



Anderson County Government

ASO Request for Proposal #2017

Questions and Answers

1. Does the County intend to continue to use CareHere for telemedicine or would they be willing to use a carrier-integrated vendor?
 - Both options will be considered for review. However, Anderson County Government would like for the telemedicine vendor to have a mental health option. Please include details regarding this benefit in your proposal.
2. Can you provide any information regarding the utilization at the on-site clinic?
 - Report provided.
3. Can we get a full claim file to reprice for the open policy year?
 - This has been requested from BCBST. It will be provided to all vendors once received.
4. Can you provide information regarding the current administration fees and identify what, if any, optional services/programs are included in the fee? And historical with BCBS?
 - Fees provided.
5. For the electronic copy of the proposal, does the group want a CD or flash drive?
 - Flash drive
6. For the on-site clinic – is there any integration needed with the on-site clinic and the medical benefit plan or is the on-site clinic operating completely independently?
 - The current administrator (MedBen) shares eligibility data with CareHere on a monthly basis, which will need to continue. At some point, Anderson County Government would like for the utilization data for the clinic to feed into the medical carrier's utilization reporting, but that isn't happening currently.
7. What is the benefit for physical, occupational & speech therapy?
 - Based on the wording in the SBCs, it is subject to the annual deductible/coinsurance.
8. What is the benefit for cardiac rehabilitation and pulmonary therapy?
 - Based on the wording in the SBCs, it is subject to the annual deductible/coinsurance.
9. Please confirm the ER benefit.
 - This was updated mid-year. A copy of the amendment to the SPD is attached. This amendment was only necessary for the Gold Plan. On the Gold plan, the ER copay is \$500, then covered at 100%. On the Silver plan, ER is subject to the annual deductible/coinsurance.
10. Please confirm benefit for hearing aids. Are they to pay at copay or ded/coins?
 - Deductible/coinsurance

