



ADDENDUM NO. 2

DATE: October 12, 2021
ITB: **RFP 22-22026TM Onsite Clinic**
DATE ISSUED: September 7, 2021
BID DUE: October 26, 2021 @ 10:00 am
SUBJECT: **To Provide Responses to Questions Received.**
Ladies/Gentlemen:

Addendum #2 is being issued to provide responses for questions received.

1. **Question:** Who is HCS’s current employee benefits brokerage firm and consultant?
Answer: USI Insurance Services
2. **Question:** What is HCS’s reason for going out to RFP?
Answer: The current contract is ending. An RFP has not been conducted for several years so it is required. HCS will consider all proposals and choose the vendor that is most suited to its needs.
3. **Question:** Please confirm the launch date. Is it July 1, 2022, as indicated on page 6 or June 1, 2022, as indicated on page 10.
Answer: July 1, 2022
4. **Question:** For current health center(s), please provide:
 - a. Number of health centers
Answer: 1
 - b. Standard schedule / hours of operation by location
Answer: Monday through Thursday 7:00am-6pm
Friday and Saturday 8:00am-1:00pm
 - c. Encounter utilization data for the health centers,
Answer: See answer to 4.f. below.
 - d. Rx dispensing data per site
Answer: The onsite pharmacy dispenses approximately 1,200 prescriptions each month. Please note that the onsite pharmacy is administered by a separate vendor.
 - e. Who is eligible to use the health center, and counts (i.e., EE – 2,318, retiree, spouse, dependent, etc.)
Answer: All Full-Time employees, Job-Share employees and Full-Time Bus Attendants. Additionally, spouses and children (ages 6 and over) who are covered under an HCS sponsored medical plan may access care at the onsite health center. There are approximately 2,318 eligible employees, 220 spouses and 880 children.



f. Engagement rate data for employee, spouse, dependent population, and others

Answer: Following is a summary of activity by category.

EMPLOYEES

	Coaching	Acute / Medical	Lab / Ancillary	Unique Patients w/ Activity
Aug-20	162	51	109	126
Sep-20	104	51	132	109
Oct-20	161	56	275	159
Nov-20	146	46	232	150
Dec-20	174	39	190	158
Jan-21	170	45	202	139
Feb-21	124	48	188	128
Mar-21	129	37	232	128
Apr-21	126	38	250	146
May-21	126	46	296	175
Jun-21	173	47	727	298
Jul-21	90	50	183	123
Total	1,685	554	3,016	-

SPOUSES

	Coaching	Acute / Medical	Lab / Ancillary	Unique Patients w/ Activity
Aug-20	1	1	4	3
Sep-20	4	1	4	4
Oct-20	6	2	13	7
Nov-20	0	5	6	6
Dec-20	1	1	6	4
Jan-21	1	0	7	2
Feb-21	3	0	23	8
Mar-21	0	1	6	4
Apr-21	0	0	9	2
May-21	2	1	24	9
Jun-21	1	1	53	17
Jul-21	0	1	6	3
Total	19	14	161	-

CHILDREN

	Coaching	Acute / Medical	Lab / Ancillary	Unique Patients w/ Activity
Aug-20	2	1	3	1
Sep-20	1	2	2	3
Oct-20	3	6	13	5
Nov-20	3	7	3	6
Dec-20	1	3	1	4
Jan-21	0	3	0	3
Feb-21	2	5	8	9
Mar-21	1	2	3	2
Apr-21	1	7	4	8
May-21	2	9	9	7
Jun-21	2	4	6	5
Jul-21	1	4	4	4
Total	19	53	56	-

- g. Definition of “engagement” in the health centers
Answer: We encourage employees to visit the health and wellness center for preventive care and to use the health coaching services in addition to any sick visits.
- h. The staffing model for clinic services per center, including their credentials
Answer: Currently staffed by two full-time licensed family nurse practitioners, two medical assistants, and one part-time dietician.
- i. Intention to retain any/all staff
Answer: Hampton City Schools would like the opportunity to retain some of the current staff.
- j. The number of staff intended to retain and their titles/accreditations
Answer: Unknown at this time
- k. Floor plan (including # of exam rooms) or standard plan
Answer: There are up to six exam rooms available. Currently, they are being use as follows:
 - dietician has one room that is used as an office as well as for exams and patient counseling
 - There are two nurse practitioners. Each has 1 room for exams and another for an office (4 rooms total),
 - The medical assistants share another room as an office.
Please refer to the HCS Health Center Floor Plan released with this addendum.
- l. Who owns the lease or building for each clinic
Answer: Hampton City Schools

- m. Who owns the equipment for each clinic
Answer: The current onsite clinic vendor owns the medical equipment and furniture. Hampton City Schools owns the office furniture and office equipment.
- n. What are the main areas of your current model of care that you wish to improve?
Answer: We experienced a decline in usage beginning in March 2020. The priority moving forward is to increase utilization of the health center. We would like to see more employees engage in health coaching and preventive care visits.
- o. What are the top 3 reasons your organization wants to transition the onsite centers to another provider?
Answer: The current contract is ending. An RFP has not been conducted for several years so it is required. HCS will consider all proposals and choose the vendor that is most suited to its needs.
5. **Question:** What are the goals for HCS's onsite clinics?
Answer: In addition to providing convenient access to high quality care, the services are designed to help employees achieve their highest level of health.
6. **Question:** Is HCS open to a progressive staffing model?
Answer: HCS will consider this model.
7. **Question:** Does HCS prefer an MD or NP-led model?
Answer: The wellness center is currently staffed by NPs, but HCS is open to other models.
8. **Question:** What is the copay for HDHP plan members for the health center?
Answer: \$20
9. **Question:** Please include eligibility data for the 2018-2020 plan years.
Answer: Eligibility for those years is similar to the current eligibility described in question 4.e.
10. **Question:** Please include top 5 chronic conditions and attributed spend for 2018-2020 plan years.
Answer: Following is the prevalence of top conditions and the prevalence in adult members. The attributed spend is not being released with this RFP.
- Hypertension 26.2%
 - Hyperlipidemia 15.5%
 - Diabetes 10.4%
 - Osteoarthritis 10.1%
 - Asthma 8.0%

11. **Question:** Please include 3 years of population demographic information for employee, spouse, and dependent populations, including but not limited to: medical enrollment count, average age, male to female distribution, socioeconomic information if available.

