



**STATE OF WISCONSIN**  
**Department of Employee Trust Funds**  
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SECRETARY

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Date: January 10, 2022  
To: All Potential Proposers  
RE: **Vendor Questions and ETF Answers to Invitation to Negotiate for ETB0043 – Supplemental Vision, employee-pay-all**

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**Please note the following updates to invitation to negotiate ETB0043:**

**ADD** the following questions regarding ETB0043 from Proposers and answers from the Department:

**Vendor Question:** The supplemental plan summary requests a low and high benefit plan. Please confirm if the State of WI is requesting a (1) full replacement from the existing vision care partner or (2) if this proposal is to allow employees to select from different carriers at open enrollment with difference between a low and high plan.

**ETF Answer:**

Our current supplemental vision contract started 1.1.2021 and ends on 12.31.2022. In preparation for that contract's end, we're starting a new procurement for supplemental vision called an 'invitation to negotiate' which starts a new contract on 1.1.2023 and continues for three years, thru 12.31.25. The Group Insurance Board extended the next supplemental contract term from 2 to 3 years for supplemental vision and supplemental accident at their November 2021 meeting.

For supplemental vision, the Board intends to select one supplemental vision provider for the 3 year term 1.1.23-12.31.25.

To answer your question (1) above, it would be a total replacement if a vendor other than the existing vision provider was selected by the Board. And to answer your question (2) above, no. The Board intends to select one vision provider for this next contract term. Any high vs low plan offered would be from the same vision vendor.

**Vendor Question:** Please confirm if the state is potentially looking to offer employees the selection between plan offerings as part of this proposal request, as the attached requests a low and high plan. The previous RFP included the same document, requesting high and low plans, but the state was just requesting a proposal similar to the then existing vendor plan offering.

Also, the attached does not include the opportunity to detail the proposed frame and contact lens allowances, which are the most identifiable features of a full service vision plan. We were unable to detail on the attached document and unsure if this was communicated during the proposal review. Would it be possible to update the attached to include a line for the frame and contact lens allowances, especially since this largely impacts pricing and member savings.

**ETF Answer:** We traditionally offer one vision plan but we provide proposers the opportunity to submit multiple options. Please note in row 7 that additional options can be included. Although we usually only offer one plan, the evaluation committee could recommend more than one plan (from a single vendor) to the Group Insurance Board, if the committee finds a compelling reason to do that. Unlike our health insurance, ETF does not require a specific benefit design or that proposals need to match the existing benefits that are offered.

Based on your feedback we may look at making modifications for the next cycle but for this time around we can't make changes once it has been published. We need to be consistent and other potential proposers may have downloaded it and started working on a proposal.

Frames allowances can be included in row 32 (along with lens copays) and/or in rows 39-42. Contact lens allowances should be included in rows 62 & 63.

**Vendor Question:** It looks like the vision is going to market a year early. Is there a reason for that?

**ETF Answer:** Vision is not going to market early. Historically the Group Insurance Board (GIB) has preferred relatively short-term contracts with the supplemental plans having two-year contracts. Due to the potential to on-board a new vendor, we need to start the process about a year in advance. This has always been problematic because it requires us to go to market barely a year into each contract. The current Board has been more amenable to longer contracts and has approved a change to three-year contracts for the supplemental plans starting with the next contract.

The last proposal period in 2020 was for a 2021-2022 contract. With the one-year lead time, we are now looking for proposals for the 2023-2025 contract.

Our timeline is as follows:

November 2021: GIB approved contract period for next contract and invitation to bid was published

January 31, 2022: Proposals are due

February to mid-April 2022: Review of proposals and composing recommendation for the GIB

May 2022: GIB approves or rejects (hopefully not rejects) the recommendation

June to mid-September 2022: On-boarding of new vendor (if needed)  
Late September 2022: Start of open enrollment  
January 1, 2023: Member coverage starts under new contract

**Vendor Question:** Do you have the number of eligible employees and the number of enrolled (active and Retirees) on the vision plan?

