

NDPERS & NDUS FlexComp RFP Vendor Questions

1. Will NDPERS accept Electronic Signatures on the required forms? **No.**
2. NDPERS does not delineate why it's bidding out for these services at this time. Please share why these services are being bid out at this time (fees, service issues, standard due diligence, etc.?). **The State has a standard practice to go out to bid on a maximum six-year period. We are approaching the end of this six-year period with the incumbent provider.**
3. FSA Service Fees
 - a. What are the current fees NDPERS is paying for its Health Care FSA and Dependent Care FSA programs?
**For NDPERS, the fee is as follows:
\$2.25 for participants who sign up for electronic communications and claim reimbursement, and \$2.35 for all others, which equates to a blended rate of approximately \$2.29**
 - b. Can you elaborate if these fees are inclusive of printing and mailing associated with the program(s) member outreach? **Fees are all inclusive.**
 - c. Are these said fees for inclusive of benefit fair sessions? **Fees are all inclusive. Historically, the Benefit fairs are virtual options.**
4. Section B. FlexComp Plan, NDPERS lists approximately 300 medical spending and 1,813 dependent care participants but does not provide any information on its eligible population base, so determinations can be made regarding potential program participation growth. Please share eligible population information.
 - a. Please share eligible population information.
For NDUS there are roughly 300 dependent care and 1,813 medical spending participants. These numbers were transposed in the RFP. There are 15,957 eligible employees for the NDPERS population. Total eligible participants for the NDUS: 7,075 (regular benefited).
 - b. Please provide how many participants elect to participate in both the Health Care FSA and Dependent Care FSA accounts (rather than just one or the other)?
There are 254 participants in both Flex Health & Dependent care in 2024 for the NDPERS population. NDUS: 300 dependent participants and 1,813 for medical.
5. Section A.2.2 Administrative Services, "The contractor shall administer a debit card program. Debit card(s) shall be provided to each participant prior to the start of the plan year and, for new hires and other newly eligible employees, upon enrolling in the medical spending account..."
 - a. Is there a reason why the debit card under the current program isn't available for the dependent care program? Please state rationale for the debit card not being available for qualified dependent care expenses.
The incumbent has not offered this option, but NDPERS would be open to consideration of the option.
6. NDPERS does not provide any detailed information regarding program forfeitures.
 - a. Do the funds forfeited by participants transfer to the NDPERS operating budget? **Funds never leave NDPERS. As claims are substantiated, the vendor pulls the funds from the PERS bank account on a daily basis. Any unused funds are retained by the NDPERS office to offset administrative expenses of the plan.**
 - b. ERISA-based plans are pre-empted from escheatment. What is the expectation of the Plan Sponsor regarding escheatment? **NDPERS escheats payments made to participants based on ND law. The vendor will not have any escheating requirements on our behalf.**
 - c. What is the current NDPERS forfeiture balance? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**
 - d. Approximately how much was forfeited from the last two plan years? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**

- e. What was the total number of participants who forfeited money in the last two plan years for the Health Care FSA? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**
 - f. What was the total amount of forfeited money for the last two plan years for the Health Care FSA? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**
 - g. What was the total number of participants who forfeited money in the last two plan years for the Dependent Care FSA? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**
 - h. What was the total amount of forfeited money for the last two plan years for the Dependent Care FSA? **NDPERS does not separately track forfeiture balances as the funds remain in our account.**
7. Section A.2.3 Claims Processing Services; NDPERS does not provide any detailed information regarding Paper Claims and/or Paperless Reimbursement Claims.
- A. For the Health Care FSA:
 - a. How many claims were submitted by paperless reimbursement by month for the last 12 months?
 - b. How many manual claims were submitted by month for the last 12 months?
 - c. How many claims were submitted by fax by month for the last 12 months?
 - d. How many claims were submitted on the website by month for the last 12 months?
 - e. How many claims were reimbursed by EFT by month, or the smallest available time period, for the last 12 months?
 - f. How many claims were reimbursed by check by month (if any), or the smallest available time period, for the last 12 months?
 - B. For the Dependent Care FSA:
 - a. How many claims were submitted by paperless reimbursement by month for the last 12 months?
 - b. How many manual claims were submitted by month for the last 12 months?
 - c. How many claims were submitted by fax by month for the last 12 months?
 - d. How many claims were submitted on the website by month for the last 12 months?
 - e. How many claims were reimbursed by EFT by month, or the smallest available time period, for the last 12 months?
 - f. How many claims were reimbursed by check by month (if any), or the smallest available time period, for the last 12 months?

