

**Long-Term Care Third Party Administrator
 Solicitation No. 2016-8180
 Solicitation Proposals Comparison**

Overall Summary Results

Based on the initial review and subsequent clarifications, the two bidders have demonstrated that they can provide the requested services at competitive pricing. Overall responses for Firm’s Capabilities, Management Plan, Work Plan, Staffing Plan and Financial Plan were scored as follows:

| SOLICITATION ATTACHMENTS | CHCS Services | LTCG |
|--|----------------------|-------------|
| Firm's Capabilities | ★★★★ | ★★★★ |
| Management Plan | ★★★★ | ★★★ |
| Work Plan | ★★★★ | ★★★★ |
| Staffing Plan | ★★★★ | ★★★★ |
| Financial Plan – Administrative Services Fees | ★★★★★ | ★★★★★ |
| Financial Plan – Fraud Detection Services Fees | ★★★★★ | ★★★★★ |
| Financial Plan – Performance Measures | ★★★★★ | ★★★★★ |
| Overall Total | ★★★★ | ★★★★ |

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Firm’s Capabilities

The objective is to understand the bidder’s current capabilities and future vision around managing and driving all aspects of the Long-Term Care Third Party Administrator (LTC Administrator) services. All responses were evaluated and the areas weighted the most were Claims Administration and Plan Design. At the next level of importance were LTC Plan Administration, End-to-End Customer Service, Preferred Provider Network, and Innovation Strategies. Below is a summary of the results:

| Contract Section | FIRM’S CAPABILITIES | CHCS Services | LTCG |
|-------------------------|-----------------------------------|----------------------|-------------|
| A | History | ★★★★ | ★★★★ |
| B | LTC Plan Administration | ★★★ | ★★★★ |
| C | End-to-End Customer Service | ★★★★★ | ★★★★★ |
| D | Preferred Provider Network | ★★★★★ | ★★★★ |
| E | Plan Design | ★★★★★ | ★★★★ |
| F | Claims Administration | ★★★★ | ★★★★ |
| G | Strategic Vision | ★★★ | ★★★★★ |
| H | Marketing | ★★★★★ | ★★★★★ |
| I | Participant Engagement Strategies | ★★★★ | ★★★★ |
| J | Stakeholder Engagement Strategies | ★★★ | ★★★★ |
| K | Innovation Strategies | ★★★★ | ★★★★ |
| L | Regulatory Compliance | ★★★★ | ★★★★★ |
| M | Flexibility | ★★★★★ | ★★★★ |
| N | Data Transmission | ★★★★ | ★★★★ |
| O | Premium Adjustments | ★★★★ | ★★★ |
| P | External Factors | ★★★★ | ★★★★★ |
| Q | Transition | ★★★★ | ★★★ |
| R | Other | ★★★★ | ★★★ |
| | Overall Total | ★★★★ | ★★★★ |

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Management Plan

The objective is to provide a detailed description of how each bidder’s senior management will guarantee all aspects of the LTC Administrator services. All responses were evaluated and the areas weighted the most were Claims Administration, Underwriting and Issuance of Evidence of Coverages (EOCs), and Care Provider Interface, Network and Training. At the next level of importance were Product Development, Systems and Data Management, Standard for Services, General Administration, and Financial Matters. Below is a summary of the results:

| Contract Section | MANAGEMENT PLAN | CHCS Services | LTCG |
|-------------------------|---|----------------------|-------------|
| A | Standard for Services | ★★★★ | ★★★★ |
| B | Product Development | ★★★★ | ★★★★ |
| C | Marketing | ★★★★ | ★★★★★ |
| D | Underwriting and Issuance of EOCs | ★★★ | ★★★★ |
| E | General Administration | ★★★★ | ★★★ |
| F | Claims Administration | ★★★★★ | ★★★★ |
| G | Reporting | ★★★★ | ★★★ |
| H | Financial Matters | ★★★★ | ★★★★ |
| I | Innovation | ★★★★ | ★★★ |
| J | Care Provider Interface, Network and Training | ★★★★ | ★★★★ |
| K | Privacy and security | ★★★★★ | ★★★★ |
| L | Ancillary Matters | ★★★★ | ★★★★★ |
| M | Reviews | ★★★★★ | ★★★ |
| N | Systems and Data Management | ★★★★ | ★★★ |
| O | Miscellaneous | ★★★★ | ★★★★ |
| P | Implementation | — | — |
| | Overall Total | ★★★★ | ★★★ |

