



MIDDLESEX COUNTY JOINT HEALTH INSURANCE FUND

Diabetes Management Program

REQUEST FOR PROPOSAL

SELECTON CRITERIA

MCJHIF OVERVIEW

The Middlesex County Joint Health Insurance Fund (MCJHIF) is a Health Insurance Fund subject to the regulations as outlined by the NJ Department of Banking and Insurance. MCJHIF is in Central New Jersey, north of Trenton and south of Newark. The County building is in New Brunswick, NJ.

MCJHIF currently consists of seven independent entities. There is a total of 3009 active employees, and 1692 retirees. Participating entities include:

- *Middlesex County Administration*
- *Middlesex County Board of Social Services*
- *Middlesex County Utilities Authority*
- *Middlesex County Improvement Authority*
- *Roosevelt Care Center*
- *Middlesex County College*
- *Middlesex County Mosquito Commission*

There have been no new entities joining the MCJHIF and no entities leaving the MCJHIF for the most recent 10 years. It is anticipated that there will be no changes to the MCJHIF over the next year as well. There are three medical plans currently offered by MCJHIF on a self-funded basis and one conventionally funded option. Prescription plans are administered by CVS Health. The plans and breakout of covered lives are as follows:

- *Aetna HMO (511 Active, 349 Retired)*
- *CIGNA HMO (413 Active, 232 Retired)*
- *Horizon Traditional Plan (97 Active, 318 Retired)*
- *Horizon Choice (POS) (1474 Active, 474 Retired)*
- *Horizon PPO (21 Active, 242 Retired)*
- *Oxford Insured Plan (178 Active, 77 Retired)*
- *Horizon Omnia (25 Active, 0 Retiree)*
- *Waived Active Employees (290)*

MCJHIF is seeking a program which will administer and consult regarding a diabetes management program for enrollees, dependents and retirees covered under its Medical and Prescription plans. The goals of this wellness program is to reduce claims and improve health outcomes for members diagnosed with diabetes.

Timing

It is expected that a decision on whether to implement a Diabetes Management program and what vendor is selected will be made prior to October 1, 2020.

Submission of Quotes

All quotes for a Diabetes Management Program should be returned to:

Middlesex County Joint Health Insurance Fund
c/o David Hissey
North American Insurance Management
6 Dickinson Drive Building 300
Suite 302
Chadds Ford, PA 19317

All quotes must be received at the address noted above on or before 12:00 p.m. July 28, 2020

Contact Person for questions on the Diabetes Management Program

Dave Hissey or Lynn Collins

d.hissey@naimc.com l.collins@naimc.com

North American Insurance Management Corporation
6 Dickinson Drive
Bldg. 300, Ste. 302
Chadds Ford, PA 19317
610-388-0600

All proposals must be submitted in accordance with the attached Standardized Submission Requirements and Selection Criteria established by the Middlesex County Joint Health Insurance Fund as its Fair and Open Public Solicitation Process for Professional Services.

DESCRIPTION OF PROGRAM

Components of the program should include:

- Member Identification Strategies.
- Member Communications customized for the MCJHIF.
- Member engagement strategies that promote sustained behavior change.
- Telephonic customer service support.
- Quarterly Reporting to track and monitor enrollment, compliance, and program savings.
- Staff to support health fairs and other promotional events.
- Participation at monthly meetings.

SUCCESSFUL APPLICANTS WILL:

- Specialize in the design and implementation of targeted Disease Management and Wellness Programs who will partner with the MCJHIF to improve the health of its members.
- Have a proven track record of working with public sector clients to design and implement programs with a demonstratable return on investment.
- Be HIPAA compliant.
- Be able to monitor and report on program impact through regular participation and utilization reporting. This data must be provided quarterly, quarterly YTD and annually.
- Reporting will include engaged membership satisfaction data.
- Sample reporting (redacted actual data) should be provided as part of your response for a similar sized or larger group, preferably from a northeast based public sector employer.
- Have demonstrated experience in the design of web-based technology to support health behavior programs.
- Utilize ongoing eligibility files to accurately identify members eligible for the program.
- Provide a detailed explanation of how ROI is determined.
- Please provide the level of any fees put at risk if certain predetermined objectives are not met.

PRICING:

1. What is the initial startup fee?
2. What expenses are included in the startup fee?
3. Other than the ongoing fee per engaged member per month, are there any fees not covered by the startup fee?
4. The preference is for fees to be based on a per engaged member per month. (Assume data shows 1,000 members being treated for or diagnosed with diabetes. After solicitation by the winning candidate, 350 enroll in the diabetes management program. Cost of the program will therefore be the quoted fee times 350. The fee is fixed but the total number of engaged members is variable. As engaged membership grows, the total cost of the plan will increase)
5. Fees based on total members per employee per month are acceptable as well.
6. Please provide a three-year guarantee for the engaged member per month fee.