NDPERS FSA						
Health Care FSA						
	paperless	manual	fax	online	ACH	check
Jan-23	1358	3	2	248	187	13
Feb-23	1855	9	3	448	258	27
Mar-23	2532	19	7	751	362	39
Apr-23	2507	19	20	823	337	58
May-23	2659	14	11	860	353	48
Jun-23	2156	27	41	864	332	52
Jul-23	1817	10	14	626	259	47
Aug-23	1709	8	6	647	275	36
Sep-23	1297	9	26	559	208	32
Oct-23	1095	7	31	633	280	41
Nov-23	1064	6	12	612	259	49
Dec-23	975	8	8	606	251	54
Dependent Care FSA						
	paperless	manual	fax	online	ACH	check
Jan-23	42	0	2	68	85	4
Feb-23	58	0	1	109	176	1
Mar-23	68	0	0	125	223	0
Apr-23	71	0	0	114	213	1
May-23	67	0	1	109	219	1
Jun-23	65	1	0	113	235	0
Jul-23	57	0	1	103	259	1
Aug-23	44	1	0	85	236	1
Sep-23	39	0	0	78	238	1
Oct-23	47	0	0	93	259	1
Nov-23	45	2	0	74	254	1
Dec-23	58	1	0	111	315	0

	NDUS FSA					
	Health Care FSA					
	paperless	manual	fax	online	ACH	check
Jan-23	1179	1	1	196	131	1
Feb-23	1467	4	6	455	214	5
Mar-23	2029	21	6	789	343	8
Apr-23	1756	8	8	1008	314	8
May-23	1963	7	9	958	336	4
Jun-23	1651	3	4	955	346	6
Jul-23	1478	10	3	776	273	9
Aug-23	1409	8	13	871	303	4
Sep-23	1227	4	1	592	239	12
Oct-23	1127	8	1	697	276	10
Nov-23	1048	8	1	657	278	10
Dec-23	835	3	2	715	265	11
	Dependent Care FSA					
	paperless	manual	fax	online	ACH	check
Jan-23	25	0	2	46	88	0
Feb-23	54	0	3	73	219	0
Mar-23	58	0	2	79	234	0
Apr-23	51	1	4	89	228	0
May-23	36	0	2	83	250	0
Jun-23	59	0	3	74	265	0
Jul-23	37	0	4	55	261	1
Aug-23	36	0	2	84	280	0
Sep-23	29	0	3	49	279	1
Oct-23	29	0	2	59	281	4
Nov-23	43	0	3	74	317	3
Dec-23	32	0	3	73	334	6

8. NDPERS does not provide any detailed information regarding customer service.
- Currently what is the average number (or overall total) of service calls per participant?
In 2023, ASI received 7,639 calls which originated from North Dakota. There were a total of 4,239 participants (between NDPERS and NDUS). Calls per participant = approx. 1.78
 - Please provide the number of participant emails, calls and appeals received each month for the most recent full plan year. **This data is not available.**
 - Please provide the call volume by month, or the smallest available time period, for the last full plan year. **See table. This data is based on calls originating from North Dakota.**

Month	Count
23-Jan	1645
23-Feb	969
23-Mar	983
23-Apr	507
23-May	488
23-Jun	374
23-Jul	276
23-Aug	358
23-Sep	297
23-Oct	541
23-Nov	471
23-Dec	730
Report Total	7639

- d. By week, or the smallest available time period available, please provide the call volume during each of the last two open enrollment periods. **Based on calls which originated in North Dakota, during the enrollment period of 10/16 – 11/27/23, we received 768 calls. Average talk time was 4.6 minutes.**
 - e. By month, or the smallest available time period, please provide the number of calls serviced by an individual customer service representative for the last full plan year. **ASI received a total of 7,726 calls in 2023 (originating from North Dakota) and 7,639 were answered. The other 87 calls were abandoned. We do report data for each day of the week for the entire year.**
 - f. By month, or the smallest available time period, please provide the average amount of time a transaction took that was handled by a customer service representative (i.e. Average Handle Time) for the last full plan year. **Average talk time for 2023 was 4.2 minutes.**
 - g. By month, or the smallest available time period, please provide the number of claims-based calls in the last full plan year. **This data is not available.**
9. What is the desired claims funding arrangement and frequency of funding between NDPERS and the vendor?
Please refer to Question #6.
 10. Will the vendor have ACH access to a NDPERS bank account for claims? If not, will prefunding be provided?
Please refer to Question #6.
 11. Will NDPERS supply the vendor with a payroll file of actual FSA payroll deductions? If so, will NDPERS conform to the vendor file specs?
Please see the file specifications for both eligibility and payment files at the end of the questionnaire.
 12. Will NDPERS provide an electronic open enrollment and ongoing file for new hires, terminations and changes? If so, will NDPERS conform to the vendor file specs?
Yes, NDPERS has electronic files. NDPERS prefers the vendor conform to existing file requirements, and will be one of the considerations the agency has in determining whether to possibly transition vendors.