Answer:

	Medical Enrollment (Members)	Average Age	Male/Female
2019	3,287	Employee 45.2 Member 34.2	35.5%/64.5%
2020	3,285	unavailable	unavailable
2021	3,350	Employee 47.1	35.6%/64.3%

12. **Question:** Who is the EAP provider for HCS?

Answer: Cigna

13. **Question:** Does the EAP or other mental health provider offer onsite, virtual, or combined services?

Answer: There is an EAP counselor onsite in the wellness center one-half day per week. Virtual visits are also offered.

14. **Question:** Please describe HCS's current wellness/population health management program.

Answer: See the attached Wellness Program Guide.

15. **Question:** Who is included in the wellness program?

Answer: All employees who are eligible for the medical plan are eligible to participate in the wellness program.

16. **Question:** What are the wellness requirements and incentive?

Answer: See the attached Wellness Program Guide.

17. **Question:** Please clarify any wellness vendors or other health-related vendors HCS offers its staff.

Answer: HCS does not use any wellness vendors nor other health-related vendors.

18. **Question:** What is the average appointment length for:

Answer: 32% of visits last 1-15 minutes
45% of visits last 16-30 minutes
5% of visits last 31-45 minutes
18% of visits are between 46-60 minutes

a. Acute visits

Answer: see combined breakout

b. Chronic visits

Answer: see combined breakout

c. Well visits

Answer: see combined breakout

d. New Patient visits

Answer: see combined breakout

19. **Question:** Does HCS want pricing for flu shots broken out or included in the immunizations section?

Answer: Please break out the cost. Flu shots are offered through the onsite pharmacy.

20. **Question:** Could HCS provide the number of annual flu shots?

Answer: For 2021, HCS did not offer a flu shot “clinic” since there are other flu shot resources in the HCS community. Another vendor administers flu shots for students, and staff can get shots during that event. The onsite pharmacy purchased 50 vaccines in 2021. HCS is open to offering a flu shot campaign for staff in future years.

21. **Question:** Does HCS have a need for any COVID-19-related services? Please indicate yes or no to:

a. App self-symptom tracking and check-ins

Answer: Feel free to provide a quote that includes this service as an option, and it will be considered. HCS would want this service available to all employees (approximately 2,317).

b. Contact tracing

Answer: Feel free to provide a quote that includes this service as an option, and it will be considered. HCS would want this service available to all employees (approximately 2,317).

c. COVID-19 testing

Answer: The wellness center does offer testing for full-time employees, spouses and children age 6 and over who are enrolled in the group health plan. In addition, the wellness center provides testing for any student that is referred by a school nurse during the school year. Along with the 3,468 eligible employees, spouses and children, HCS has approximately 18,000 students. However, the student population that would be eligible for testing is very limited. It is only students referred by a school nurse during the school year.

d. COVID-19 vaccinations

Answer: COVID-19 vaccinations are currently not available in the wellness center since they are widely available in the community.

22. **Question:** Please indicate the populations that will be eligible for each COVID-19 service (EE-only, Dependents, contractors, visitors, etc.).

Answer: Refer to the additional information provided under each listed service.

23. **Question:** Are multi-lingual skills a requirement for any clinical staff working within the clinics?

Answer: It's not required, but may be helpful.

24. **Question:** During what hours would you like virtual visits to be available? For what services?

Answer: During regular wellness center hours for whatever services would be appropriate.

25. **Question:** How would you describe the culture at HCS?

Answer: Following is HCS's mission statement

Our Mission

In collaboration with our community, Hampton City Schools ensures academic excellence for every child, every day, whatever it takes.

Vision

Hampton City Schools: the first choice for success for every student.

Core Values

We believe that the developmental needs of children are central to every aspect of the operation of Hampton City Schools and that all interactions with our stakeholders must be governed by our core values-integrity, responsibility, innovation, excellence, and professionalism.

26. **Question:** What are HCS's top 3 pillars or goals as an organization?

Answer: Please refer to the mission statement in the previous answer.

27. **Question:** What important characteristics (demographic or otherwise) should we consider in developing a personalized plan for your organization?

Answer: Please refer to the mission statement in the answer to question 26. In addition, keep in mind that the vast majority of our employees are teachers with limited time away from the classroom.

28. **Question:** What is your preferred cost proposal breakdown (PEPM, budget-based, etc.)?

Answer: Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees,

220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.

29. **Question:** Could HCS provide the expected volume for each the services listed below? Also, could HCS define lab services more specifically?

- Lab and x-ray services, or
- Physical and occupational therapy

Answer: Please refer to the next question for the recent volume of x-ray and lab services. It is unknown how many members would use the health and wellness center for these services. Please provide a quote for lab services that your firm thinks would be useful and beneficial to have in the health and wellness center.

30. **Question:** Could HCS provide the number of labs, x-rays, physical therapy, and occupational therapy services provided over the last 3 years?

Answer: We are providing a snapshot of information for services paid by the group health plan over the most recent available six-month period as follows:

February 2021 through July 2021	Number of Services (by CPT code)	Number of Members with services
Physical & Occupational Therapy	2,375	184
Lab	22,986	2,374
X-Rays	768	763

31. **Question:** What other occupational health services is HCS interested in seeing quoted or presented in the proposal?

Answer: Please refer to the answer to question 42.

32. **Question:** On page 16 under references, it asks for a statement detailing why the Offeror is the best candidate to provide HCS with the services requested. To clarify, does this statement need to be from the references or from the vendor?

Answer: HCS would like offerors to outline why their firm would be the best candidate for Hampton City Schools' onsite clinic.

33. **Question:** Does the current health center dispense pharmacy or run this through the current PMB?

