

**New York State Department of Civil Service
Dependent Eligibility Audit Services RFP**

Offeror Questions and Answers

Following are the Department's responses to questions regarding the Dependent Eligibility Audit Services RFP.

Note: If the Offeror's questions included their name, the name has been replaced with "Offeror."

Questions and Answers as of July 21, 2008

Q Page 4-9 Our team has identified differing interpretations as to what the requirement is, and what the Department's goal is for the Reinstatement/Appeals process. The first interpretation is that the Department is looking for a process by which the offeror would handle late mail submissions for a defined (and ultimately shorter) period of time. The second interpretation is that the department would like for these late submissions to be processed through the end of the twelve month window following the transfer of enrollee data (a longer period of time).

Since there are inherent differences in resource allocation between the two, and being conscience that you may have had a different standard in mind, we would like for the Department to clarify the requirement. We certainly would like for our cost proposal to be accurate, and do not want to incorrectly choose one of these interpretations, thereby presenting a cost that is not reflective of the requirement.

A As stated in Section IV.3.b.1.d "The Offeror must complete all tasks related to the DEAS process within one (1) year of the last date that enrollment records are sent to the Offeror." This does not mean that the project must take the full year. If the project is completed in less than one year, the Reinstatement/Appeals Process would conclude at the time the project is completed.

Questions and Answers as of July 17, 2008

Q Exhibit III.G How many different eligibility feeds inbound and outbound will be required and how frequently will they need to be transmitted?

A We anticipate that one file will be provided to the Contractor for which amnesty and/or eligibility audit services will be conducted. The RFP does not require specific timeframes for reporting the results of either the amnesty or the eligibility audit. The Department seeks a process which the Offeror is capable of administering in a cost effective manner. Prompt reporting of dependent terminations as a result of either the amnesty or the eligibility audit provides greater value to the Department. Offerors should bear this in mind when preparing their proposal.

In addition, for those dependents that are terminated and acceptable documentation is subsequently received prior to the completion of the project, reporting to the Department is required within one (1) business day of receipt of the acceptable documentation, as stated in Section IV.3.b.1.c.

Questions and Answers as of July 11, 2008

- Q1 Page 1-1 What types of audits are the State looking for:
- a) Amnesty period
 - b) Full Dependent Audit – one time or on-going
 - c) Student Audits – RFP states carrier does this – so is this definitely out of scope
 - d) Life Event Audits
 - e) Special Audit
- A1 The scope of this RFP is to conduct a one time eligibility verification of all NYSHIP dependents. This verification includes, but is not limited to, the verification of dependent student status and life event audits (e.g., marriage, birth of a child, death). Refer to Exhibits II.A – II.K – Eligibility Information, which details types of dependent statuses that need to be verified.
- Q2 Page 1-3 What are the criteria for determining if stage 2 will occur?
- A2 The decision to proceed with the audit of Participating Agency dependent eligibility will be solely at the Department’s discretion. In making this determination, the Department may consider such things as the Department’s assessment of the contractor’s performance and possible savings resulting from the audit of NYS and PE dependents.
- Q3 Page 1-4 The RFP states that benefits statements are mailed between May and September, however, during the Bidder’s Conference it was stated that members receive communication in November and then make changes and elections during the month of December; when does the Department want to [sic] Amnesty phase mailing to occur and the Amnesty period to begin?
- A3 Typically, benefit statements are mailed to enrollees on an annual basis, generally between May and September, and requests that enrollees correct any errors in their record. The mailings to the different enrollee groups (e.g., actives, retirees, and participating agencies) are staggered throughout that period.
- In November/December of each year, enrollees are mailed information regarding the health insurance options and premium rates that will be in effect for the following Calendar year. Enrollees are given the opportunity to change health insurance options at this time.
- If the Department decides to have the Contractor administer the Amnesty Period, it is the Department’s expectation that the amnesty period will be conducted during the last quarter of 2008.
- Q4 Page 2-16 Does the Department have a listing of MWBE firms that can be shared with the bidders?
- A4 A listing of MWBE firms can be found on-line at <http://205.232.252.35/>. Other related websites about MWBE firms in NYS are <http://www.empire.state.ny.us/> and <http://www.nylovesmwbe.ny.gov/>.
- Q5 Page 2-16 The Department has an MWBE goal of 8%, however, the contract does not have a provision requiring this. Is this a contractual requirement or is it a goal based on a best effort to find an appropriate subcontractor that is an MWBE?

