	Request for Information Responses									
	Legend:									
	x: Vendor provi	c: Vendor provided a response that addressed the question.								
	Did not Addres	Did not Address: Vendor did not provide a response to the question.								
	Does not Provi	Does not Provide Service: Vendor indicated they do not offer the service.								
	Not Applicable: Vendor responded to question, however, response did not address the question.									
Questions	Vendors' Responses									
	TPA 1	TPA 2	TPA 3	TPA 4	TPA 5	TPA 6	TPA 7	TPA 8		
Administrative Services Describe what administrative services your firm provides.	х	х	х	х	х	х	х	Does not Provide Service		
2. Account Management Describe your firm's flexibilities to adapt to client demands and/or needs.	х	х	х	х	х	х	х	х		
3. Underwriting and Issuance Describe and/or illustrate your firm's general underwriting procedures processing new applications, reconsiderations, and benefit change requests to ensure that overall risk selection remains within acceptable parameters to maintain the stability of the client's Program, while not becoming unnecessarily conservative to the detriment of Program growth.	x	x	Does not Provide Service	X	x	x	x	Not Applicable		
4. Preferred Provider Network If applicable, describe your firm's use of provider networks, and any benefits to policyholders for utilizing in-network providers. This includes, but is not limited to, services offered by assisted living facilities, nursing homes, home health agencies, hospice care and respite care to optimize delivery of care for policyholders.	х	х	Does not Provide Service	х	Does not Provide Service	х	х	Did not Address		

Questions	Vendors' Responses							
	TPA 1	TPA 2	TPA 3	TPA 4	TPA 5	TPA 6	TPA 7	TPA 8
5. Customer Service Describe strategies and technologies that your firm uses for recruitment and retention of customer services representatives (CSR) and the breadth of experience you require in order to deliver outstanding customer service. Describe your customer services model (e.g. controls and monitoring, policyholder access and communication)	х	х	Does not Provide Service	х	х	х	х	Did not Address
6. Report and Data Feeds Describe your firm's ability to receive and process reports and data feeds (e.g. quarterly and annual actuarial data feeds and standard compliance reports) electronically in a secured HIPAA compliant environment.	x	х	х	x	х	х	х	х
7. Quality Assurance Describe the process that your firm uses to make certain that tracking and reporting of deliverables are 100% error free.	х	х	х	х	х	х	х	Not Applicable
8. Policyholder Education Describe your strategies and processes on how to educate policyholders about understanding their Evidence of Coverage, the administration of coverage changes, benefit qualification, provider qualification and benefit payments.	x	х	x	x	х	х	x	Not Applicable
9. Marketing and Policyholder Acquisition If applicable, describe your firm's marketing strategies to increase the volume of new business.	х	х	Not Applicable	х	х	х	х	х
10. Stakeholder Engagement Strategies Describe how your firm will provide meaningful information and education to CalPERS stakeholders in a timely manner.	х	х	х	x	х	х	х	×

Questions	Vendors' Responses							
	TPA 1	TPA 2	TPA 3	TPA 4	TPA 5	TPA 6	TPA 7	TPA 8
11. Innovation Strategies Describe how your firm would develop innovative strategies for advancements in CalPERS products along with increased quality and cost-effectiveness of service (e.g. standardized reporting of assessments from field nurses).	x	x	x	х	х	x	х	х
12. Product Development Describe any plan designs that you developed or currently administer with other clients that have led to successes.	x	х	x	х	Not Applicable	х	х	Not Applicable
13. Benefit Changes Describe your firm's ability to manage rate increases or decreases and coverage change options.	х	Not Applicable	х	х	х	х	х	Not Applicable
14. Claims Administration Describe your claims administration process, including claims intake, initial decision, fraud investigation, over/under payments, ongoing review, reconsideration, and grievance/appeals process.	x	x	x	x	x	х	х	Not Applicable
15. Benefit Assessment/Care Management Describe your benefit assessment process and care management program. In the descriptions, include the following: controls; monitoring; use of technology; clinical staff experience; and, any applicable tools utilized.	x	x	x	x	х	x	х	Not Applicable
16. Partnership Plans Describe your firm's experience administering Partnership Plans for the state of California, or, other state(s) if outside of California.	х	х	х	х	х	х	х	Does not Provide Service

Questions	Vendors' Responses							
	TPA 1	TPA 2	TPA 3	TPA 4	TPA 5	TPA 6	TPA 7	TPA 8
17. Billing and Banking Describe your firm's capability to coordinate with different banking system platforms, handling different bill modes and accomplishing premium collection, making claims payments, itemizing expenses, performing reconciliation and maintenance of an escheatment process.	x	x	x	x	x	x	x	Did not Address
18. Client Website If applicable, describe your firm's ability to develop, operate and maintain a website. How will you monitor traffic statistics, response rates, and perform general maintenance.	х	х	Does not Provide Service	х	x	x	х	Not Applicable
19. Reinsurance Describe your firm's ability to advise CalPERS on the possibilities of utilizing reinsurance to mitigate risk and/or produce claims cost savings, and your ability to secure favorable reinsurance contracts with nationally approved quality reinsurers.	x	x	x	x	x	x	х	Did not Address
20. Outlook and Planning What changes do you foresee in the industry, short term and long term? Is it a growth industry? How will your company be poised to take advantage of them?	x	x	x	x	x	x	x	Not Applicable