**RFP 23-74487**

**ATTACHMENT F TECHNICAL PROPOSAL**

**Instructions**: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

2.4.1 **Mandatory Requirements**

2.4.1.1 Respondent shall provide comprehensive dental benefits paid at 100% with an annual coverage maximum of $2,000.00. This excludes orthodontics.

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| **Confirmed.** |

2.4.1.2 What services are provided at 100% coinsurance up to the maximum benefit?

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| Preventive & Diagnostic, Basic Services and Major Services (excluding sealants) are all covered at 100% when services are rendered by an in-network dentist. However, if a patient chooses to utilize an out-of-network provider, the coinsurance level will be lower, based on the services rendered. |

* + 1. **Enrollment**
       1. How does your company protect client information and enrollments?

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| **We are in compliance with all HIPAA Privacy Standards, HIPAA Security Regulations, and the HITECH amendments to HIPAA. We have a number of policies and procedures in place to ensure the confidentiality of protected health information (PHI) or other sensitive data. We review these policies and procedures yearly to ensure that they remain HIPAA-compliant.** |

* + - 1. Explain how you plan to guarantee prompt dental enrollments?

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| **As the incumbent provider, Delta Dental will continue to process electronic eligibility files within two business days of receipt of a clean file. HIAP’s authorized staff can also add members in real-time using the online Benefit Manager Toolkit.** |

* + - 1. Identify any website your company uses for dental enrollments and maintenance of records. Explain how your company plans to maintain the website in making it accessible to State’s enrollment agents. How will this data remain secure.

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| **IDOH currently have access to Delta Dental’s Benefit Manager Toolkit, a secure online portal, which requires unique usernames and passwords. IDOH can use the Benefit Manager Toolkit to review, add, and update eligibility information 24 hours a day, seven days a week. All changes are integrated real-time into our systems. Access levels, including setting read-only access for specific administrators, are established by the BMT Administrator as assigned by HIAP.**  **Benefit Manager Toolkit is maintained utilizing a set schedule and updates and patches are applied as needed, utilizing maintenance windows to reduce disruption. The site is secured following guidelines laid out by the HIPAA Security Regulations and the HITECH amendments to HIPAA.** |

2.4.2.4 Explain in detail how your company intends to provide coverage in areas where there are no dental providers established within your network. Please also provide a network coverage map for all counties.

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| **We are constantly working to expand our networks to meet the needs of our clients. Our Professional Relations representatives retain primary responsibility for our relationship with the dental profession in each community. They visit dental offices regularly and attend seminars and dental society meetings to provide information about our programs and respond to the needs of dentists, customers, and enrollees. While Delta Dental offers the largest network of providers throughout the nation, we are constantly recruiting dentists into our networks to provide the best possible service and network savings to our clients.**  **Additionally, members can request that we recruit a specific dentist through our website or by calling our Customer Service department. Requests from the group may be directed to the account manager.** |

* + 1. **Customer Service**
       1. Explain how your company ensures superior levels of customer service.

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| **Our Customer Service department has been certified as a Center of Excellence by BenchmarkPortal for the twelfth time. We were judged against a balanced scorecard of metrics for efficiency and effectiveness, and we demonstrated Superior Performance on both cost and quality-related metrics as compared with our industry peers. This achievement confirms our ability to deliver service that is both efficient and effective.**  **Our Customer Service Representatives receive intensive training and regular evaluation and coaching to ensure they provide accurate information in a manner appropriate for Delta Dental and its members.**  **We have three levels of Customer Service representatives: Advisor trainees, advisors, and associates. Advisor trainees and advisors perform customer service functions exclusively, while associates can perform both customer service and claims processing functions.**  **All must have education equivalent to a high school diploma. Associates and advisors must have an approved dental certificate or nine months of experience in our Customer Service department as advisor trainees. They also must pass a test on dental terminology and procedures.**  **Advisor trainees must have one to three years of customer service experience, preferably in a call center. Advisors must have a year of experience in chairside dental assisting or nine months of experience in our Customer Service department as advisor trainees. Associates must have three years of experience in our Customer Service department as advisors or dental auditors.**  **We have a Customer Service training specialist who trains each of our new representatives. Advisor trainees spend an average of two weeks taking a seven-unit Introduction to the Practices of Dentistry course. They must pass this course with an 85 percent or higher to advance to advisor training.**  **Advisors spend an average of eight weeks training in the below areas.**  **• Our computer system and telephone system**  **• Our products, processing policies and procedures**  **• Telephone etiquette and customer service skills**  **• Claims processing and adjustments**  **• Eligibility processing and adjustments**  **• HIPAA procedures**  **• Dentist information**  **• Client information**  **• Fraud awareness**  **During this training, our advisors also learn about any clients we have that require special handling. Once formal training is completed, we monitor them while they take telephone calls until we determine that they can handle incoming calls on their own. Associates spend an average of six weeks in training on how to audit claims.** |

* + - 1. How will you measure the quality of customer service in the following areas:

1. Employee training programs
2. Call center operations
3. Provider networks/Provider locations
4. Key performance indicators
5. Ease of enrollments for clients

