**Responses to Life Insurance RFP Questions**

* Could you provide the following for the Life/ADD quote?
  + Complete census

Please refer to the census posted on the City website

* + Current booklets/plan designs

Please refer to the summaries and certificates posted on the City website

* + RFP/worksheet

Please follow the instructions in the Life Insurance RFP posted on the City website. Please ensure to complete all questions within the RFP document and provide your responses by the due date.

* + Current and past rate and plan change history

See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* + Experience

Please see an experience report posted on the City website

* + Invoices

Please refer to the October invoice for Basic Life/AD&D and the September invoice for Optional Life. These are posted on the City website.

* Please provide the current census (in Excel format) showing gender, date of birth, amounts for each line of coverage separately, and an active/retiree indicator.

Please refer to the census posted on the City website

* Is your plan self-administered? If yes, do you currently use a benefits administration platform for your enrollment? If so, can the name of the vendor be released?

The City of Providence does not currently have a benefits administration platform. Enrollments are handled via paper and manually by the City. The City will be looking to partner with a Benefits Administration in the future and will ask their Life Insurance vendor to help partner with them.

* Please provide requested compensation

No commissions. This is net of commissions.

* Please provide current rates for each line of coverage.

See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* Please provide full policies and certificates for each class.

Please refer to the attachments posted on the City of Providence website for the full certificates

* Can you please clarify the questions due date and the RFP due date?  Addendum #2 indicated that the question and overall RFP due dates had been extended, however Addendum #3 said that no extension would be granted and referenced the original due date of 11/18.  If 11/18, we will not be able to submit a bid.

Proposals are due December 16th. Amendment 2 includes the correct timing for the Life Insurance RFP.

* Is the questionnaire only for carriers named as a finalist?  Or does that need to be completed now?  It’s titled “finalist questionnaire”.

The questionnaire has to be completed with your proposal that is due December 16th.

* Will you please provide claims experience for the Basic Life, ideally 3 – 5 years that includes paid premium, paid claims and number of lives each period?

Please see the claims report posted on the City website

* Will you please provide any premium waivers with date of birth, gender, date of disability, approval date, the face amount and reserve amount?

There are currently no Waiver of Premium claims open/approved under the City’s plans.

* Will you please provide the current rates and rate history (rates prior to current with the date of the change to current)?

Only current rates will be provided. See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* Have there been any plan changes?

No plan changes since inception

* Why are 12 employees listed as not eligible for Basic Life but they have Supplemental Life? These employees are not eligible for the City provided Basic Life Insurance. They are only eligible to elect Supplemental Life
* The census does not show any class 5 lives (superintendents).  Are they still being covered in the plan?

Follow up confirmation on this group will be provided in a few days.

* One of the certificates provided was for the Superintendents.  Based on the coverage amount, there seems to be no Superintendents in the census.  Are there any covered today?  If so, please provide census data for this population.

Follow up information on this group will be provided in a few days.

* Please provide five years of paid claims separated by line of coverage and by population. Please also provide interest paid, conversion/portability charges, and claim counts, as well as reserves as of the end of each year: pending, IBNR and Waiver of Premium.

This information is not available

* Please provide a detailed claim listing available by coverage, including date paid, date incurred, coverage amount, and population identifier.

Please refer to the claim report posted on the City website

* Please provide five years of premium, volume and average enrolled lives corresponding to the claims periods separated by line of coverage and by population.

This information is not available

* What are the current rates for each coverage?  Are the prior years' rates (rate history) available?  Are the renewal rates available?

Only current rates will be shared. See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* What is the definition of age for the purpose of determining premium age bracket - end of plan year, 1st of each month, etc.? Is the age only determined once for the whole year, or does it change during the year?

July 1st of each year

* Is a recent billing invoice available including the lives and volume by age bracket?

A September invoice is posted on the City website that includes Optional Life and the October invoice includes Basic Life/AD&D

* If there are tobacco rates and non-tobacco rates: what is the tobacco criteria, including length of time using tobacco and type of tobacco?

