



Deschutes County RFP for Operation of Employee Health Clinic and/or Pharmaceutical Services

Response to Submitted Questions

Statement from Deschutes County regarding Workers' Compensation

Deschutes County is self-insured for workers compensation. Our TPA for Workers' Compensation is Matrix and the program is managed by our Risk Management Department. Although employees may seek treatment at the DOC Clinic for on-the-job injuries, they are not specifically directed there by the County. The DOC Clinic is not specifically identified as the County's occupational health provider.

Statement from Deschutes County regarding services and the Juvenile Detention Center

Service at both the DOC Clinic and Juvenile Detention center are currently managed by the DOC Clinic provider. Each location is staffed separately and there is currently no crossover interaction. Services at the Juvenile Detention Center are included in this RFP.

Questions

1. Please clarify if juvenile services is currently being handled by the DOC staff, or if the DOC staff just provides back-up.
 - a. **Currently Juvenile Services and DOC Clinic are staffed separately. There is not crossover on staffing. Each service manages their own back-up staffing needs.**
2. Breakout of encounters – what type of visits are those encounters?
 - a. **A breakout of encounters at DOC can be found on Exhibit 1: Sample Clinic Utilization Report, page 28 of the RFP. Currently during the COVID pandemic they are a mixture of in person and tele-med visits.**
3. Do you want to keep the same hours of operation for the clinic?
 - a. **We want to keep the current access to the clinic, at a minimum, as our utilization remains high. We evaluate the capacity and hours regularly and are open to proposals with different hours with explanation on maintaining and/or increasing access.**
4. Do your current staff (clinic or pharmacy) have any sort of non-compete agreement in place that we would need to buy out in order to retain them as requested?
 - a. **Current staff do not have a non-compete agreement. Successful proposer should consider maintaining current staff.**
5. Please provide the current salary of your current staff (clinic, pharmacy, wellness, and juvenile). Please break out by position.
 - a. **The current staff are not employed by Deschutes County. Salary information below includes both wages and benefits, to the best of our knowledge (as billed.)**

| Position | Location | Rate | Notes |
|---|---------------------------|---|--|
| Physician's Assistant | DOC Clinic | \$33,567.73/mo. | Practitioner @ 80 hrs/wk |
| Clinic Nurse Manager | DOC Clinic | \$10,772.67/mo. | Registered Nurse @ 40hrs/wk |
| Certified Medical Assistant | DOC Clinic | \$9,651.20/mo. | Medical Assistant @ 80hrs/wk |
| Wellness Coordinator | DOC Clinic - Wellness | Wellness Program fee \$12,298.74/mo. | Program fee includes all program expenses and staff hours and benefits |
| Juvenile Nurse | Juvenile Detention Center | \$5,386.33/mo. | Registered Nurse @ 20hrs/wk |
| Juvenile Nurse Practitioner | Juvenile Detention Center | \$1,678.39/mo. | Practitioner @ 4 hrs/wk |
| PharmD (40 hrs/week) and Technician (40 hrs/week) | DOC Pharmacy | \$29,691.05/mo. | All staff wage and benefits billed together |

6. Please provide the benefit load of the current staff. Benefit load is included in the staff rates listed above.
7. What is your current staff's tenure & licensure/certifications obtained?
 - a. The staff at the DOC Clinic and Pharmacy are not Deschutes County Employees, however, the following is the tenure with their employer.
 - i. Physician's Assistant – PA - DOC tenure 9 years
 - ii. Physician's Assistant – Position Open
 - iii. Clinic Manager – RN - DOC tenure 4 months
 - iv. Licensed Practical Nurse – LPN - DOC tenure 3 years
 - v. Medical Assistant – CMA - DOC tenure 2 months
 - vi. Pharmacist – PharmD- DOC Pharmacy tenure 1 year
 - vii. Pharmacy Tech – CPhT - DOC Pharmacy tenure 7 years
 - viii. Nurse Practitioner – ARNP - Juvenile Detention tenure 1.2 years
 - ix. Registered Nurse – RN – Juvenile Detention tenure 7 years
8. Do your part-time employees receive benefits? If so, to what level?
 - a. Deschutes County regular employees that work less than full time and at least .5 FTE are eligible for the High Deductible Health Plan (HDHP). The HDHP is identical to our Standard Plan but with higher deductible and annual max out-of-pocket. All members of these health plan are eligible for services at the DOC Clinic and DOC Pharmacy.

