

## Ancillary / Worksite Questions and Answers

1. They do not stop deductions for the old carrier, but just add on. This may not be a good opportunity if they do not drop current carriers products. They have 5 carriers providing accident and critical illness and Hospital Indemnity products. Are they willing to stop payroll deductions of the current carrier? **The policies mentioned below are no longer going to be payroll deducted – effective 10/1/16. Please refer to page 9 of the RFP document for the details of what the County is requesting.**
2. Please provide benefit descriptions of the current voluntary benefit plans in force. **We don't have the information since we don't want a takeover. We want all new group benefits. Please quote the best plans available for all lines of coverage.**
3. Do you have an online enrollment system or vendor that employees enroll on? If so, please share the name. If not, what is the preferred enrollment method for these products? **There is no online system. Please offer the best enrollment methodology by your company.**
4. Will employees complete paper applications or enroll online? **Paper application**
5. Do you use an enrollment firm or TPA? **No enrollment firms. They currently use a TPA for section 125 that helps them with enrollments.**
6. If you use paper today, would you be interested in utilizing Cigna's online enrollment system? **Yes. We would like to learn more about this capability.**
7. For the voluntary disability program, can employees accrue a sick bank from year to year? **As long as they are being compensated, they can accrue sick leave.**
8. If so, do you know your employees' average sick bank? **Two weeks per year.**
9. I would like to get a better understanding of how you enroll and communicate your entire benefits offering. Do you utilize a self-serve technology for enrollment or a third party vendor to communicate and enroll all benefits? Is there a specific approach to enrollment and communication that you would like the vendors to address? **The County does not use online technology to enroll the ancillary/worksite at the moment. The County has 10 to 15 days of open enrollment, and they currently enroll everything with paper forms. However, the County will review all creative**

strategies that will help an easy enrollment for this year on the ancillary/worksites at open enrollment.

10. Does your payroll system charge a 'fee' to Carriers for having voluntary products on your payroll system? **The payroll system does not charge any fee for the ancillary/worksites products.**
11. Will you allow face to face meetings with your employees to explain and enroll the voluntary benefits? **The County is open to evaluating all forms of enrollment for this type of products.**
12. Are you looking for a proposal for just group products, individual products or open to showing both? **Group products only.**
13. Could you please clarify what is meant by "broker" and "All services and rates should be quoted NET of commissions."? If there are no commissions to be paid, how does Cameron County intend to have the winning Proposer / Vendor service the account or do enrollment? Does this mean that the county will not accept proposals from agents that are appointed by a carrier? Does this mean that you will only accept a proposal directly from AFLAC and if they are chosen, then myself or other AFLAC agents cannot service this account or do the enrollment? **The County is requesting that vendors provide quotes net of commissions. Therefore no commissions will be paid to agents. The County is requesting group policies only.**
14. Should bids include commissions and should our quote have a letter stating this? **The County is requesting that vendors provide quotes net of commissions. Therefore no commissions will be paid to agents.**
15. Will your employees be allowed to continue the new company's coverage when they are not employed by the County? **The RFP is requesting plans that are fully-portable so terminated/retired employees can continue their plans.**
16. Will the bidding process make sure the new coverage compares benefit to cost with the insurance that is in effect now? **McGriff, Seibels & Williams has been hired to review all proposals and compare all responses to current contracts on both a cost and benefit basis.**
17. Did you exclude the Heart/Stroke policy from the RFP because you did not want a bid from American Heritage? **No, the County would like to see different options available in the marketplace. You can quote the Heart/Stroke policy.**
18. Do the County Commissioners know that if the employees transfer their deductions to direct bill that Cameron County will have to pay the social

security on the amount of the policies that are no longer coming out of the employees paycheck on a pre-tax basis? **These are individual policies offered on a voluntary basis. If employees want to continue the coverage, they will work with the existing carrier to continue them on a direct bill basis.**

19. If another company is selected, will we be allowed to help in the conversion process if you have employees who want to keep current policies? **Once recommendations are made, County staff and consultants will develop a transition plan for new carriers.**

20. Do you intend for the "New Offerings" to have any contribution by the county? I.e: will the county be paying for any of the coverages? **No, the County will not do any contributions to this line of coverages.**

21. Who will be receiving commissions for voluntary insurance products such as Cancer coverage, critical illness coverage, accident coverage, and hospital indemnity coverage?, the rates/proposals that will be provided will include commissions and have been approved by TDI, cannot remove, embedded. TDI prohibits a consultant firm to receive both fees for services rendered and commissions. **The County is looking to offer Cancer, Critical Illness, Accident and Hospital Indemnity coverage on a net of commission basis. There are products available in the marketplace that can be offered net of commissions. It is the County's intent to enroll these products during the open enrollment process. McGriff, Seibels & Williams is under contract with the County on a fee basis and will not receive any commissions for these or any products.**

22. On page 8 where it states:

Note:

Cameron County currently recognizes McGriff, Seibels & Williams of Texas as their Benefits Consultant for the RFP. All services and rates should be quoted NET of commissions. No other broker will be recognized during this RFP and evaluation process.

Does this mean you expect there are to be no broker commissions at all, or that we can disclose the commission schedule? **No broker commissions at all. Cameron County wishes to offer group products with a net of commissions only.**