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Date: May 19, 2016
To: All RFP ETG0005 Proposers
RE: **ADDENDUM No. 2**
Request for Proposal (RFP) ETG0005
Third Party Administration of Wellness and Disease Management Programs

Acknowledgement of receipt of this Addendum No. 2:

Proposers must acknowledge receipt of this Addendum No. 2 by providing the required information in the box below and including this page 1 in Proposer's Proposal.

Proposer's Company Name:
Authorized Printed Name:
Authorized Signature:
Date

Please note the following updates to RFP ETG0005:

- ADD** the following bullet to Page 15 of the RFP, Section 2.4 to the right of TAB 1 directly proceeding "Provide the following in the following order:"
 - Page 1 of ADDENDUM No. 2: Sign Page 1 of Addendum No. 2, complete, and sign.
- GENERAL INFORMATION:** This Addendum No. 2 contains all remaining questions submitted by Proposers. All of the questions listed in Addendum No. 2 are questions submitted by Proposers prior to or on May 6, 2016.
- CHANGE** the Proposal Due Date to **Tuesday, May 31, 2016 by 2:00 PM CDT**. Change the **PROPOSAL DUE DATE** in Section 1.9, Table 4 Calendar of Events, AND in Section 2.3 on page 15 of the RFP, to Tuesday, May 31, 2016, 2:00 PM CDT.
- ADD** the following answers from ETF to questions submitted by Proposers:

No.	RFP Section	RFP Page	Question/Answer
Q240	5.2.F.2	25	On-Site Program – Is there a specific time period that we need to complete 20 to 40 health fairs? Or is this over a 12-month period? Will there be multiple fairs in different locations on the same day?
A240			Benefit fairs are generally scheduled in the weeks leading up to and during open enrollment. There is a possibility that events will be scheduled on the same day, which is why the requirement is to attend approximately half of the events.
Q241	5.6.K	35	Reporting tools – How many users will need access to our reporting tools?
A241			See A80.
Q242	5.12.1	44	Data Feeds – How many data feeds will the vendor need to ingest and manage on an ongoing basis?
A242			See A31.
Q243	5.7.B.4	35	Will the State offer individual and group challenges to all 246K members in the plan? Or will this be limited to employees only?
A243			ETF will work with the Contractor to determine how to best offer and promote challenges made available through the Contractor’s web-portal.
Q244	5.6.A	32	Web Portal Customization – Does each GHIP/WPE require its own customized website, or will there be a single master “brand” applied that would be used for all employer groups?
A244			There will be one web-portal with one master “brand,” for use by all Members; there will be no web-portal customizations for the employer groups, but would be customization based on enrollment type (Section 5.11 C.2).
Q245	Attachment C	Line 19	Cost Proposal – Participant Usage fees – Is a projected unit meant to represent a single phone call to a participant? I.E. If the State of WI is projecting 6,000 units of telephonic coaching, is that defined as 6,000 “sessions” (individual phone calls lasting at least 15 minutes)? Or is 6,000 the total number of unique participants telephonically managed (with multiple coaching calls) during the year?
A245			6,000 unique participants, however, actual utilization is unknown.

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Q246	1.2.2	5	Can you provide more clarity on the number of incentive payments? There were 27,500 incentive payments issued in 2015, but only 16,600 members screened for biometric results.
A246			See A14.
Q247	Exhibit 2 Section 34.0	60	Exhibit 2, paragraph 34.0 (Work Center Program): The vendor provides specialized solutions that are designed to engage members and promote healthy behaviors, including dedicated call centers and targeted communications. Please confirm the work center program requirement in paragraph 34.0 would not be applicable to this RFP and the services provided by the vendor given we are not providing the bulk of our services onsite.
A247			Exhibit 2, paragraph 34.0 (Work Center Program) is not applicable to this RFP.
Q248	Exhibit 4 Section 25.0	70	Exhibit 4, paragraph 25.0 (Right to Publish or Disclose): This paragraph requires bidders to obtain the State's prior written approval before releasing any information related to the services performed. In particular, the provision states that "it is a breach of this Contract to disclose any information to any person that the Department or its governing boards may not disclose under Wis. Stat. sec. 40.07." In order to properly administer our program for ETF, The vendor would be sharing information "internally" to properly coordinate certain program services. For example, biometric data collected will be shared with our data team in order to identify members for support. Similarly, we will be sharing "de-identified" data via our reports with ETF to demonstrate program results. Would these provisions apply in those situations?
A248			Section 25.0 refers to the disclosure of information to third parties.
Q249	2.3	14	With regard to the following requirement: "All Proposals must be time-stamped as accepted by Employee Trust Funds by the stated time. Proposals not so stamped in by Employee Trust Funds on or prior to the stated due date and time will not be accepted and shall be considered late. Receipt of a Proposal by the State of Wisconsin mail system does not constitute receipt of a Proposal by Employee Trust Funds, for the purposes of this RFP." How can our organization be sure that our proposal is time-stamped on time? We receive a confirmation for UPS as to the time of delivery, including signature of

