



Notice of Intent to Award

Solicitation Number	361298	Award Date	12/21/2023 8:35 AM CST
Solicitation Title	Group Medical Insurance - Medicare Advantage Plan - Two Awards		
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov
BAO Rep	JoeAnn Carr	BAO Email	joeann.carr@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Humana Insurance Company	Company Contact	Tracey Garrison	
Street Address	500 West Main Street			
City	Louisville	State	KY	Zipcode 40202

Company Name	United Healthcare Services	Company Contact	John Thompson	
Street Address	4925 Independence Pkwy, Suite 300			
City	Tampa	State	FL	Zipcode 33634

Company Name		Company Contact		
Street Address				
City		State		Zipcode

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.

No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

Yes, monthly reporting is applicable.

No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

MHL
Supervisor (Initial)

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent & Chief Procurement Officer

RFQ# 361298 - Group Medical Coverage for Medicare Advantage Plan Only			
Evaluation Criteria	Blue Cross Blue Shield of TN	Humana Insurance Company	United Healthcare Services
Medicare Advantage Plan			
Licensing Requirements	Yes	Yes	Yes
Background Check Acceptance	Yes	Yes	Yes
Solicitation Acceptance	Yes	Yes	Yes
Contract Acceptance	Yes, with exceptions	Yes, with exceptions	Yes, with exceptions
ISA Questionnaire Completed and Terms Accepted	Yes	Yes	Yes
Experience, Account Administration and Account Management (30 Points)	21.00	30.00	27.25
Provider Network (19 Points)	18.00	19.00	18.00
Pharmacy (9 Points)	6.00	9.00	8.00
Tools, Communications and Reporting (7 Points)	4.00	7.00	6.00
Diversity Survey (5 Points)	3.75	4.25	5.00
Pricing (30 Points)	28.55	30.00	25.57
Totals	81.30	99.25	89.82

Strengths & Weaknesses

Blue Cross Blue Shield of TN

Medicare Advantage - Experience, Account Administration and Account Management

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#1 - Firm does not have as much MA experience as other firms and gaining Metro's members would potentially more than double BCBS' current MA enrollment. Q#9 - Firm has no emerging plan issue noted. Q#19 - Firm has no mention of medical or pharmacy management program outreach to improve member health. Q#20 - Firm did not provide specific detail on action plan for monitoring and reviewing analytics. Q#27 - Firm's discrepancy reporting is handled through email and not in a report format; response lacked specific detail about process. Q#28 - Firm did not clearly explain details of coverage termination process. Q#30 - Firm did not provide any detail for aging members into the plan during the year and did not answer the question. Q#34 - Firm did not note if customer service reps specifically serve MA member and unique member concerns.

Medicare Advantage - Provider Network

Strengths: Firm's response addressed everything requested in the RFP.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Pharmacy

Strengths: Firm's response addressed everything requested in the RFP except for the weakness noted below. Q#52 - Firm directly outreaches to members to ensure medication adherence.

Weaknesses: Q#54 - Firm did not explain process when there is no response from provider. Q#56 - Explanation lacks specific details and approach in managing specialty drugs. Q#66 - Changing to firm's formulary, 10% of members would pay more for drugs. Q#76 - Firm did not provide a prospective member Medicare Advantage site.

Medicare Advantage - Tools, Communications and Reporting

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#78 - Firm does not provide a link to a demo MA site. Q#79 - Firm does not provide a price comparison tool. Q#80 - Firm has limited programs offered as compared with other proposers; transportation assistance and home meal programs not currently provided but would be at an additional cost. Q#83 - Firm does not have an in-home wellness program and does not provide details of the assessment criteria. Q#89 - Metro ability to modify language in communication materials was not definitively agreed to. Q#90 - Metro ability to modify language in communication materials was not definitively agreed to.

Humana Insurance Company

Medicare Advantage - Experience, Account Administration and Account Management

Strengths: Firm's response addressed everything requested in the RFP. Q#1 - Firm has considerable experience with MAPD plans. Q#10 - Firm provided a very detailed and thorough implementation plan. Q#20 - Firm has an exemplary approach to medical and pharmacy management programs to improve member engagement and overall health; Rx Fast Pass authorization process that searches medical and Rx history to provide instant point-of-sale approval. Q#30 - Firm provided a very thorough and detailed explanation of age-in process.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Provider Network

Strengths: Firm's response addressed everything requested in the RFP. Q#43 - Firm provided exemplary response for recruitment of providers and Humana's holistic approach to care; includes a Compass Tool allowing providers to have individual member reporting for current admissions, discharges, inpatient/outpatient admissions and ER visits which provides more member data; has an integrated care management platform which provides enhanced capabilities to identify candidates for programs, gaps in care, monitoring of plan compliance which targets desirable outcomes for further member intervention.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Pharmacy

Strengths: Firm's response addressed everything requested in the RFP. Q#52 - Firm directly outreaches to members to ensure medication adherence. Q#55 - Firm provided significant detail in communication timelines for pharmacy denials and expiration of prior authorizations. Q#58 - Firm has almost double the number of pharmacies in the Nashville area as compared to other proposers. Q#76 - Firm has robust member site with plan info, tools, help and support with chat capability.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Tools, Communications and Reporting

Strengths: Firm's response addressed everything requested in the RFP. Q#82-86 - Firm explained incredibly comprehensive, robust health management programs to improve member engagement in their overall health. Q#91 - Firm provided specific detail provided for annual enrollment communication process (beyond the CMS required communications) which includes client microsite, educational seminars, extra outreach to members through webinars and live meetings with various retiree groups.