- A5 As stated in Section II.B.3.b (Page 2-16), the 8% participation of MWBE is a goal. The Offeror is encouraged to use its best effort to solicit and obtain the participation of MWBEs on the Contract.
- Q6 Page 2-20 Section 5-a of the New York Law requires that any contract valued more than \$100k Offeror must be registered to collect sales and use taxes. Will offeror be required to collect sales and use taxes from the state for services? If offeror is required to collect taxes from revenues from the state then should that be built into the cost proposal? Is any subcontractor utilized by offeror required to collect said taxes?
- A6 The Department is not required to pay sales and use taxes on fees that it pays the Contractor under this Agreement. The Offeror should consult its own tax advisors if further clarification is needed with regards to goods and services subject to NYS sales tax and to analyze what impact this may have on the Offeror's Cost Proposal.
- Q7 Page 3-2 The requirement outlines the "...offeror guarantees a return on investment..." As an [Offeror] we do not enter into agreements with our clients where we guarantee a return on investment. Will the Department consider modifying the requirement to a fixed fee arrangement which is consistent with most state contracts?
- A7 The guarantee of a return on investment is a minimum mandatory requirement and is not negotiable. The RFP requires a fixed price for the cost of all services rendered, including the cost of postage. In addition, there are several performance guarantees, including a guaranteed ROI; if the Contractor fails to achieve the guaranteed ROI, the difference between the ROI and actual savings is netted against the fixed price, not to exceed the fixed price.
- Q8 Page 3-5 [Offeror] is a partnership and does not produce GAAP audited financial statements. As with previous proposals submitted to the State will the Department accept condensed financial statements?
- A8 Yes. If GAAP audited financial statement are not produced, condensed financial statements are acceptable.
- Q9 Page 4-7 & 4-8 What do you mean by "accompanied by indexing files"?
- A9 The Department utilizes an electronic document management system which supports the TIFF file format. The selected Offeror is requires to provide images of dependent eligibility documentation in a TIFF file accompanied by an index file which will allow the Department to maintain those images in its electronic document management system. The Department will provide the specifications of the indexing format to the selected Offeror.

Q10 Page 4-7 Where is the Data coming from? Can we assume 100% of the Employee & dependent population is stored in a single system and will be sent to [Offeror] in a single file? If not, what are the various sources?

A10 All enrollment data comes from the New York State Benefits Eligibility and Accounting System (NYBEAS), which is maintained by the Department and will be provided to the Contractor in a single file.

Q11 Page 4-11 "who subsequently are able to provide the documentation" Does this refer to an appeal phase?

A11 The Department anticipates that a certain percentage of enrollees will provide documentation of their dependent's eligibility after the deadline has passed and the dependent's eligibility has been terminated on NYBEAS. The selected Offeror must advise the Department of acceptable documentation received after the deadline has passed and prior to the completion of the audit. Receipt of such acceptable documentation is required to be reported to the Department in the same format as information received prior to the deadline and be accompanied by the Appeals Report specified in Section IV.B.3.e. Such information must be provided to the Department within (1) one business day of receipt by the Offeror.

Q12 Page 4-11 & 4-12 In some instances it can be challenging to determine when a dependent first became ineligible; for the basis of ROI calculations who will make the determination for when a dependent was first ineligible in cases when it is not clear from the audit?

A12 For purposes of the ROI calculation for Empire Plan and SEHP dependents, the average claim amount is not contingent on when the dependent first became ineligible. For Empire Plan and SEHP enrollees, savings will be based on annualized average paid claims for the ineligible dependents for the period of 2002-2007, regardless of the dependent's actual eligibility during this period. For more details refer to page 4-9 and 4-10 and Exhibit III.H – Sample Return on Investment Calculation. The RFP will be amended to clarify the Department's intent.

Q13 Page 4-11 & 4-12 For Empire Plan and SEHP the ROI calculations require analysis of paid claims data; will the Department or the Audit Contractor analyze paid claims data to determine paid claim amounts for ROI calculations?

A13 For purposes of the ROI calculation for Empire Plan and SEHP enrollees, the Department will analyze the paid claims data and share the results with the Contractor.

Q14 Page 4-12 Would you please provide a schedule of the State of New York's recognized holidays?