9. Would you like to see a particular pricing model (e.g. hourly/half-day rate, budget based, per engaged member per month, etc.) besides the total numbers requested on your provided Attachment D?
 - a. Price according to the current model where the program fee is built on hours worked, expense costs, and administrative overhead is preferred. Fee for service proposals are not preferred, however all proposals will be considered.
10. What is the assumption in pricing for backfill staffing for the clinic staff (i.e. if your clinic staff is on vacation, etc.)?
 - a. Currently backfill staffing is paid on an hourly rate. The rate is consistent with pricing for current clinical staff and is not duplicative of staff hours.
11. What is the assumption in pricing for backfill staffing for pharmacy staff?
 - a. Same as the DOC clinical staff as stated in the answer to question to number 10.
12. What was the total number of prescriptions filled by the pharmacy in 2019 & 2020?
 - a. 2019 – 23,073
2020 – 22,618
13. What was the total Rx spend for the pharmacy (not including staffing costs – please break out staffing and benefits from total Rx spend)?
 - a. \$2,529,261 annually including recoveries.
14. Can we obtain a PHI-free Rx claims data report for the on-site pharmacy Rx dispensed in 2020?
 - a. A list of the top 50 drugs dispensed can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-andor-pharmaceutical-services>.
15. Please provide the **current** Rx and dispensing fee for each drug/prescription as referenced in the attachment D form.
 - a. Due to contractual obligations, we cannot disclose the current Rx and dispensing fee for each drug. This information is proprietary/confidential under the current contract. We have included a report that references the top 50 drugs by cost and volume utilized in 2019 and 2020.
16. Please provide medical claims data for 2019 and 2020.
 - a. Medical claims data for 2019 and 2020 can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-andor-pharmaceutical-services>.
17. Please describe the functional role of the Fitness Coordinator referenced in the RFP.
 - a. Our Wellness program includes both wellness and fitness aspects of the program. Currently we have a part time (.5 FTE) wellness coordinator and a part time (.2 FTE) fitness coordinator. Firms can provide options for staffing the Wellness program as they see fit to cover all aspects. Currently the Fitness Coordinator has a very limited role due to the COVID-19 pandemic. Usually staff would facilitate opportunities for gym membership discount, use of the exercise rooms, limited exercise classes, and provide general fitness plans and information. See <https://www.deschutes.org/benefits/page/exercise-physical-activity> for more information.

18. Does the City have a gym or other fitness related facility that the Fitness Coordinator utilizes?
 - a. There is limited space and resources in various County facilities for the fitness coordinator and employees to use. See <https://www.deschutes.org/benefits/page/fitness-and-wellness-rooms> for more information.
19. Can you confirm what FF&E will be needed for the clinic & pharmacy? Do you own the current clinic/pharmacy equipment, supplies, etc.?
 - a. The County does own all of the current equipment and supplies in the DOC and DOC Pharmacy with the exception of computers, software, and the drugs dispensed at the pharmacy. Limited photos of the facilities can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-and-or-pharmaceutical-services>.
20. Is the vendor required to provide the staffing and services for the Juvenile Detention Medical Services or can this be excluded?
 - a. Services provided at the Juvenile Detention Center are part of the request for proposal. If the provider is unable to provide those services they could recommend alternative solutions for those services to be provided.
21. Wellness program, regarding the current Wellness Coordinator and Fitness education, is this currently provided by the same person? If not, can you provide the number of hours per week for each of the positions? Does the County have a preference on the number of hours each position is available?
 - a. The fitness coordinator is part of the function of the wellness coordinator. Currently we have a part time (.5 FTE) wellness coordinator and a part time (.2 FTE) fitness coordinator. We envision this as 40 hours of staff time that encompassed all aspects of the Wellness program.
22. Is the current vendor treating initial workers compensation injuries and then making a referral, or does the clinic treat workers compensation follow ups?
 - a. In Oregon, the employer cannot direct the employee to see a specific provider. If the employee chooses the DOC Clinic they can be treated there if the injury/illness is within their scope of service. They can treat and/or refer for follow-ups.
23. Is the current vendor billing fee for service for this model, or only submitting zero dollar claims? Also, is the current vendor certified as an MCO provider under Oregon Workers Compensation?
 - a. Current vendor is not billing fee for service for workers compensation claims. We expect new vendor to provide methodology for billing County Risk Management for workers compensation costs. The DOC Clinic is not an MCO provider.
24. Are Juvenile Detention Medical Services provided today? Yes they are. If so, where are these services provided?
 - a. In the medical room at the Deschutes County Juvenile Detention Center.
25. Is the County willing to share additional data on the health outcomes and savings for the Juvenile Detention services?
 - a. We do not have any data on health outcomes or savings for the Juvenile Detention services.
26. Who are your other current wellness partners?
 - a. PBM - Northwest Pharmacy Services – Based in Enumclaw, WA

