



December 15, 2020

**Addendum 2
RP001-21**

Provision of a HMO Program on an Annual Contract

Questions

- Q1. Will Electronic Signatures be accepted? I'm asking due to the current environment.
- A1. Originals with notary seals are preferred. If original signatures are not possible, we will accept an electronic signature through docusign. Proposers submitting electronically signed documents must also submit a letter on company letterhead stating that, due to COVID-19, original signatures and/or notary seals can't be provided.**
- Q2. Can you please provide additional information regarding the incentive program? Can you outline the activities, point system and incentive amounts? Please advise the specific reporting and frequency of reporting for the incentive program. Can you provide a sample copy?
- A2. Please see attached copy of the 2021 Wellness Plan Brochure, which outlines Gwinnett's incentive program.**
- Q3. Please define "Kaiser providers". Does this include the NP, Nurse and Coordinator only? Are M.D.s included?
- A3. The Kaiser portion of The Wellness Center does not staff a Medical Doctor. The Nurse Practitioner, Licensed Practical Nurse, and Nurse Coordinator are Kaiser providers.**
- Q4. Can you please provide additional information regarding the services provided by the Kaiser on-site clinicians? How are the claims currently processed and what is the expectation? How are the claims being processed for the Aetna members through CareHere?
- A4. Kaiser members may visit the Wellness Center for preventive care, acute care, onsite disease management, and biometric screenings. Claims are processed through the Kaiser claims system and recorded in the Kaiser Electronic Medical Record. CareHere submits medical and pharmacy claims to Aetna for deductible and out of pocket maximum accumulation along with safety edit protocols.**
- Q5. Please confirm that Stop Loss will be carved out.
- A5. If the HMO coverage is determined to be self-funded for 2022, the stop loss coverage will be evaluated for the most aggressive and favorable arrangement for Gwinnett County. Expect that if HMO coverage is self-funded, the HMO population will be covered by the stop loss policy.**
- Q6. Please advise if there is a specific Wellness and Communication credit amount.
- A6. There is no specific amount being requested. We ask that bidder's proposals reflect an amount that is in line with what your organization would offer a similarly positioned client.**
- Q7. Please confirm that the Performance Guarantees only apply to the Medical, not Pharmacy.
- A7. The Performance Guarantees and fees at risk are applied as a percentage of the total premium. If your offer varies from the requested structure, please provide the detail and rationale.**

Q8. The commission request is 0.75% but we will need the PEPM requested amount. Can you please provide this?

A8. Please assume \$7.00 PEPM

Q9. Will Gwinnett County permit early receipt of proposal submissions? Will vendors be allowed to submit bids on January 5th or earlier?

A9. Yes, early submissions are encouraged. There are no exceptions for accepting proposals received beyond the January 6, 2021 2:50 pm local time deadline.

Q10. Read Me First - Page 10, Section 7 Proposal Submission, Question 5, states that Proposal must be submitted 1 single-sided unbound original (designated as the original and 2 bound double-sided copies. Please define unbound for the Original copy. Do you want the unbound copy with tabs?

A10. Unbound means, loose leaf paper with no binding mechanism aside from a binder clip or rubberbands. Tabs are not necessary. Also, please adjust the submission to include 2 bound double sided copies.

Q11. Technical - On the "GeoAccess" tab, the Behavioral Health Providers Access Radius is listed as 2 within 5-mile radius for all three categories, Urban, Suburban and Rural. Should the Suburban and Rural access radius mirror the same standards and the other physicians, i.e. 2 within 8-mile radius for Suburban and 2 within 20 -mile radius for the Rural?

A11. Please use the following for GeoAccess standards on Behavioral Health Providers:

- **Urban: 2 within a 5-mile radius**
- **Suburban: 2 within an 8-mile radius**
- **Rural: 1 within a 20-mile radius**

Q12. Technical - On the "Census" tab. It appears that the census file includes both Pre-65 retirees and Medicare retirees; since this RFP does not include the Medicare product, should the Medicare retirees be excluded from the accessibility reports?

A12. You can exclude the Medicare retirees from accessibility reports. The full census was provided for visibility of the entire population. The Medicare eligible retirees are not offered the Active or Pre-65 HMO Plan coverage.

Q13. Please provide a full census file.

A13. A full census was provided as an embedded tab within the Technical RFP Questionnaire. This census represents the entire Gwinnett County population and the current medical plan elections. Please note: this census includes the entire Gwinnett County population but the Medicare eligible retirees should not be considered in your proposal since they are not offered the Active or Pre-65 HMO Plan coverage.

Acknowledge receipt of this addendum on page 13 of the RFP document.

Sincerely,

Dana Garland

Dana Garland, CPPB
Purchasing Associate III



Gwinnett

2021

EMPLOYEE WELLNESS PROGRAM GUIDE

November 23, 2020 – November 19, 2021



safe · secure · strong

IN

WELLNESS

Gwinnett cares about you and your family's total well-being. The wellness program will enhance not only your physical health, but your emotional and financial fitness also. Follow the steps in your 2021 Wellness Program journey to earn up to \$750 each in incentives for both you and your covered spouse. Stay safe, secure, and strong in 2021.

