

QUESTIONS AND ANSWERS

International Student Health Insurance

Project No. 11-07

October 29, 2010

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Informational Letter #1 – The following questions were received in Procurement Operations within the time period specified in the solicitation document Request for Proposals (RFP) for International Student Health Insurance (#11-07).

Question #1:

When does the current contract end?

HCC Answer:

HCC does not have a current contract for International Student Health Insurance. HCC does have an Insurance Plan for International Students, on an optional basis, which ends on August 31, 2011.

Question #2:

What is the name of the current Carrier?

HCC Answer:

The Plan Carrier is Columbia Life Insurance Company.

Question #3:

What are the current and renewal rates for the current Carrier?

HCC Answer:

Not relevant to this RFP due to the vast difference in participation under the current program of 57 participants versus the proposed program of 3,500 participants.

Question #4:

Can you provide me with a copy of the current plan summary?

HCC Answer:

The current plan is posted on the HCC Risk Management Website under Student Health.

Question #5:

Can you provide me with a number of current enrollees for each plan you currently offer?

HCC Answer:

See answer to Question # 3.

Question #6:

Please provide detailed loss information, current valued, for all plans for the current and past three years.

HCC Answer:

See answer to Question # 3.

Question #7:

When will be the start date for the contract after it is awarded to the winning Vendor? What conditions will be required to be acceptable from the HCCS side for the optional 4-year renewals of awarded contract?

HCC Answer:

Question #1: Spring Semester - December 20, 2010 to May 15, 2011; Spring & Summer - December 20, 2010 to August 22, 2011; Summer Semester - May 16, 2011 to August 22, 2011. The second term would begin August to August 2011/2012.

Question #2: Winning Vendor must provide competitive renewal programs and options.

Question #8:

Are you going to provide a census? Or perhaps an estimated number of policies written each year?

HCC Answer:

Question #1: Yes, there are 3,500 anticipated participants.

Question #2: See answer to Question # 3.

Question #9:

How long have you had a group insurance plan for your international students?

HCC Answer:

There has been a Plan in place for five years.

Question #10:

Can you provide us with the individual premium charged your students by your group plan for the years 2008-09, 2009-10, and 2010-11.

HCC Answer:

See answer to Question # 3.

Question #11:

Can you provide us with total premium collected for these same years?

HCC Answer :

See answer to Question # 3.

Question #12:

Can you advise us of the total number of insured students for these same years?

HCC Answer:

See answer to Question # 3.

Question #13:

Can you provide us with the paid claims for each of these years?

HCC Answer:

See answer to Question # 3.

Question #14:

Someone will need to attend the Mandatory Pre-Proposal Meeting on the 21st; there is no reference to a call-in number.

HCC Answer:

Not applicable at this time. Meeting has already occurred.

Question #15:

Please confirm that the current rates are net of any school admin fees, if not please identify.

HCC Answer:

Confirmed, rates are net of any school admin fees.

Question #16:

The RFP is seeking \$50K / \$25K Med Evac & Repat coverage, the brochure does not list a current benefit level (just that SES meets or exceeds requirements) – please obtain current level.

HCC Answer:

Provide quotes according to the RFP requirements. Requirements amended.

Question #17:

Enrollment, Premium, and Claims from 2007-08 thru 2010-11 (including the rates for the 6-month Continuation and 90-day Extension of Benefits, for hospital confinement, plans). Carrier reports are preferred for experience data and should be through 9/30/10. Please include projected enrollment and premium for the 2010-11 plan year.

HCC Answer:

See answer to Question # 3.

Question #18:

Rates and plan designs from 2007-08 thru 2008-09.

HCC Answer:

See answer to Question # 3.

Question #19:

I am with United Healthcare Student Resources and am planning on attending the pre-proposal meeting for Project No. 11-07 on 21 October. In advance of that meeting I am writing to request that HCCS provide premium and loss reports for the past three years so that we can develop competitive rates for the plan. I understand that the current carrier is Columbian Life Insurance Company and the plan is administered by Student Assurance Service (SAS) in Stillwater, MN. SAS will be able to provide this data if HCC does not already have it.

HCC Answer:

See answer to Question # 3.

