

**San Joaquin Valley Insurance Authority
Health Management Vendor Selection Update**

August 25, 2017

BACKGROUND

- A request for proposal (RFP) to identify a third-party vendor for provision of comprehensive integrated employee health management program services to the San Joaquin Valley Insurance Authority (SJVIA) was developed by the KeenanWell team and approved by the SJVIA Wellness Subcommittee on 7/31/17.
- The RFP was distributed by Keenan on 8/1/17 on behalf of SJVIA to eight vendors identified as prospective providers of the requested services.
- Of the eight vendors invited to submit a response to the RFP, seven vendors responded with a proposal by the 8/9/17 deadline; one vendor declined to submit a proposal due to the short submission timeframe.

SELECTION PROCESS UPDATE

- The seven proposals were reviewed by the three members of the KeenanWell team assigned as health management consultants to the SVJIA, using a proposal evaluation matrix for scoring and commenting on the attributes of the services described in each proposal.
- The proposals were scored based on the six overall criteria and 40 specific program feature criteria, using a 5-point scale for each item (see Appendix).
- Based on the average of the total scores given by the KeenanWell team members for the overall criteria and the program feature criteria, the seven proposals were then ranked.
- The KeenanWell team then reported the results of the proposal evaluations and made recommendations based on the scores and evaluator comments.
- After discussion of the scores, rankings, and comments, the SJVIA Wellness Subcommittee recommended the selection of five of the vendors for further consideration and for webinar presentations of their proposed services.
- The KeenanWell team will also contact the references provided by those five vendors.
- An extension of the timeline will be required to complete this selection process, which will result in delaying the launch of the program until late in the first quarter or early in the second quarter of 2018.

APPENDIX

Overall Criteria	Details
Program Comprehensiveness	Overall capabilities for providing a comprehensive integrated wellness and condition management program to address the needs of individuals at low, moderate, and high risk, or who have a chronic condition
Vendor Experience	Years of experience in providing the program; number of clients; size of clients; type of clients
Data Management/Reporting System	Overall capabilities for providing a comprehensive data management system with data integration and reporting
Competitive Edge	Unique features offered by the vendor that distinguish that company as better than its competitors
Documented Effectiveness of the Program	Evidence of effectiveness of the program (participation, outcomes, ROI)
Pricing	PEPM pricing; standard costs vs. extra costs (e.g., for customization)

Program Feature Criteria	Details
Program Components	
Participant portal (platform)	Features and level of sophistication
Wellness challenges	Features and level of sophistication
Telephonic health coaching	Features and level of sophistication
Onsite health coaching	Features and level of sophistication
Mobile technology/apps	Features and level of sophistication
Other (list):	Features and level of sophistication
Instruments	
Health risk assessment	Features and level of sophistication
Chronic condition assessment	Features and level of sophistication
Other (list):	Features and level of sophistication
Biometric Screening	
Screening components	Comprehensiveness of screening components provided
Support	Level of support provided to the client for planning and implementation
Pricing	Per-participant cost of the screening; other costs
Risk Stratification & Outreach	
Risk stratification process	Features and level of sophistication
Risk-stratified outreach protocol	Features and level of sophistication
Effectiveness of outreach	Evidence of effectiveness of the outreach
Health Coaching	
Health coaching program	Features; level of sophistication; accommodation of participants' unique needs and motivation levels
Health coaching staff	Dedicated coaching staff for the clients vs pool of coaches; level of training; qualifications; contracted or vendor ee's

Incentives Design & Administration	
Design flexibility	Customization capabilities
Fulfillment	Options for fulfilling rewards
Program Support & Coordination	
Support to clients	Customer support provided to clients
Support to Keenan	Customer support provided to clients
Coordination with other programs	Experience and capabilities for coordinating the program and health management data with other related services (EAPS, health plans, etc.)
Transitioning	Experience and capabilities for transitioning clients from their current program to the new program
Data Management & Reporting	
Types of data	Array of data elements that vendor is capable of managing
Data tracking	Features and level of sophistication
Data warehousing	Features and level of sophistication
Data sharing and integration	Features and level of sophistication
Reports for program participants	Features and level of sophistication
Reports for clients	Features and level of sophistication
Reports for Keenan	Features and level of sophistication
ROI calculation	Features and level of sophistication
Technology	
Client interface	State-of-the-art technology used in the program's interface with the client
Participant interface	State-of-the-art technology used in the program's interface with the participant
Registration System	Ease of registration process for participant; eligibility process; admin access
Employee Engagement	
Incentives design and administration	Incentive design and administration features and capabilities
Engagement activities	Engagement activities (challenges, competitions, etc.) provided through the program to stimulate participation
Communications	Communications support to promote the program to employees; quality of the communications resources (based on the samples provided)
Engagement rate	Vendor's BoB rates for employee participation in the program and the incentives
Miscellaneous	
Performance	Quality standards for the program; performance guarantees
Other (list):	