TPA – PacificSource Health Plans

Telehealth - Current DOC Clinic provider and TPA PacificSource Health Plans

EAP - Cascade Centers based in Portland, OR

27. What Wellness Programs does the County plan to provide in
 - a. 2021 - See <https://www.deschutes.org/benefits/page/doc-wellness>. There are several web pages that give a very good overview of our current wellness program for the 2021 plan year.
 - 2022 - We are currently evaluating programming for the 2022 plan year.
28. Is there additional Occupational Health Requirements? Audiometry? Respirator Fit? BAT Testing? Occ. Case Management?
 - a. The only Occupation Health services currently offered by the DOC Clinic is DOT screenings. All other Occupational Health services are managed by individual County departments including our own Risk Management department.
29. How does the current vendor integrate with your TPA for claims submission and claims reporting for the clinic?
 - a. We currently have one TPA for all claims – PacificSource Health Plans. The DOC Clinic submits zero dollar claims to the TPA for all services.

The DOC Pharmacy - Our PBM is Northwest Pharmacy Services which process all our DOC and community pharmacy claims. – Based in Enumclaw, WA
30. Does the county own the furniture and medical equipment at the health center? The pharmacy?
 - a. The County does own all of the current equipment and supplies in the DOC and DOC Pharmacy with the exception of the drugs ready to be dispensed at the pharmacy.
31. Are we able to receive a claims data file for 2020 to perform an analysis on cost, formulary, and benefit design?
 - a. Due to contractual obligations, we cannot disclose the current Rx and dispensing fee for each drug. This information is proprietary/confidential under the current contract. We have included a report on the RFP webpage that references the top 50 drugs by cost and volume utilized in 2019 and 2020. If possible, please provide an analysis of your costs and any expected formulary disruption of the top 50 drugs utilized in 2019 and 2020.
32. What is the primary pharmacy benefit for the eligible patients? Co-pay structure, are there HSA plans, or are all patients on a PPO? Do patients have a separate copay plan for the on-site pharmacy vs in retail?
 - a. All health plan participants are on PPO plans. They can participate in a Health Related FSA, however HSA plans are not available. There is zero dollar cost to the member when utilizing the DOC Clinic services. Health plan design provides that participants receive a lower co-pay structure when using the DOC Pharmacy services, the DOC Pharmacy copays are significantly less than those at community pharmacies.
33. Does the pharmacy do mail order?
 - a. Yes

What does this volume look like? Currently 35 mail orders per month with a total of 50 prescriptions per month.
34. Does the pharmacy currently dispense for Workers Compensation, and would we be able to analyze claims for dispensed WC medications?
 - a. Yes, the pharmacy would bill the workers compensation TPA Matrix. The number of these claims is negligible.

35. Are retirees that are Medicare eligible seen in the pharmacy?
 - a. No, our retirees age off the County retiree plan when they become Medicare eligible.
36. Does the county own the pharmacy inventory, or is it paid for after it is dispensed?
 - a. It is paid for as it is dispensed.
37. Does the PBM reimburse the pharmacy for claims submitted?
 - a. The County reimburses the pharmacy for actual Rx claims costs.
38. Does the pharmacy carry and dispense any controlled substances?
 - a. Yes, on a regular basis.
39. Would services include full pediatrics or acute care for ages three and above? What would be the minimum age for services?
 - a. The DOC practitioners serve adults and children of ages five years and older for Wellness appointments, and ages two years and older for acute illness and medical care. Currently the DOC Clinic does not offer child immunizations. We encourage parents to establish care with a pediatrician.
40. Do you have an HDHP with HSA?
 - a. We do offer a HDHP plan to part time benefit eligible employees. The plan does not qualify for an HSA. Members on the HDHP can enroll in a FSA.
41. Can you provide high level plan performance data from the last two years with medical spend broken into the following buckets: primary care, specialty care, inpatient care, outpatient care, ER, and Rx? Can you send trend documents for the last two years?
 - a. Medical claims data for 2019 and 2020 can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-andor-pharmaceutical-services>.
42. What percent of primary care occurs at the DOC vs. primary care in the community?
 - a. Percentage of total using DOC for Primary Care 40.59%
 Percentage of total using non-DOC for Primary Care 41.05%
 Percentage with no PMP 18.36%
43. Has the DOC generated savings for the county? If so, please share.
 - a. An analysis done in 2019 (for years 2017/2018), DOC Clinic PMPM was about 12.8% lower than non-DOC expenses; costs of the DOC versus non-DOC program was trending at 0.9% versus the self-funded norm of 4-7%; over 50% of members use the DOC; direct savings of member using DOC over ER is >\$300,000 annually; approximately >\$177,000 in productivity gains and adherence to treatment of chronic conditions.
44. Is the current vendor submitting encounter data or claims to the TPA or payer?
 - a. Zero dollar claims are submitted to the TPA for claims data purposes.
45. What is the current payment model with incumbent vendor? Is it attribution, per participant per month (PPPM), per attributed participant per month (PAPPM), etc.? Do you have a preferred pricing model?
 - a. Payment model includes a monthly administration fee, direct cost pass through for materials and program expenses, and staff wages and benefits are billed monthly. The County is open to reviewing alternate pricing models, however fee for service models are not preferred.
46. Can you share engagement rates by population, e.g., employee, spouse, dependents?
 - a. This information can be found on Exhibit 1: Sample Clinic Utilization Report on page 28 of the RFP.

