



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

**RFP for Medicare Plan (MAPD PPO) Request for Proposal
(RFP) for the 2025 Plan Year (RFPQHSS2023.M1)**

January 11, 2024

REQUEST FOR PROPOSALS

**Medicare Health Plans Plan (MAPD PPO) for the 2025
Plan Year
(RFPQHSS2023.M1)**

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This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP). One or more additional addenda will be issued by or before January 26, 2024, in response to questions received by or before the **Deadline for non-Financial Questions on Friday, January 19, 2024 at 12:00 PM (PST)**.

One or more addenda will also be issued by or before March 22, 2024, in response to financial questions received by or before the **Deadline for Financial Questions on Friday, March 15, 2024 at 12:00 PM (PST)**.

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP and the terms of this Addendum, then the terms of this Addendum will prevail.

A. Modifications to the RFP

Sections 3.1 and 3.2 (and corresponding numbers on page 1) of the RFP have been updated in **redline** and posted to <https://sfhss.org/RFPs>.

Please note that the summary population data in the publicly-posted RFP document (<https://sfhss.org/RFPs>) are for reference only and prospective bidders should rely on the SFHSS RFP Data Files shared via eBox on or about December 20, 2023, with parties that executed an MCA.

B. Questions & Answers

- 1. If a Respondent to the RFP wishes to response with a joint proposal to meet the requirement to support split families (Section 1.7.3) and understanding the requirements of Section 6.2.5 (Limitation on the Number of Proposals and Joint Proposals), if two parties partner under this provision, would the City entertain executing two separate contracts?**

SFHSS Response:

SFHSS expects a single agreement between the Prime Contractor and the City and County of San Francisco. Generally, based on the expected value of each of these services, SFHSS assumes that the organization which is providing the Medicare Insurance Services would be the “Prime” Contractor and the organization providing non-Medicare Insurance services would be “Subcontractor”.

It is understood by the City that there may be elements of the City Terms and Conditions ((P-600) Medicare/Commercial Agreement or “Agreement”, RFP Section 7.4) which may not be applicable to a fully-insured health plan (where that health plan would be deemed the Covered Entity). However, those provisions of language would be required to remain as they would be applicable to a subcontracted party providing Administrative Services Only (ASO), as the City would be the Covered Entity.

In all cases where a Prime Contractor subcontracts for part of the Services, the Prime Contractor shall be responsible to ensure that the Subcontractor remains compliant with all City regulations, contractual terms/conditions, and provides the agreed upon Services as outlined in the Agreement, where applicable.

- 2. With plan materials due on August 1st, how does the City accommodate CMS plan or benefit changes released after that deadline? How are these changes incorporated into member-facing documents?**

SFHSS Response:

The City is aware that there are specific dates which Regulators disseminate new plan year change requirements during the time which the City is working to review and approve plan materials, in preparation of the City's Open Enrollment (10/01).

In the instances where it is known that certain materials may not be fully prepared, by the issued deadlines, Vendors are asked to specify the date which materials will be available for review by the City, while considering the absolute deadline which all Open Enrollment materials must be finalized and approved by the City.

Vendor materials which have not been finalized and subsequently approved by the City shall not be made available to SFHSS Members. Only after City approval are Vendor materials made available to SFHSS Members.

- 3. Please confirm the section on Substitute Personnel is not applicable to the MAPD offering due to the exclusion under San Francisco Administrative Code Chapter 12P (12) – "... Agreements for employee benefits to be provided to City employees, where the Director of Human Resources finds that no entity is willing to comply with this Chapter and is capable of providing the required employee benefits."**

SFHSS Response:

Under 12.P. (Minimum Compensation Ordinance), subsection 12.P.2. (Definitions):

(d) "Contract" shall mean an agreement or portion of an agreement that provides for services to be purchased at the expense of the City or out of trust funds established by Charter, ordinance or Memorandum of Understanding ("MOU"). The term "Contract" shall include, without limitation, Included Subcontracts and agreements such as grant agreements, pursuant to which agreements the City grants funds to a Contractor for services (including, without limitation, cultural activities, performances or exhibitions) to be rendered to all or any portion of the public rather than to City government.

(e) Notwithstanding the foregoing, the term "Contract" shall exclude (emphasis added):...

(12) Agreements for employee benefits to be provided to City employees, where the Director of Human Resources finds that no entity is willing to comply with this Chapter and is capable of providing the required employee benefits;

Available at: https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-8127.

Pursuant to 12.P. (Minimum Compensation Ordinance), subsection 12.P.2. (Definitions), subsections (d), (e) and (e)(12), if all the qualified respondents to this RFP are unable to comply with the Minimum Compensation Ordinance, then the Minimum Compensation Ordinance shall not apply. Therefore, please specify in your redlined response to the Agreement whether you can meet the Minimum Compensation Ordinance and if not, clearly state as such in your non-Financial Response and review of the Agreement (RFP Section 7.4).

4. Do any proposed changes to the contract terms need to be submitted as objections not less than ten (10) calendar days before the Deadline for Non-Financial Proposals (Section 8.2.1), or do they only need to be submitted by February 9, 2024, pursuant to Section 7.4 of the RFP?