Answer: The onsite clinic and the onsite pharmacy services are separate and are management by two different vendors. The onsite pharmacy uses the group pharmacy plan's network. Onsite pharmacy claims are submitted through the PBM's claims system. The PBM pays the onsite pharmacy as an in-network provider. The onsite pharmacy countersigns the reimbursement check from the

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PBM and sends it to the Schools. Drug inventories are purchased directly from wholesalers (McKesson) with Schools' funds.

34. **Question:** Does HCS have space for additional services?

Answer: Yes. There is sufficient space to expand services.

35. **Question:** In reference to the wellness program integration of services, including behavioral health and health coaching, is HCS interested in onsite and/or virtual services?

Answer: HCS would like to see an offering of both onsite and virtual services.

36. **Question:** Is there any data sharing or partnership between the clinic and Cigna?

a. If so, please outline the data shared and process.

Answer: Yes. The onsite wellness center partners with Cigna. Onsite pharmacy and onsite clinic claims are run through Cigna's claims system. Cigna, as the EAP provider, has a counselor onsite at the wellness center for one-half day each week.

37. **Question:** Please define what a partnership with HCS's medical insurance carrier means?

Answer: See answer to the previous question.

38. **Question:** Is HCS looking to relocate their clinic or add more locations?

a. If so, please provide a Census with home zip codes.

Answer: HCS does not intend to relocate the health center nor do they want to add locations.

39. **Question:** Please provide a physical space layout for the existing clinic.

Answer: Please refer to the HCS Health Center Floor Plan released with this addendum.

40. **Question:** Who owns the equipment, furniture and medical supplies?

a. Please provide a list of any furniture, equipment or medical supplies that will remain in the clinic after transition.

Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. Hampton City Schools owns the office furniture and office equipment..

41. **Question:** Does HCS desire to maintain existing clinic staff?

- a. If so, do non-competes exist with the current clinic staff?

Answer: HCS would like to retain some of the current staff. The current staff members do not have a non-compete agreement.

42. **Question:** Would HCS consider including Occupational Health services in the clinic?

Answer: Some services are currently offered through the wellness center.

If so, please provide annual volume needs for the following activities:

- i. Bus Drive Physicals

Answer: These are currently provided for new hires and then annually each summer.

- ii. BAT Testing

Answer: These are currently provided for new hires with a CDL license and then annually.

- iii. Urine Drug Screens & panel size

Answer: These are currently provided for new hires with a CDL license and then annually. Additionally, random testing is conducted.

- iv. TB Testing

Answer: These are currently provided for in the health center for all new hires.

- v. Please provide a list of other services and vaccinations desired

Answer: This has not been determined.

43. **Question:** Number of annual flu vaccines administered

Answer: For 2021, HCS did not offer a flu shot “clinic” since there are other flu shot resources in the HCS community. Another vendor administers flu shots for students, and staff can get shots during that event. The onsite pharmacy purchased 50 vaccines in 2021. HCS is open to offering a flu shot campaign for staff in future years.

44. **Question:** Please provide clinic eligibility by relationship

- a. Employee:

- b. Spouse:

- c. Dependent (6+):

Answer: Please refer to question 4.e.

45. **Question:** Please provide information on the current program, including:

- a. Participation rate

Answer: Refer to the answer to question 4.f.

- b. Visit volume by visit type

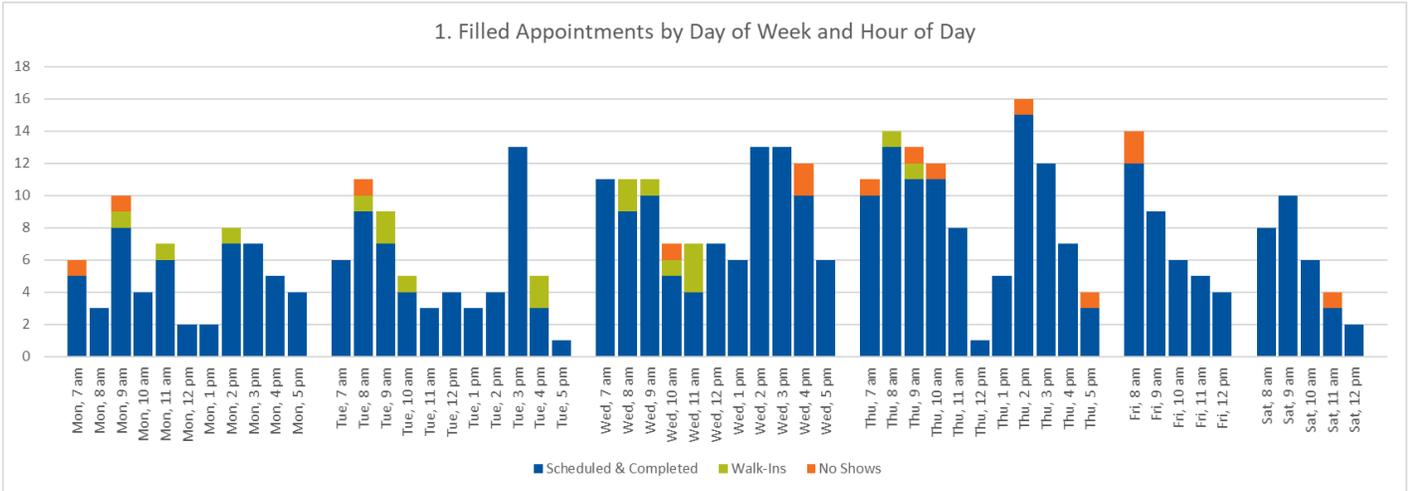
Answer: Refer to the answer to question 4.f.