47. What are your goals for the clinic?
- a. Deschutes County promotes the following objectives of “The Triple Aim,” as developed by the Institute for Healthcare Improvement.
 - i. Improve the overall health of employees, dependents and retirees
 - ii. Reduce the per-capita cost for healthcare
 - iii. Improve the individual patient experience in terms of clinical outcome, patient safety and patient satisfaction
48. What EMR do you currently use?
- a. Currently the DOC Clinic is using NextGen and is owned and hosted by the vendor.
49. Do you prefer the submission of the RFP as PDF or zip file?
- a. Any format is acceptable as long as it is within the 10 MB maximum file size.
50. The RFP states minimum hours of 50 hours per week. The clinic hours listed in the RFP total 56 hours per week. Does the clinical staff get lunch breaks or does the clinic close for lunch?
- a. The clinic does not close for lunch breaks. The staff staggers meal time to offer continuous coverage throughout the day. The Pharmacy does close for a meal period.
51. Staffing Questions:
 The following chart outlines our understanding of your staffing model at 56 hours per week. Can you please confirm if this is an accurate understanding and please respond to questions as listed?

| Position | RFP reference/FTE | Notes/Questions: |
|----------|---|--|
| MD | <p>Page 5 - states MD for oversight for DOC staff</p> <p>Page 6 - states Medical Doctor or Doctor of Osteopathy for juvenile detention services to average 10 hours per month</p> | <p>1. Does one MD currently serve both roles – oversight for DOC and juvenile detention services? Currently there is separate oversight (two different doctors) for DOC and Juvenile. We would be fine with combining the oversight.</p> <p>Can the juvenile detention services be performed by an ARNP or do these services require a physician? Currently the services can be provided by an ARNP or PA. At this time there is no need for a medical doctor on site.</p> |
| ARNP/PA | <p>Page 5 – states the DOC is staffed by two physician assistants (PAs)</p> <p>Section 2.1.2 states the DOC is staffed by two nurse practitioners (ARNPs)</p> | <p>Is the DOC staffed by two PAs or two ARNPs? Our current staffing model is two PAs. Two ARNPs or a combination of PA and ARNP would be acceptable.</p> <p>How many hours per week does each ARNP or PA work? They each work 40 hours per week to operate the clinic 54 hours per week (hours of operation).</p> |

| | | |
|-----------------------|--|---|
| ARNP/PA | Page 5 states these roles are a combined 54 hours per week. | Are all hours devoted to Deschutes County or split between the juvenile detention services? All 54 hours are devoted to services at the DOC Clinic. |
| ARNP | Page 6 states ARNP 4 hours per week for Juvenile Detention services Section 2.7.2 states up to 2 hours per week for juvenile detention services | Is this ARNP the same as above ARNP or PA that staffs the DOC, or a separate position? Currently, the service at the DOC are completely separate from the services at Juvenile. The hours listed here are strictly for services at Juvenile. Please clarify how many hours per week is devoted to juvenile detention services? Currently 20 hr/wk for RN and up to 2-4 hr/wk for ARNP or PA. |
| MAs | Page 5 states two certified MAs | How many hours per week is each MA working? 40 hours per week for each. |
| RN Clinic Manager | Page 5 states one RN clinic manager | 1. How many hours does this clinic manager work? 40 hr/wk 2. Is this the same RN that supports Juvenile Detention services? No, separate staff. |
| RN Juvenile Detention | Page 5-6 states one RN working 20 hours per week | Is this the same RN that functions as the clinic manager or a separate position? No, separate staff. |
| Wellness Coordinator | Page 5 states a "part-time" position Page 10, section 2.2.1 states 20 hours per week | We envision 40 hr/wk for the wellness program. Either one staff managing Wellness and Fitness or two staff splitting the program. |
| Fitness Instructor | Page 10, section 2.2.1 states this role is 8 hours per week | We envision 40 hr/wk for the wellness program. Either one staff managing Wellness and Fitness or two staff splitting the program. |

