

**22-68785 HIV Medical Benefits Administrative Services
ATTACHMENT E BUSINESS PROPOSAL**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

2.3.1 General - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

As the current administrator for the IDOH HIV since July 2014 our team has partnered with the HIV program contacts at the State to customize reporting, claims management services, enhance participant & customer service experience, and provide ongoing education to the providers, participants, and the IDOH team members that work on this program.

Custom Reporting – Due to the specific nature of the HIV program, our CFO has built program specific queries in conjunction with MC-RX/ProCare who provides the PBM services to capture the prescription drug utilization and pricing. This reporting is then used by the state to submit for Rx rebate reimbursement for the brand drugs administered through this program.

We have also developed custom claim tracking & coding for the medical services through these programs so that we can report out in an easy to interpret format the costs for each type of service. This was done to help IDOH complete their ADR & RSR reporting.

We have the flexibility to pull data in different ways in order to help IDOH satisfy reporting for WICY, NASTAD Part B, program surveys, & HRSA audits.

Claims Management – When Unified became the administrator of this program, the State was paying 100% of the billed charges for eligible services in the EIP program. Unified worked strategically with an Indiana-based PPO Network to implement a passive network process to reduce the allowable claims charges. This was put into place 1/1/2015 and cumulative-to-date savings to this program has been \$4,558,070. That savings has helped keep the medical spend lower and allow more clients to be helped with this program.

Enhanced Service – Our Dedicated Team provides customer service excellence on all aspects of the HIV Program. All new enrollments, changes, and terminations are submitted through our administration portal, UnifiedGrp.com. This portal has been customized to allow for ID cards to be mailed to the participant, or to their assigned care coordinator. With participants often migrating between the various HIV programs, our eligibility specialist manages their eligibility to ensure that they are only active in the applicable programs. Additionally, our Claims Account Managers process the claims, work with care coordinators, providers, and participants to verify all information is up to date and that the HIV program is the payor of last resort.

Ongoing Education – During the past seven years as administrator of the HIV programs, we have worked with multiple contacts at the State. Due to the

complexities of each of the programs, our team has taken the time to work with the HIV program contacts to ensure that they understand the processes and procedures that we follow to effectively manage the program. Many times, our claims account managers will work with the providers to educate them on how to route the claims, if we are missing information, or to request an EOB for those participants that have other coverage. All of this extra work is to ensure that the program funds are being spent on just those covered services.

- 2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

Unified Group Services is fully owned by President/CEO, Richard L. Mousty. Unified is an Indiana-based privately owned corporation founded on February 1, 1996. Unified Group Services, Inc. is a fully licensed Third Party Administrator (TPA) with the State of Indiana Department of Insurance.

- 2.3.3 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

Included in this submission are Unified Group Services 2019 & 2020 audited financials.

- 2.3.4 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The CEO, Richard Mousty & CFO, Andrew Eller have reviewed the financial information supplied in this submission for accuracy & completeness. Unified Group Services utilizes an outside, independent audit firm, Whiting & Company

to audit our financial statements.

2.3.5 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.5.

We have reviewed the sample contract and we have no issues with the mandatory and non-mandatory clauses.

2.3.1 References - Reference information is captured on ATTACHMENT H. Respondent should complete the reference information portion of the ATTACHMENT H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of ATTACHMENT H should be completed by the reference and either **mailed or emailed DIRECTLY** to the State. The State should receive three (3) ATTACHMENT Hs from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. ATTACHMENT H should be submitted to idoareferences@idoa.in.gov or mailed to the address listed in section 1.8 of the RFP. Attachment H should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

| Customer 1 | |
|--|--|
| Legal Name of Company or Governmental Entity | Indiana Department of Health – HIV Testing & PrEP Program |
| Company Mailing Address | 2 N. Meridian St. 6 th Floor |
| Company City, State, Zip | Indianapolis, IN 46204 |
| Company Website Address | In.gov/health |
| Contact Person | Noah Ndhlovu |
| Contact Title | HIV Testing & PrEP Program Manager |
| Company Telephone Number | 317-233-8602 |
| Company Fax Number | 317-233-7663 |
| Contact E-mail | nondhlovu@isdh.in.gov |
| Industry of Company | State Program |
| Customer 2 | |
| Legal Name of Company or Governmental Entity | Indiana Criminal Justice Institute |
| Company Mailing Address | 101 W. Washington St. Room 1170 East Tower |
| Company City, State, Zip | Indianapolis, IN 46204 |
| Company Website Address | In.gov/cji |
| Contact Person | Devon McDonald |
| Contact Title | Executive Director |
| Company Telephone Number | 317-232-2560 |
| Company Fax Number | |
| Contact E-mail | DeMcdonald@cji.IN.gov |
| Industry of Company | State Program |

| Customer 3 | |
|--|--|
| Legal Name of Company or Governmental Entity | Hendricks Regional Health |
| Company Mailing Address | 1000 E Main St |
| Company City, State, Zip | Danville, IN 46122 |
| Company Website Address | Hendricks.org |
| Contact Person | Gary Everling |
| Contact Title | Senior Vice President and Chief Strategy Officer |
| Company Telephone Number | 317-745-3836 |
| Company Fax Number | 317-745-8325 |
| Contact E-mail | Gary.Everling@hendricks.org |
| Industry of Company | Healthcare |

- 2.3.7 Registration to do Business** - Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Unified Group Services, Inc. was founded and continues to reside in the state of Indiana. We are also an Indiana licensed TPA. Our President/CEO is also a licensed producer by the Indiana Department of Insurance.