- c. Visit volume by day

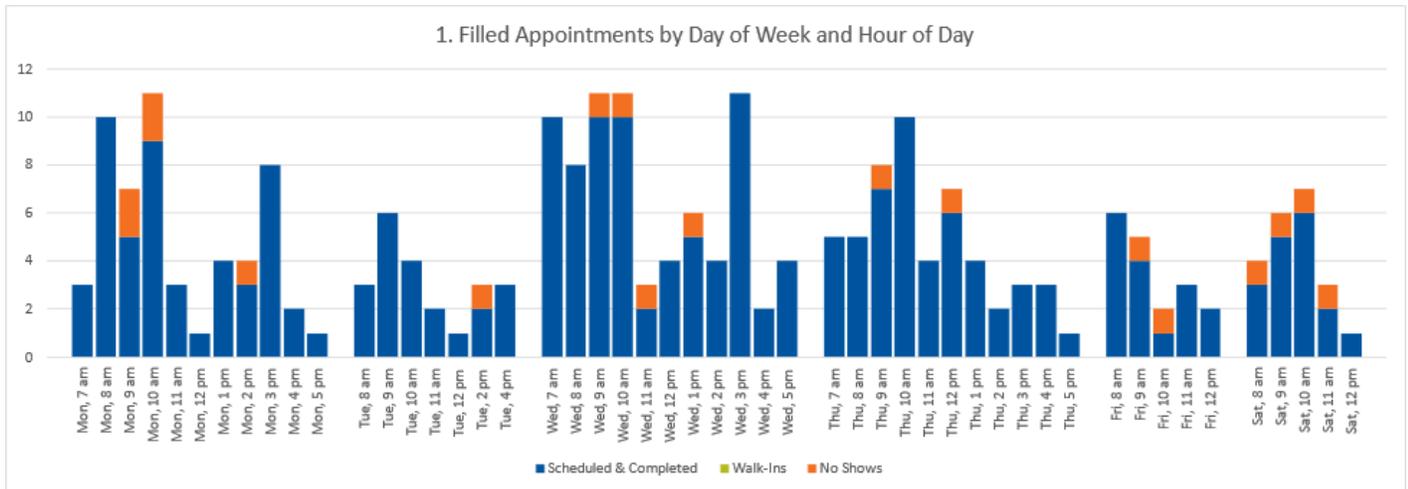
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Answer: It varies from month-to-month. Here are samples from two different months:

January 2020



July 2021



d. Visit volume by relationship

Answer: Refer to the answer to question 4.f.

e. Visit volume by condition seen

Answer: Refer to the answer to question 4.f.

f. Current staffing

Answer: The wellness center is currently staffed by two full time nurse practitioners, two full time medical assistants, and a part-time dietician.

g. Are there fees associated with any visits?

- i. If so, please provide the fee by visit type?

Answer: There is no fee for preventive care visits regardless of group health plan enrollment. Employees enrolled in the high deductible health plan and those who are not covered under HCS's group health plan pay a \$20 copayment for sick visits.

- h. Provide current biometric screening event information

- i. Outline additional staffing provided

Answer: Please refer to the Wellness Program Guide released with this addendum for more details. There are five screenings required. They can be done at the health center or at the member's PCP. Employees bring or send the results from their PCP to the health center. A medical assistant enters the information into the health center's system. HCS is open to other processes that work best within your model.

- ii. What time of year does this take place?

Answer: Screenings are offered year around but the last month (June) tends to be the busiest in the health center.

- iii. How many days per year does this take place?

Answer: Screenings are offered year around.

- i. Is there currently an incentive program in place managed by the clinic vendor?

- i. If so, what are the activities required?

Answer: See the attached Wellness Program Guide.

- ii. What is the financial incentive?

Answer: Employees that complete the wellness incentives receive an additional annual employer contribution in their HSA account of \$750. Premiums for employees in other medical plans is \$750 less each year.

- iii. Who is eligible to participate and what is the participation level?

Answer: All employees who are eligible for medical coverage are eligible to participate in the incentive program. Over half of the eligible employees receive the wellness incentive.

46. **Question:** Are you open to alternative staffing models?

Answer: HCS will consider other models.

47. **Question:** Is there a template for the Price Quotation you would like utilized?

Answer: There is not a set template. Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.

48. **Question:** TAB I: will two statements accepting Section III and Section II suffice or do we need to list each term and condition individually and accept?

Answer: 1 Statement regarding each item in Section III

49. **Question:** If we have no plans to subcontract any portion of the scope associated with this RFP, can we bypass Attachment C?
Answer: Please leave the form blank or mark it with N/A and sign the form.
50. **Question:** Please provide Attachment D.
Answer: Attachment D is provided with this addendum.
51. **Question:** Is Section 4F intended to be included in Tab II – Description of Services?
Answer: Please include your firm’s experience and background information in Tab I.
52. **Question:** Are the requirements for the MBE (2.4%) and WBE (4.7%) for the term of the contract or year over year?
Answer: These are goals, not requirements
53. **Question:** There were not any Appendices or Cost Proposal Documents for either the Onsite Clinic or Onsite Pharmacy RFP’s. Can you please forward those?
Answer: There is not a set template. Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.
54. **Question:** There were not any Appendices or Cost Proposal Documents for either the Onsite Clinic or Onsite Pharmacy RFP’s. Can you please forward those?
Answer: There is not a set template. Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.
55. **Question:** Form D: Deviations. Unfortunately, that form doesn’t seem to be included in any of the materials we have. Will this form be sent out as well?
Answer: Attachment D is provided with this addendum.
56. **Question:** After a brief look, I did not see Appendix 2 & 3 (top 25 drugs by cost and volume). Will you send in another email?
Answer: This question pertains to the Onsite Pharmacy RFP 22-22036TM. Please refer to the addendum for that RFP.
57. **Question:** What is the overall utilization for the wellness center?
Answer: Please refer to the answer to question 45.c.