52. It is the County's preference is to retain all staff who work in the DOC. Please clarify whether the staff that support the juvenile detention services are the existing DOC clinical staff or additional staff that are brought in for these services? If they are additional staff, is it preferable to retain the current staff members who support the juvenile detention services?
- a. **The Juvenile Detention staff are additional staff and different than those working at the DOC Clinic. It is our preference to retain all staff at both the DOC Clinic and the Juvenile Detention facility.**

53. Are juvenile detention services provided at the DOC or at the juvenile detention center?
 - a. Juvenile detention services are provided at the juvenile detention facility.
54. Can we obtain census data of your employee population?
 - a. Current census data can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-andor-pharmaceutical-services>.
55. Who administers your PHA? Is it electronic or paper (not offered in 2020 per website)?
 - a. It is administered by our current DOC Clinic provider along with the Wellness Coordinator. It involves a biometric screening including a blood draw, and an electronic questionnaire. Is the county amendable to replace the current PHA with a health assessment provided by the new vendor? The County will consider all options proposed.
56. Does your current location affect engagement levels for County employees' due privacy concerns?
 - a. Privacy concerns do not appear to be an issue at the current location. We have had discussion around adding a behavior/mental health component to the clinic. Privacy concerns would have to be considered if this was added. Vendors can provide information on how they would address those concerns.
57. Does the County of Deschutes own the current DOC facility? Yes, the County owns the building that the DOC clinic and Pharmacy are currently housed in.
58. Does the vendor or the county pay any rent?
 - a. The vendor currently does not pay rent.
59. Would the new vendor be a leaseholder or enter into a Use Agreement for the space?
 - a. The vendor would enter into a Use Agreement for the space.
60. Would you be willing to provide a virtual or in-person tour of your current facility prior to proposal submission to assist with pricing? If not, can you provide pictures of the space?
 - a. There will not be an opportunity to visit the Clinic or Pharmacy prior to the filing deadline. We are engaged in efforts to provide a virtual tour of the facilities. Floor plans of the DOC Clinic and Pharmacy can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-andor-pharmaceutical-services>.
61. Can you provide the usable square footage?
 - a. The DOC Clinic is 1,860 sf and the DOC Pharmacy is 1,150 sf
62. What year was the space was built or remodeled?
 - a. The DOC Clinic was remodeled in 2011 and the DOC Pharmacy was remodeled in 2012.
63. Can you provide a floor plan or as-built documents that includes mechanical, electrical, and plumbing?
 - a. We are unable to provide as-built documents for these spaces at this time as they are part of a larger building that houses other County services.
64. Is there power and data hook-up locations in each room?
 - a. Yes
65. Is there a current dedicated IT Room for the suite or clinic?
 - a. The DOC utilizes a locking closet for IT services. The Pharmacy utilizes a locking metal cabinet for IT services, phone system, and security system.
66. Can you provide casework elevations?
 - a. We are unable to provide casework elevations at this time.

67. How many restrooms are in the space?
a. DOC Clinic (1); DOC Pharmacy (1); Wellness Fitness Room (2 with showers)
68. The RFP states there is a lab and phlebotomy space? Is there a separate clean and dirty lab, or all one shared space?
a. The lab is in one small shared space.
69. Can you provide flooring types and locations?
a. Lab and exam rooms: vinyl. Carpet or laminate in all other areas.
70. Are there sinks in the lab spaces and exam rooms?
a. Yes.
71. Will existing furniture remain on site? If yes, please describe quantity, types, and condition?
a. Yes, the furniture is owned by the County.
Asset list can be found in the Supporting Documents section of the RFP website:
<https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-and-or-pharmaceutical-services>.
72. Are exterior signage opportunities available?
a. Yes, there are opportunities for exterior signage on the building.
73. Is there artwork within the space that would remain?
a. There is no significant artwork in any of the spaces.
74. Does your current supervising physician have a waiver to provide remote supervision of the PAs who are working in the DOC?
a. Yes, they have a waiver to provide remote supervision.
75. Would this supervising physician be able and willing to continue to support in his or her role with a new vendor?
a. We are unable to determine if the supervising physicians would be able or willing to continue to support in their rolls.
76. Can you please list each DOC position & include current FTE count for each role (e.g., 1.0 FTE RN Clinic Manager, 1.4 FTE Physician Assistant, 2.0 FTE Medical Assistants, 0.5 FTE Wellness Coordinator)?
a. Current staffing levels that are subject to review on a regular basis:
 - Physician Assistant – 1.0 FTE
 - Physician Assistant – 1.0 FTE
 - Clinic Nurse Manager – 1.0 FTE
 - Certified Medical Assistant – 2.0 FTE
77. Are the Juvenile Detention Clinic Services encompassed in the DOC FTE counts?
a. No
If not, can you please break out the roles & associated FTE for this location?
 - Registered Nurse - .5 FTE
 - Nurse Practitioner - .1 FTE (2-4 hr/wk)
78. How many Provider Visits did the DOC see in 2019 and 2020?
a. Combination of in person and virtual visits.
 - 2019 – 11,693
 - 2020 – 9,123 (Decrease due to COVID-19)