Weaknesses: No weaknesses were noted.

United Healthcare Services

Medicare Advantage - Experience, Account Administration and Account Management

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below. Q#1 - Firm has considerable experience with MAPD plans. Q#9 - Firm has a good process in place for escalated issues. Q#20 - Firm has an exemplary approach to medical and pharmacy management programs to improve member engagement and overall health. Q#36 - Firm noted extensive senior sensitivity training with role-playing scenarios for vision, hearing and arthritis.

Weaknesses: Q#15 - Firm did not definitively agree to allow Metro's consultant to do a pre-effective claims audit. Q#28 - Firm did not clearly explain details of coverage termination process. Q#40 - Firm does not arrange administration of drugs in members' homes.

Medicare Advantage - Provider Network

Strengths: Firm's response addressed everything requested in the RFP.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Pharmacy

Strengths: Firm's response addressed everything requested in the RFP.

Weaknesses: No weaknesses were noted.

Medicare Advantage - Tools, Communications and Reporting

Strengths: Firm's response addressed everything requested in the RFP. Q#82-86 - Firm explained incredibly comprehensive, robust health management programs to improve member engagement in their overall health.

Weaknesses: No weaknesses were noted.

Solicitation Title & Number			RFP Cost Points
Group Medical Coverage for Medicare Advantage Plan Only; RFQ# 361298			30
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points
BLUE CROSS BLUE SHIELD OF TN	\$13,840,000.00	\$0.00	28.55
Humana Insurance Company	\$13,171,000.00	\$0.00	30.00
United Healthcare Services	\$15,454,000.00	\$0.00	25.57

Ferguson, Scott (Finance)

From: Carr, Joe Ann (Finance - Contract Compliance)
Sent: Friday, November 17, 2023 3:04 PM
To: Ferguson, Scott (Finance)
Subject: RFP#361298 Diversity Evaluation Scoring; Group Medical Insurance - Medicare Advantage Plan - Two Awards
Attachments: UnitedHealthcare Diversity Practices Evaluation..pdf; HUMANA Diversity Practices Evaluation.pdf; BlueCross BlueShield of Tennessee Diversity Practices Evaluation- Medicare Advantage Based Plan.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Scott,

Please see the diversity scoring evaluations for this solicitation.

No EBO or SBE/SDV programs were applied. A 5-point Diversity Practices Evaluation has been applied. Please contact me with questions.

Thanks,

JoeAnn Carr
Department of Finance
Office of Minority and Women Business Assistance (BAO)
Metropolitan Government of Nashville and Davidson County
730 2nd Avenue South, 2nd Floor; PO Box 196300
Nashville, TN 37219-6300
(p) [615-880-2338](tel:615-880-2338) (f) [615-862-6175](tel:615-862-6175)



Vendor Evaluation

for diversity, equity, and inclusion practices

Solicitation Number: RFQ 361298

Questions?

Project Title: Group Medical Insurance - Medicare Advantage Plan-Two Awards

Email BAO@Nashville.gov

Date: 10/27/2023

submit completed evaluation form to BAO@Nashville.gov.

Vendor Details

Vendor:

Contact Person:

Email:

Phone:

Address:

Other:



Vendor Evaluation

for diversity, equity, and inclusion practices

Solicitation Number: 361298
Project Title: Group Medical Insurance - Medicare Advantage Plan
Date: 11/06/2023

Questions?

Email BAO@Nashville.gov

submit completed evaluation form to BAO@Nashville.gov.

Vendor Details

Vendor:

Contact Person:

Email:

Phone:

Address:

Other:

Programatic Review

Do you have a specific program to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses?



YES



NO

If NO, proceed to page 3.

Do you have measurable goals for the utilization of these types of businesses on non-government projects?



YES



NO

If YES, please provide both the goal and actual achievement for your most recently completed fiscal year -->

Firm Type	Goal	Actual
Minority Owned	\$42,259,157	\$62,415,579
Woman Owned	\$14,912,040	\$33,712,922
LGBT Owned	\$3,411	\$248,274
Service Disabled Veteran Owned	\$1,036,051	\$20,199,214
Small Business		

Do you have an employee dedicated, in whole or in part, to the administration of this program?