Question # 20:

Will we be able to get the last three school years (at least) worth of experience data including: # of students, spouses & children for each different term breakdown, overall premiums paid by term, total claims paid?

HCC Answer:

See answer to Question # 3.

Question # 21:

Will we be able to get detailed claims data by school year including claims broken down by students, spouses & children; general diagnosis codes, # of claims paid in each year; # of claims paid above \$10,000 and \$50,000; total \$ amount of claims submitted (by school year) versus actual \$ amount paid; \$ amount of claims (by year) paid In Network versus Out of Network?

HCC Answer:

See answer to Question # 3.

Question # 22

Could you clarify the number of student on each particular Visa (i.e., F, J, etc)? And how many students "waived out" of purchasing the HCC Plan?

HCC Answer:

See answer to Question # 3.

Question # 23

Would you say that the HCC Health Insurance program is mandatory either thru the Purchase of HCC sponsored coverage or by showing proof of suitable coverage (hard waiver)? Is it possible for students to simply not purchase coverage anywhere?

HCC Answer:

Question #1: Yes

Question #2: The intent is for all International Students to have a medical insurance program in place.

Question # 24

Would HCC consider making it sponsored health insurance program "mandatory" – requiring all international students to purchase school coverage – if it would result in a lower participant premium?

HCC Answer:

The intent is for all International Students to have a medical insurance program in place.

Question # 25:

Would HCC consider a program that did not offer In vs Out of Network differentials (i.e., allows for easier understanding of program & administration)?

HCC Answer:

It is preferred to have "In" and "Out" of network options. Response to RFP should follow requested terms & limits. All deviations should be noted separately.

Question # 26:

Currently there is no limitation on coverage back in the participant's Home Country. Would HCC consider implementing such a limitation as a cost saving measure?

HCC Answer:

Yes, HCC would consider implementing such a limitation; however response to RFP should follow requested terms & limits. All deviations should be noted separately.

Question # 27

Is there an "On Campus" Student Health Center (could find no reference to one)? If yes, could you describe its operations.

HCC Answer:

There is no "On Campus" Student Health Centers; however they have access to the University of Houston Student Health Centers by contract.

Question # 28

How satisfied is HCC with the current plan design of the policy? Are there any complaints/problems with internal policy limits being exceeded and participants being "balance billed" for the difference? Any complaints/problems from area health care providers?

HCC Answer:

The current plan met the needs of the International Students' as it was on an optional basis.

Question # 29

What are the two (2) most important features of the current plan that HCC most desires to maintain?

HCC Answer:

See answer to Question # 3.

Question # 30:

What are the two (2) most important features of the current plan that HCC desires to change or improve upon?

HCC Answer:

See answer to Question # 3.

Question # 31:

How important is it to HCC that the Domestic Student Health Insurance Plan and the International Student Health Insurance Plan be with the same organization (as it is currently)?

HCC Answer:

Not important.

Question # 32

Is HCC willing or interested in a more comprehensive plan it means a higher premium? Or is it only interested in seeking the existing plan quoted?

HCC Answer:

HCC is interested in reviewing coverage enhancements; response to RFP should follow requested terms & limits. All deviations should be noted separately.

Question # 33

Would quoting a rate guarantee for the 2nd year (generally stated as a max increase above the 1st year premiums) increase, decrease or have no effect upon acceptance of a RFP?

HCC Answer:

Not affect upon the acceptance of the RFP.

Question # 34

Would HCC be interested in an RFP that includes a possible Dividend (i.e., profit sharing) in return for a multi-year commitment?

HCC Answer:

Not under this solicitation.

Question # 35

Is HCC mandating all the International Student to maintain Health Insurance?

HCC Answer:

Yes

Question # 36:

Will the charges for the Student Insurance be placed on the student's account?

HCC Answer:

Yes

Question # 37:

What does HCC consider to be comparable coverage for a student to purchase to waive the official school plan, will you accept only employer or embassy plans or will any travel plans purchased off the internet be accepted for waiver purposes?

HCC Answer:

Once guidelines are established, HCC/Risk Management Department will review alternative plans and will determine acceptability.

