

REQUEST FOR INFORMATION (RFI)

Title of the RFI:

Provision of Services by Third-Party Administrator ("TPA") to the United Nations Headquarters administered Medical Insurance Programme for staff members, retirees and their eligible dependents

Date of this RFI: 30 October 2020

Closing Date for Receipt of RFI at PD: 30 November 2020

RFI Number: RFIPDRPO349

Address RFI response by fax or e-mail to the Attention of: PD RPO

Fax Number:

E-mail Address: elina.sverdlova@un.org

UNSPSC Code: 80160000,84130000,84131600,84131608

DESCRIPTION OF REQUIREMENTS

Background and objectives

The United Nations Headquarter (UNHQ) offers health insurance coverage to staff, retirees and their eligible dependents ("plan participants") worldwide.

While the coverage is worldwide, it should be noted that in the US plan participants have currently the option to enrol in one of the two medical plans, each administered by a different Third-Party Administrator ("TPA") while plan participants outside of the US are able to enroll in the plan administered by a single TPA.

The UNHQ administered insurance programme is self-insured and the plans within the programme schemes cover plan participants in the UN Secretariat as well as in other entities such as UNDP and UNICEF.

The United Nations is in the process of developing a strategy for the selection of TPAs to administer additional self-insured medical plans to provide coverage to plan participants who reside either in the US or outside of the US or both. That includes administering services for medical, dental, vision and pharmacy and assisting UNHQ with designing, implementing and managing benefit plans.

The objective of this RFI is to identify potential TPAs that are able to manage claims processing and related services for all UNHQ administered plans.

This RFI should not be considered as a contract, nor does it imply any form of an agreement to candidate suppliers. No inference is made concerning the intent to purchase products or services from any respondent vendor. However, responses to this RFI will be used to build and fine-tune an RFP. Failure to respond to this RFI might disqualify your company from consideration in the subsequent RFP.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Company background

- 1) Please provide a brief history, background and organizational structure, number of people employed, number of years in insurance plan administration and claims adjudication.
- 2) List out your locations for customer service and claim processing, globally and in the United States.
- 3) Provide financial information of your company for the past three years, such as the latest audited financial statements, total annual turnover and its breakdown by different type of services. In addition, please provide the number of client files and annual volume of claim disbursement worldwide under the TPA services.

Benefits administration

- 1) Is your company able to administer plan benefits designed by the UNHQ globally and/or in the United States?
- 2) Is your company able to receive claims directly from providers and disburse benefit payments directly to providers who are either in-network or out-of-network providers?
- 3) Is your company able to receive claims directly from plan participants and disburse benefits directly to plan participants in those cases where the claimant has paid the provider in full?
- 4) Does your company allow for electronic submission of claims from providers and participants? Are you able to receive/process paper claims from providers/participants?
- 5) What is the average time to process and pay a claim from a provider from date of receipt?
- 6) What is the average time to reimburse a participant for a claim from date of receipt?
- 7) Are you able to process claims submitted by participants for treatments/expenses received in other countries. Can you manage multilingual claims submissions? What languages do you cover?
- 8) Are claims processing functions outsourced? If so, does your company perform in-house claims processing at the request of clients?
- 9) Where will claims be processed?
- 10) Do you allow for both electronic and ad-hoc enrollments by clients? If not, please specify how enrollments are managed?
- 11) Does your company have a comprehensive system in place to prevent fraud and investigate suspicious

claims?

12) Does your company have a comprehensive and transparent procedure to disclose and transfer any contingent commissions, rebates and other discounts? Please detail.

13) Does your company provide out of network claim negotiation?

14) Will your company actively negotiate price reductions on an ad-hoc basis for large claims in-progress or where expensive procedures, such as transplants, are anticipated?

Customer Service

1) Does your company offer 24/7 customer service for handling emergency cases and issuing letters of guarantee? What is your emergency line: telephone, toll free number, website, email, or smartphone app?

2) Are customer service functions performed outside the US? If so, where?

3) Are customer service functions outsourced? If so, does your company perform in-house customer service activities at the request of a client?

