



Client Information and Medical Request for Proposal Instructions

ResCare, Inc.

April 23, 2018

Introduction

Aon Health & Benefits Consulting (Aon) is assisting ResCare, Inc. (ResCare) in the evaluation of vendors to conduct medical plan administration for ResCare and its employees, beginning January 1, 2019. This Request for Proposal (RFP) outlines the requirements that must be met and solicits data that will be used to complete this evaluation. In order for your organization's proposal to be fully considered, it is important that you follow the instructions outlined below and respond to this RFP by **May 11, 2018 at 5:00 p.m. CST**.

The information in this request should be considered completely confidential. No portion of this document may be reproduced without prior written consent of Aon. The contents of the material should not be discussed with anyone outside of your organization. Under no circumstances should the client be contacted regarding this proposal. Any breach of this confidentiality clause may result in immediate disqualification of your organization from the selection process.

About ResCare

ResCare, Inc., founded and headquartered in Louisville, Kentucky, is dedicated to impacting communities for the better with a mission to help people live their best life. As the largest diversified health and human services provider in the U.S., ResCare is the largest private provider of services to people with disabilities, the largest privately-owned home care company, the largest provider of specialized high-acuity neuro-rehab in community settings and the largest career center workforce contractor in the U.S.

ResCare's U.S. population of around 42,000 is scattered throughout the country, but headquartered in Louisville, Kentucky. ResCare's current eligible U.S. population is approximately 22,000 eligible with around 7,500 enrolled in medical benefits.

Current Environment

- ResCare currently offers two self-insured Anthem medical plans to mainland U.S. employees (40% PPO enrollment, 60% HDHP enrollment) except employees located in California
 - Employees in California are offered three Kaiser fully insured medical plans (HMO and two HDHPs)
 - Employees in Hawaii and Puerto Rico are offered separate fully insured plans (not eligible for this RFP and not included on census)
- Employees working 30 hours per week are eligible for medical coverage
 - Approximately 22,000 employees are eligible for medical
 - Approximately 7,500 employees are enrolled in medical
 - Around 600 of those enrolled in medical are in fully insured plans (Kaiser, HMSA and First Medical). There is a possibility of opening eligibility of the self-insured plans to these geographies, but they are not currently offered the self-insured medical plans
- Eligibility and benefits administration are handled via Alight Solutions

Objectives of this Request for Proposal

ResCare's goal is to identify a partner to administer its medical plan that is able to:

- Offer competitive administrative fees and network discounts
- Provide comprehensive network access across the U.S.
- Bring professional products, innovation, partnership, and superior administration capabilities to support ResCare
- Provide strong, experienced account management and administration
- Administer requested benefit plan designs (and support future design changes)
- Dedicate superior member and customer service support
- Collaborate to develop reports that are meaningful to ResCare and at appropriate levels to make meaningful business decisions
- Partner with ResCare in order to best maximize their health care spend
 - As such, the expectation is that ResCare's future health care partner will offer creative network solutions in order to best meet the needs of their colleagues and ultimately decrease costs

Selection Criteria

The following selection criteria will be used to determine which vendor is selected:

- Ability to provide the specific services and meet the specifications outlined herein
- Ability to provide a substantial list of clients and available references with needs similar to ResCare
- Certain intangibles including, but not limited to: financial viability, organizational stability, flexibility, responsiveness, perceived style, competitive pricing, and philosophical match with ResCare
- Compliance with ResCare's contractual requirements including Business Associate Agreement (BAA) and payment terms
- Geographic access for ResCare's employees
- Competitive fees and discounts within the respective markets
- Competitive provider and network expansion guarantees
- Compliance with ResCare's performance standards and bidding requirements
- Ability to prepare and provide a SPD
- Willingness to add ESI Rx plan information to medical cards
- Finalists will be asked to demonstrate a recommendation around clinical solutions along with associated performance guarantees

Bidding Instructions

These specifications include the information necessary for your organization to prepare a complete proposal.

