



ELDERBRIDGE AGENCY ON AGING

Request for Proposal

Abstract

For Employee Health and Welfare Insurance Broker Services

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ELDERBRIDGE AGENCY ON AGING PROPOSAL FOR SERVICES

For Employee Health and Welfare Insurance Broker Services

Background Information

Elderbridge Area Agency on Aging provides programs, services and information designed to help older adults, caregivers, and those with disabilities remain independent and in their homes as long as possible. Elderbridge serves a 29-county area: Audubon, Buena Vista, Calhoun, Carroll, Clay, Cerro Gordo, Crawford, Dickinson, Emmet, Floyd, Franklin, Greene, Guthrie, Hamilton, Hancock, Humboldt, Kossuth, Lyon, Mitchell, Osceola, O'Brien, Palo Alto, Pocahontas, Sac, Sioux, Webster, Winnebago, Worth, Wright

Elderbridge Area Agency on Aging currently has agency funded group health plan, prescription drug plan, vision, and dental, life and LTD insurance. Additionally, Elderbridge offers an employee wholly funded dependent group health, vision, dental and life insurance plans. Elderbridge employees 34 full-time, 17 part-time and currently has 33 participants in its group health insurance plan.

This request for proposal seeks to retain the professional services of an Insurance Broker/ Agent to provide consulting services in plan design, risk management and the procurement of employee health and welfare benefits.

Please note: This RFP is for retention of Broker/ Agent services only. This RFP does not authorize the responding Broker/ Agent to seek insurance coverage. Once identified through the RFP process the Broker /Agent will be the Broker of Record for the Agency and will then have representation authority for Elderbridge in the marketplace.

Current Health and Welfare Insurance

Elderbridge currently offers to full-time employee's agency funded.

- Group health insurance/prescription drug plan through Blue Cross Blue Shield.
- Group vision insurance plan administered through VSP.
- Group dental plan administered through Delta Dental.
- Life and LTD insurance with a benefit amount of 2 times the employee's annual earnings up to \$70,000. Group life insurance is provided by Principal Financial Group.

Scope of Services Requested

1. Provide ongoing analysis, review and evaluation of the current employee health and welfare plans as well as solicit proposals and quotes from insurance providers for new insurance and existing policies.
2. Maintain an active ongoing relationship with the service providers/ insurance carriers to ensure smooth operation and delivery of benefits as well as intervention of any coverage or claim problems which may arise.
3. Ongoing financial management of the program including analysis of costs, claims, and trends and utilization to keep the Agency abreast of the plan's performance.
4. Act on behalf of the Agency in analyzing and negotiating renewal rates and obtain the most competitive pricing.
5. Market the health, dental, prescription drug, vision, and other determined employee health and welfare coverage as requested by the Agency.
6. Make recommendations in order to best meet the employee benefit/ Agency risk management objectives.
7. Attend requested meeting as necessary (IE employee meetings, management/ administrative meetings. Board of Director meetings)
8. Develop communication material as requested to clearly convey benefit levels, highlight new or changing aspects or other important information to employees.
9. Update the Agency on changing trends, new products, and insurance carriers within the employee health and welfare marketplace.
10. Act as resource for any employee benefit legislation that may have a result on employee health and wellness such as ERISA, COBRA, FMLA, ACA, etc.

Rationale Duration of Services

Upon awarding agent of record status by the Agency as outlined in this RFP, the services shall begin on January 1, 2020 with a duration date of three (3) years, at which time the agreement will be reviewed and may be extended at the Agency's option for an additional two (2) years. At all times Elderbridge reserve the right to terminate the agreement with thirty (30) days' notice to Insurance Broker/ Agent.

Responses to This Request for Proposals – Submission Instructions

1. Proposals must be received by 12:30 PM CDT, Oct 4th, 2019. RFP submitted after this date will be rejected.
2. All costs of submitting the proposals are the responsibility of the submitting individual/organization.
3. Elderbridge reserves the right to reject proposals which are incomplete or do not conform to proposal's content and submission requirements. Elderbridge reserves the right waive submission requirements if in the best interest of the Agency.

4. Proposals must be enclosed in an envelope clearly marked **“Proposal for Health Insurance Broker/ Agent Services “addressed to:**

Roxanne Thompson
Human Resource
1190 Briarstone Drive, Suite 3
Mason City, IA 50401

5. The proposal must be signed by an agent with binding authority of the submitting organization.
6. Required Contents of Proposal
 - a) A letter of introduction providing the name and contact information for the person submitting this proposal. Confirm that you are a licensed insurance broker in the State of Iowa and provide documentation of such.
 - b) Describe the history of the company and biographical information of those that would be responsible for Elderbridge account management and administration.
 - c) Detail the scope of service you / your company are able to provide.
 - d) Describe company and individual qualifications to provide this level of service (years of experience, education, certifications, etc.)
 - e) Describe experience in advising small business in area of employee health and welfare benefit plan analysis and design. Detail your ability to advise small not for profit business on health care cost containment strategies.
 - f) List three current clients for whom you provide coordinated services related to health and welfare analysis and design. For each client list the specific type of work performed by you or the agency, the size of the client, the group size, and period of time retained. Provide contact information such name, title, phone number, email for clients that we may contact as a reference.
 - g) Describe working relationships with health insurance carriers. Are there any relationships that may be considered cooperative that may lessen independence and objectivity?
 - h) Describe newsletters or informative publications you may provide to educated clients on insurance products or legislation that impacts health care benefits and other insurance topics.
 - i) Please describe to what extent your company is willing to be involved in resolving problems with claims between an insured and the carrier.
 - j) Please indicate any other services, capabilities, designations, or experience that differentiates you or your organization from competition.
 - k) Fee structure for consultation and other compensation

Questions

Questions regarding this proposal must be submitted in writing by email to rthompson@elderbridge.org or mailed to Roxy Thompson, 1190 Briarstone Drive, Suite 3, Mason City, IA 50401, by September 24, 2019. Responses will be posted on our website by 12:30 PM CDT, September 27, 2019.

Selection

Determination of an agent of record will be based on evaluation of the submitted RFP by a designated review committee. Criteria considered will be:

1. Thoroughness and completeness of RFP.
2. Ability to provide scope of service as outlined in Section II of this RFP
3. Organization experience providing employee health and welfare consultant/broker services with an emphasis in assisting small nonprofit organizations in areas of plan design, risk management, and cost containment.
4. Qualifications of individual(s) assigned as Elderbridge account manager(s) and/ or administrator(s)
5. Organization commitment to customer service
6. Other services or organization qualities that differentiate from competition
7. Fees/ compensation

Elderbridge reserves the right to reject any proposals that do not meet established criteria or not submitted prior to the due date indicated in Section III. The Agency also reserves the right to request RFP respondents to present to Board of Directors, Selection Committee or administrative committee as necessary prior to a final selection

If no proposals meet the Agency's requirements, the Agency reserves the right to solicit additional or new proposals

The Agency may choose to perform some or all of the services in-house or by using services already under contract.

Notification

A decision regarding selection of agent of record will be made by October 15, 2019. The decision of the selection committee will be final. All respondents will be notified of the decision in writing.