



**Department of
Civil Service**

**Glossary of Defined Terms
RFP entitled:
“New York State Vision Plan Services”**

Account Team means a proactive, experienced Contractor account leader(s) and team(s) in place who are dedicated solely to the Vision Plan and who have the authority and expertise to coordinate the appropriate resources to implement and administer the Vision Plan.

Administrative Fee means the monthly fee that the Contractor charges the Vision Plan for all administrative services, exclusive of the Shared Communication Expense as calculated on a per Enrollee contract per Month basis.

Affiliate means a person or organization which, through stock ownership or any other affiliation, directly, indirectly, or constructively controls another person or organization, is controlled by another person or organization, or is, along with another person or organization, under the control of a common parent.

Agreement or Contract means the Agreement with the Department to provide Project Services entered into between the Parties resultant from this RFP.

Business Day(s) means every Monday through Friday, from 9:00 a.m. to 5:00 p.m. ET, except for days designated as State legal holidays by the Department.

Calendar Year/Annual means a period of 12-months beginning with January 1st and ending with December 31st.

Call Center Hours means between the hours of 8:00 a.m. until 8:00 p.m. ET, Monday through Friday, and between the hours of 9:00 a.m. to 4:00 p.m. ET on Saturday.

Child(ren) means children under 19 years of age, including natural children, legally adopted children, children in a waiting period prior to finalization of adoption, Enrollee stepchildren and children of the Enrollee's domestic partner, and other children who reside permanently with the Enrollee in the Enrollee's household and are chiefly dependent on the Enrollee are also eligible, subject to a Statement of Dependence and documentation. Children who are unmarried full-time students and under the age of twenty-five (25). Children of Employees who are in SEHP are considered children eligible up to age twenty-six (26) regardless of marital or student status.

Commissioner means the Commissioner of the New York State Department of Civil Service.

Continental United States of America (CONUS) means the 48 contiguous States, and the District of Columbia.

Contractor or Selected Offeror means the successful Offeror selected as a result of the evaluation of Offerors' Proposals submitted in response to this RFP, and who executes a Contract with the Department to provide Project Services.

Copayment means the amount an Enrollee or Dependent is required to pay for covered vision services as specified by the benefit design of the Plan.

Day(s) means calendar Days unless otherwise noted.

DCS or Department means the New York State Department of Civil Service.

Dedicated Call Center means a group of customer service representatives trained and capable of responding to a wide range of questions, complaints, and inquiries specific to the Plan. The customer service representatives are dedicated to the Plan and do not work on any other accounts.

Dependent means the spouses, domestic partners, children under nineteen (19) years of age, and unmarried full-time Dependent student children under twenty-five (25) years of age enrolled in the Plan and determined to be eligible by the DCS. Unmarried young adult Dependent children nineteen (19) years of age or over are also eligible if they are incapable of supporting themselves due to mental or physical disability acquired before termination of their eligibility for coverage under the Plan. Dependent children of Employees who are in SEHP are covered up to age twenty-six (26) regardless of marital or student status.

Employee means “Employee” as defined in 4 NYCRR Part 73, as amended, or as modified by collective bargaining agreement.

Enrollee means an “Employee” or “Dependent” enrolled under the Vision Plan or a former Employee or covered Dependent who elects to continue vision coverage with the Vision Plan through COBRA.

ET means prevailing Eastern Time.

Health Benefits Administrator (HBA) means an agency representative, primarily located in agency human resource office, who provides information on health insurance benefits to agency staff.

HIPAA means Health Insurance Portability and Accountability Act of 1996, as amended.

Indemnity Reimbursement Schedule means a schedule for which partial reimbursement is available for those Enrollees and Dependents who obtain Vision benefits from Non-Participating Providers.

Implementation Date means the first day of the month following a minimum implementation period of 180-Days subsequent to the Attorney General’s Office and Office of State Comptroller’s approval of this, but no sooner than January 1, 2027.

Implementation Plan means a plan to include the evaluation and assessment activities as well as the development of a project plan to achieve Contract requirements and deliver the Project Services.

Implementation Period means minimum of 180-Days prior to inception Project Services Start Date.

Key Subcontractor(s) means those vendors with whom the Contractor subcontracts to provide Project Services and incorporates as a part of the Contractor’s Project Team. Key Subcontractors include all vendors who will provide \$100,000 or more in Project Services over the term of the Agreement that results from this RFP, as well as any vendor who will provide

Project Services in an amount lower than the \$100,000 threshold, and who is a part of the Contractor's Account Team.

Laser Vision Correction Participating Provider means any Ophthalmologist who entered into an agreement with the Contractor or any Key Subcontractor of the Contractor, to provide covered laser vision benefits to Enrollees and to accept the Participating Provider fee schedule for covered laser vision correction services.

May denotes the permissive in a contract clause or specification. Refers to items or information that the State has deemed are worthy of obtaining, but not required or obligatory. Also see "Should."

