
SECTION VIII: GLOSSARY OF TERMS

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.

AG means the New York State Attorney General's Office.

Agreement or Contract means the Agreement entered into between the Parties resultant from this IFB.

Amnesty Period means a specified period, not to exceed sixty Days, when any Enrollee with a Family Policy who participates in NYSHIP voluntarily identifies any ineligible Dependents.

Appeal means a request that is submitted by the Enrollee with required supporting documentation providing evidence of Dependent eligibility.

Appeal and Reinstatement Period(s) means the 90-Day period following each Phase of the Eligibility Verification Period during which the Contractor reviews Appeals for Reinstatement of coverage for Dependents terminated as a result of the DEA Project Services and makes a determination as to whether such Reinstatement is appropriate. Each Appeal and Reinstatement Period will commence seven (7) Days after the Contractor submits an accurate termination file to DCS for each Phase in the Eligibility Verification Period. The Contractor must send Reinstatement files to DCS during the Appeal and Reinstatement Period on a weekly basis identifying Dependents whose eligibility should be reinstated as a result of the Appeal determination.

Business Day(s) means Monday through Friday, except for days designated as Business Holidays.

Business Holiday(s) means legal Holidays observed by the State.

Call Center Hours means between the hours of 8:00 a.m. until 8:00 p.m. ET, Monday through Friday.

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

Contract Effective Date means the date that the Agreement is approved by the New York State Office of the State Comptroller resultant from this IFB.

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

CSL means New York State Civil Service Law.

Day(s) means calendar days unless otherwise noted.

DEA Project or Project Services means the entire scope of services to be provided by the Contractor pursuant to the terms and conditions of the Agreement that results from this IFB.

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

Dependent means the Spouse, Domestic Partner, and children under twenty-six (26) years of age of an Enrollee. Dependent children age twenty-six (26) or over are also eligible if they are full-time students with military service or they are incapable of supporting themselves due to mental or physical disability acquired before termination of their eligibility for coverage under the New York State Health Insurance Program.

Dependent Survivor means a spouse who has not remarried, a Dependent child(ren) who meets eligibility requirements, or a Domestic Partner who has not married or acquired a new Domestic Partner, of an Enrollee who died after having had at least ten (10) years of service, who was covered as a Dependent of the deceased Enrollee at the time of the Enrollee's death and who elects to continue coverage under NYSHIP following the three (3) month extended benefits period.

DOB means the New York State Division of the Budget.

Domestic Partner means a Dependent who is eighteen years of age or older, and both the Enrollee and Dependent have been in a partnership for at least six (6) months, are both unmarried (proof of divorce decrees required, if applicable), are not related in a way that would bar marriage, have shared the same residence and have been financially interdependent for at least six months, and have an exclusive mutual commitment (which is expected to last indefinitely) to share responsibility for each other's welfare and financial obligations. When

applicable, new Domestic Partners will be subject to a one (1) year waiting period from the termination of the Enrollee's last Domestic Partner coverage.

Eligibility Verification Period means the period following the Amnesty Period in which the Contractor conducts Dependent eligibility verification of the NYSHIP population subject to the audit and may consist of up to three (3) Phases at the discretion of the Contractor.

Empire Plan means the self-insured health plan administered by the NYS Department of Civil Service to provide health benefits for the Employees, Retirees, and eligible Dependents of New York State and NYSHIP Participating Agencies and Participating Employers.

Employee means Employee, Retiree, Vestee, or Dependent Survivor of a deceased Employee or Retiree defined as an Employee in the regulations of the President of the Civil Service Commission, as amended from time to time.

Employee Benefits Division (EBD) means the division of the New York State Department of Civil Service responsible for administering the New York State Health Insurance Program (NYSHIP).

Employee ID (EMPLID) means the unique identifying code of an Enrollee (i.e., Enrollee's account number).

Enrollee means an Employee, Retiree, former Employee, or Dependent who elects to participate in one or some of the benefit programs administered by the Department of Civil Service.

