



Follow up Questions
for
Invitation to Negotiate (ITN) RMDX-230059-GD
Broker and Benefits Consulting Services for Health and Group Life Plans

1. Discuss how allocation of resources and prioritization of resources would be handled – based on the size of the business.
2. How would you communicate with employees to best understand what they want in their plan. How would your company explain the cost and benefit impacts of plan design modification to employees, senior management and elected officials if needed.
3. The City requests a 'Best-and-Final offer from your company that demonstrates a reduction in cost when compared with the original proposal.
4. What level of savings would justify a carve-out of the Pharmacy Benefit? How does this complicate specific stop-loss reporting?
5. What do you see as the City's greatest challenges in this process in our attempt to save money, yet provide the best benefits we can for our employees?
6. What is your response timeframe to questions and problems?
7. What other services do you offer that you may not have included in your proposal?
8. What is your experience negotiating a tailored policy with carriers, if necessary, to meet our needs?
9. Will you provide the City with a cost comparison of the policies selected?
10. What is your claims resolution process? How heavily involved are you in this process and what is your expectation of City staff in the overall process?
11. Please tell us of a transition for a client that did not go well and what you did to resolve it to meet the client's needs.
12. We have employees with dependents who live/travel abroad. If one of them should have an issue accessing services or has an issue with claims, how do you handle this?
13. What does an ideal Open Enrollment process look like?