

City of Monroe

October 22, 2020

Since 1821

SUBMITTED QUESTIONS

On-site / Near-Site Employee Health Services (RFP) Request for Proposal

The following questions were those questions submitted prior to the Question Due Date of October 20, 2020 at 5:00 p.m. (EST) for the Request for Proposal for the On-Site / Near-Site Employee Health Services. Each answer provided is to become an official part of the RFP document.

1. Please explain the rationale for issuing this RFP.

The city first offered an on-site clinic in June 2014 and there has not been competitive review since that time. The city chose to issue an RFP to insure the best service at the best cost.

2. What are your pain points with the current health center provider?

The current clinic hours cover only three (3) days a week. The main objective is to find ways to provide quicker access to care during the week, particularly attractive is a walk-in option that is available more frequently.

3. When does the client expect the new vendor to transition services?

It is anticipated that the new contract would commence on January 1, 2021.

4. Please clarify who is eligible to use the clinic.

All employees and their dependents enrolled in the city health plan.

5. How many employees, spouses, and dependents are on the health plan? Are all of these individuals eligible to utilize the health center?

Currently we have approximately 209 covered employees and an additional 210 dependents, or a total of 419 eligible individuals.

6. What is the current participation for members?

69%

7. What are your top 5 disease states?

- **Endocrine**
- **Immunity**
- **Circulatory**
- **Defined Conditions**
- **Respiratory**

8. How long has the health center been open?

June 2014

9. Please provide the current staff hours and positions.

- **Nurse Practitioner**
- **Medical Assistant**

Monday, Wednesday, and Friday from 7:30am to 5:00pm.

10. Is the current staff expected to remain in place?

That is determinant by the new provider.

11. What are your overall annual health claims and prescription costs?

This question is beyond the scope of the current RFP.

12. What is the annual budget for the onsite health center?

Annualized expenses totaled \$239,348 in 2019. We anticipate an increase to \$252,000 in 2020 due to expanded hours.

13. Are there any other wellness programs that operate in conjunction with the onsite health center?

Currently the city has an on-site wellness coach and offers discounted fees at a local gym.

14. Are Health Risk Assessments and Biometric Screenings currently performed on an individual basis or in a mass event?

It is a mass event that occurs over a three-month period for the first two-hours of the clinic day.

15. Are Health Risk Assessments and Biometric Screening currently performed by the current vendor or a third-party vendor? Who is the third-party vendor, if so?

Current Vendor

16. Does the City have a preferred location for the health center?

The center must be located in the city.

17. Will the requested scope of services be expanded to include occupational health services such as pre-employment drug testing and fit-for-duty testing?

This is preferred, as we are subject to random drug testing and DOT required drug testing.

18. Can you provide health benefit claims and cost summaries for the past two benefit years?

This is outside the scope of this RFP.

19. Can you provide any utilization data for the past two-years at the onsite clinic?

Current utilization is at 77% for employees, 16% spouse, and 8% dependent, 2018 was consistent with current utilization.

20. Can you provide copies of both the current and any proposed health benefit plans?

This is outside the scope of this RFP.

21. Can you provide any engagement materials used by the City of Monroe to heighten employee/dependent awareness of the clinic benefit?

In addition to the current vendor's marketing material and website, the city publishes a regular newsletter that includes health program information.

22. What are the size dimensions and number of rooms for the current clinic onsite at City of Monroe? What equipment is onsite?

There are currently two exam rooms, each approximately 10' x 12'. There is a closet for onsite generic medications, a room for lab draws, a restroom, and a washroom. In addition, there is a waiting area that has 5 chairs.

23. Does the City of Monroe have a preference for optimizing its current onsite plan or for building a near site health center, or both?

The city currently houses the clinic in the basement of city hall. The city owns a former shopping center which is currently undergoing a partial renovation which will house the police department and municipal court. There is additional space available however no funds or short-term plans for further renovation is being discussed. The city could entertain a partnership to build out the space. While the city understands the need for accessible, private, and modern facilities, we are not endeavoring to build and maintain facilities unless needed.

24. Is the City of Monroe desirous of partnering with another government or local employer with a near site health clinic?

This is an option, but again the major goal is to achieve more coverage.

25. How many employees does the City of Monroe have?

253 fulltime, 16 parttime

26. How many total eligible lives exist?

Estimated to be 500 with all dependents included.

27. Does the City currently have a wellness program offered to their employees and if so, what does the program include?

- ***Free health coaching to include exercise and lifestyle training***
- ***Nutrition coaching***
- ***Gym access at discounts***

28. Is City of Monroe fully insured or self-funded?

Self-funded

29. What are the current clinic operating hours?

Monday, Wednesday, and Friday from 7:30am to 5:00pm.

30. Please provide the current health plan options and participation volume in each plan.

City offers one POS plan.

31. Does the City currently have incentives in place for wellness activities? If so, what are the incentives?

No.

32. What is the annual visit volume associated with the current clinic? Can you provide a breakdown of visits by type?

Total visits in 2019 totaled 1629. The breakdown is 45% chronic; 43% acute; 10% preventative, 1% PHA review.

33. What level license is the current practitioner?

FNP-BC

34. Is the current clinic provider failing to meet any objectives? If so, what objectives?

Current provider meets expectations

35. Does the City desire to maintain the current clinic staff? If so, are there any non-competes in place for those employees?

See response to question 10. Non-competes have not been identified.

36. Does the City have a preference between onsite and near-site? Will the current onsite space be provided at no cost to the awarded partner?

No preference. Yes.