ET means prevailing Eastern Time.

Family Policy or Family Policies means a policy(ies) that includes coverage for an Enrollee plus covered Dependents.

GOER means the New York State Governor's Office of Employee Relations.

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

HMO means one of the health maintenance organizations which participate in the New York State Health Insurance Program.

IFB or Procurement means the Invitation for Bid entitled “Dependent Eligibility Audit Services,” dated May 7, 2015.

Implementation Date means the first Day following the 60-Day Implementation Period.

Implementation Period means the 60-Day Period, after the date the Department notifies the Contractor the Agreement has been approved by OSC, in which the Contractor implements all Project Services, as outlined in the Agreement.

Key Subcontractor(s) means those vendors with whom the Contractor subcontracts to provide Project Services and incorporated 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 IFB, 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 project team.

MWBE means Minority-and Women-Owned Business Enterprises.

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).

NYBEAS means the New York Benefits Eligibility & Accounting System, a computerized enrollment system utilized by the Department for the administration of Employee benefits.

NYS or State means the State of New York (including the New York State Department of Civil Service).

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

Opt-Out means a program that offers incentive payments to an eligible NYS Employee who has elected to Opt-Out of NYSHIP health benefits because the Employee is covered by other employer-sponsored group health insurance through other employment of their own or as a Dependent under a plan belonging to their Spouse, Domestic Partner or parent through his/her employment.

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

Participating Agency (PA) means any unit of local government such as school districts, special districts, or district or municipal corporations that elects with the approval of the President of the Civil Service Commission, to participate in the New York State Health Insurance Program. Examples of PAs are: Clinton County; East Meadow Public Library; and the Central Islip Union Free School District.

Participating Employer (PE) means any public authority, public benefit corporation, or other agency subdivision or quasi-public organization of the State that elects, with the approval of the President of the Civil Service Commission, to participate in the New York State Health Insurance Program. Examples of PEs are: the NYS Thruway Authority and the Dormitory Authority.

Phase means a portion of the Eligibility Verification Period during which a subset of the entire NYSHIP population is subject to Dependent verification, as mutually agreed upon by the Department and the Contractor.

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

Project Fees means any and all Contractor costs associated with the DEA Project Services including but not limited to Project Implementation, administration of Amnesty Period, Eligibility Verification Period, and Appeal and Reinstatement Period, electronic transfer of data, call center services, online web portal services, and cost of communications (including postage) to Enrollees.

Proposal or Submissions means the Offeror's Proposal, submitted in response to the IFB including all responses to supplemental requests for clarification, information, and documentation.

Regulations of the President of the Civil Service Commission means those regulations promulgated by the President of the Civil Service Commission under the authority of Civil Service Law, Article XI, as amended, and including but not limited to those regulations found at 4 New York Code of Rules and Regulations (NYCRR) Part 73, as amended.

Reinstatement means a determination to re-enroll a Dependent that had been terminated from coverage as a result of the DEA Project Services. The determination will be based on a review of appropriate documentation provided by the Enrollee and/or Dependent.

Retiree means any person defined as a Retiree pursuant to the terms of 4 NYCRR Part 73, as amended.

Return On Investment (ROI) means the performance measure used to evaluate the cost effectiveness of the DEAS, utilizing the methodology as set forth in Section IV.A.10.b of this IFB.

Spouse means a Spouse, including a legally separated Spouse. If an Enrollee is divorced or the marriage has been annulled, the former Spouse is not eligible, even if a court orders the Enrollee to maintain coverage.

State means the State of New York.

Student Employee Health Plan (SEHP) means a health benefits plan for graduate student Employees of the New York State University and the New York City University systems that provide benefits through the various Empire Plan Insurance Contracts.

Vestee means a former Employee who is entitled to continue benefits under NYSHIP because he/she has met all the requirements for NYSHIP coverage as a Retiree, except for eligibility to collect a pension, at the time employment terminates.