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Work Plan

The objective is to provide a detailed description of how each bidder will operationally support all aspects of the LTC Administrator services. All responses were evaluated and the areas weighted the most were Claims Administration, Underwriting and Issuance of Evidence of Coverages (EOCs), and Care Provider Interface, Network and Training. At the next level of importance were Product Development, Systems and Data Management, Standard for Services, General Administration, and Financial Matters. Below is a summary of the results:

| Contract Section | WORK PLAN | CHCS Services | LTCG |
|-------------------------|---|----------------------|-------------|
| A | Standard for Services | ★★★★ | ★★★★★ |
| B | Product Development | ★★★★ | ★★★★★ |
| C | Marketing | ★★★ | ★★★★★ |
| D | Underwriting and Issuance of EOCs | ★★★★★ | ★★★★★ |
| E | General Administration | ★★★★ | ★★★★ |
| F | Claims Administration | ★★★★★ | ★★★★ |
| G | Reporting | ★★★★ | ★★★ |
| H | Financial Matters | ★★★★★ | ★★★ |
| I | Innovation | ★★★ | ★★★★ |
| J | Care Provider Interface, Network and Training | ★★★★ | ★★★★ |
| K | Privacy and security | ★★★★★ | ★★★★★ |
| L | Ancillary Matters | ★★★★ | ★★★★ |
| M | Reviews | ★★★★ | ★★★★ |
| N | Systems and Data Management | ★★★★ | ★★★ |
| O | Miscellaneous | ★★★★ | ★★★★ |
| P | Implementation | — | — |
| | Overall Total | ★★★★ | ★★★★ |

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Staffing Plan

The objective is to understand each bidder’s staffing commitment to providing all requirements. All responses were evaluated and most of the areas were given equal importance. Below is a summary of the results.

| Contract Section | STAFFING PLAN | CHCS Services | LTCG |
|-------------------------|---|----------------------|-------------|
| A | Standard for Services | ★★★★ | ★★★★ |
| B | Underwriting and Issuance of EOCs | ★★★★ | ★★★★ |
| C | General Administration | ★★★★ | ★★★ |
| D | Claims Administration | ★★★★ | ★★★★ |
| E | Financial Matters | ★★★★ | ★★★★ |
| F | Systems and Data Reporting Management | ★★★★ | ★★★★ |
| G | Marketing | ★★★★ | ★★★★ |
| H | Care Provider Interface, Network and Training | ★★★★ | ★★★★ |
| I | Innovation | ★★★★ | ★★★★ |
| J | Implementation | — | — |
| | Overall Total | ★★★★ | ★★★★ |

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Financial Plan: Fees and Performance Measures

This section includes financial terms that impact pricing. All responses were evaluated and the areas weighted the most were Administrative Services, Fraud and Detection Services. At the next level of importance were Claims, Administration, Applications and Financial Transactions. Below is a summary of the results.

| Contract Section | FINANCIAL PLAN | CHCS Services | LTCG |
|-------------------------|------------------------------|----------------------|-------------|
| | <u>Fees</u> | | |
| A | Administrative Services | ★★★★★ | ★★★★★ |
| B | Fraud and Detection Services | ★★★★★ | ★★★★★ |
| | Total | ★★★★★ | ★★★★★ |
| | <u>Performance Measures</u> | | |
| A | Applications | ★★★★★ | ★★★★★ |
| B | Claims | ★★★★★ | ★★★★★ |
| C | Administration | ★★★★★ | ★★★★★ |
| D | Financial Transactions | ★★★★★ | ★★★★★ |
| | Total | ★★★★★ | ★★★★★ |