58. **Question:** What is the Wellness center utilization for Saturdays?
Answer: Please refer to the answer to question 45.c.
59. **Question:** Can you provide a floor plan of the care suites for both the health center and the pharmacy?
Answer: Please refer to the HCS Health Center Floor Plan released with this addendum.
60. **Question:** Would you be willing to remove Saturday hours?
Answer: Saturday hours are important to our employees. Therefore, we prefer to maintain those hours.
61. **Question:** Is there an offsite collaborating physician? If so, how many hours per week is the offsite collaborating physician providing oversight?
Answer: Yes. The physician is employed by the current vendor as a resource. The hours vary each month.
62. **Question:** Can you provide form D – Deviations? Not provided in RFP
Answer: Attachment D is provided with this addendum.
63. **Question:** Do you need us to supply the furniture for both the wellness center and pharmacy?
Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. Hampton City Schools owns the office furniture and office equipment.
64. **Question:** Are you currently doing billing?
Answer: The current onsite clinic vendor handles all billing.
65. **Question:** Are you happy with your current wellness center and pharmacy staff?
Answer: Hampton City Schools would like to retain some of the current staff..
66. **Question:** Do you have a HDHP with an HSA?
Answer: Yes.
67. **Question:** Would you be open to using our contract?
Answer: If your company has its own contract, the two contracts would be combined to cover both parties.
68. **Question:** Are there non-competes in place with the current staff?
Answer: The current staff members do not have a non-compete agreement.
69. **Question:** Is it possible to receive a floor plan of both the pharmacy and the wellness center?

Answer: Please refer to the HCS Health Center Floor Plan released with this addendum.

70. **Question:** Is it possible to receive an extension as we are still waiting on some information (top 25 drugs, etc) from HCS.

Answer: An extension was provided with the first addendum. Proposals are now due October 26, 2021 at 10:00 a.m.

71. **Question:** Attachment D – Deviations exhibit was referenced in the RFP but no such attachment was included with the files. Would it be possible to obtain this attachment?

Answer: Attachment D is provided with this addendum.

72. **Question:** Financials – is there a certain format that Hampton City Schools would like use to use for providing cost projection and Return-on-Investment Proforma (e.g. an Excel file to complete)?

Answer: There is not a set template. Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services. An ROI projection would also be welcomed.

73. **Question:** Utilization – Are there utilization reports from the existing HCS Employee Health and Wellness Center? We would welcome data indicating number of patients, number of visits, etc.

Answer: Please refer to the answer to question 4.f.

74. **Question:** Staffing – We noted the current HCS Employee Health and Wellness Center staffing per the website. Should we mirror the same staffing and hours of operation? 1 full time Nurse Practitioner, 1 part time Nurse Practitioner, 2 full time Medical Assistants, operation Monday-Thursday from 7 AM to 6 PM and Friday-Saturday from 8 AM to 1 PM

Answer: Please mirror the hours of operation. HCS will consider other staffing models. There are now two full time nurse practitioners (no part-time), two full-time medical assistants and one part-time dietician.

75. **Question:** Scope of Services, D.2 asks for quotes on providing physical and occupational therapy. What type of occupational services is HCS interested in? Would this include random or for-cause drug sample and Medical Review Officer (MRO) evaluation of sample? Or is it related to pre-employment physicals, pre-employment drug sample, etc.

Answer: Please refer to the answer to question 42 regarding occupational services. HCS is considering offering physical and occupational therapy services.

76. **Question:** Scope of Services, D.1 asks for quotes on providing lab and x-ray services. What type of lab services is HCS interested in? Our model standardly includes CLIA-waives lab services (e.g. rapid strep test, pregnancy test, etc.) and we also serve as a lab draw station for taking a prescribed lab sample and sending that sample out for lab processing.
Answer: The lab services outlined in the question are currently provided by the health and wellness center. HCS would like to evaluate the feasibility of providing x-ray services.
77. **Question:** Scope of Services, D.1 asks for quotes on providing lab and x-ray services. What type of x-ray services would HCS like to provide at the Employee Health and Wellness Center?
Answer: HCS is considering adding standard x-ray services.
78. **Question:** Are there any copays or cost shares associated with visits to the HCS Employee Health and Wellness Center?
Answer: Please refer to the answer to question 45.g.
79. **Question:** Does Hampton City Schools plan on adding additional Employee Health and Wellness Center locations in the future?
Answer: HCS does not plan to add any additional locations.
80. **Question:** Who owns the equipment and furniture in the Employee Health and Wellness Center, Marathon Health or Hampton City Schools?
Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. Hampton City Schools owns the office furniture and office equipment.
81. **Question:** Do the existing staff of the Employee Health and Wellness Center have a non-compete or other type of restrictive employment policy in place that would prevent them from being hired by the new company, assuming they meet all recruiting criteria and background credentials?
Answer: The current staff members do not have a non-compete agreement.
82. **Question:** Are you working with a consultant or broker to evaluate the responses you receive to this RFP? If so who is the consultant?
Answer: Yes. HCS is working with USI Insurance Services.
83. **Question:** Do you prefer to retain your current providers?
Answer: HCS would like to retain some of the current staff.
84. **Question:** If so do they have a non-compete and what are the terms of the non-compete?
Answer: The current staff members do not have a non-compete agreement.

85. **Question:** Is the Hampton City Schools open to consideration of alternative staffing models that improve engagement of the eligible population?

Answer: HCS will consider other staffing models.

86. **Question:** Does Cigna and your other medical and RX partners share data bi-directionally with your center vendor to enable the providers at the Center to have a total picture of each patient?

Answer: Medical and pharmacy information is not provided by the insurance carrier.

87. **Question:** Please share the type and number of immunizations provided in the clinic over the last 2 years.

Answer: Currently, the clinic offers flu shots. For 2021, 50 flu shots were ordered and administered.

88. **Question:** Please elaborate on your request for Coordination with wellbeing coordinator. What are you looking for in this area?

Answer: The “wellbeing coordinator” is a benefits staff member. This person is the liaison between HCS and the health and wellness center.

89. **Question:** Please clarify the statement in the RFP - “ Ability to send claims in \$0, or defined visit fee or medication fee amounts, to carrier (no additional amount in excess of the visit fee collected will be billed to carrier “ Beyond the ability to send Zero dollar claims what are you looking for specifically in the area of defined visit fee or medication fee amount? What are you looking for to be billed to the carrier?

Answer: Visits to the clinic are run through the medical carrier’s claim system so they can be tracked. The intent is not for the medical carrier to pay the claim.

90. **Question:** What are the current days and hours that the clinic is open? Do you want to keep those hours or change them in any way?

Answer: Please refer to the answer to question 4.b. These hours are sufficient for the services currently offered, and the Saturday hours are important.