This is not applicable to the City of Providence plans

* Was there an open enrollment or a "free one up" or any other underwriting liberalization in the last 5 years? If so, specify the date and conditions.

Yes – there is an annual “one up”; Details of the provision are included on pages 5 and 6 of the Optional Life plan document.

* What are the actual administrative practices around GI, EOI, and annual enrollments? Do these practices differ in any way from what is outlined in the provided plan documents? Are late entrants treated differently from new hires?

No, the practice does not differ for Annual Enrollment

* How long has the current disability provision been in effect?  If the current disability provision has been in effect for fewer than 5 years, what was the prior provision?  What changes, if any, to the current disability provision are being proposed?

Current Disability provision has been in effect since inception of the plan with Prudential

* Is it possible to get a Waiver of Premium listing by coverage that includes the date of disability, birthdate, gender, face amount, ultimate amount, and reserve currently being held?

There are currently no Waiver of Premium claims open/approved under the City’s plans.

* Can we please get the superintendents census information? The provided census does not have any superintendents listed.

Follow up information on this group will be provided in a few days.

* Can we please get current and past rate and plan change history?

Only current rates will be shared. See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* Can we please get Prudential experience reports for both basic and Slife?

Please refer to the claim report posted on the City website.

* Can we please get copies of the current invoices as mentioned in the RFP as being included?

A more recent invoice for October has been posted for Basic Life/AD&D. Please see the September invoice for Optional Life.

* Supp life enrollment is at 14.7%, has the current vendor introduced new strategies to increase participation?

New strategies have not been implemented

* Is a detailed claim listing available by coverage, including date paid, date incurred, coverage amount, and population identifier if multiple plans involved?

Please see the claim report posted on the City website

* Please provide a census file that includes: date of birth, gender, annual salary, active/retired/disabled status, coverage amount (and/or a multiple of salary), date of retirement and descriptions of abbreviations in any of the provided fields (such as "Status", "Coverage Option", etc.).

Please refer to the census posted on the City website

* In question #18 you indicate that “Providence desires the full claims process to be handled by their selected carrier.”  In order to properly answer this question, we need to understand if you are seeking life recordkeeping services.

Recordkeeping services are not being requested

* If you are not seeking life recordkeeping services please provide responses to the below:
  + Please confirm if you use a benefit administration system, or a third-party administrator for enrollment.  If yes, please provide the name so we can determine if we have existing protocols in place with them.

The City does not currently have a Benefit Administration platform. They will be looking to partner with a Benefit Administrator in the future. No specific vendors have been identified at this time.

* + Please confirm who maintains the beneficiary designation records, and if they are stored on paper (including images) or electronically.

The City maintains paper records

* + Please confirm who distributes claim forms to beneficiaries, and how the carrier is notified of a claim.

The City initiates the claim with Prudential via submitting the Contract Holder Statement. Prudential then works with the Beneficiary directly for all other required information.

* Please describe your current EOI process eg paper, batch, SSO ect.

EOI is paper based currently; The City provides copies of Enrollment Forms to Prudential and they add them to the roster bill for Optional Life

* Are there any value adds that are highly utilized by your employees?

None

* Please confirm who sends out port/convert notices.

Prudential

* Please provide a copy of your current beneficiary claim packet.

Please see a copy of this posted on the City website

* Please confirm whether or not your life carrier is providing call center support outside of  beneficiary questions

Not currently

* Please provide the plan documents referenced in your RFP for review.

Please see the certificates posted on the City website

* Do you conduct death matches to facilitate the filing of life insurance claims? If so, what is the frequency and process to determine if there is a death and facilitate the claim filing?

The City initiates the claim with Prudential via submitting the Contract Holder Statement.  Prudential then works with the Beneficiary directly for all other required information.

* Would you want the carrier to handle any recordkeeping functions? What recordkeeping functions are performed by the current carrier? Is the cost of these included in the rate or billed for separately?

Prudential facilitates Portability and Conversion services for The City of Providence, the cost of which is included in the rates.

* What are the current employer contributions for each plan? Do employees contribute to premiums on a pre- or post-tax basis?

