Have the rates changed since 1/1/2019? If so, please provide rate history.	Please see #12
Are the 1/1/2023 renewal rates available?	No, these rates are not available