91. **Question:** Do you dispense medications in the clinic? Please provide data on what is dispensed in your clinic. Are you looking to make any changes in what medications or provided at the clinic?

Answer: Over-the-counter and prescription medications are dispensed at the onsite pharmacy. The health and wellness center does not manage the pharmacy—it is administer by another vendor..

92. **Question:** Please provide the current clinic staff by type of staff member and number of hours they work in the clinic each week.

Answer: Please refer to the answer to question 4.f.

93. **Question:** How long has the clinic been open?
Answer: The onsite health and wellness center opened in September 2014.
94. **Question:** Please share an inventory of the equipment for the 6 exam rooms you are looking for the clinic partner to maintain.
Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. There are currently 3 exam rooms in use. This may increase if additional services are offered. Hampton City Schools owns the office furniture and office equipment..
95. **Question:** Do you provide Occupational Health services in your clinic? If so what are those services? If not do you want to provide them in the future? If so what type of services in this area?
Answer: Please refer to the answer to question 42.
96. **Question:** Please provide the actual square footage and layout/blueprint of your current facility.
Answer: Please refer to the HCS Health Center Floor Plan released with this addendum.
97. **Question:** What do you like most about your current Clinic?
Answer: The focus on preventive care and the wellness initiatives (such as health coaching challenges, diabetes prevention/management program, child wellness campaign) are important to our goals.
98. **Question:** What would you like to change about your Clinic?
Answer: We experienced a decline in usage beginning in March 2020. The priority moving forward is to increase utilization of the health center. We would like to see more employees engage in health coaching and preventive care visits. In addition to providing convenient access to high quality care, the services are designed to help employees achieve their highest level of health.
99. **Question:** In addition to Cigna who are the Hampton City Schools partners you would like your clinic partner to share data and interact with?
Answer: All activity (claims) information is fed from the onsite health center provider to Cigna as if the health center is an in-network provider in order to capture data. There is no other data exchange.
100. **Question:** What Hampton City Schools partners will the Health Center provider receive data from?
Answer: A demographics file is provided by the Schools on a weekly basis.
101. **Question:** Has the same vendor been in place during the entire time the Clinic has been open? If not who were the other vendors?

Answer: Yes, the health and wellness center service have been administered by the same vendor since its inception.

102. **Question:** What are the biggest challenges the City experiences in providing clinic services to employees?
Answer: We experienced a decline in usage beginning in March 2020. The priority moving forward is to increase utilization of the health center. We would like to see more employees engage in health coaching and preventive care visits. Teachers' schedules are not flexible as they must remain at their schools during school hours.
103. **Question:** How do you currently measure and calculate patient satisfaction? In what ways would you like to improve in this area?
Answer: A survey was conducted in 2021 to gauge employee satisfaction. 646 employees responded. HCS is exploring options to add lab/x-ray services and/or physical/occupational therapy services.
104. **Question:** How do you currently measure Clinic ROI?
Answer: Utilization and ROI are provided by the onsite clinic and onsite pharmacy managers. A review is made by USI Insurance Services.
105. **Question:** What percentage of eligible employees/members completed an HRA? Biometric screening
Answer: More than half of eligible employees complete the HRA and biometric screenings.
106. **Question:** How do you currently define Center participation? What is your Center participation?
Answer: Please refer to the answer in question 4.f.
107. **Question:** How do you currently define Center engagement? What is your Center engagement?
Answer: Please refer to the answer in question 4.f.
108. **Question:** We would like to provide a sample implementation plan for your consideration. What dates would you like to be used for decision date and Clinic open with new partner?
Answer: The effective date will be July 1, 2022. Please refer to the RFP for the anticipated schedule.
109. **Question:** What is the physical address of the current clinic facility?
Answer: 2238 Todds Lane, Hampton, VA 23666
110. **Question:** Is the Clinic responsible for COVID-19 protocols and management

for employees? If so what is being done in the Clinic or by Clinic staff?

Answer: Please refer to the answer to question 21. The Schools has a Health Services Director, who is not part of the health and wellness center staff, that oversees the COVID-19 protocols.

111. **Question:** Please provide recording reporting from your current Clinic Vendor?

Answer: Refer to the answer to question 4.

112. **Question:** How are appointments scheduled by patients today? If by phone and online, do patients call the Clinic directly to schedule with someone on site or are calls answered at another location?

Answer: Patients can schedule an appointment online or call in to the health and wellness center. Calls are taken by the health center staff. If there is room

113. **Question:** Are behavioral health services currently being offered by the Clinic? If not would you like to add these services?

Answer: The Schools' EAP vendor provides a counselor for one-half day each week. This counselor is located in the health and wellness center. HCS would consider offering more hours each week for this service.

114. **Question:** Can you share what the current top 10 reasons are for provider visits?

Answer:

Z02 - Encounter for administrative examination
Z13 - Encounter for screening for other diseases and disorders
Z11 - Encounter for screening for infectious and parasitic diseases
Z71 - Persons encountering health services for other counseling and medical advice, not elsewhere classified
Z00 - Encounter for general examination without complaint, suspected or reported diagnosis
E11 - Type 2 diabetes mellitus
I10 - Essential (primary) hypertension
Z01 - Encounter for other special examination without complaint, suspected or reported diagnosis
F43 - Reaction to severe stress, and adjustment disorders
R21 - Rash and other nonspecific skin eruption
R35 - Polyuria
Z68 - Body mass index [BMI]
Z72 - Problems related to lifestyle

115. **Question:** What is the average age of your employee population?

Answer: 47.1

116. **Question:** In order to provide a ROI projection, create Performance Guarantees and put fees at risk is it possible for the Hampton City Schools to provide the following statistical information and/or data sets: Claims utilization (2 years)PBM – Pharmacy utilization (2 years) , Health and Wellness Activity, Number of visits

broken down by chronic, episodic, and wellness care on average monthly for 2 years or at least 2019 and 2020, Employee participation and utilization of the Health and Wellness Clinic vs. dependent participation monthly for the same time period. This information will allow us to provide the most precise projections. If these are not available is it possible to review annual insurance summary reports from Cigna?