79. How many Nurse, Provider, and/or Other visits are projected for Juvenile Detention Center services?
 - a. Currently providing an average of 54 encounters per month.
80. Does Deschutes County have any new prioritized wellness strategies that they would like Partner to implement in 2022?
 - a. Beyond our current programming, we do not have any priority wellness initiatives. We encourage proposers to make suggestions for an ongoing wellness strategy.
81. Does Deschutes County have capability to expand DOC space allocation?
 - a. There are opportunities to expand the DOC Clinic and Pharmacy spaces as needed in the future with appropriate expansion proposals.
82. Do the estimated 3,200 participants encompass the 1,150 total employees?
 - a. Yes it does.
83. With respect to the budget listed, what role if any does the clinic have in managing referrals and outside services that are the rest of \$16M spend?
 - a. The clinic does regularly provide referrals to outside providers.
84. For pricing, would the County prefer a flat rate for staffing or fee per service model?
 - a. The County does not prefer a fee for service model.
85. For pricing on items that cannot be flat rate (e.g. supplies and consumables), will the County accept per unit pricing or do they need a not to exceed price?
 - a. The current model is per unit pricing.
86. For items that require specialized equipment (e.g. audiometric testing), would the County prefer per-unit pricing, or would the County prefer to simply acquire the necessary equipment for the lab, and not incur per-unit charges?
 - a. The current model is to acquire the necessary equipment, as approved by the County, which is needed to provide approved Clinic services. A per-unit charge may be considered.
87. Can you provide a description and services offered for your current telehealth program?
 - a. This is basically virtual office visits that can be used in place of in person visits when appropriate.
88. What kind of electronic health record is the clinic currently using?
 - a. The current service provider is using NextGen EMR.
Has the County secured rights for a data transfer from that record and in what format? The County will be provided a data file of all records to use as appropriate.
89. What kind of imaging and diagnostics are they requesting to perform onsite (i.e. x-ray, ultrasound, EKG resting, EKG stress, etc.)?
 - a. Currently the DOC Clinic does not offer any imaging. They do offer EKG testing, but no EKG stress.
90. What injury prevention programs are in place and what role does the clinic have with those?
 - a. Risk offers reimbursement for prescription safety glasses and custom orthotics, and ergonomic assessments. The Clinic is not currently involved in those programs.
91. Are there any County-specific health standards for any positions (i.e. police officer)?
 - a. The ORPAT is required at time of hire and voluntary post hire, but the DOC Clinic is not involved in this program. Some positions require DOT certification, currently the DOC Clinic is able to complete these certifications.