**ETF Answer:** We only have partial counts of eligible employees

Eligible Active State Employees: 74,034

Potentially Eligible Local Government Employees: 187,354\*

- The vision plan was newly made available to local employers starting in 2021. Currently about 8% of our local employers offer the vision plan. This is expected to grow over the next few years as become more familiar with our program and run out other vision contracts

Count of eligible retirees is not available

Enrollment counts (of employees) for 2022 is below:

State Active Employees Total	38,679
Local Active Employees Total	1,178
Continuants Total	101
Retirees Total	8,657
Total	48,615

Counts do not include dependents.

**Vendor Question:** During open enrollment period at least ninety-nine percent (99%) complete enrollment with fifteen (15) Business Days after close of open enrollment period. Can you confirm what this relates to? Specifically, the 99% complete enrollment within 15 business days after close of OE period.

**ETF Answer:** Yes, processing of enrollments submitted during the open enrollment period must be 99% complete within 15 days after the end of the open enrollment period. For example, if open enrollment ends on October 31, enrollments need to be completed by end of day on November 15. This includes both electronic submissions and paper applications.

**Vendor Question:** DATA WAREHOUSE FILE REQUIRMENTS: Can you please provide the proposed layout and format of the data warehouse files? This is required prior to data warehouse development performance guarantee confirmation. Data security and accuracy is our top priority. We would like to review the layout prior to agreeing to terms which may conflict with data validation requirements.

**ETF Answer:** Implementing vision into the ETF data analytics warehouse is on the roadmap for 2024 so work has not yet begun on file specs. The vendor for the 2023-2025 contract will be able to have input into the development of the file specs. The data

warehouse is administered by IBM Watson, so if a vendor currently sends data to IBM Watson for any other customers, the file specs are expected to be similar.

**Vendor Question:** Refunds: Accurate refunds must be issued within fifteen (15) days of receipt of complete documentation ninety-eight percent (98%) of the time. Who are the refunds to be distributed to? Is this a claims refund or billing refund?

**ETF Answer:** This relates to direct pay premiums to members. Refunds related to retiree annuity deductions by ETF and refunds to employers for active employees would be adjusted on monthly transaction files.

**Vendor Question:** Census file accuracy: Reconciliation of agency payroll records must happen within five (5) Business Days of receipt. We are unsure about census files and payroll records as vendor does not do anything with payroll. Does this apply to vision?

**ETF Answer:** Yes, this applies to vision. This relates to reconciliation of premium billing with employer payroll centers.

**Vendor Question:** In regards to the Performance Guarantees, is this request for client specific claims “timeliness” or are you also asking for client specific “Processing Accuracy” and “Financial Accuracy”?

Processing Accuracy:

Vendor measures processing accuracy at the field level, not at the claims level; each field of the claim is audited for accuracy and the resulting measurement is based on the number of accurate fields. The client is asking for “ninety-seven percent (97%) incidence of claims processed without any error”, but that is not a measurement vendor currently produces.

**ETF Answer:** Any claims with any error at the field level would be excluded from the 97% measurement.

**Vendor Question:** vendor can support our standard of 99% processing accuracy at the field level.

**ETF Answer:** This should be stated in the proposal and will be taken into consideration during proposal review.

**Vendor Question:** Claims Processing Timeliness or Turnaround Time (TAT):

Vendor measures timeliness by determining the percentage of claims adjudicated to a final determination/decision (the date on which the system or the claim processor adjudicates the claim to a final pay/deny determination/decision) within the target number of days, in this case fourteen (14) calendar days. This seems to align with the client ask. This is a measurement of timeliness, not processing or financial accuracy.

**ETF Answer:** Yes, this is a measure of timeliness, but any claims with errors based on the processing accuracy standard must be excluded from the timeliness calculation, even if originally processed within 14 days.

**Vendor Question:** Separately, vendor prioritizes claim payment to members and to vendor Preferred Providers over payments to Out-of-Network (AOB) providers.

PPI would recommend standard timeliness measurements of:

95% of Member claims processed within 5 business days

95% of Preferred Provider claims within 5 business days

99% of ALL claims within 15 business days

**ETF Answer:** This should be specified in the proposal and will be taken into consideration during the proposal review.

**Vendor Question:** What is the supplemental vision enrollment report by zip code for vision?

**ETF Answer:** See attached Excel document