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			recipient, but how will we know if the package gets time stamped by the State?
A249			The Proposer may ask for a confirmation of the time stamped by the State.
Q250	5.3	26	How often does ETF plan to implement changes to the Incentive program?
A250			At this time there is no proposal before the Board to change the design of the Well Wisconsin incentive for the 2017 program year other than moving to a single vendor for program administration. However, the Benefit Consultant November 10, 2015 Report to the Board (Table 2 of Section 1.2.4) recommended Board evaluation of changes to the overall structure of the GHIP/WPE programs as early as 2018, including moving to a premium differential for wellness.
Q251	5.6.F.6	34	Please provide an example of what type of secure documents members may upload?
A251			For 2017, ETF anticipates Members may submit paper HRAs, biometrics obtained from their healthcare providers, complaints and grievances.
Q252	5.7.F	36	All health coaches for the wellness program must be certified for one or more nationally recognized credentialing body. Can we get more information on what the State defines as acceptable certifications; RD's, ACSM, etc.
A252			See A36.
Q253	5.12.1.B	44	The Contractor must operate within the requirements of ETF's member IDs. ETF will communicate eligibility and member information using the MyETF Benefits (MEBS) 8-digit member ID, and the Contractor must develop a crosswalk if the Contractor cannot accept these ID's for each member. Will member SS numbers be available?
A253			Social Security Numbers are available for most enrollment records, but not all. Therefore the ETF member ID is used as the unique ID.
Q254	2.4	17	We are a privately held organization and do not publish financial statements. In lieu of audited financial statements, will you accept a summary of financial information and confirmation of the firm's financial stability from our independent third party auditor? If not, will this exclude us from consideration?

No.	RFP Section	RFP Page	Question/Answer
A254			ETF will accept a certified summary of a Proposer's financial information.
Q255	5.7A		We provide disease management programs that address risk factors for (and management of) hypertension, Type 2 diabetes, asthma, chronic respiratory diseases, metabolic syndrome, low back pain and depression (with peer-reviewed outcomes related to many of these conditions). However, they are not each provided in a separate program. Is it satisfactory to provide research-tested and validated (validated) comprehensive programs that addresses many of the above-stated conditions within the same program?
A255			This RFP is for the wellness and disease management programs.
Q256	1.2 Current State	3	Can you share the main reasons that State of Wisconsin is going out to bid?
A256			This is addressed in Section 1.3 of the RFP.
Q257	1.2 Current State	3	Given your existing Population Health and Wellness Services, what gaps, challenges, and goals are you currently trying to solve that aren't being fulfilled by your existing solutions?
A257			A single vendor will improve the data available for program evaluation and expansion.
Q258	1.2 Current State	3	Please outline if your existing programming is in-house or via a vendor for platform, health assessment, incentive administration, coaching, classes/seminars and nurse line.
A258			The current program is outlined in Section 1.2.2. With the exception of onsite biometric screenings, services are currently with the individual health plans.
Q259	1.2 Current State	3	Who is the existing vendor(s) for this program?
A259			See A259.
Q260	1.2 Current State	3	How many employees are dedicated as wellness champions to help drive engagement and program management?
A260			Very few employers have a dedicated full time resource dedicated to wellness.

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Q261	1.2 Current State	3	Would State of Wisconsin be able to supply one eligibility file to support the entire roll-out?
A261			See A31.
Q262	1.2 Current State	3	Do your members have a universal ID number?
A262			Yes, see Section 5.12.1.B.
Q263	1.2 Current State	3	Does the structure of your eligibility file clearly delineate specific employer groups and sub-groups at that employer?
A263			Yes, with the exception noted for large employers in Section 5.6.H.
Q264	1.2 Current State	3	Do you have an eligibility process established for member and non-member program participation?
A264			It is unclear what is meant by "non-member". If an individual is not enrolled in the GHIP/WPE programs, they are not able to participate.
Q265	1.2 Current State	3	Can the State clarify the difference between the mentioned 570,000 State and local government employees and annuitants on page 3 and the 110,569 subscribers and 246,311 members shown in Table 1 on page 4?
A265			See A5.
Q266	1.2 Current State	4	What is the current membership that is eligible for your Wellness Services today?
A266			See A15.
Q267	1.2 Current State	4	On the GO LIVE date, how many lives do you project will be eligible beginning on day one?
A267			See A15.
Q268	1.2.1, Table 1	4	What percentage of Wisconsin's enrollees are members of a labor union?
A268			A limited number of WPE still have collective bargaining, a percentage cannot be provided.