92. Will vendors have the ability to interview current staff as part of evaluating feasibility for retention?
 - a. Yes, successful bidders will have the opportunity to interview current staff to evaluate retention.
93. Is there a buy-out fee applicable to retaining the current pharmacy staff?
 - a. There are no non-compete agreements or buyout fees associated with any of the current DOC Clinic or Pharmacy staff.
94. Does the County have a plan in place for transfer of existing stock and supplies at the clinic and/or the pharmacy?
 - a. The County does own all of the current equipment and supplies in the DOC and DOC Pharmacy with the exception of the drugs waiting to be dispensed at the pharmacy.
95. Who comprises the clinic management team at the County that the successful vendor would be working with and reporting to?
 - a. The primary contact will be the Human Resources Analyst responsible for benefits administration. The vendor will report to the Human Resources Director and County Administrator.
96. If it is separate, what does their risk management team look like and does the vendor participate?
 - a. The risk management team is separate. It is comprised of the Deputy County Administrator and risk management staff. The vendor would interact with that team only for workers compensation claims that are treated at the DOC.
97. To what limit is the County self-insured?
 - a. The County self-insures for medical/Rx/vision and dental plans. And the medical and Rx are covered under a stop loss with a \$500k deductible.
98. Does the County carry any re-insurance or excess insurance on health?
 - a. The County carries Stop Loss insurance through Sun Life on our medical and Rx plans. Our current deductible is \$500,000.
99. How is the workers compensation insurance structured?
 - a. The County is self-insured for workers' compensation and uses an outside TPA, Matrix. We also carry a workers' compensation excess policy.
100. Do any of their insurance programs have any incentives or premium reductions based on the provisions of wellness programs, injury prevention or other similar services?
 - a. n/a
101. With regard to workers comp claims:
 - How many average workers comp claims per year? 50
 - How many are first aid? How many are reportable? 10,40
 - How many open workers comp cases? 41
 - Do you track near miss comp claims? Not consistently
 - How many are stress injuries (strain/sprain/carpal tunnel/etc)? About 1/3
102. What number or percentage of eligible individuals are using the wellness program?
 - a. There are 3200 members eligible for wellness services under the health plan. We do not track individual participation, but we do track total wellness encounters. 2019 – 1,021 individual encounters (remote and in person). Typical volume 2020 – 183 individual encounters. Significantly less due to COVID pandemic and cancellation of the 2020 Personal Health Assessments

103. Is there any biometric data available from the existing wellness program?
- The County will be provided a data file of all records to use as appropriate.
104. Please provide a copy of current contract.
- Current contracts are not available at this time.
105. Please provide data on costs:
- Staff salary and benefit costs are listed above on question 5. Other costs associated with operating the DOC Clinic and Pharmacy are monthly program fees for the DOC Clinic, Juvenile Detention and Wellness programs and operating and materials and supplies pass through costs.
106. Under existing contract (total costs with current provider)?
- DOC Clinic total annual budget – \$1,250,382
Wellness Program total annual budget - \$147,585
DOC Pharmacy total annual budget less Rx - \$450,764
DOC Pharmacy total annual drug costs - \$2,529,261
Complete Deschutes County budget information can be found at:
<https://www.deschutes.org/finance/page/finance-report-central>
107. Third party costs (external services, referrals)?
- The DOC Clinic sends samples to their contracted lab for processing and costs are billed to the County as a pass through expense on monthly invoices.
108. For annual surveillance testing:
- What programs does the County have (i.e. hearing, respirator, silica DOT)? Hearing and Respirator programs. Two departments have DOT requirements, which those reviews are often (but not required to be) completed by the DOC (Clinic PA is certified to conduct DOT screenings.)
 - How many employees are currently enrolled in annual surveillance testing?
Approximately 300
 - Does the County do any discretionary (non-mandated) surveillance testing, and if so, what? Departments made complete discretionary surveillance testing. These would be managed by the Risk department or the department conducting the surveillance and would not be part of the services provide by the clinic.
109. Does the County use a Third-Party Administrator (TPA) for healthcare or workers comp?
- Yes, we use TPAs for both
If so, who is the TPA? Medical – PacificSource Health Plans. Workers' Compensation – Matrix Insurance Solutions
110. Is there a negotiated fee schedule?
- The County is not interested in reviewing fee for service models.
111. How does the County's workers' compensation program work? Is all treatment provided through the clinic?
- In Oregon, the employer cannot direct the employee to see a specific provider. If the employee chooses the DOC Clinic they can be treated there if the injury/illness is within their scope of service. They can treat and/or refer for follow-ups.
112. How is the County paying for workers compensation care?
- The County is self-insured for workers compensation and uses a TPA for claims processing. Costs associated at the DOC Clinic for workers' compensation care should be billed to Risk Management, proposer should include a process in their proposal.