A14 During 2008, the State of New York's recognized holidays are as follows:

MONTH	DATE	DAY OF WEEK	LEGAL HOLIDAY
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MONTH	DATE	DAY OF WEEK	LEGAL HOLIDAY
JANUARY	1	Tuesday	New Year's Day
	21	Monday	Dr. Martin Luther King, Jr. Day
FEBRUARY	18	Monday	Washington's Birthday (Observed)
MAY	26	Monday	Memorial Day
JULY	4	Friday	Independence Day
SEPTEMBER	1	Monday	Labor Day
OCTOBER	13	Monday	Columbus Day
NOVEMBER	11	Tuesday	Veterans' Day
	27	Thursday	Thanksgiving Day
DECEMBER	25	Thursday	Christmas Day

Q15 Page 4-12 Can you please confirm the 12 noon to 8 pm time frame is a requirement of the call center? Are you flexible on the hours of coverage? Is call center availability Monday through Friday or seven days of the week?

A15 The call center must be available from 12:00 to 8:00 p.m. ET, Monday through Friday, excluding State Holidays, at a minimum (see definition for *Call Center Hours* in Exhibit II.K – Glossary of Terms).

Q16 Page 4-14 & 4-15 Can you please provide measurement times for the call center guarantees listed? i.e., daily, weekly etc., and if penalties would be assessed for those specific time frames.

A16 Measurement will be made once for the Project duration and penalties will be assessed once for that period.

Q17 Page 5-1 The State is looking for pricing that is based on fees. Will the State also include pricing that includes incentives for cost savings?

A17 No.

Q18 Page 6-1 The RFP indicates that the State will meet with vendors at its discretion. Please advise whether this process will include a meeting with finalists?

A18 If the State elects to meet with Offerors, it will meet individually with each Offeror which has submitted a proposal and meets the minimum mandatory requirements. The process does not narrow down Offerors to a group of finalists. For more information on the evaluation process, refer to Section VI of the RFP.

Q19 Page 6-5 Does the State of New York have any provisions or preferences in scoring for Service Disabled Veteran owned businesses?

A19 This procurement does not include any provisions or preferences in scoring for Service Disabled Veteran owned businesses.

- Q20 Page 7-2 The contract states the vendor must guarantee the audit is completed within twelve (12) months. In the scenario where the State elects to perform the audit in two parts, if the second audit begins after the first audit then the timing of the two audits together may extend the time period greater than 12 months. Please comment if the twelve (12) month guarantee applies to each audit separately when there are two audits?
- A20 The twelve (12) month guarantee applies to each audit separately. If the audit is conducted in two stages, the audit of NYS and PE dependents must be completed within 12 months of the commencement of the audit of NYS and PE dependents, as directed by the Department; the audit of PA dependents must be completed within 12 months of the commencement of the audit of PA dependents, as directed by the Department.
- Q21 Appendix C
Attachment 2 What system will the third party need to connect to?
- A21 The Vendor may be given limited inquiry-only access to the Department's enrollment system (NYBEAS)
- Q22 Appendix C
Attachment 4 What equipment will need to be loaned to the third party by the DCS?
- A22 Appendix C includes standard language used for all Department contracts. At this time, the Department does not anticipate the need to loan equipment to the vendor.
- Q23 Exhibit I.R Will there be an opportunity for follow-up questions and clarifications after the July 11 question response release?
- A23 The Department reserves the right to respond to any requests for clarification of its July 11, 2008 responses. However, no new questions will be considered.
- Q24 Exhibit II.A
& II.B How many unique sets of eligibility are represented by the population being audited? Do the eligibility rules vary by New York State, Participating Employers, Participating Agency's, Collective Bargaining Unit's and Other Non-Represented Groups? If so, please define.
- A24 NYSHIP eligibility rules are the same for all dependents of New York State, Participating Employers and Participating Agencies, with the following exceptions:
- It is at the discretion of the Participating Employer and Participating Agency to offer Domestic Partner coverage to their employees; if Domestic Partner Coverage is offered, it must conform to the State's eligibility rules.
 - Unmarried children may be covered without regard to full time student status until 21 years of age (Instead of age 19 as for all other groups), *if enrolled in The Empire Plan - for PBA and PIA Union Groups.*
 - For persons enrolled in SEHP dependent child eligibility is limited to children age 18 and under, except for children that qualify as disabled dependent under NYSHIP criteria.

For New York State Agencies and Participating Employer Agencies, a dependent's last day of coverage is the day before they lose eligibility; e.g., if a dependent reaches age 19 and is not a full time student, the dependent's coverage ends at 12:00 a.m. of the date of the dependent's 19th birthday and there is no coverage on their 19th birthday. This also applies when a dependent loses eligibility at age 25, in the event a dependent child marries, upon termination of domestic partnership and divorce.

