

**CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM
LONG-TERM CARE THIRD-PARTY ADMINISTRATOR
MINIMUM QUALIFICATIONS**

The Proposer must meet all of the following Minimum Qualifications in order for its Proposal to proceed to the Technical Proposal Evaluation stage. Failure to satisfy any of these qualifications and requirements upon submittal of the Proposal will result in the rejection of the Proposal. An individual who is authorized to bind the Proposer contractually must sign the Minimum Qualifications Certification to certify that the Proposer meets all of the Minimum Qualifications. Such certification also must include an explanation of how each Minimum Qualification is met. It is preferred that the Proposer explains in writing on, or attached to, how each Minimum Qualification is met. Proposer may provide the explanation(s) elsewhere in its Proposal; however, the Proposer should identify that the explanation serves to explain its satisfaction of the particular Minimum Qualification.

The Minimum Qualifications may be satisfied by the Proposer as a joint venture as specified in the Joint Venture Policy. CalPERS Joint Venture Policy permits only joint venturers to use their combined individual experience and qualifications to fully satisfy all Minimum Qualifications. If the Proposer is submitting a Proposal based on a prime contractor/ subcontractor relationship the subcontractor's qualifications cannot be used to satisfy the Minimum Qualifications.

The Proposer must meet all of the following Minimum Qualifications to be given further consideration:

1. Book of Business Experience

The Firm must be a licensed third-party administrator, with a minimum of five (5) years' experience administering long-term care program services with a minimum of 20,000 total covered lives.

2. Service Experience

Firm must demonstrate experience in delivering a full range of long-term care program services to at least one public or private sector employer in the areas of:

- a. Application Processing, Eligibility, Underwriting, and Issuance Services Firm must have the ability to process a minimum of 2,000 applications annually.
- b. Customer Service Firm must have the ability to respond to a minimum of 2,500 telephone calls monthly.

- c. Billing and Banking Services Firm's accounting system must conform to public sector and/or private sector industry standards that comply with Generally Accepted Accounting Principles (GAAP).
- d. Claims Administration Firm must have the ability to adjudicate a minimum of 2,000 claims monthly.
- e. Member Misrepresentation, Fraud Investigation and Recovery Services Firm must have a program in place to identify and remedy member misrepresentation, including providing fraud investigation and recovery services.

3. Additional Requirements

- a. Company Location Firm must be a United States-based company and have an established office location in the United States.
- b. Account Management Team Firm must provide a dedicated full-time Account Corporate Executive.
 - i. Firm must provide a dedicated, experienced Account Management Team to provide consultative support and strategic planning to help CalPERS design programs, resolve outstanding issues, and be kept informed of long-term care market trends and issues.
- c. Long-Term Care Insurance Requirement Firm must be licensed to provide fully insured long-term care benefit plans or to administer self-funded long-term care benefit plans in the United States.