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Q269	1.2.2	5	Will the Well Wisconsin incentive remain at \$150 for each participant?
A269			See A11.
Q270	1.2.2	5	Will the State fund any additional incentives for participants? If so, what would that include?
A270			See A11.
Q271	1.2.2	5	Is the Well Wisconsin incentive only available to employees or does it extend to spouses and/or dependents?
A271			As stated in Section 1.2.2 "The Well Wisconsin incentive is available to the primary health insurance subscriber and their enrolled spouse/domestic partner."
Q272	1.2.3	5	Can the State confirm that it is not looking for the bidder to provide a disease management program, but rather a vehicle to drive participants to their appropriate disease management programs (e.g.: Asthma, COPD, diabetes, etc.) that may be offered by a third party or a health plan?
A272			This RFP is for wellness and disease management.
Q273	1.3 Future State	6	What is the expected minimum membership for the HRA and online wellness tools?
A273			See A210.
Q274	1.3 Future State	6	What is your expectation for Health Assessment utilization on an annualized basis?
A274			See A210.
Q275	1.3 Future State	6	For lifestyle management coaching are you interested in a risk stratified model and if so what is your desired risk stratification for coaching qualification?
A275			This is provided by the Contract as detailed in Section 5.3 D.
Q276	1.3 Future State	6	For condition management coaching, does the State have a % population you desire to identify in general or within each condition? Can you list out? For engaged of the identified what is your expectation or goal?
A276			See A212 and A99.

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Q277	1.3 Future State	6	Does the State anticipate a full replacement of an existing vendor (or vendors) and going live with the new partner all on the same date (go live), or do you envision a more gradual client migration and if so can you share that timeline?
A277			The new Contractor will administer all aspects of Well Wisconsin for the 2017 program year, including education and outreach during the 2016 open enrollment period.
Q278	1.3 Future State; Item 4	7	Can the State provide additional information about the scorecard?
A278			See Section 5.3 C.
Q279	1.3 Future State; Item 4	7	Does a scorecard currently exist and if so, can the State provide it?
A279			No, there is not a standard scorecard being used for the current program.
Q280	1.3 Future State; Phase 2	7	What are the "enhanced financial incentives" mentioned in phase 2 desired by the ETF to increase participation?
A280			Incentives that have a larger financial impact such as premium differentials or reductions in co-payments.
Q281	1.9 Calendar of Events	12	Can you please share the exact date that ETF would like to GO LIVE with new services?
A281			This is outlined in Section 5.1. Promotion would begin during 2016 open enrollment for a program launch of December 30, 2016.
Q282	1.9 Calendar of Events	12	Can the ETF please describe in detail if this will be a GO LIVE across all eligible for all services or if this will be an incremental migration across certain lives and services across a timeline.
A282			For the existing Well Wisconsin program see A26. Disease management will be phased in over 2017.
Q283	1.9 Calendar of Events	12	If the ETF desires an incremental GO LIVE, can you please share specific timeline, eligible and services envisioned?
A283			See A27.

No.	RFP Section	RFP Page	Question/Answer
Q284	5 Program Specifications	22	<p>The instructions in RFP Section 2.4, Proposal Organization and Format, does not indicate that bidders are to address each requirement in Section 5, Program Specifications. However; the instructions in Section 5 indicate that we must specify exceptions to the Program Specifications in Tab 3 – Assumptions and Exceptions.</p> <p>Can ETF please verify that bidders are not to provide a point-by-point response for Section 5 and shall only address specific items under Tab 3 if there are any exceptions?</p>
A284			Proposers are not instructed to submit a point-by-point response to Section 5. If the Proposer cannot agree to each item listed in Section 5, the Proposer must so specify and provide the reason for the disagreement in Tab 3 – Assumptions and Exceptions.
Q285	5.1.D.10	23	Is it the State of Wisconsin's intent to have the "It's Your Choice" open enrollment website information accessible to the public from 9/30/2016 until eligibility file ingestion on 11/11/2016? i.e., no registration needed.
A285			See A43. Eligibility for Contractor services will be based on January 1, 2017 effective dates for enrollment.
Q286	5.2.F	24	Can the ETF provide additional detail about the scope and frequency of the employer group training services?
A286			Training would assist employer group benefit staff with being the first point of contact for employee questions related to the Contractor services and processes.
Q287	5.4 Biometric Screening	27	Re: Biometric Screening, what % of the events would be within the State of Wisconsin area vs. outside/ nationally?
A287			See Appendix 8 "2015 Onsite Biometric Screening Events" as an example of events; this may not be representative of 2017 activity.
Q288	5.2A	24	If we have not been in business for the minimum five (5) years but otherwise have years of experience covering over 100,000 lives and 100 different work locations, will this satisfy the requirements? If not, will this exclude us from consideration?
A288			See A49.

No.	RFP Section	RFP Page	Question/Answer
Q289	5.2B	24	If our subcontractor who will be conducting onsite biometric screening has the minimum five (years) experience such screenings to over 20,000 individuals, does this satisfy the requirement?
A289			See A49.

END

This Addendum is available on ETF's Extranet at <http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html>.