If a vendor is unable to conform to existing requirements, NDPERS would welcome the vendor considering offering a transition credit to help offset programming costs, if desired by the vendor.

13. Can you disclose current FlexComp pricing? Does this pricing include a debit card?

See question #2. Pricing is all inclusive.

14. Can you confirm the total number of eligible participants?

Please refer to Question #4.

15. Can you disclose the current FlexComp vendor?

ASI Flex

ASI Eligibility and Claims Files

Thursday, March 21, 2024 1:28 PM

ASI Eligibility File

PERSLink -> Admin -> File Types -> ASI Eligibility File

ID: 99

Org Code: 700097

Provider Name: ASIFlex

Location: S:\PERSLink\PROD\Files\PersonAccount\Out\

File Name: NDPERS_ASI_Eligibility_YYMMDD_hhmmss.txt

File Layout: itdernapp05.nd.gov E:\Sagitec\PERSLink\XML\Person\fleASIEligibilityFileOut

Delimiter: , (Comma)

Header

None

Detail

Field	Data Type	Max Size	Default	Description
PERSLink ID	Alphanumeric	15		
Division Code	Numeric	2	10	2 digits to separate NDPERS from other groups 10 - NDPERS RHIC 20 - DC RHIC (not used) 30 - Job Service RHIC (not used) Send a separate RHIC record for each Division Code
Last Name	Alphanumeric			
First Name	Alphanumeric			
Middle Name	Alphanumeric			
Address1	Alphanumeric	30		
Address2	Alphanumeric	30		
City	Alphanumeric	20		
State	Alphanumeric	2		
Zip	Alphanumeric	10		Zip code + 4 (without hyphen) 5 digit zip code is acceptable
Country	Alphanumeric	4		
Foreign Province	Alphanumeric	50		
Foreign Postal Code	Alphanumeric	10		
Amount	Numeric	4.2		HRA Allocation for the month
Start Date	MM/dd/yyyy			RHIC Start Date
Routing Number	Numeric			

Account Number	Numeric			
Bank Account Type	Alphanumeric			
Date Of Death	MM/dd/yyyy			

Example:

53546,10,JACOBS,BERNADINE,V,1501 N 35TH ST UNIT 2,,BISMARCK,ND,585017797,United States of America,,,161.25,01/01/2024,,,,
 53561,10,KLEIN,JOAN,ARLENE,309 DAKOTA AVE,,MOTT,ND,586467228,United States of America,,,159.58,01/01/2024,,,,
 53645,10,KALBRENER,THERESA,AUDREY,1101 22ND ST S APT 6,,FARGO,ND,581032960,United States of America,,,49.58,01/01/2024,,,,
 53651,10,ERDLER,ADELIN,ANNA,4835 38TH ST S APT 307,,FARGO,ND,581049129,United States of America,,,60.42,01/01/2024,,,,
 53773,10,UTT,MICHAEL,L,612 5TH ST N APT 2,,CASSELTON,ND,580123345,United States of America,,,50.93,01/01/2024,,,,

ASI Claims File

PERSLink -> Admin -> File Types -> ASI Claims File

ID: 100

Org Code: 700097

Provider Name: ASIFlex

Location: S:\PERSLink\PROD\Files\PersonAccount\Out\

File Name: NDPERS_ASI_Claims_YYMMDD_hhmmss.txt

File Layout: itdernapp05.nd.gov E:\Sagitec\PERSLink\XML\Person\fileASIClaimsFileOut

Delimiter: , (Comma)

Header

None

Detail

Field	Data Type	Max Size	Description
PERSLink ID	Alphanumeric	15	
Last Name	Alphanumeric		
First Name	Alphanumeric		
Middle Name	Alphanumeric		
Total Premium	Numeric	4.2	Adjustments indicators: "+" "-"
Billing Month and Year	MM/yyyy		

Example:

5003,JOHNSON,KIRK,D,282.08,02/2024
 5003,JOHNSON,KIRK,D,282.08,03/2024
 5009,RIVARD,JUDY,ANN,-295.86,03/2024
 8584,FUGLESTAD,STEVEN,M,839.42,03/2024
 123761,SULLIVAN,JOHN,F,41.00,03/2024