

Buffalo Board of Education

RFP - Medicare Advantage

Effective January 1, 2020

Weighted Average

Rank from 1 to 3 with 1 being preferred/highest ranking/no ties

Criteria	Considerations	Weight	BCBS	IHA	Univera	United Healthcare
Measurable Results, Transparency/Trend Reconciliation of Components of Cost - respondent needs to show formula in current year, out year, commit to utilization, CMS revenue/risk score and related	transparency	25.0%	3	1	3	
Financial - actual rates and costs by medical, RX and combined components for year 1 or 2020.	Rates/Costs Year 1	30.0%	3	2	1	
		55.0%	1.65	0.85	1.05	
Administration/Implementation - Dedicated customer service unit (phone number, unit, training specific to client), track record in problem resolution. Ability to measure member performance (call back, first call resolution) specific to BBOE; Cross functional team (account management, billing, eligibility, claims); resources commitment to implementation; performance guarantee tied to administration- initial implementation and ongoing; online, real time access to information and programs through carrier's web portal. Detailed project plan; single point of contact at vendor for implementation.	Amount of capital risk; references; implementation allowance; track record in recent implementations.	10.0%	1	2	3	ELIMINATED DUE TO NETWORK LIMITATIONS
General Questions - completeness of RFP, responsiveness, and answers to RFP.	LBG Analysis/Review	5.0%	2	1	3	
Claims Administration/Reporting/Disruption - network considerations including but not limited to access to all hospitals, doctors, sub-specialists in WNY. Outline of member communications as part of implementation strategy with emphasis on mail order, specialty drugs. Ability to take claims history and transfer Prior Authorizations.	Review implementation strategy and member specific communications; finalize IQ process to ensure consistency in message. Investment in resources/dollars for ee meetings and related.	10.0%	1	2	3	
Client Service/Member communications - Dedicated account team led by strong client manager with support for clinician, billing/admin, implementation and executive sponsor. This includes commitment and performance guarantees to quarterly stewardship meetings. BBOE desires a service team that is professional, experienced, organized and responsive during the implementation/transition, provides consistent on-going service that meets or exceeds their expectations and meets long-term account management needs. Ability to provide reporting to BBOE staff and consultants, on-line access.	Years of experience; track record; references; confirmation they clearly understand our model and service needs.	10.0%	1	2	3	
Disease/Medical Management - includes case, disease management, voluntary programs; member accountability; the Carrier must have a comprehensive strategy outlining clinical initiatives. This will include how data is used and leveraged to manage gaps in care, demonstrate pro-active management of the plan, internal metrics measuring the performance of this area with comparables for Client. Carrier will provide bi-annual stewardship confirming specific disease states, strategies to manage the same, potential trends and strategies that have had a positive impact on overall plan performance. Outline of associate communications as part of the overall implementation and ongoing strategy.	Ultimate trend/measurable results/performance guarantees	10.0%	2	1	3	
	Total	45.0%	0.600	0.750	1.350	
	Total/Combined Total	As IS	2.25	1.60	2.40	



Buffalo Board of Education - Retirees
 Group Medicare Advantage Plan Marketing
 January 1, 2020 through December 31, 2020

	IN-AREA		OUT-OF-AREA	
	BCBS of WNY Forever Blue Medicare PPO 799 In-Area		BCBS of WNY Forever Blue Medicare PPO 799 Out-of-Area	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Rates:	1/1/2019	1/1/2020	1/1/2019	1/1/2020
Medical		\$285.00		\$323.00
Prescription Drug		\$248.00		\$248.00
Total	\$566.00	\$533.00	\$606.00	\$571.00

IN-AREA		OUT-OF-AREA	
INDEPENDENT HEALTH In-Area		INDEPENDENT HEALTH Out-of-Area PPO	
In-Network	Out-of-Network	In-Network	Out-of-Network
1/1/2020		1/1/2020	
\$287.00		\$331.00	
\$225.00		\$225.00	
\$512.00		\$556.00	

IN-AREA		OUT-OF-AREA	
UNIVERA HEALTHCARE PPO		UNIVERA HEALTHCARE PPO	
In-Network	Out-of-Network	In-Network	Out-of-Network
1/1/2020		1/1/2020	
\$80.30		\$81.10	
\$289.10		\$289.10	
\$369.40		\$370.20	

IN & OUT-OF-AREA	
UNITED HEALTHCARE PPO	
In-Network	Out-of-Network
1/1/2020	
\$182.18	
\$212.43	
\$394.61	

Enrollment as of August 2019	1336	98
------------------------------	------	----

	Medical	Prescription Drug	TOTAL	
BCBS Current 2019			\$9,786,768	
BCBS Proposed 2020	\$4,948,968	\$4,267,584	\$9,216,552	(\$570,216)
Independent Health Proposed 2020	\$4,990,440	\$3,871,800	\$8,862,240	(\$924,528)
Univera Proposed 2020	\$1,382,743	\$4,974,833	\$6,357,576	(\$3,429,192)
United Healthcare Proposed 2020	\$3,134,953	\$3,655,495	\$6,790,449	(\$2,996,319)