Intent to Bid

All bidders must email Kayla Ulrich (kayla.ulrich@aon.com) and Liz Lamers (liz.lamers@aon.com) to confirm their Intent to Bid no later than **April 25, 2018 at 5:00 pm CST**.

Vendor Content Inquiries

Vendor inquiries on the content of the RFP are due by **April 25, 2018 at 5:00 pm CST** via email to Kayla Ulrich (kayla.ulrich@aon.com) and Liz Lamers (liz.lamers@aon.com). All vendor questions and responses will be assembled into a single document and released to all participating vendors by EOD on **May 2, 2018**. Questions should be specific and detailed in order to provide complete responses to all RFP sections. All questions will remain anonymous so that no organization will be identified as asking a particular question.

Proposal Submission

RFP Response

- To be considered a qualified candidate, your response to this RFP must:
 - Include a cover letter clearly spelling out deviations from requested services. Include any additional programs (and associated cost) that your organization is proposing outside of the programs noted in the RFP. Please note that plan designs, all benefit provisions, and policy particulars are expected to be replicated to match the proposed plan designs (although they are subject to change). Unless indicated otherwise, your proposal will be interpreted as a duplication of the plan benefits, procedures, and policies as set forth in this RFP
 - Respond clearly and concisely to all the financial sections of the RFP template
 - Comply with all specifications or clearly indicate where and why your proposal deviates
 - Respond clearly and concisely to all questions without referring us to preprinted materials as your response
 - Review the ResCare Business Associate Agreement (BAA) and identify any edits you may have
 - Provide a sample ASA
 - Confirm in writing that all employees and dependents may continue coverage on a no-loss, no-gain basis
 - Provide a quote with and without innovative network solutions. The expectation is for selected vendors to dive deeper into recommended solutions based on the ResCare population during finalist meetings
 - Provide a status quo proposal (excluding California population) as well as a quote that includes the California population (assuming employees have choice between self-insured plans and Kaiser fully insured plans)

- Be received by Aon no later than **May 11, 2018 at 5:00 pm CST**
 - Complete and submit your response to the Network Access Request for Information (RFI) and appropriate files to the Aon Hewitt Team at HNAPDMBX@aonhewitt.com.
 - Complete and submit your response to the Provider Disruption RFI and appropriate files to the Aon Hewitt Team at HNAPDMBX@aonhewitt.com.
- Under no circumstances should ResCare be contacted directly regarding this RFP. Any questions or issues should be directed to Kayla Ulrich (kayla.ulrich@aon.com) and Liz Lamers (liz.lamers@aon.com)

Other Bidding Instructions

- Assume a January 1, 2019 effective date
- Quotations are requested on a self-insured basis
- Quotations should assume no commissions
- Respond clearly and concisely to all questions in the spaces provided. Do not reference an attachment or an answer to another question within the RFP in your response. Such answers will be considered incomplete

Timetable of Activities

It is critical to ResCare that the following timetable be met. Your ability to meet these deadlines will be considered in ResCare’s analysis of your capabilities. All vendors should hold finalist meeting dates, as these are not flexible.

| Activity | Date |
|-----------------------------------|--|
| Release RFP to Bidders | April 23 |
| Intent to Bid Due to Aon | April 25 |
| Questions From Bidders Due to Aon | April 25 |
| Aon Responds to Bidder Questions | May 2 |
| Proposals Due From Bidders | May 11 |
| Finalist Presentations | Week of June 18 (more details to follow) |
| Finalist Selection | Week of June 25 |
| Implementation Begins | July 1 |
| Preimplementation Audit | TBD |
| Effective Date | January 1, 2019 |

Appendix

The following materials are provided via attachments:

- ResCare census
- Current Medical plan designs

- Paid claims and large claims for Medical (through March 2018)
- Medical/Rx enrollment (through March 2018)
- ResCare BAA template