113. How does the insurer pay for non-occupational health services provided through the clinic? Health insurance? Self-pay?
- a. Costs associated at the DOC Clinic for workers' compensation care should be billed to Deschutes County Risk Management, proposer should include a process to bill for services in their proposal.
114. What are your pain points with the current onsite clinic vendor?
- a. The County expects to have a collaborative relationship with the DOC Clinic and/or DOC Pharmacy providers and proactively work together to promote adherence to The Triple Aim approach to healthcare management.
 - i. The overall health of the population is improved
 - ii. The patient's healthcare experience is improved
 - iii. The cost per capita of healthcare is reduced
115. How proactive is your current account management team?
- a. See response to question 114
116. Are you satisfied with the responsiveness of your current account management team?
- a. See response to question 114
117. Do you have a fitness center for your employees and/or dependents?
- a. There is limited space and resources in various facilities for employees to use. See <https://www.deschutes.org/benefits/page/fitness-and-wellness-rooms> for more information.
118. What incentives are in place to encourage utilization of the clinic?
- a. The biggest incentive is the services provided at the DOC Clinic are not cost to the employees and their dependents. At the DOC Pharmacy, prescription copays are significantly less than those at community pharmacies.
119. Do you have an HSA plan?
- a. We do not have an HSA plan. Benefitted employees can enroll in a health related FSA.
120. Is there a co-pay for visits at the clinic?
- a. No, services at the DOC Clinic are at no cost to the members.
121. Does Deschutes employ the Wellness Coordinator or does your current vendor? Not spelled out in the staffing #'s given.
- a. The Wellness Coordinator is employed by the current clinic services vendor.
122. What have the trend increases been for the last 3 years for the health plan?
- a. 2018 – 0.5%
2019 – 2.3%
2020 – 6.3%
123. Please provide a census with work and home addresses to assess possible need for additional locations.
- a. The top 5 locations where County employees reside:
 - i. Bend – 754
 - ii. Redmond – 224
 - iii. La Pine 51
 - iv. Sisters – 29
 - v. Terrebonne – 18

124. Please provide a sample of your current reporting package.
- a. A sample of the clinic monthly utilization report is included in the RFP as Exhibit 1 starting on page 28. A sample of the pharmacy monthly utilization report can be found in the Supporting Documents section of the RFP website: <https://www.deschutes.org/hr/page/rfp-employee-health-clinic-services-and-or-pharmaceutical-services>.
125. Of your current supplies and equipment, do you own those, or would we need to purchase?
- a. The County does own all of the current equipment and supplies in the DOC and DOC Pharmacy with the exception of the drugs dispensed at the pharmacy.
126. Can you provide total PBM Data? With a breakout of pharmacy data?
- a. Due to contractual obligations, we cannot disclose the current Rx costs. This information is proprietary/confidential under the current contract. We have included a report that references the top 50 drugs by cost and volume utilized in 2019 and 2020. If possible, please provide an analysis of your costs and any expected formulary disruption of the top 50 drugs utilized in 2019 and 2020.
127. Is the formulary a narrow formulary or open? If narrow, can you send us the formulary?
- a. Same answer as question #126.
128. Is there a Broker/Consultant that assists Deschutes County with employee benefits like the health center and pharmacy? If yes, who is the Consultant?
- a. Yes, Davidson Benefits Planning.
129. Are specialty drugs dispensed in the pharmacy?
- a. Yes, the pharmacy regularly dispenses specialty drugs. Primarily injectable.
130. Does the pharmacy adjudicate claims for all prescriptions? Is it real time or batch submission?
- a. All pharmacy claims are adjudicated in real time.
131. Does the program only incorporate variable coupons or are you also utilizing Patient Assistance Programs?
- a. Currently the pharmacy is utilizing the variable co-pay coupon program. They are not utilizing patient assistance programs.
132. Does the county have a WRAP program?
- a. Currently the County does not have a WRAP program for their health plan members. We do offer an EAP for our employees.
133. Please provide the volumes of vaccines that the pharmacy is administering. Are these vaccines also administered through the health center?
- a. The volume of vaccines administered at the pharmacy is relative low. A majority of the vaccinations is annual Influenza – 150 per year. The DOC clinic also administers Influenza vaccinations – 800-900 per year.
134. Overall - The RFP package included Attachment A – Operational Questionnaire, but the RFP document does not reference this. Should this be provided as part of the proposal or a separate attachment?
- a. The questionnaire should be included as part of the proposal.

135. Exhibit 1 – Clinical Utilization Report – Telehealth is listed as a provider visit, however telehealth services are not listed within the scope. Please describe any telehealth preferences for the awarded vendor, both current and once restrictions are lifted.
 - a. The County would like to see continued use of telehealth services as appropriate given the pandemic. Proposers may submit suggestions for continuing telehealth services for the DOC Clinic and Wellness programs as well as the DOC Pharmacy.
136. Exhibit 1 – Clinical Utilization Report – Access to Care – What are your plans for increasing wellness utilization? Which wellness services need to be provided in person and remotely?
 - a. The County would like to see continued use of telehealth services as appropriate given the pandemic. Proposers may submit suggestions for wellness services both in person and remotely.
137. Exhibit 1 – Clinical Utilization Report – Access to Care - What are your plans for behavioral health support to be provided by the selected vendor? Which behavioral health services need to be provided in person and remotely?
 - a. The County would like to see continued use of telehealth services as appropriate given the pandemic. Proposers may submit suggestions for expanding behavioral health services both in person and remotely.