For dependents of Participating Agency enrollees, coverage continues through the end of the month during which the dependent loses eligibility.

Q25 Exhibit II.C To verify the current status of spouses would state be willing to collect the top half of the employee's Form 1040 to verify marital filing status? Our observation is that the documents requested would not permit a dependent verification firm to detect divorced spouses.

A25 The Offeror should propose additional proofs other than those listed in Exhibit II.C that would document marital status. The Offeror would be required to collect and evaluate such proofs.

Q26 Exhibit II.C Will all the proofs listed be required as part of the verification process? What eligibility criteria does a SS card validate? In addition to the Marriage certificate can we require additional criteria to prove current status of marriage?

A26 The Offeror should propose the proofs that would be required to document the eligibility of each dependent. This can include current proofs required by the Department and additional proofs recommended by the Offeror. The Social Security Card card is not used to prove eligibility; it is collected to confirm the accuracy of the employee's social security number for Medicare eligibility and COB purposes.

Q27 Exhibit II.C Would you provide the full time student proof as required by each carrier?

A27 The Department does not maintain this information and it will not be provided.

Q28 Exhibit II.C The required proofs for dependent eligibility do not specify if all listed documents are required to verify a dependent enrollment or just one of them. Please clarify the requirement.

A28 All listed documents are required, unless otherwise specified.

Q29 Exhibit III.D Please confirm that the total number of individual spouse and dependent's enrolled in NYSHIP benefits is 638,214 and they represent the dependent audit population.

A29 Confirmed, as presented in Exhibit III.D.

Q30 Exhibit III.E What is the current process for communicating with international employees?

A30 International enrollees receive communications via first class mail.

- Q31 Exhibit III.G The RFP lists a file layout from the State – are we to assume this is the file to be sent to [Offeror] or can the State program to [Offeror's] file layout?
- A31 This is the file layout the State would use to send to the Contractor. The State may entertain modifications to the file layout proposed by the successful Offeror. However, the Offeror must be prepared to accept the layout of this file, as presented in Exhibit III.G, if the State cannot accommodate modifications proposed by the selected Offeror.
- Q32 Exhibit III.H Historically, voluntary terminations during amnesty represent lower claim cost dependents compared with non-verified involuntary terminated dependents at audit end. Has this been factored into the Return on Investment Calculation – Example (A) and the RFP requirement to provide a 3:1 or 1:1 Return on Investment guarantee?
- A32 Yes. If the Department opts to administer the amnesty period, the savings associated with the voluntary terminations will not be included to meet the minimum ROI of 1:1. If the Department elects to have the selected Offeror administer the amnesty period, the savings associated with the voluntary terminations will be included to meet the minimum ROI of 3:1.
- Q33 Exhibit III.H Would the State consider using \$3,275, the 2007 average claim cost per dependent (from Exhibit III.F) for the Empire Plan or SEHP ROI calculation?
- A33 No.
- Q34 Exhibit IV Please confirm that the 326,517 number in instruction item #2 represents the total number of New York State, Participating Employer and Participating employee's/retirees/graduate student's that have at least one dependent enrolled in NYSHIP benefits. If so, please also confirm that the total number of spouse and dependents to employee's/ retirees/ graduate student's.
- A34 326,517 represents the total number of Family Contracts. There are a total of 638,214 dependents covered by those Family Contracts.
- Q35 Exhibit IV Can the Flat Fee also be represented as a cost per enrolled dependent or family contract to better measure the project on a unit basis and compensate for the fluctuation in enrollment audit population that naturally occurs prior to audit launch and avoid the need for the family contract count fluctuation mention in Instructions (1)(3)?
- A35 No.
- Q36 General Did the Department prepare the RFP or was it prepared by another firm or entity?
- If yes, will the Department give the name of the firm?
 - If yes, will the firm be eligible to submit a proposal for this RFP?
- A36 The Department prepared the RFP.

