

QUESTIONS AND ANSWERS

- Q1.** Please confirm the following:
1. Wet signatures are not required for the attachments 4-7. - **Scanned or digital signatures are acceptable. Please note, person signing must be able to legally bind the company.**
 2. Proposal submission is August 19th by 3:00 p.m. There is conflicting information that was provided. - **The Court's RFP takes precedence. Proposal submissions are due August 19, 2020 no later than 1:00 PM Pacific Time.**
- Q2.** Would you please direct us to where we can find the employee census needed to complete the required GEO Access reports? We have reviewed the attachments and exhibits provided and do not see the census included. - **We will have the employee census sent to you.**
- Q3.** Would you please clarify what time proposals are due on 08/19/2020? The file labeled "RFP_21-02_Dental_Insurance_Plans" indicates they are due by 1 p.m. PST. The file labeled "Exhibit_A_-_USI_Dental_Marketing_Letter" indicates they are due by 3 p.m. PST. - **The Court's RFP takes precedence. Proposal submissions are due August 19, 2020 no later than 1:00 PM Pacific Time.**
- Q4.** Can you please provide the following:
1. Employee Census – **we will have it be sent to you.**
 2. Job Titles – **not provided for dental.**
 3. Salaries – **not provided for dental.**
 4. Delta Dental PPO & DeltaCare DHMO EOCs and summaries – **posted to California State Contracts Register and court's website on 8/5/2020.**
 5. PPO Dental Premium vs. Claims - 24 Months – **posted to California State Contracts Register and court's website on 8/5/2020.**
 6. Top 25 DeltaCare General Dental Facilities by Assigned Members – **posted to California State Contracts Register and court's website on 8/5/2020.**
 7. Top 25 Utilized PPO Dentists (Ranked by Paid Amount) – **posted to California State Contracts Register and court's website on 8/5/2020.**
 8. Rates and contribution information – **posted to California State Contracts Register and court's website on 8/5/2020.**
- Q5.** Is a census available? - **Yes, we will have the census sent to you.**
- Q6.** Would the Court consider proposal submissions that would be for one plan option and accept another plan option from an alternative carrier? Meaning selecting two carriers – one for the PPO plan option and another for the DHMO option? - **Yes, the court will consider all options.**
- Q7.** Are you looking for companies whose leadership includes veterans, or are you looking for companies that procure from veterans? - **For this RFP, the DVBE incentive will be applied DGS-certified entities, not to entities who have a DGS approved business utilization plan alternative to use subcontractors who are DGS-certified entities.**
- Q8.** We request the additional information noted below:
1. Please provide 3 years of claims experience including monthly claims and enrollment. – **2 years' experience provided.**
 2. Regarding the 3 year rate guarantee, would you accept a 1 year rate with a cap for year 2 and a cap for year 3? – **Yes.**

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3. Please provide the procedure codes for the DPPO plan so we can comply with the RFP discrepancy grid request? Will the Court be providing the discrepancy grid for us to complete? - **For the procedure codes please use the EOC. The discrepancies can be entered on the dental matrix that is part of the documents to download from the Court's website.**
 4. Due to Covid, our sales force is working from home making original signatures and notarized signatures more difficult to obtain. Will an electronic signature suffice for the initial submission with the agreement we will provide the notarized signatures upon finalist? - **Scanned or digital signatures are acceptable. Please note, person signing must be able to legally bind the company.**
 5. Please provide the ADA codes, 3 digit zip codes and formatting preference to comply with the Network request. Since the Court is requesting both Total DPPO and Dental Care Access, please provide two separate charts (one for each product). - **This information is Exhibit H & I and will be revised to be Excel spreadsheets when the Q&As are posted.**
 6. Please confirm that responses will be available on August 12th. The claims information specifically is needed in order to develop a competitive rate. If claims history and answers are not provide on Aug 12, will an extension be granted? - **Answers to all questions will be posted on August 12th.**
 7. Do you want us to include dental performance guarantees in our proposal? - **Yes.**
- Q9.** Anthem's offices are closed due to Covid-19. Is permissible to provide the authorized representative's electronic signature instead of a "wet" one? - **Scanned or digital signatures are acceptable. Please note, person signing must be able to legally bind the company.**
- Q10.** If a wet signature is required, do any of the Court attachments (3-7 or 8) need to be notarized? - **See answer above.**
- Q11.** If available, could we get the Delta Dental renewal rates? - **The renewal rates are not available.**
- Q12.** Please confirm the DHMO copay, is it a \$0 or \$5 copay? - **Copay is \$0.**
- Q13.** UnitedHealthcare has the following questions in regards to the Dental RFP:
1. Dental contribution strategy - Please confirmation that the Superior Court contributes 100% Employee Only _ PPO rate applicable to the monthly premium for either PPO or DHMO coverage, and to all tier elections. - **Yes.**
 2. Additional contribution - In addition to the dental contribution, confirm the Court provides each employee \$200 per pay period (26) to apply towards the cost of medical, dental, and/or vision. - **Yes.**
 3. Experience exhibit - Column (1) is further split into two sub-columns. Please provide a description of what each sub-column represents and in terms of whether these are subscribers or members. - **First column is employees. Second is members.**
 4. Provide TINs for the Top 25 Provider Disruption. - **Delta does not provide this information.**