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| **Our Customer Service department boasts a complement of dedicated quality control specialists whose sole purpose is to ensure our customers receive the best possible service. These specialists work with our quality control and management personnel to offer ongoing training to the rest of the Customer Service department. This training promotes our focus to provide outstanding customer service with an emphasis on accuracy and customer care. To ensure that we provide outstanding service, our quality control specialists listen to calls to monitor our Customer Service representatives for the quality of service and the accuracy of information they are providing. We monitor telephone etiquette, verbal and written communication skills, dental knowledge, and Delta Dental knowledge. Quality control specialists listen to five calls per agent per month, and our supervisors listen to two calls per agent per month. We also record all calls for auditing purposes.**  **Customer Service supervisors meet with each of our representatives on monthly basis to share the results of our reviews, provide telephone statistics and let the representative know what he or she is doing well and where there is room for improvement. In addition, our call tracking system enables us to capture information about who contacted us, the date(s) they contacted us, the type of contact, the type of question they asked, who handled the inquiry for us and how the inquiry was resolved.**  **A training specialist provides ongoing training to our Customer Service representatives in small groups as needed when we make changes to established procedures or add a customer that requires special handling. The trainer provides additional training for individual representatives if our quality control specialist identifies an area of concern. Our Customer Service department also holds monthly staff meetings to ensure that our representatives receive regular updates on company events that could have an impact on the service we provide.**  **In addition, once new Customer Service representatives complete formal training, we monitor them while they take telephone calls until we determine that they can handle incoming calls on their own.**  **Customer Service Performance Standards:**   |  |  |  | | --- | --- | --- | | Performance Indicator | *Standard* | *2022 Results* | | **Abandonment Rate** | **Less than 5%** | **0.65%** | | **Average Speed of Answer** | **Less than 25 seconds** | **7 seconds** | | **First Call Resolution** | **Greater than 99%** | **99.79%** | |

* + - 1. Please explain what level staff member the primary point of contact will be administering this contract and how that relationship manager interfaces with the State and other Vendor staff to ensure proper contract administration, support, and resolution of questions or program deficiencies.

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| **Senior Account Manager Melinda Tyo will continue to act as HIAP’s primary point of contact. She will work with the appropriate departments within Delta Dental to answer any questions that may arise. She will work with HIAP to determine the most appropriate method of communication and will meet with HIAP as needed to ensure satisfactory account management. She will work closely with Manager Kristi Thompson to address any questions that may require escalation.** |

* + 1. **Reporting**
       1. Explain your protocol for sending and receiving HIPAA protected information?

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| **Delta Dental utilizes data encryption for any messages of files which potentially contain HIPAA-protected information. Email is sent through an encryption service and electronic eligibility is submitted via FTP delivery with PGP encryption.** |

* + - 1. Explain how and in what format your company plans to provide monthly electronic administrative reports that calculate client usage and provide client statistics.

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| **HIAP’s authorized employees have access to Delta Dental’s secure reporting program, Client Knowledge, available through the online Benefits Manager Toolkit. Additionally, if the reports needed are not available in Client Knowledge, the account manager can provide ad hoc reports, sent via secure email. Additionally, she can meet with HIAP, as needed.** |

* + - 1. Explain how your company intends to provide timely communication to the State. What is your company’s anticipated protocol when your company is contacted by the State regarding issues related to your provision of services to the State?

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| **Senior Account Manager Mindy Tyo will continue to be available to answer questions as needed. HIAP can contact her my email or phone when a question arises. Additionally, she is happy to arrange a meeting to discuss questions in more depth, as needed.** |

* + 1. **General Information**
       1. Explain your company’s ability to ensure an orderly and efficient start up and transition from the current Vendor. Include an implementation plan that indicates how your company will ramp up and implement services to coincide with the expiration date of the current contract and include within your plan the following sections:

1. Key Steps
2. Timeframes
3. Target Dates
4. Responsible Parties
5. Status
6. Comment Section

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| **As the incumbent provider, no implementation would be required in order to continue to provide dental benefits without interruption.** |

* + - 1. Please include information related to the tenure of the senior management of your company, information for the last three years on any changes of ownership and explain why there was a change in ownership. Please provide the long-term plans of your company and information related to the overall operating soundness of your business model.

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| **Senior Account Manager, Mindy Tyo, joined Delta Dental in 2008 as a Professional Relations Manager and has been part of the account management team since 2010. She also has 17 years of experience as a dental hygienist. Ms. Tyo earned her dental hygiene degree (Associate of Science Dental Hygiene) from Indiana University-Purdue University Fort Wayne and her Bachelor’s Degree in Dental Hygiene-Public Health from Indiana University-Purdue University Indianapolis.**  **As a nonprofit corporation, we have no owners, so there have been no changes in ownership. Our future plans for our organization include expanding dental benefits access to underserved communities through partnerships with Medicare and Medicaid programs. We plan to continue enhancing our benefit plans to be more supportive of people with disabilities, rewarding our providers for outstanding service, and giving back to the community through widespread company volunteering and corporate giving.** |

* + - 1. Provide a list of all company contracts that have been renewed during the last five years; A list of all company contracts which have been cancelled during the last five years.

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| **In Indiana, we have renewed 263 groups with 1000+ subscribers since January 2018. Delta Dental of Indiana has had three terminations since January 2018 for groups with 1000+ subscribers.** |

* + - 1. The successful Respondent will use the assigned IDOH invoice template provided by the Ryan White Fiscal Team. The successful Respondent will send in completed invoice template with supporting documentation within 48 hours of deadline set by IDOH Ryan White Fiscal Team. The successful Respondent will securely email all invoice information by required deadlines.

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| **As the incumbent provider, we are able to continue to provide invoicing for HIAP in the same manner we have done so previously. We are happy to look at the IDOH invoice template and will discuss it with HIAP.** |

2.4.5.5 Respondents are required to review and respond to the questions included in Attachment L, Cloud Questionnaire. In the response area below, provide confirmation of completion.

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| **Confirmed. We have completed Attachment L and included it with this response.** |