Basic Life and Basic AD&D are 100% Employer paid.  Optional Life is 100% employee paid

* Is there any reinsurance or pooling arrangement in place? If so, what are the conditions of this arrangement, historical charges, and how are these calculated?

No

* Does the customer currently partner with or have plans to partner with a third party entity that will assist in their benefit administration? Please include the name(s) of the entity partner(s) being considered and explain the scope of services they will provide.

The City does not currently have a Benefit Administration platform. They will be looking to partner with a Benefit Administrator in the future. No specific vendors have been identified at this time.

* Are booklets, SPDs, or certificates available describing the current plan design?

There are certificates available describing the current plan design. Please refer to the certifications posted on the City website.

* Have there been any plan design changes over the past 5 years?  If so, please provide the details and dates of any change(s).

No changes since inception

* Was there an open enrollment or a "free one up" or any other underwriting liberalization in the last 5 years? If so, specify the date and conditions.

Yes – there is an annual “one up”; Details of the provision are included on pages 5 and 6 of the Optional Life plan document previously shared.

* What are the actual administrative practices around GI, EOI, and annual enrollments? Do these practices differ in any way from what is outlined in the provided plan documents? Are late entrants treated differently from new hires?

No, the practice does not differ for Annual Enrollment

* If portability provision is part of the current plan design, are ports in the experience? Will they remain with the incumbent carrier?

Yes, Portability is included however the experience does not stay with the Employer.

* If ports are included in the experience, do provided premium figures include premium from ports? What are the current port rates and conditions required to elect portability? Any historical changes to these?

Not applicable

* How long has the current disability provision been in effect?  If the current disability provision has been in effect for fewer than 5 years, what was the prior provision?  What changes, if any, to the current disability provision are being proposed?

Current Disability provision has been in effect since inception of the plan with Prudential. No changes being requested as part of this RFP.

* Is it possible to get a Waiver of Premium listing by coverage that includes the date of disability, birthdate, gender, face amount, ultimate amount, and reserve currently being held?

There are currently no Waiver of Premium claims open/approved under the City’s plans.

* Are any of the coverages part of a Section 125 plan? Are there regularly scheduled enrollment periods?

There is an annual open enrollment period held ever year in May with elections effective July 1st. Employees are able to make changes if they experience qualifying events throughout the year.

* Is five years of paid claims separated by line of coverage and by populationavailable?  Please also provide interest paid, conversion/portability charges, and claim counts, as well as reserves as of the end of each year: pending, IBNR and Waiver of Premium (*if applicable*).

This information is not available

* Is five years of premium, volume and average enrolled lives corresponding to the claims periods separated by line of coverage and by population available?

This information is not available

* If enrolled lives are not available by coverage and by population please confirm current and historical participation percentage for Supplemental Life.

Current participation in the Optional Life plan is 17%.  Historically, the City has maintained participation between 15-18%

* Please also provide average eligible lives for each coverage, by year.

1,200

* Confirm count of new hires per year, as well as expected new hires/layoffs.

Average number of total new hires between 100-125. No expected layoffs.

* What are the current rates for each coverage?  Are the prior years' rates (rate history) available?  Are the renewal rates available?

Only current rates will be shared. See the Optional Life rates posted on the City website. Basic Life rate $.0600 is and Basic AD&D rate is $.0150. An October invoice for Basic Life/AD&D is also posted on the City website.

* What is the current commission level included in the rates?  What level of commissions should be included in the proposed rates?

Net of commissions. No commissions to be included.

* Are there are any pass-through or explicit administrative charges included in the current and historical rates?

None

* What is the definition of age for the purpose of determining premium age bracket - end of plan year, 1st of each month, etc.? Is the age only determined once for the whole year, or does it change during the year?

July 1st of each year

* Is a recent billing invoice available including the lives and volume by age bracket?

Please refer to the latest October invoice

* Does City of Providence expect to pay premiums within a 30 day grace period?

Yes

* If there are tobacco rates and non-tobacco rates: what is the tobacco criteria, including length of time using tobacco and type of tobacco?

Not applicable – no tobacco/non-tobacco rates in place today