Question # 38

Which are the most important hospitals for each of the campus?

HCC Answer:

None have been established.

Question # 39

Are the International students buying any plan now?

HCC Answer:

A very small percentage of students are buying the provided plan at this time. There are 57 participants in the current program.

Question # 40

How many International students attend HCC? How many International students will be part of the waiver?

HCC Answer:

There are approximately 8,000 International Students and we anticipate 3,500 students will participate in the mandated program.

Question # 41

Are there any University administrative fees that needs to be added to the final rates?

HCC Answer:

No

Question # 42

Should the price proposal be separate from the technical proposal?

HCC Answer:

No

Question # 43

Please clarify what you are looking for in the Capacity to Insure section?

HCC Answer:

HCC is looking to the vendor to provide a product which meets the criteria referenced in Attachment 3 & 3A – Amended.

Question # 44

Where would you like us to include dependent rates – there is not section to include dependent rates in Attachment 2.

HCC Answer:

Amendment to Attachment 2 posted on the HCC website in conjunction with this document.

Question # 45

Can we get a breakdown of the nationalities (home countries) of the international population?

HCC Answer:

No

Question # 46

Can we get a formal clarification of the start date for the 2011 policy. The RFP does not mention a January 2011 start date (as was discussed at the pre-bidders conference) and the first policy period mentioned in the RFP states a Fall period that begins in September.

HCC Answer:

The intent is to start with the Spring of 2011.

Question # 47

Can we get some details regarding your waiver procedure? What will the minimum credit hours requirement be for al international student to participate? Will HCC be collecting and remitting premium along with a list of insured students? Will there be a waiver audit procedure put in place?

HCC Answer:

Question #1: Not at this time

Question #2: 3 hours

Question #3: Yes

Question #4: Yes

Question # 48

There was a note that the deadline might be extended. We are right at the beginning of the NAFSA Regional Conferences, do you know if the deadline will be extended?

HCC Answer:

RFP response deadline will be extended to November 8, 2010.

Question # 49

Have there been any addendums to the original RFP?

HCC Answer:

Yes, posted on the HCC website in conjunction to this document.

Question # 50

Our policy normally is only eligible for full time students, the notes indicate a student only taking 3 hours would be eligible, do you know if this pertains to a graduate student or a Visa class other than F1?

HCC Answer:

The students only taking 3 hours could be F1 graduate students. The eligibility requirements in RFP have been admended.

Question # 51

If there are 8000 international students and the insurance is mandatory, why are you only expecting 3500 participants?

HCC Answer:

The 3,500 international students are classified as F1. Mandatory insurance is just for F1 students.

Question # 52

Per Section 1 (page 4), Introduction, it states "HCC will select an insurance provider or give the students the option to purchase their own as long as the minimum requirements required by HCC are met". Please define and outline the minimum requirements.

HCC Answer:

Minimum requirement guidelines have not been established at this time.

Question # 53

Will a waiver audit be conducted to ensure that the students' other insurance satisfies the minimum requirements? If so, what are the dates of the waiver enrollment period for January? If so, will the vendor/proposer be required to provide the waiver audit or will this be managed at HCC?

HCC Answer:

Question #1: Yes

Question #2: Dates have not been established at this time.

Question #3: HCC will manage the waiver audit process.

Question # 54

Is there currently a waiver audit system in place? If so, would HCC be willing to engage in IT discussions to assist in systems coordination and stream-lining of services? If not, would HCC be willing to review the vendor/proposer's waiver audit program options?

HCC Answer:

Question #1: No

Question #2: Yes

Question # 55

Will a census reflecting the demographics of the international Student population be posted to the website?

HCC Answer:

No

Question # 56

As a means to protect the risk pool, would HCC consider the following age bands for the student premiums: <24, 24-29, 30-40, and >41

HCC Answer:

No

Question # 57

Please confirm that the Spring term of coverage should also include coverage for the summer term.

HCC Answer:

The appropriate term categories are: Spring Semester – December 20,2010 to May 15, 2011; Spring and Summer – December 20, 2010 to August 22, 2011; Summer Semester – May 16, 2011 to August 22, 2011. The second term would begin August to August 2011/2012.