January 17, 2024

TO: Invited Vendors

FROM: Judith Muck, Executive Director

RE: Third Party Administrator (TPA) Request for Proposal (RFP)

Missouri Consolidated Health Care Plan (MCHCP) will be working with Optavise, an RFP system, in the marketing of the 2025 MCHCP TPA RFP for a January 1, 2025 effective date. You are invited to submit a proposal for these services. We believe that you will find this RFP a great potential opportunity for your organization.

MCHCP provides the health benefit program for most State of Missouri employees, retirees, and their dependents covering over 88,000 members (lives). An additional 1,200 non-state members are covered through their public entity employer. There are over 71,000 members (lives) that will be covered under this RFP and 1,200 non-state members covered through a public entity employer. The remaining 17,000 members are covered under a Group Medicare Advantage plan.

Bids are requested for:

- **TPA Administrative Services** are required to be included as a component of any proposal. TPA Administrative Services are required for the administration of self-insured health plan(s) for medical coverage.

- **Musculoskeletal Management** is encouraged to be included as a component of any proposal. Musculoskeletal Management must be itemized separately, and MCHCP reserves the right to annually elect or exclude this option.

- **Medically Supervised Weight Loss Program** is encouraged to be included as a component of any proposal. A Medically Supervised Weight Loss Program as an adjunct to weight loss drugs or diabetes management must be itemized separately, and MCHCP reserves the right to annually elect or exclude this option.

- **Member Reward Incentive Program** is encouraged to be included as a component of any proposal. A Member Reward Incentive Program must be itemized separately, and MCHCP reserves the right to annually elect or exclude this option.

- **Bidder Supplemental Optional Services** are encouraged to be included as a component of any proposal. Supplemental Optional Services must be itemized separately, and MCHCP reserves the right to annually elect or exclude these optional services.
**Contract Term**

The term of the contract will be one year with an additional four (4) one-year renewal options available at the sole option of the MCHCP Board of Trustees. Bidders are required to provide the following pricing for CY2025, with not-to-exceed pricing for CY2026-CY2029:

- TPA Administrative Services
- Musculoskeletal Management
- Medically Supervised Weight Loss Program
- Member Reward Incentive Program
- Bidder Supplemental Optional Services.

**Current Contracts**

MCHCP currently contracts with Anthem who provides administrative services for two PPO plans and one HSA Plan nationwide. The contract expires December 31, 2024. All plans offered provide benefit options in accordance with the code of state regulations (CSR) Title 22 – Missouri Consolidated Health Care Plan.

**Minimum Bidder Requirements**

To be considered for contract award, bidders must meet the following minimum requirements:

- **Licensing** – The bidder must hold a certificate of authority to do business in the State of Missouri and be in good standing with the office of the Missouri Secretary of State and the Missouri Department of Commerce and Insurance. MCHCP requires the contractor to comply with all state and federal laws, rules and regulations affecting their conduct of business on their own behalf and on behalf of a covered entity.

- **Benefits** – Bidders shall not mandate specific benefits, and contractor(s) must be flexible and demonstrate the ability to administer benefits. This includes the ability to offer multiple plan designs and benefit options as well as interacting with other MCHCP vendor partners.

- **Discount Arrangements** - As part of the evaluation process for this bid, bidders shall agree to share all provider discount arrangements by network with MCHCP’s consultant, Segal, prior to the award of the contract.

- **Data Transfer** – Bidder shall agree to provide claim-level data electronically to MCHCP or designated data vendor (currently Merative) on a monthly basis, including twenty-four (24) run-out months (i.e. months following contract expiration). Bidders may be required to demonstrate the ability to provide such data before a contract award is made.

- **Size and Experience** – The bidder must currently provide service to clients that have at least 250,000 covered lives combined and have at least two (2) clients with 50,000 covered lives. The bidder must be willing to disclose the name of the large clients, if requested. Experience with public sector health plans is preferred. The bidder must have been in operation and performing the services requested in this RFP for a minimum of five (5) years.

- **Networks** – Bidders must offer contracted provider networks capable of delivering benefits as described in the RFP. MCHCP requires a broad network that provides national coverage.

- **Contract** – Bidders shall not link nor attempt to link (unless permitted by this RFP), the award of this contract to any other bids, products, or contracts. Any bid proposal containing any contingency based upon actual or potential awards of contracts, whether or not related specifically to this RFP, or containing pricing contingencies, shall result in such bid proposal being rejected for non-responsiveness and non-compliance with this RFP.
• **Rates** – Bidders shall not be permitted to alter their rate or fees after submission except with agreement by MCHCP.