- 2.3.8 Authorizing Document** - Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

The signing individual is Richard L. Mousty, President & CEO of Unified Group Services. In the attachment of the Articles of Incorporation, it includes corporate bylaws and specifies Richard L Mousty as the authorized incorporator.

- 2.3.9 Subcontractors** - The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the

proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women's Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women's Business Enterprises information. Please enter your response below and indicate if any attachments are included.

Unified Group Services has been in business for 25 years and servicing the IDOH programs since 2014 (7 years). As the respondent and contractor for this proposal we are more than willing to engage and make sure subcontractors are fulfilling their roles as outlined throughout this proposal. We take care of the Customer...and then some!

Subcontractors used in this proposal are as follows:

MC-Rx/ProCare Rx. They fulfill the pharmacy benefit manager (PBM) role of providing access to pharmacies for program participants. Their address & information is included in Attachment C and their cost proposal is included in Attachment D. They are willing to carry out the responsibility of their role just as they have already been doing for the IDOH. Unified Group Services has a contract in place for MC-Rx to provide the services to the IDOH. MC-Rx has provided the financial details of the proposal in Attachment D. MC-Rx has been in business since 1988 and providing pharmacy administration services to IDOH since 2007 (14 years). An LOA is included with this submission.

Encore Health Network. They fulfill the role of providing contracted discounts for services billed under the EIP program. They are willing to carry out the responsibility of their role & assist with any questions that may come from medical providers and/or IDOH. Encore is a contracted PPO network that Unified Group Services can place health plans with. As a part of that contract, IDOH EIP program is able to access the negotiated contracts that Encore has with certain medical providers around the State of Indiana. There is a per member per month access fee with Encore that is paid to access those contracts. Encore Health has

been in business for 35 years and working on IDOH account since 2015 (6 years). An LOA is included with this submission.

2.3.10 Evidence of Financial Responsibility - This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

Per Section 1.25, this item is not applicable.

2.3.11 General Information - Each Respondent must enter your company's general information including contact information.

| Business Information | |
|---|--|
| Legal Name of Company | Unified Group Services, Inc. |
| Contact Name | Andrew Eller |
| Contact Title | CPA, CFO & Benefits Analyst |
| Contact E-mail Address | AEller@UnifiedGrp.com |
| Company Mailing Address | 3131 E. 67 th Street |
| Company City, State, Zip | Anderson, IN 46013 |
| Company Telephone Number | 765-608-6680 |
| Company Fax Number | 765-608-6689 |
| Company Website Address | UnifiedGrp.com |
| Federal Tax Identification Number (FTIN) | 35-1973675 |
| Number of Employees (company) | 152 |
| Years of Experience | 25 years |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 25 years |
| Parent Company (if applicable) | N/A |
| Revenues (\$MM, previous year) | \$15,011,692 |
| Revenues (\$MM, 2 years prior) | \$13,906,174 |
| % Of Revenue from Indiana customers | 92% |

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, Unified is partnered with Agility for disaster recovery services. Included in this submission is our disaster recovery plan.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

Our current structure for the IDOH HIV Programs is to have a secure five-digit group number in our system. This code allows only those Unified employees involved with the day-to-day operations access to the eligibility and claims processing system. Enrollments are made through our secure web portal UnifiedGrp.com and go directly to the dedicated eligibility specialist. Additionally, Unified is a SOC-1 Type 2 approved TPA in the state of Indiana.

2.3.12 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

Unified provides administration services for the following IDOH programs: ADAP, MDAP, EIP, HIAP, HIP, and PrEP. Our administration of these programs' accounts for more than 2,500 participants. Throughout Indiana, Unified also provides administration for 17 municipalities, and an additional 16 ERISA entities including schools and health systems.

2.3.13 Experience Serving Similar Clients - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Hendricks Regional Health – This hospital customer has nearly 3,700 members covered by their benefit plan. They have a network in place that steers participants to use their own hospital for care. For care outside of their facility, members have a reduced benefit structure in place.

Do-It Best Corp. – This customer has over 2,500 members on the benefit plan. This customer has multiple locations throughout Indiana. Their plan has specific covered and not covered services that are setup based on their specifications.

Perfection Bakeries – This bakery located in northeast Indiana has locations throughout the Midwest. This group offers its members 46 different SBCs based on their location and network availability. Unified has each of these different plan designs built into our system so that the members are subject to the plan parameters that apply to them. We administer these benefits for the more than 2,800 members covered by their plan.

2.3.14 Indiana Preferences - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by buyindianainvest@idoa.in.gov included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.

Buy Indiana

Refer to Section 2.7 for additional information.

2.3.15 Payment - Please provide the requested information in RFP Section 2.3.15.

Unified Group Services is able to accept credit card payments. We will accept any credit card-user handling fees. If the State chooses to utilize this method of payment, we will work with State to set up the process to facilitate this payment.