Before You "Get Started" On Your Journey

If you completed the Biometric Screening and online Wellness Assessment by August 31, 2020, and earned at least 10 points, you will receive the \$100 "Get Started" incentive. Your covered spouse will also receive the "Get Started" incentive if they completed the same tasks. This incentive will be deposited into your Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) on the first pay date in January 2021.



Newly
employed?

You have 60 days from
your benefit effective date
to complete your Biometric
Screening and online
Wellness Assessment to
receive a prorated "Get
Started" incentive and
continue to receive the
premium reduction
of \$60 per month.





Step 1

Get a picture of your health

Accomplish the following activities by March 31, 2021, to earn the \$720 premium reduction for 2022. Completing both activities will unlock wellness incentives for 2021.

1. Biometric Screening

You have several ways to complete your Biometric Screening:

- **At a free onsite screening event:** Schedule your time at GCBeWellBeSafe.com.
- **At the Gwinnett Employee Wellness Center:** Call 678.377.4080 to schedule your appointment. There is no charge.
- **With your primary care doctor:** Download the Physician Screening Form from GCBeWellBeSafe.com. Follow the instructions on the form, and submit it to Asset Health.

2. Online Wellness Assessment

A wellness assessment is a questionnaire about your health. Take the online Wellness Assessment at GCBeWellBeSafe.com.

You'll save \$720.

Step 2

Make a wellness plan

You and your wellness coach can use the information from your Biometric Screening and online Wellness Assessment to set wellness goals. Creating a wellness plan also earns you \$100 in wellness incentives that will be deposited into your HSA/HRA in 2021.

Your “Make a Wellness Plan” session and/or coaching sessions must be spaced at least 30 days apart.

Begin by contacting one of these wellness professionals:

- **Wellness Center clinician:** Call 678.377.4080 to schedule your appointment.
- **Onsite Wellness Advocate:** Make an appointment online at GCBeWellBeSafe.com. Select the *Events and Classes* tab.
- **Telephonic coach:** Log in to GCBeWellBeSafe.com to see your coach’s contact information and to schedule an appointment.

You and your spouse
will each earn \$100.



Step 3

Put your plan into action

Between November 23, 2020, and November 19, 2021, participate in wellness activities that help you reach your wellness goals. As you participate in these activities, you'll earn points toward your wellness incentives that will be deposited into your HSA/HRA in 2021 after each 10 points you earn.

You'll
earn:



You	\$100	\$150	\$300
Your spouse	\$100	\$150	\$300

Completing the Biometric Screening, online Wellness Assessment, and your first 10 activity points will earn you the "Get Started" incentive in 2022.

Wellness Point Activities

1 Point Per Activity

Wellness and nutrition goals: nutrition, sleep, mindfulness	Goal setting required
Asset Health online courses	70% or better on test
Blood donation	Max: 1 per year
Immunizations	Max: 1 per year
Community volunteer (four-hour minimum)	Max: 1 per year
Approved employee informational events	Promo code required
Obtain CPR/AED certification or recertification	Documentation required
Attend the Gwinnett County Wellness Fair	Promo code required
Preventive care visit: routine annual exam, routine colonoscopy, vision exam, dermatology exam/screening, annual gynecological exam, routine mammogram, dental exam, prostate-specific antigen test	Documentation required

3 Points Per Activity

Meet with the Voya retirement representative	Promo code required
Fitness goals: steps, strength, cardio	Goal setting required
Programs and challenges	As defined by program details

6 Points Per Activity

Programs and challenges	As defined by program details
Tobacco cessation programs	Documentation required
Weight loss programs (e.g. WW, Jenny Craig, etc.)	Documentation required
Wellness coaching (onsite or telephonic) at least 30 days apart	Awarded after 2 nd session
Serve as a wellness champion	Based on previous year's participation

Setting Goals

You must set up your goal before you begin tracking it. All goals are five weeks long with a five-day grace period. Start by taking these steps:

1. Log in to **GCBWellBeSafe.com** and go to the *Goal Tracking* tab.
2. Select a category, such as Nutrition, Exercise, Meditation, or Sleep.
3. Click on the *Add a Goal* button to start your goal.
4. Follow the guided prompts to set up your goal. Set a start date, provide a goal name, and then submit.
5. Begin tracking your activity in the newly created goal. You must click *Submit* to finish reporting your activity.

Tools to track your points

- **GCBWellBeSafe.com**: It's mobile friendly
- **New Asset Health mobile app**
- **Fitness trackers**: You can link certain fitness trackers to **GCBWellBeSafe.com** to have your data automatically loaded into the system. Compatible trackers include, but aren't limited to:
 - Jawbone Up
 - Adidas
 - Fitbit
 - Under Armour
 - Apple Health
 - And more

The site also has a full list of trackers and instructions on how to link your device. For continuous tracking, reset your goal every five weeks by logging in to **GCBWellBeSafe.com**.