4) Are you able to offer dedicated customer service representatives to deal primarily or exclusively with a particular client?

5) If exclusive customer service is not available, does the client get to approve other clients with which customer service resources are shared?

6) Does your company have multilingual customer service representatives available? What languages? Where are the representatives located?

7) What is the average wait-time for a customer service call?

8) For routine customer interface, does your company have customer online portal, smartphone app? If so, please specify prominent features?

9) Does your company inform participants by e-mail when claims have been processed and paid? If so, are links to the Explanation of Benefits (EOB) provided via email, text alert?

10) Can periodic site visits be made for the purpose of providing in-person customer service for participants? If so, how often?

11) How does your company monitor customer satisfaction?

Coordination of Benefits

1) For US-based plans, does your company adhere to industry standards with respect to coordination of benefits among insurance carriers, as articulated by the National Association of Insurance Commissioners (NAIC)?

2) For US-based plans, are you able to coordinate claims with Medicare electronically either as a primary or secondary insurer?

3) Can your company coordinate claims electronically with any other insurance provider?

4) Can your company process secondary insurance claims submitted by both providers and participants?

Provider Network

1) Does your company presently own or subcontract a proprietary physicians network (please indicate which)?

2) Is the physicians network global, national or regional in scope?

3) Does your company presently own or subcontract a proprietary network of hospitals, clinics, and/or urgent care facilities (please give details)?

4) Is the hospital network global, national or regional in scope?

5) Please provide any additional comments that may be useful concerning your network coverage of the New York metropolitan area.

6) Do you maintain a comprehensive network directory accessible on the internet?

7) Please provide any additional comments that you may deem relevant about your global network.

Claims Reporting and Access to Data

1) Can your company provide electronic claims data on a monthly basis (or more frequently) to feed the

client's common database?

- 2) Indicate what data points your company is able to collect and share: participants' utilization of medical services, network provider utilization, other indicators? What is the possible reporting frequency?
- 2) Can claims data be classified according to customer's specifications?
- 4) Can your company provide periodic reports to clients concerning fraud detection and mitigation?
- 5) Can your company share with client's medical officer or surveillance review committee medical reports on specific cases that require client's approval?

Data Security

- 1) How does your company ensure data security? Security at data center facility. Where are your company's servers located?
- 2) What is your company's business recovery model to support critical needs?

Medical Consultant

- 1) What is your usual procedure to use a client's Medical Consultant in a case?
- 2) Do you have experience involving a client's Medical Consultant in the administration of claims and benefits? Please detail how this process could work?

Implementation and general management

- 1) Does your company provide a dedicated team to implement TPA services with a new client?
- 2) Will a designated account representative manage all aspects of the contract on behalf of your company?
- 3) Will the account representative make periodic site visits?
- 4) What type of SLA, fee structure, and length of agreement will your company normally propose to a similar client?
- 5) Will your company provide monthly performance guarantees for timeliness of service (i.e. claims processing and customer service)? What about services credit or performance-based payment?
- 6) Does your company provide analysis/recommendations to reduce costs and improve service? Does your company have experience implementing cost reduction incentives?

References

- 1) Please include a list of three engagements where your company provided similar services to clients with medical plans covering more than 10,000 participants.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

VENDOR RESPONSE FORM

TO: Elina Sverdlova
Email: elina.sverdlova@un.org
FAX:

RFI Number:

FROM:

SUBJECT: Provision of Services by Third-Party Administrator ("TPA") to the United Nations Headquarters administered Medical Insurance Programme for staff members, retirees and their eligible dependents

To be filled by the Vendor (All fields marked with an '' are mandatory)*

COMPANY INFORMATION	
UNGM Vendor ID Number*:	
Legal Company Name (Not trade name or DBA name) *:	
Company Contact *:	
Address *:	
City *:	State:
Country *:	
Telephone Number *:	
Fax Number *:	
Email Address:	
Company Website:	

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: _____

Date: _____

Name and Title: _____

**** If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): www.unqm.org.**

RFI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in responding should forward their information (as requested in the RFI) to the United Nations Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications, UNPD is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.