Answer: Two years of summary claims information by month is included with this addendum, labeled “Hampton City Schools Monthly Claims 24 months through 7-31-2021.” Please refer to question 4 for utilization information for the health and wellness center.

117. **Question:** Is this RFP required by Hampton City Schools statute or is there consideration being given to changing partners.

Answer: An RFP has not been conducted for several years so it is required. HCS will most certainly consider all proposals and choose the vendor that is most suited to its needs.

118. **Question:** The RFP state 2,318 employees are eligible. Below this statement you share that spouses and children (ages 6 and over) who are covered under an HCS sponsored medical plan may access care at the onsite clinic. What are the number of spouses eligible? What is the separate number for children over age 6 that you state will be eligible?

Answer: Please refer to the answer to question 4.e.

119. **Question:** Are Pre and Post 65 retirees inside the 2,318 employee number provided.

Answer: Retirees are not eligible to use the health and wellness center.

120. **Question:** How do you currently handle any funds due from the employees in the CDHP plans? Do you want to continue handling the funds the same way?

Answer: Currently, patients can pay by debit or credit card. The health and wellness center monitors all payments. This system is working, but HCS is open to other methods.

121. **Question:** Do you handle your HRA and biometric screening in mass events? If so do you want to continue that practice or are you open to performing both in the clinic?

Answer: Please refer to the answer to question 45.h.

122. **Question:** How is the coaching follow-up for the HRA and biometric screening handled? Are you open to looking at alternatives?

Answer: Please refer to the Wellness Program Guide provided with this addendum for more detailed information.

123. **Question:** Do you do finger stick or veinpuncture for your biometric screening?

Answer: Finger stick

124. **Question:** Please provide data on the number of lab and x-ray services that you have incurred over the last two years. This will enable us to make the most appropriate recommendation for your organization.
Answer: Please refer to the answer to question 30.
125. **Question:** Please provide data on Physical and occupational therapy claims for the last two years to enable our organization to make the most appropriate recommendation for Hampton City Schools.
Answer: Please refer to the answer to question 30.
126. **Question:** Please provide 24 months of health plan and pharmacy spend data.
Answer: Two years of summary claims information by month is included with this addendum, labeled “Hampton City Schools Monthly Claims 24 months through 7-31-2021.”
127. **Question:** Please provide 24 months of details on the medications dispensed out of the onsite pharmacy.
Answer: The onsite pharmacy dispenses approximately 1,200 prescriptions each month. Please note that the onsite pharmacy is administered by a separate vendor.
128. **Question:** Please detail how many medications were dispensed out of the onsite pharmacy that were prescribed by the health center providers versus non-health center providers.
Answer: The onsite pharmacy dispenses approximately 1,200 prescriptions each month. Please note that the onsite pharmacy is administered by a separate vendor.
129. **Question:** Please provide the current staffing model, including position titles and hours per week, for the onsite health center.
Answer: Currently staffed by two full-time licensed family nurse practitioners, two medical assistants, and one part-time dietician.
130. **Question:** Please confirm whether or not all of the equipment that is currently in place will remain in place or will need to be refurnished
Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. Hampton City Schools owns the office furniture and office equipment.
131. **Question:** On question 5R, please define ‘integrate’ as it is related to the fitness center.

Answer: There is currently not a fitness center for Hampton City School employees.

132. **Question:** What is the scope of services provided by the fitness center (classes, personal training, etc.)?

Answer: There is currently not a fitness center for Hampton City School employees.

133. **Question:** Please supply a list of certified WMBE businesses approved to use and/or attached to the current contract related to this RFP.

Answer: Virginia Small, Minority and Woman Owned business directory can be found at <https://www.sbsd.virginia.gov/directory/>

134. **Question:** Are bidders required to complete good faith effort in contacting potential WMBE entities or identify potential partners on paper prior to submitting our proposal?

Answer: This is a goal not a requirement and a percentage of the scoring for this RFP.

135. **Question:** Do your providers currently draw any labs in the health center and send out for processing?

Answer: Yes.

136. **Question:** Are point of care tests currently being done (flu tests, UTI, etc.)?

Answer: Yes

137. **Question:** Please provide additional details on HRA events. How many are held? and how frequently? What was the participation level at the last HRA event?

Answer: Please refer to the answer to question 45.h.

138. **Question:** Is there a copay currently being charged for health center visits? If so, what is the copay amount?

Answer: Please refer to the answer to question 45.g.

139. **Question:** Please detail any incentives related to the health center and HRA events.

Answer: See the attached Wellness Program Guide.

140. **Question:** Please provide medical claims data for the past two years.

Answer: Two years of summary claims information by month is included with this addendum, labeled "Hampton City Schools Monthly Claims 24 months through 7-31-2021."

141. **Question:** Please provide a census of the eligible population.

Answer: This addendum provides background information on the eligible employees, such as average age, gender mix, and the number of eligible dependents. A census is not being released with this RFP.

142. **Question:** Please provide appointment counts for the past year by appointment type.

Answer: Please refer to the answer to question 4.f.

143. **Question:** Is there a cost proposal template associated with this RFP? If so, please provide.

Answer: There is not a set template. Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.

144. **Question:** Please detail the member utilization of the health center. What percentage of HCS and eligible dependents actually visited the Onsite clinic—either through in-person or virtual visit?

Answer: Please refer to the answer to question 4.f.

145. **Question:** What has been HCS overall trend for health/Rx spend over each of the past three years?

Answer: From 8/2018-7/2019 to 8/2019-7/2020: -1.8%
From 8/2019-7/2020 to 8/2020-7/2021: +22.4

146. **Question:** How does HCS currently pay for the onsite center? PMPM? Flat Fee? Cost Transparency (accounting of all actual expenses plus a management fee)?

Answer: Please provide a quote on a per participant per year basis. You can then annualize the cost by using 3,418 eligible participants (2,318 employees, 220 spouses, and 880 children age 6 and over). Feel free to list out services, especially optional services.

147. **Question:** Please provide Attachment D for listing of all deviations from requested services.

Answer: Attachment D is provided with this addendum.