Mandatory denotes the imperative in a contract clause or specification. Means required - being determinative/mandatory, as well as imperative. Also see "Must" and "Shall."

Medical Exception Program means a Program for Enrollees and covered Dependents who have a medical condition that may impact vision refraction. Eligible program participants may receive an examination less than twenty-four (24) months, but not less than one year from last examination, when referred by the physician caring for the medical condition. Additional plan benefits are covered only if the patient has, in fact, experienced a change in vision.

Member means Enrollee or Dependent enrolled in the New York State Vision Plan.

National Medical Support Notice means a child medical support order issued pursuant to the standardized system established by the Child Support Performance and Incentive Act of 1998.

Must denotes the imperative in a contract clause or specification. Means required - being determinative/mandatory, as well as imperative. Also see "Shall" and "Mandatory."

New York Benefits Eligibility and Accounting System (NYBEAS) means the web-based enrollment system for the administration of employee benefits and the source of eligibility information for all Empire Plan and SEHP Members.

New York State Health Insurance Program (NYSHIP) means the health insurance program established by NYS to provide health insurance protection to employees, retirees and eligible dependents of New York State and Participating Agencies and Participating Employers. The program is administered by the NYS Department of Civil Service. NYSHIP provides health insurance coverage through the Empire Plan, Health Maintenance Organizations (HMOs); and the Student Employee Health Plan (SEHP).

Non-Participating Provider means any Optometrist or Ophthalmologist who has not entered into an agreement with the Contractor to provide covered vision benefits to Enrollees.

NYS or State means the State of New York.

Occupational Vision Program means a Program "by which," or "whereby" eligible Enrollees may obtain a second eyewear selection (intended for occupational use) from a Participating Provider, at the time the primary eyewear is ordered.

Offeror means any responsible and eligible entity submitting a responsive Proposal to this RFP. It shall be understood that references in the RFP to “Offeror” shall include said entity’s proposed Key Subcontractor or Affiliates, if any.

Optometrist/Ophthalmologist means a person who is legally licensed to practice the profession of Optometry in the state in which they practice. He or she must regularly practice such profession within the scope of his or her license.

OSC means the New York State Office of the State Comptroller.

Participating Employer(s) (PE) means a public authority, public benefit corporation, or other public agency, subdivision, or quasi-public organization of the State which elects, with the approval of the President of the Civil Service Commission, to participate in the New York State Vision Plan.

Participating Provider means any licensed Optometrist or Ophthalmologist who has an existing contract with the Contractor, or any Key Subcontractor of the Contractor, to provide covered vision benefits to Enrollees and accept the Participating Provider fee schedule as payment in full for covered vision services. A Participating Provider is not deemed a sub-contractor of Contractor when providing covered vision benefits to Enrollees.

Plan/Vision Plan/Project Services means the New York State Vision Plan.

Plan Year means the period from January 1st to December 31st in each Plan Year, unless specified otherwise by the Department.

President means the President of the Civil Service Commission and the Commissioner of the Department of Civil Service.

Proposal or Submissions means the Contractor’s Administrative Proposal, Technical Proposal, and Financial Proposal, including all responses to supplemental requests for clarification, information, or documentation, submitted during the course of this Procurement.

Protected Health Information (PHI) means any information, including demographic information collected from an individual, that relates to the past, present, or future physical or mental health or condition of an individual, to the provision of health care to an individual, or to the past, present, or future payment for the provision of health care to an individual, that identifies the individual, or with respect to which there is a reasonable basis to believe that the information can be used to identify the individual.

RFP or Procurement means the Request for Proposals entitled “New York State Vision Plan Services.”

Shall denotes the imperative in a contract clause or specification. Means required - being determinative/mandatory, as well as imperative. Also see “Must” and “Mandatory.”

Should denotes the permissive in a contract clause or specification. Refers to items or information that the State has deemed are worthy of obtaining, but not required or obligatory. Also see “May.”

Subcontractor(s) means any individual or legal entity (including but not limited to sole proprietor, partnership, limited liability company, firm or corporation) who has entered into a contract, express or implied, for the performance of a portion of the Contract with a Contractor. A Participating Provider is not deemed a sub-contractor of Contractor when providing covered vision benefits to Enrollees.

Transition Plan means a written plan for transition, which outlines, at a minimum, the tasks, milestones, and deliverables associated with transitioning the Plan to a new Contractor.

Upgrade Program means a Program for eligible Enrollees and their Dependents that enable them to select certain non-Plan eyewear from a Participating Provider and pay a discounted surcharge (in addition to the Participating Provider fee paid by the Plan).

Use and Disclosure means that the Contractor may create, receive, maintain, access, transmit, use and/or disclose the Department's Protected Health Information (PHI) solely in accordance with the terms of this RFP.

Will denotes the imperative in a contract clause or specification. Means required being determinative/mandatory, as well as imperative. Also see "Must" and "Shall."