

RFS 21-66211

ANTHEM COST PROPOSAL NARRATIVE

Our cost proposal meets the criteria required in RFS 21-66211, Attachment D.

We recognize and **support the State's strategy** to develop a care delivery model that emphasizes improved outcomes, quality of care, and provider engagement at a lower cost. The following Cost Proposal narrative will provide further identification and clarification to align with our Technical Proposals.

Medical Third Party Administrative (TPA)

D1.3 Medical Administrative Fees

Our Medical Administrative Fee is inclusive of our current services and adds the following enhancements, referenced in our Technical Proposal as noted:

- HealthSync, our High-Performance Network with no impact to network access fee.
 - AttF1.8 Provider Network(s)
- Total Health Total You, a holistic advocacy solution to compliment the current Anthem Health Guide support model. This provides an expanded level of support with the clinical expertise to impact member engagement and improve health status.
 - AttF1.9.7 Clinical
- Sydney Preferred is our digital solution that fully integrates the strategic vendors aligned with the State of Indiana's benefit strategy.
 - AttF1.6.23 Member Services
- New dedicated clinical and service resources
 - AttF1.5.2 Account Management (clinical)
 - AttF1.6.8 AHG
- Data warehouse integration cost
 - AttF3xx
- Reference Lab Pilot program
 - AttF1.15.1
- Access to Care initiatives including Dispatch Health and K Health, creating more convenient and affordable health care solutions.
 - AttF1.8.16 Provider Network(s)
- Subcontractor projects include, but are not limited to:
 - AttF1.1.3 General Information
 - \$250,000 Wellness/Innovation fund
 - Benefits Plan Survey
 - Open Enrollment / COBRA support
 - Quarterly claims audit for duplicative med/Rx claims
 - Additional Open Enrollment Staffing
 - Social Determinants of Health Incubator
 - Two onsite Clinical program resources
 - Onsite Concierge for State Personnel department
 - Dedicated Advocacy team (Anthem Health Guide)
 - Dedicated Leave of Absence support

Employee Assistance Program (EAP)**D1.8 EAP Cost Proposal**

Our Administrative Fee is inclusive of our current services and adds the following enhancements:

- Dedicated clinical and service resources
 - AttF2.2 Employee Assistance Program Services
- Critical Incident Stress Debriefing – unlimited hours versus bank of hours (current)
 - AttF2.2 Employee Assistance Program Services

Data Warehouse Services**D1.10 Data Warehouse Cost Proposal**

Data warehouse service fees are included in our Medical Administrative Fee.