• **Timely Submission** – All deadlines outlined are necessary to meet the timeline for this contract award. Submissions after respective deadlines have passed may be rejected. All bidder documents and complete proposals must be received by the proposal deadline of February 27, 2024, as outlined in the timeline of events for this RFP. Late proposals will not be accepted. MCHCP reserves the right to modify a deadline or extend a deadline for all bidders at its discretion.

• **Data exchange** – Bidder must be capable of establishing a relationship with MCHCP’s pharmacy benefit manager, which allows the contractor to communicate deductible and out-of-pocket information on a daily basis and potentially with other MCHCP contractors to communicate eligibility, participation or claims data.

• **Performance Bond** - The contractor must furnish an original performance security deposit in the form of check, cash, bank draft, or irrevocable letter of credit, issued by a bank or financial institution authorized to do business in Missouri, to MCHCP within ten (10) days after award of the contract and prior to performance of service under the contract. The performance security deposit must be made payable to MCHCP in the amount of $5,000,000. The contract number and contract period must be specified on the performance security deposit. In the event MCHCP exercises an option to renew the contract for an additional period, the contractor shall maintain the validity and enforcement of the security deposit for the said period, pursuant to the provisions of this paragraph, in an amount stipulated at the time of contract renewal, not to exceed $5,000,000.

**Intent to Bid**

Once the RFP is released, bidders who are interested in submitting a proposal must complete the Intent to Bid (available as a response document within the Optavise system). The Intent to Bid is due at 5 p.m. CT, Wednesday, February 7, 2024.

**Use of Optavise**

During this RFP process you will find Optavise’s internet-based application offers an opportunity to streamline information exchange. We are confident your organization will find the process straightforward and user-friendly. Optavise will be contacting you within the next two to three days to establish a contact person from your organization and to set up a training session, if necessary. To assist you in preparing for the online proposal process, we have outlined below some important information about this event.

**General Instructions**

Your proposal will be submitted over the Internet, through an anonymous online bidding process. Optavise will assign a unique username, which will allow you to view the information pertinent to the bidding process, submit response documents, communicate directly with MCHCP through the application’s messaging component, and respond to our online questionnaires. In addition, Optavise will provide a user guide with instructions for setting up your account.

You may wish to have other people in your organization access this online event to assist in the completion of the RFP. Each member of your response team must secure a unique username and password from Optavise by way of a provider contact spreadsheet, e-mailed directly to you by Optavise. There is no cost to use the Optavise system.

**System Training**

Optavise offers all participants of an Optavise-hosted event access to their downloadable *User Guides* and *Pre-Recorded Training Sessions*. These guides are located on the homepage of the
vendor-user view and provide an overview of the application’s functionality. We recommend that you and your response team take advantage of this opportunity to realize the full benefit of the application. In addition to this self-help option, Optavise’s experienced support personnel will offer an application overview via a web-cast session.

Optavise support is also available Monday through Friday from 8:30 a.m. to 5:00 p.m. ET to help with any technical or navigation issues that may arise. The toll-free number for Optavise is 800-979-9351. Support can also be reached by e-mail at systemsupport@optavise.com.

**Key Event Information**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Online RFP Released</td>
<td>Wednesday, January 31, 2024</td>
<td>8 a.m. CT (9 a.m. ET)</td>
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<tr>
<td>Intent to Bid Document Due</td>
<td>Wednesday, February 7, 2024</td>
<td>5 p.m. CT (6 p.m. ET)</td>
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<tr>
<td>Question Submission Deadline</td>
<td>Wednesday, February 7, 2024</td>
<td>5 p.m. CT (6 p.m. ET)</td>
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<td>MCHCP Responses to Submitted Questions</td>
<td>Wednesday, February 7, 2024</td>
<td>5 p.m. CT (6 p.m. ET)</td>
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<tr>
<td>All Questionnaires and Pricing Due</td>
<td>Tuesday, February 27, 2024</td>
<td>5 p.m. CT (6 p.m. ET)</td>
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<tr>
<td>Claim Cost Submission due to Segal</td>
<td>Tuesday, February 27, 2024</td>
<td>5 p.m. CT (6 p.m. ET)</td>
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<td>Finalist Interviews</td>
<td>Early April, 2024</td>
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<tr>
<td>Final Vendor Selection/Contract Award</td>
<td>Late April, 2024</td>
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<tr>
<td>Program Effective Date</td>
<td>January 1, 2025</td>
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If this notice should have been sent to a different individual within your organization, please contact Tammy Flaugher by phone at 573-526-4922 or by e-mail at tammy.flaugher@mchcp.org.

We look forward to working with you throughout this process.