- Q37 General Will the Department be releasing the names of the firms that have submitted an intent to bid and/or attended the bidder's conference on July 2, 2008.
- A37 Yes. The names of firms that have submitted a Notice of Bidding Intention Form or who attended the Pre-Proposal Conference will be posted to the website, along with a transcript of the conference.
- Q38 General Did the Department of Civil Service (the Department) develop any key performance metrics in preparation for this procurement? For example:
- Number of audits to be completed
 - Estimated level of effort per audit
 - Annual Budget
- A38 Generally, key performance metrics developed by the Department may be identified by the requirement in the RFP that Offerors propose performance guarantees related to various activities required by the RFP. The Department expects Offerors to describe the level of effort in their Technical Proposal. The cost of the audit has been considered in the State's Financial Plan. However, the amount budgeted is not available to Offerors.
- Q39 General Did the Department of Civil Service conduct the eligibility audit services internally? If yes:
- What is the reason to contract with a firm to assist with the audit services?
- A39 An eligibility audit has not been conducted by the Department. It is the agency health benefits administrator's responsibility to collect and review required proofs that support the dependent's eligibility prior to adding the dependent to NYBEAS.
- Q40 General Is this the first procurement of this nature and scope issued by the Department of Civil Service? If no:
- Who is the current service provider?
 - What are/were annual fees paid to the contractor
- A40 Yes.
- Q41 General Is there a preference of the type of firm (independent audit firm, insurance firm, etc.) the Department of Civil Service is looking to use to provide the services?
- A41 No.
- Q42 General What type of data will be available to test?
- Will the audits consist of data analysis over system generated files of membership?
 - Will the review consist of manual reviews of paper forms submitted by the State, PEs and PAs?
- A42 The Department will provide the successful Offeror the enrollment data in the format specified in Exhibit III.G. The audit will consist of a manual review of paper forms submitted by the enrollee to the Contractor.
- Q43 General Can the Amnesty Period run concurrent with the Verification Phase? Meaning the first X days (not to exceed 60 days) of the verification program

would be designated as the Amnesty Period. Documents for other dependents would be accepted during this time.

Timing Example:

- Amnesty start October 1 end October 31
- Verification start October 1 end January 2009

A43 Yes.

Q44 General Are there any restrictions regarding "Married Couples" who are employed by the State or other agencies from covering each other as well as dependents?

A44 Married couples who are both employees of State Agencies are restricted from carrying 2 family policies. They are allowed to have either one individual policy per enrollee, one family policy covering both, or one individual policy and one family policy. In the event that a married couple chooses to carry one individual policy and one family policy, the family policy holder may also cover the other spouse and dependent children, so one of the spouses is permitted to be covered twice, with standard COB rules applying to the claims. In rare circumstances and at the Department's discretion, where the need is documented, two family policies are permitted for State enrollees.

NYSHIP rules allow married couples of Participating Employers and Participating Agencies to carry two family policies covering each other as well as their eligible dependent children at the discretion of the Agency. Agencies may adopt dual enrollment prohibitions but they must conform to Policy Memo 133.



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Q45 General Is there a systematic way to identify VIP's? (VIP is defined as an elected official, agency head, union leader, any person that may require special handling or a person you may want to be made aware of an ineligible dependent situation prior to their removal?)

A45 No. It is the Department's intent that the administration of the audit be conducted in a uniform manner.

The following are the Department's formal responses to questions asked at the Pre-Proposal Conference held on July 2, 2008.

Q46 What prompted the decision for the State to issue an RFP for DEAS?

A46 As we learned more about what larger private sector employers were doing in the area of dependent eligibility audits, the State decided to issue a Request for Information (RFI). We also reached out to other governmental entities to see what they were doing in this area. Based on this information, the State decided that a dependent eligibility audit was warranted and that it would result in a savings in health insurance costs. Based on the large number of dependents enrolled in NYSHIP, we felt it would be most cost effective to seek a qualified Offeror through the RFP process to perform DEAS.