The screenshot shows the 'Goal Tracking' section of the GCBWellBeSafe.com website. At the top, there is a navigation bar with 'Home', 'Activity Reporting', 'Goal Tracking' (highlighted), 'Wellness Plan', 'Events and Classes', 'Wellness Assessment', 'Courses', 'Resources', and 'Why Wall'. Below the navigation bar, there are three buttons: 'Set a Goal', 'Favorite Goals', and 'Past Goals'. The main content area is divided into four categories: 'Nutrition' (highlighted in green), 'Exercise', 'Meditation' (with a star icon), and 'Sleep'. Under 'Nutrition', there is a 'Learn More' link and a table showing the daily goal of 4 servings for 'FRUITS' from Monday, November 18 to Sunday, November 24. Each day has a 'Servings' input field, and there is a 'Submit' button at the end of the row. Similar rows are shown for 'WATER' (8 servings) and 'VEGETABLES' (5 servings). Each row also has an 'Add Goal' button on the right side.



FAQs

What is a Wellness Program?

Gwinnett is invested in the health and wellness of its employees and their families. Wellness programs encourage participation in activities that promote a healthy lifestyle and financial awareness.

What is a Biometric Screening?

A Biometric Screening is a measurement of height, weight, body mass index, blood pressure, cholesterol, and glucose. The results of these measurements provide a reliable picture of your overall physical health. A Biometric Screening can be done at the Wellness Center after your benefits are effective, at your primary care physician's office with an accompanying form, or at any one of the many onsite screening events around various County facilities.

What is the online Wellness Assessment?

The online Wellness Assessment is a series of questions that, in combination with the results of your Biometric Screening, rates your health risks and identifies areas of concern. The answers you give on your online Wellness Assessment and the results of your Biometric Screening are completely confidential.

What does Gwinnett do with this information?

The overall goal for the Biometric Screening and online Wellness Assessment is to benchmark and evaluate changes in your health status. Gwinnett does not have access to individual data. Information is presented to us as a group to indicate trends. Tracking this information through our third-party wellness vendor, Asset Health, allows us to analyze the overall health of employees in order to provide information and tools for the upcoming wellness year.

What are wellness points?

You can earn points by completing activities. Examples include:

- **One point:** attending a Lunch and Learn, tracking nutrition goals, visiting the County's Wellness Fair, giving blood
- **Three points:** meeting with the Voya Retirement representative, tracking fitness goals
- **Six points:** participating in one of the County's wellness challenges, meeting twice with an onsite or telephonic Wellness Coach, not including your "Make a Wellness Plan" session

In 2021, employees and their covered spouses must each complete a Biometric Screening and online Wellness Assessment, accumulate 30 points, and make a Wellness Plan to earn the full wellness incentive funds. Pick and choose the activities that you would like to complete from any category to earn your 30 points. By logging your points on the website, you can earn incentives. For more information, visit GCBeWellBeSafe.com.

What are wellness incentive funds?

Incentives are funds earned by employees and covered spouses after earning points. These incentive funds can be used to pay for qualifying medical expenses for employees and any eligible dependents. All incentive funds will be deposited into an employee's HSA or HRA account, administered by Discovery Benefits, LLC, a WEX company.

When are wellness incentive funds paid?

Beginning in February 2021, for any activity that is completed, including the Biometric Screening and online Wellness Assessment, on or before the 15th of the month, funding will occur on the second paycheck of the following month. If the activities are completed after the 15th of the month, funding will occur the second paycheck of the second month following completion. When planning your retirement or leaving the County, keep the time frames above in mind. Wellness incentive funds must be paid out before your last paycheck from the County. After your final paycheck, the County cannot release funding to your HSA or HRA, so any unpaid incentives will be forfeited.

Please note: Spousal incentives can only be deposited if they are still covered on your benefits at the time of the deposit.

What documentation can I upload for points? What information needs to be on the documentation? What do I do if my documentation is denied?

Some activities require documentation in the 2021 Wellness Program before you can earn your points. Examples include:

- **CPR:** certificate
- **Weight loss programs:** receipt for payment
- **Provider visits:** documentation must include your name, the provider's name, date of service, and service provided. An Explanation of Benefits or a Summary of Coverage usually has the required information.

Asset Health will review the uploaded document within 10 business days. If your documentation is approved, you will see a green check mark and your points will be awarded. If your documentation is denied, you will see a red paper clip and receive an email with an explanation about the denial. You can resubmit correct documentation. *Asset Health's servers are secure and HIPAA compliant. Your personal health information is not visible to Gwinnett, the Benefits Division, or any other parties.*

What are the deadlines?

Employees need to complete the online Wellness Assessment and Biometric Screening by March 31, 2021. Completing these two tasks unlocks your ability to earn incentive funds and the premium reduction for 2022. Your Wellness points must be completed by November 19, 2021.



Questions?

Call: 770.822.7932

Email: Benefits@GwinnettCounty.com

Log on to: GCBeWellBeSafe.com

