

**October 14, 2022**

**GHS RESPONSE TO VENDOR # 1 QUESTIONS: RFP#22008KW**

**The following contains GHS’ official response to previously asked question from vendor regarding the above solicitation:**

1. Please provide information about the service and/or support enhancements you would like to see from a new broker? Grady Health System (GHS) is seeking to enter into an agreement with a well-qualified employee benefits brokerage to assist with the development and administration of an innovative benefits offering to attract and retain high-quality talent. We seek creative, strategic approaches to accomplishing this objective. We seek a progressive partner in structuring and administering a wellness platform that features a holistic emphasis on employee physical, emotional, and financial well-being. We also seek robust employee communication tools and strategies to improve employee awareness and engagement in our benefits offering.

2. Of the services outlined under the required scope of services, are you able to prioritize where you may have the highest need(s)? Grady must differentiate the work experience compared to other healthcare entities.

 3. What firms have been asked to participate in your RFP evaluation process? The RFP is publicly posted to our website. It was also sent directly to Arthur J Gallagher & Co (the incumbent broker}, Aon Health & Benefits, One Digital, USI Insurance Services, as well as your firm.

4. Who does the benefits administration for GHS? PeopleSoft

5. The RFP references the need for innovation and creativity with its benefits offering and strategy. Is GHS working with an existing strategy that needs to be updated, refreshed, or re-fined, or is there need to develop a (new) multi-year benefits strategy? We have shared Ideas, but we are needing to develop a new multi-year benefits strategy.

6. Has there been a competitive analysis of your benefits offering within the past 2-3 years? No, we have only utilized hospital benchmarking to measure our current benefit offerings.

7. What are the top 3-5 quantitative and/or qualitative measures that GHS will use to define a successful benefits program? Innovative yet simplified benefit offerings, e.g., making Grady out stand out versus other organizations in the competition for talent; to position Grady as a leader in benefit offering trends through benchmarking analysis, particularly when compared to other regional hospitals; providing cost effective benefits which increase employee awareness in the high quality of Grady’s offerings so that the employee is more engaged and responsible for their well-being,  including financial wellness, disease management programs that incentivizes for completion, and accessing alternative medical options that employees may focus on their well-being without seeing an actual physician.

8. When was the most recent employee engagement survey conducted and what were the results specific to how employees perceive the GHS benefit offering? We are due for a more recent survey of this type.

9. Where would cost management rank in terms of strategy importance to GHS? What are some examples of cost management programs implemented to date? Cost is certainly a top tier concern when providing benefit coverage to employees. Grady has implemented wellness initiatives, tobacco and spousal surcharges, increase employee contributions, and benefit plan design changes to reduce the cost of providing quality healthcare. Benefit costs should offset health plan claims costs, attract top talent, promote employee loyalty, and increase productivity.

10. Does your current broker provide any employee call and/or benefits advocacy center support? If this is provided through a third party, who provides the service? Employees are directed to call the vendor directly.  Our HR Staff are trained to respond to calls and emails as well.

11. With respect to the Project goals, reference is made to “HR technology.” Please elaborate on what the need or potential expectation might be specific to HR technology (e.g., benefits administration, plan participant tools, management administrative reporting and analytics, etc.). Additionally, please confirm the current HRIS system used by GHS. Our HR technology regarding benefit administration is provided by Peoplesoft. We are open to learning more about potential employee participant tools and advanced analytics that can identify more targeted approaches to deploying our benefit and wellness platform resources.

12. Please describe your current annual communication strategy for your benefit programs? Email and the Intranet (GradyNet) are the primary sources of communication to eligible employees.  There is an in-person Benefits Fair that will include the benefit vendors and live virtual enrollment sessions.

13. What digital communication tools do you currently use? Email and Intranet(GradyNet)

14. Can you please provide the most recent open enrollment / new hire guide? see 2022 Benefits guide

15. Who is your medical carrier / TPA? See attached 2022 Benefit Guide. Current health plan administrator is Anthem.

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16. What was GHS’s total spend for employee benefits (medical, dental and vision) for 2021? What was your pharmacy spend for 2021? What was your projected budget increase for 2022 & 2023 The total cost for medical, dental and vision for 2021 was $67,524,881. The offset of employee contributions are not deducted from total cost. The increase is projected to be $5.5 million for medical, dental, and vision for 2022.

17. What are the top three medical and pharmacy cost drivers affecting your plan(s)? Chronic disease, e.g., diabetes, hypertension, chronic heart disease. Pharmacy drivers include insulin, HIV medication, and other specialty drug spend.

18. What percentage of facility based claims flow through GHS domestically? We currently do not have that data

19. Does GHS own provider groups? If so, what percentage of provider claims flow through owned providers? EMS service and Crestview Long Term Care Facility are a part of Grady Health System. WE currently do not have the percentage flow data

20. Do you provide onsite clinic services to your employees for general health needs as part of your medical plan (preventive services, chronic care, etc.?) Yes, we have on-site Employee Health Services and Employee Pharmacy department.

21. Is your pharmacy benefit management carved out from the medical carrier? If yes, with whom? No, our PBM is currently integrated with Anthem.

22. For your on-site pharmacy, please confirm whether 340B pricing is utilized as it relates to your employee benefit programs? Yes our pharmacy utilizes 340B pricing (patient and employee pharmacy)

23. What percentage of pharmacy claims flow through the on-site pharmacy? We currently do not have that data

24. Does GHS utilize a data warehouse? If so, who is the DW vendor No, vendor files are housed and submitted by our IT department