YES



NO

If YES, please provide -->

Program	Staff
Name	Terry Turner
% of time spent on program	100
Email/Phone	terry_turner@uhc.com

Mentorship

Do you participate in any government - sponsored mentorship programs assisting black and brown owned, women owned, LGBT owned, service disabled veteran owned, or small businesses?



YES



NO

If YES, please list them:

Government Sponsor	Business Mentored
Maryland	HCDI

Please provide any additional information relative to your diversity, equity, and inclusion efforts you wish to be considered:

United Health Group (UHG) Supplier Diversity Program seeks to maximize procurement opportunities and proactively build partnerships with diverse suppliers. Our sourcing

teams actively work to identify opportunities for diverse businesses where possible. This focus is integrated throughout our strategic sourcing and procurement processes.

UHG is committed to building a diverse supplier base that reflects the multicultural markets that we serve. In the United States, UHG partners with more than 1,500

diverse and small businesses. Over the last ten years, UHG spent over \$4.8 billion with these supplier partners, which enabled over

7,000 local community jobs, and an economic impact of \$569 million in employee wages.

BELOW TO BE COMPLETED BY METRO STAFF

Total Score:

5

Initial:

JAC

QUESTION	Score	Comment
1	1.25	
2	1.25	
3	1.25	
4	1.25	
TOTAL	5.00	

Programatic Review

Do you have a specific program to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses?



YES



NO

If NO, proceed to page 3.

Do you have measurable goals for the utilization of these types of businesses on non-government projects?



YES



NO

If YES, please provide both the goal and actual achievement for your most recently completed fiscal year -->

Firm Type	Goal	Actual
Minority Owned	Humana has a	2.75%
Woman Owned		1.31%
LGBT Owned		0.02%
Service Disabled Veteran Owned		0.02%
Small Business		3.52%

Do you have an employee dedicated, in whole or in part, to the administration of this program?



YES



NO

If YES, please provide -->

Program	Staff
Name	Ashleigh Sutton
% of time spent on program	100%
Email/Phone	awillis8@humana.com

Mentorship

Do you participate in any government - sponsored mentorship programs assisting black and brown owned, women owned, LGBT owned, service disabled veteran owned, or small businesses?



YES



NO

If YES, please list them:

Government Sponsor	Business Mentored
Humana sponsors our own	
Please refer to Attachment	

Please provide any additional information relative to your diversity, equity, and inclusion efforts you wish to be considered:

At Humana, we promote and support the growth and development of diverse businesses including minority-owned women-owned, LGBT-owned, disability-owned, veteran-owned and small businesses. Our goal is to educate, assist, develop and provide sourcing opportunities that will enable these suppliers to be successful as our partners as well as within the broader business world. Please refer to Attachment 9.2 for Humana's Supplier Diversity Policy Statement.

BELOW TO BE COMPLETED BY METRO STAFF

Total Score:

4.25

Initial:

JAC

QUESTION	Score	Comment
1	1.25	
2	1.25	
3	1.25	
4	.50	
TOTAL	4.25	



Vendor Evaluation

for diversity, equity, and inclusion practices

Solicitation Number: RFQ 361298
Project Title: Group Medical Insurance -
Medicare Advantage Plan
Date: 11/02/2023

Questions?

Email BAO@Nashville.gov

submit completed evaluation form to BAO@Nashville.gov.

Vendor Details

Vendor: BlueCross BlueShield of Tennessee **Contact Person:** Russ Henderson

Email: Russell_Henderson@bcbst.com **Phone:** (615) 760-8718

Address: 1 Cameron Hill Circle, Chattanooga, TN 37402

Other:

Programatic Review

Do you have a specific program to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses?



YES



NO

If NO, proceed to page 3.

Do you have measurable goals for the utilization of these types of businesses on non-government projects?



YES



NO

If YES, please provide both the goal and actual achievement for your most recently completed fiscal year -->

Firm Type	Goal	Actual
Minority Owned	15%	27.21%
Woman Owned	7.5%	15.22%
LGBT Owned		
Service Disabled Veteran Owned		
Small Business		

Do you have an employee dedicated, in whole or in part, to the administration of this program?



YES



NO

If YES, please provide -->

Program	Staff
Name	Nesha Steele
% of time spent on program	40%
Email/Phone	Nesha_Steele@bcbst.com

Mentorship

Do you participate in any government - sponsored mentorship programs assisting black and brown owned, women owned, LGBT owned, service disabled veteran owned, or small businesses?

YES

NO

If YES, please list them:

Government Sponsor	Business Mentored

Please provide any additional information relative to your diversity, equity, and inclusion efforts you wish to be considered:

We have included a BlueCross Diversity & Inclusion Overview

with supplier diversity highlights as Attachment 10a. Our BlueCross

Workforce Diversity Annual Report is included as Attachment 10b.

BELOW TO BE COMPLETED BY METRO STAFF

Total Score:

3.75

Initial:

JAC

QUESTION	Score	Comment
1	1.25	
2	1.25	
3	1.25	
4	0	Does not particiapte in government-sponsored mentorship program
TOTAL	3.75	