

### LTC RFI Responses Summary

Request for Information Responses								
	<b>Legend:</b>							
	x: Vendor provided a response that addressed the question.							
	Did not Address: Vendor did not provide a response to the question.							
	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
<b>1. Administrative Services</b> Describe what administrative services your firm provides.	x	x	x	x	x	x	x	Does not Provide Service
<b>2. Account Management</b> Describe your firm's flexibilities to adapt to client demands and/or needs.	x	x	x	x	x	x	x	x
<b>3. Underwriting and Issuance</b> 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
<b>4. Preferred Provider Network</b> 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.	x	x	Does not Provide Service	x	Does not Provide Service	x	x	Did not Address



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<b>11. Innovation Strategies</b> 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	x	x	x	x	x
<b>12. Product Development</b> Describe any plan designs that you developed or currently administer with other clients that have led to successes.	x	x	x	x	Not Applicable	x	x	Not Applicable
<b>13. Benefit Changes</b> Describe your firm's ability to manage rate increases or decreases and coverage change options.	x	Not Applicable	x	x	x	x	x	Not Applicable
<b>14. Claims Administration</b> 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	x	x	Not Applicable
<b>15. Benefit Assessment/Care Management</b> 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	x	x	x	Not Applicable
<b>16. Partnership Plans</b> Describe your firm's experience administering Partnership Plans for the state of California, or, other state(s) if outside of California.	x	x	x	x	x	x	x	Does not Provide Service