148. **Question:** Would you please clarify the requested effective date for this RFP? The RFP document on page 6 states the effective date as July 1, 2022 but the anticipated schedule on page 10 states June 1, 2022 and the special terms and conditions section on page 23 states October 1, 2022.

Answer: The effective date will be July 1, 2022. Please refer to the RFP for the anticipated schedule.

149. **Question:** Is the school board satisfied with the current vendor?

Answer: This question is not being answered because it would not give information that will help vendors provide a proposal.

150. **Question:** How much does the school board pay for on-site services to the current vendor?

Answer: During the current contract period, Hampton City Schools pays the vendor an annual service fee of approximately \$900,000. Services include primary care, health maintenance and prevention of disease, chronic condition coaching, occupational health services, health engagement system technology platform, account management and advisory services, management reporting and analysis, participant communications. Fees include labor costs, medical supplies (except prescription medications), insurances (medical liability, workers' compensation and general liability), and other operating costs of the health center.

151. **Question:** How many years has the current vendor provided the on-site services?

Answer: Since its inception in 2014.

152. **Question:** Is the current RFP in the market due to end of current contract?

Answer: An RFP has not been conducted for several years so it is required. HCS will consider all proposals and choose the vendor that is most suited to its needs.

153. **Question:** Is there any other services that the School board like to see that the current vendor is not providing?

Answer: HCS is exploring the option of adding additional lab/x-ray services and/or physical/occupational therapy.

154. **Question:** Does the school board wish to retain any of the current staff?

Answer: HCS would like to retain some of the current staff. There are not non-compete agreements in place.

155. **Question:** What is the current staffing model?

Answer: Currently staffed by two full-time licensed family nurse practitioners, two medical assistants, and one part-time dietician.

156. **Question:** What labs are currently offered onsite?

Answer: Please refer to question 76.

157. **Question:** Are both prescription and OTC meds provided out of the clinic. Is there a charge for this?

Answer: Both prescription and OTC medications are offered through the onsite pharmacy. The onsite pharmacy is managed by a different vendor.

158. **Question:** Will the new vendor have to buy all new equipment, supplies and medications?
Answer: The current onsite clinic vendor owns the medical equipment and furniture; therefore, any medical equipment and furniture will need to be supplied. Hampton City Schools owns the office furniture and office equipment.
159. **Question:** Desired hours of operation?
Answer: Please refer to the answer to question 4.b.
160. **Question:** Receptiveness to telemedicine?
Answer: Telemedicine can be offered.
161. **Question:** Who pays utilities of current clinic?
Answer: Hampton City Schools is responsible for the utilities.
162. **Question:** How many years have they had a clinic?
Answer: Since 2014.
163. **Question:** Will current vendor be participating in RFP?
Answer: We expect the current vendor to respond to the RFP.
164. **Question:** What is the average annual number of new hires?
Answer: 200
165. **Question:** What is current utilization of the clinic (i.e. how many individual employees use the clinic and how many visits per year) and how many total are eligible for clinic services (to include dependents)?
Answer: Please refer to the answers in question 4.
166. **Question:** Please provide current patient health data and trends so that we can better understand the health needs of this population
Answer: This additional data presented with this addendum provides this information.
167. **Question:** How do you define urgent care services?
Answer: Services needed for a condition that needs more immediate attention but doesn't require a visit to an emergency room.
168. **Question:** Please describe the expectations for rehabilitation and return-to-work.
Answer: This will be determined. However, it is expected that the health and wellness center will work with the transportation supervisor.
169. **Question:** Please describe any expectations related to same day treatment.

Answer: Employees are encouraged to make an appointment. However, if someone walks in, we expect the health center to see them if they are able.

170. **Question:** Should the clinic provide management of chronic medical conditions?
Answer: Yes.
171. **Question:** Is mass onsite biometric screenings event annual or more often? Who is invited?
Answer: Please refer to the answer to question 45.h.
172. **Question:** What condition management programs does the insurance carrier already provide?
Answer: Employees are encouraged to use the health and wellness center to manage their chronic conditions. Testing and coaching are available through the center.
173. **Question:** Is wellbeing coordinator an employee of HCS? What is the expectation of coordination with them?
Answer: Please refer to the answer to question 88.
174. **Question:** What health data is available so that we may benchmark improvement?
Answer: The onsite clinic vendor may use its own recordkeeping for benchmarking purposes. The Schools will help determine what information can be shared if the need arises.
175. **Question:** By what metrics will you define a successful clinic?
Answer: This can be measured through a combination of utilization and employee satisfaction. The schools would like an to see improvement utilization in preventive care, along with a decrease in emergency room and urgent care visits.
176. **Question:** How does benefit plan design encourage use of the clinic?
Answer: Employee cost shares are lower when using the health and wellness center.
177. **Question:** What is the expectation for integration with onsite fitness center?
Answer: There is currently not a fitness center for Hampton City School employees.
178. **Question:** Are workers' compensation and occupational medicine to be part of the clinic?
Answer: Please refer to the answer to question 42 regarding occupational medicine. There is no intention to include workers' compensation medicine in the health and wellness center's scope of services.

179. **Question:** If so, are pre-employment physicals scheduled by appointment?
Answer: Yes, appointments are encouraged.
180. **Question:** Is Audiometric testing an expectation?
Answer: Yes.
181. **Question:** Is the expectation to bill insurer for all patients and visits, or just bill for those under non-HCS sponsored plans? Please explain.
Answer: Insurers are not billed for the services provided at the health and wellness center. However, visits to the clinic are submitted to the medical insurer so they can be tracked. The intent is not for the medical carrier to pay the claim, but to maintain a record of the visit.
182. **Question:** Are there any restrictions in the medical insurance provided by HCS that would prohibit “free” care for the employees by the clinic?
Answer: No. However, participants in the HSA-eligible high deductible health plan pay a fee for non-preventive visits.

Bidders must take due notice and be governed accordingly. This addendum must be acknowledged as indicated in the Invitation to Bid or your Bid may not be considered.

All other terms and conditions much remain the same.

For the City of Hampton

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