SFHSS Response:

Proposed changes to the City (P-600) Medicare/Commercial Agreement (Agreement) and accompanying Business Associate Agreement (BAA) must be submitted by 12:00 PM (Pacific) on February 9, 2024, pursuant to Section 7.4 of the RFP.

This deadline is distinct from objections to the terms of the RFP document itself, as described in Section 12.19 (Objections to the RFP Terms). An example of an Objection to the RFP Terms would be a request for a modification to the Minimum Qualifications to Bid (Section 6.3.1) or a deadline within the RFP Schedule (Section 4) and, as required by Section 12.9, must be in the form of a “written notice [*via email, per Section 12.11*] to SFHSS setting forth with specificity the grounds for the objection(s).”

This “Deadline for Objections to RFP Terms” is Monday, January 29, 2024, 11:59 PM (Pacific). This is distinct from and prior to the Deadline for Non-Financial Proposals and Deadline for Agreement and BAA (review) on Friday, February 9, 2024, 12:00 PM (Pacific).

5. **The plan documents provided with the RFP don’t seem to match the current benefits as outlined on the Plan Design tab within the Non-Financial Questionnaire workbook. That tab also includes a link to the plan sponsor website which contains plan documents. However, the plan documents provided with the RFP contained different plans with different cost shares. Please clarify which plan document number(s) we should be using to match the current benefits.**

SFHSS Response:

Please use the documents on the SFHSS website for the current plan documents. These will align with the plan design tab within the non-financial questionnaire workbook.

UHC MA Plan Parts A and B:

- a. Evidence of coverage: [https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20EOC GRP 13694 GRP EOC Final.pdf](https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20EOC%20GRP%2013694%20GRP%20EOC%20Final.pdf)
- b. Summary of Benefits Plan Guide: [https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20Plan%20Guide%2013694%20UHEX24PP0103677_000 .pdf](https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20Plan%20Guide%2013694%20UHEX24PP0103677_000.pdf)
- c. Annual Notice of Change: [https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20ANOC 13694 ANOC Final.pdf](https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20ANOC%2013694%20ANOC%20Final.pdf)
- d. Prescription Drug Certificate: [https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20RxCert 13694%20%28AB%29 Final.pdf](https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20RxCert%2013694%20%28AB%29%20Final.pdf)

UHC MA Plan Part B:

- a. Evidence of coverage: [https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20EOC GRP 12786 GRP EOC Final.pdf](https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20EOC%20GRP%2012786%20GRP%20EOC%20Final.pdf)

- b. Summary of Benefits Plan Guide: https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20Plan%20Guide%2012786%20UH%20EX24PP0101244_000.pdf
- c. Annual Notice of Change: https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20ANOC_12786_ANOC_Final.pdf
- d. Prescription Drug Certificate: https://sfhss.org/sites/default/files/2023-10/2024%20UHC%20MAPD%20PPO%20RxCert_12786%20%28B%20Only%29_Final.pdf

UHC NM Early Retirees (CA) – Doctors Plan EPO

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS_Doctors_EPO%20Plan_SBC_-%20Final.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-10/2024%20SFHSS%20UHC%20Doctors%20Plan%20EPO%20SOB_Final.pdf
- c. Evidence of Coverage: Not Available / Coming Soon

UHC NM Early Retirees (CA) – Select Network EPO

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS_Select_Network%20EPO%20Plan_SBC-%20Final.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS_UHC%20Select%20Network%20EPO%20SOB_Final.pdf
- c. Evidence of Coverage: Not Available / Coming Soon

UHC NM Early Retirees (CA) – PPO

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS%20Select%20Plus_UHC_Non_Medicare_SBC-%20Final.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-10/2024%20Select%20Plus%20UHC%20non-Medicare%20PPO%20SOB_Final_0.pdf
- c. Evidence of Coverage: Not Available / Coming Soon

UHC NM Early Retirees (Outside of CA) – PPO

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS%20Choice%20Plus_UHC_Non_Medicare_SBC-%20Final_2.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS%20Choice%20Plus_UHC_Non_Medicare_SBC-%20Final_1.pdf
- c. Evidence of Coverage: Not Available / Coming Soon

UHC Medicare-Eligible But Not Enrolled (CA)

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-10/2024_SFHSS%20Select%20Plus_UHC_MENE_SBC-%20Final_1.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-11/2024%20Select%20Plus%20UHC%20PPO%20MENE%20SOB_Final.pdf
- c. Summary Plan Description: <https://sfhss.org/sites/default/files/2023-11/2024%20UHC%20PPO-MENE%20SPD%20Sets%200007%200009%20Final.pdf>

UHC Medicare-Eligible But Not Enrolled (Outside of CA)

- a. Summary of Benefits and Coverage: https://sfhss.org/sites/default/files/2023-11/2024_SFHSS%20Choice%20Plus_UHC_MENE_SBC-%20Final.pdf
- b. Summary of Benefits: https://sfhss.org/sites/default/files/2023-11/2024%20Choice%20Plus%20UHC%20PPO%20MENE%20SOB_Final.pdf
- c. Summary Plan Description: <https://sfhss.org/sites/default/files/2023-11/2024%20UHC%20PPO-MENE%20SPD%20Sets%200007%200009%20Final.pdf>

Overall SFHSS Plan Documents Page Link

- a. [Plan Documents | San Francisco Health Service System \(sfhss.org\)](#)