

TPA Service & Cost Analysis

Vendor:	WEB-TPA (AmWINS)	Mediview	CARE	CGA
Claims Administration for Medical and Prescription	States ability to handle multiple plan options, can process claims accordingly/	Incumbent provider--handling these services presently	Claims info stored in imaging system.	Contract w/Emdeon to process claims checks & EOB's to payees
Claims turnaround	90% w/in 14 days	98.5% w/in 30 days (our experience has shown about 50% of claims comply with this time frame)	95% w/in 14 days	90% w/in 10 days
Utilization Review for medical/surgical	UM/CM internal, experienced Rn's, physician specialist panel--	UM/CM internal, experienced Rn's, physician specialist panel--	UR/CM provided by Spectrum Review Services (SRS)	UR/CM provided by Cardinal Utilization Mgmt, staffed in CGA offices, online w/claims system
Large Case Management	UM/CM internal, experienced Rn's, physician specialist panel--LCM priced at \$125/hr additional to other admin fees. WilCo staff can access UM/CM notes online, can have direct access to call or email case managers.	Large case management internal, included in admin fees	LCM priced at \$100/hr additional to other admin fees, "when initiated and approved by client"	LCM provided by Cardinal Utilization Mgmt, no additional fees specified
Pre-Certification Services	Included--preadmission cert. & monitor length of stay	Included--preadmission cert. & monitor length of stay	Included--preadmission cert. & monitor length of stay	Not specified--normal TPA service
ID cards provided to clients	Custom ID cards provided to clients	Custom ID cards provided to clients	Custom ID cards provided to clients	Not specified--usual TPA service
Member/provider services	Dedicated 1-800 customer service line, 7am to 7pm CST, after hours voice mail, email. Customized self service website for members, providers, WilCo team.	Dedicated 1-800 customer service line 8-5 CST(Eng/Span), voicemail, email, online access for providers & WilCo team	1-800 Customer service line 8:00-4:30 CST, after hours voice mail, email.	Customer service line 8am-5pm CST, Eng/Span, after hours voice mail, email. Customer service & WilCo access to customizable internet site, WebXchange.
Development of Provider Network	Provider network in this area: Texas True Choice--good feedback from Leander ISD on this network. See website. Agree to recruit providers, on CBC basis if needed. Will pursue TTC contracted CHIP providers 1st, who already accept Mcd rates. Agreed to pursue contract w/S&W system.	Proprietary provider network--ARC--have built current WilCo provider network, continue adding on. Recruit CBC as needed.	Provider relations dept can expand network. States that provider relations negotiations a strength--20 years experience. Have excellent relationship w /S&W system, have agreement for S&W to serve us thru their network if chosen. Can recruit CBC if needed.	Can maintain existing provider network and recruit additional providers, \$125 per provider contract obtained.
Electronic Billing	Included (Current claim receipt 60% electronic)	Included	Included	Included
Financial Reporting	Large number of examples provided, ad hoc reports no charge, can customize reports as needed; reports avail 1st wk of mo for prior mo	Included--handling all current reporting.	Examples of reports provided. Daily claims update, subrogation report. Customized reports to be created as specified by WilCo	>125 reports available. Customized reporting avail, \$125/hr if programming required.

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Pharmacy Benefit Management	Relationships w/10+ PBM's, recommends IdealScripts--bimonthly invoices (IdealScripts is subsidiary of AmWINS Group)	Current contract with Express Scripts, covers all WilCo pharmacies--bimonthly invoices	Employer Health Options (EHO) current PBM. 56 county locations. Loaded to PBM database same day added to TPA database.	Relationships w/6+ national PBM's, including ExpressScripts--current WilCo contractor.
IT Services	Proprietary software(iii:PUT). Can accommodate daily excel spreadsheet upload. WilCo staff can have read only access to claims data.Auto-ajudication capability (applicable for WilCo?) (Highly developed IT dept-can handle automated EDI; various methods for immediate eligibility termination including Wilco access)	Currently utilizing EZCAP claims mgmt system. Can accommodate daily excel spreadsheet upload. Manual entry of multiple eligibility categories. WilCo staff have read only access to claims data.	3 programmers on staff. Can accommodate daily excel spreadsheet upload.Can modify in house system to accommodate multiple eligibility categories. Wilco staff can access standard reports, claims mgmt data on CARE website.(Website viewed during interview shows still under construction)	Utilizing ECI Healthpac 4.2, can accommodate multiple categories, plans & tiers. WilCo staff can view claims info, EOB's, accumulators, etc on internet site. Auto-ajudication capability (applicable for WilCo?)
Locations	Irving and San Antonio, Tx; Stuart, FLA	Austin, Texas	Temple, Texas	Ohio and Georgia
Rate guarantee period	2 year price guarantee given, with a 5% increase cap in Year 3	Not stated	Agrees to give guaranteed 3 yr pricing	Not stated
References	City of Euless, Leander ISD, Charter Health Plan (see summary notes of calls to references)	UTMB Health Plans, Travis Co Healthcare District, Seton Health Plan	United Transportation Union Retired Yardmasters Health Plan, Danhil Containers II (only 2 given)	Moses Cone Health System, Phoebe Putney Memorial Hospital, Dorminy Medical Center
Interviewed	Interviewed 5/7/09, 9 am	Incumbent provider, review committee elected not to interview--scope and level of service well understood, no new offerings in proposal	Interviewed 5/7/09, 10:30 am	Identified as 4th ranked proposal, no interview
Total est admin cost/yr, based on avg enrollment 700/mo	\$121,200	\$144,900	\$177,600	\$207,060
Pharmacy pricing based on 2008 claims	\$684,040	\$757,156	\$626,067	
Ranking--after pricing comparison & interviews	1	2	3	4