- Q47 When an ineligible dependent is terminated from NYSHIP and they become uninsured, what are the potential political ramifications?
- A47 The Department has a fiduciary responsibility to the Plan's participants (which includes employer groups and enrollee who make a premium contribution towards the Plan). Additionally, inclusion of ineligible dependents in the Plan misrepresents the actual cost of government services and inflates the State's liability for postretirement health benefits which must be accounted for under GASB 45. We believe that in many instances ineligible dependents will have other employer based or individual insurance options available to them. Additionally, New York State offers a broad array of programs such as Child Health Plus and Family Health Plus designed to assist persons who would otherwise be without coverage.
- Q48 When calculating a ROI, we feel that a claims-based model versus a per-capita-based savings model is more credible, since the claims attached to those confirmed ineligible will be the true savings. Please explain your decision to move towards a per-capita-based model, in conjunction with the ROI requirement.
- A48 The vast majority of anticipated savings are not quantified on a per-capita basis. For Empire Plan and SEHP dependents, savings will be based on the claims for those dependents who are found to be ineligible and removed from the Department's enrollment system. Because HMOs are community rated and claims data is not available, savings will be calculated based on premium saved when an ineligible dependent is removed and causes the contract to change from Family to Individual. Savings attributed to the discontinuation of Medicare Part B premium reimbursement is the only instance where savings will be calculated on a per-capita basis. In this case, savings are calculated based on the cost of the basic Medicare Part B premium amount. Refer to Exhibit III.H for an example of how the return-on-investment calculation would be done.
- Q49 Section III of the RFP states under Minimum Mandatory Requirements that the Offeror must have "provided DEA services comparable to the services outlined in this RFP for at least three clients, each with a size of at least one hundred thousand (100,000) or more covered lives" within the last three years. How is "covered lives" defined?
- A49 Covered lives is defined as the total number of enrollees and dependents. To clarify, the minimum mandatory requirement is that DEA services have been provided to three clients each with at least 100,000 covered lives. However, it is not a requirement that these services have been provided within the last three years.
- Q50 Can you describe the State's benefits calendar and when open enrollment occurs? When are communications sent to enrollees about open enrollment?
- A50 There is no open enrollment period. Enrollees can enroll at any time, subject to certain waiting periods. Plan participants can change health insurance option during an annual Option Transfer Period that is offered for a 30 day period in November/December for the following calendar year. Retirees are not restricted to this 30 day period to change health insurance options; they can change options at any time, but no more than once during

a twelve month period. Enrollees receive information on health insurance plans and the premium rates prior to the Option Transfer Period.

- Q51 Our agreements for DEAS generally do not include a ROI requirement. Would the Department reconsider revising the model to a fixed fee, be more in line other state contracts, or are you set on the return-investment model?
- A51 Please refer to the response to Question #7.
- Q52 Can you describe the current dependent verification process for those members that are in the plan, in terms of required documentation?
- A52 A new employee who wishes to enroll for family coverage, needs to present a set of documentation for the employee and each claimed dependent to the employee's health benefits administrator (HBA), usually located in the agency's personnel office. Documentation requirements are described in Exhibit II.C of the RFP. Original documentation is returned to the employee; a copy of the documentation is retained by the HBA. The administration of the enrollment process is decentralized among more than 1,000 personnel offices across the State.
- Q53 Can we propose additional services?
- A53 Yes. Services in addition to those required by the RFP and included in your fixed fee at no additional cost may be included in your Technical Proposal. However, Offerors are cautioned to respond to the full requirements of the RFP.
- Q54 Do you have a preferred method of collection of documents - on site at your local entity level, or mailed to a service center?
- A54 We expect documentation to be mailed by the enrollee directly to the Contractor.
- Q55 Would the Department consider payment of a performance bonus if the vendor met or exceeded a predetermined standard of performance, as part of the cost proposal?
- A55 No.
- Q56 The RFP mentions a one-time audit. Is there a plan for the state to change how you manage dependent enrollment going forward? It's our experience if you don't we're going to be back to the same place in three to five years.
- A56 Depending on the results of this audit, we would assess the value of tightening up our current process and exerting greater controls over individual agencies. On the other hand, if we find we have no ineligible dependents, we would probably not make a change. The RFP does not request pricing for any kind of ongoing activity, so it won't be evaluated. Were we to do an ongoing process, we would issue an additional RFP.
- Q57 Why wasn't relevant experience of the Offeror in conducting DEAS for other State governments or public sector employers included in the minimum mandatory requirements?
- A57 We didn't feel that that was a significant differentiator

- Q58 Is there a timing element that you currently administer appeals for dependent eligibility at all?
- A58 If enrollees or dependents are eligible they're eligible to be put back on the file no matter when they submit their documentation. Depending on the circumstance, they might be subject to certain waiting periods, or limited to certain times of the year to do that.
- Q59 For enrollee communications is everything required to be in English or is there a special consideration for Spanish-speaking people that would be factored into this, or any other decision made toward either document information that's forwarded, or a contact center need for a language line?
- A59 A language other than English was not a requirement of the RFP.
- Q60 What is the employee's responsibility to maintain their own address -- their address maintenance?
- A60 It is the enrollee's responsibility to inform the health benefits administrator of an address change so that it can be updated on NYBEAS.
- Q61 For mailings to NYSHIP enrollees, what is the rate of returned mail?
- A61 For mailings to NYSHIP enrollees, the rate of returned mail is approximately 2%.