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Secretary

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Deputy Secretary

**Amendment #3 to  
Request for Proposals (RFP)  
Third Party Administrative (TPA) Services for Flexible Spending Accounts (FSAs)-  
Healthcare and Dependent Care  
Project No. F10B9200027  
August 12, 2009**

Ladies and Gentlemen:

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following revisions /deletions / additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Amend RFP Attachment G-2, Offeror/Contractor Information, III, item 3 as follows:

3. *Claim Turnaround Time (In Number of Days Based on the Number of Business Days from Receipt) *As used in <del>the</del> <b><u>this</u></b> RFP, 'claim' is equivalent to 'reimbursement request'.			
Time to complete all substantiation requirements and issue reimbursement	Expected Average Turnaround Time for each Plan Year	Actual <b><u>Average</u></b> Turnaround Time within last 12 months	<b><u>Percentage of claims processed within the Expected Turnaround Time within last 12 months. Percentage of claims processed within last 12 months</u></b>
<b>Complete Claims</b>			
- Paper Claims			
- Debit Card Claims			
<b>Ineligible Claims</b>			
- Paper Claims			
- Debit Card Claims			

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2. Amend RFP §3.2.9.C, Plan Design, by adding the following:

- (4) The Contractor must offer and administer the debit card(s) provided in connection with the FSA plan(s) in full compliance with the Red Flag regulations and guidance of the Federal Trade Commission. See 16 CFR Part 681. Additional information regarding the Red Flags rule is available at: <http://www.ftc.gov/bcp/edu/microsites/redflagsrule/more-about-red-flags.shtm>. As noted in Q&A #14-#15, the provision of a debit card to members of a flexible spending account/arrangement makes the administrator a financial institution subject to the Red Flags Rule. The Offeror must acknowledge this requirement in its proposal and provide information as to its plan to comply with the Red Flags Rule.
- (5) To the extent that additional federal or state legal requirements, whether by statute or regulations, come into effect related to the administration or offering of FSA plan(s) during the contract term, the Contractor shall administer the FSA plan(s) in accordance with such new legal requirements.

3. Add RFP, Attachment G-5, Compliance Checklist items 81 and 82:

<u>CC-81</u>	<u>Offeror agrees to comply with the Red Flags regulations and guidance of the FTC in connection with administration of the debit card(s) offered and provided to members in the FSA plan(s).</u>
<u>CC-82</u>	<u>To the extent that additional federal or state legal requirements, whether by statute or regulations, come into effect related to the administration or offering of FSA plan(s) during the contract term, the Offeror agrees to administer the FSA plan(s) in accordance with such new legal requirements.</u>

4. Amend Attachment G-2, Offeror/Contractor Information, Section III, #19 as follows:

19. Do you have on-going in-house audit programs for claims processing accuracy? If so, provide the results of your most recent audit. Label as Attachment G-17(A), "Internal Audit Results."

5. Amend Attachment G-2, Offeror/Contractor Information, Section IV, #2 as follows:

2. Provide information concerning appeals protocols as well as actual response time statistics for the most recent year. Label as Response Attachment G-17(B) "~~Appeals Propocels~~**Appeals Protocols.**"

6. Amend Attachment G-5, Compliance Checklist, CC-68 as follows:

Offeror will submit for each reimbursement invoiced, a 100- character record with reimbursement detail. The file containing these records must equal the amount invoiced and be submitted within 48 hours of invoice submission. An example is in "Attachment J".

Note: The file layout for the 100-character record is attached to this Amendment #3 as "Supplement to RFP F10B9200027."

Please see revised Attachments G-2 and G-5 issued in conjunction with this Amendment #3. In completing and submitting your proposal, Offerors must use these revised spreadsheets in place of Attachments G-2 ad G-5 as originally issued.

Remember proposals are due on Tuesday August 18, 2009 no later than 2:00 p.m. Should you require clarification of the information provided in this addendum, please contact me at (410) 260-7570 as soon as possible.

Date issued: August 12, 2009

By

Joy Epstein  
Procurement Officer

**Supplement To  
Request for Proposals (RFP)  
Third Party Administrative (TPA) Services for Flexible Spending Accounts  
(FSAs)- Healthcare and Dependent Care  
Project No. F10B9200027  
August 12, 2009**

**Format of 100-Character Record**

100 Character File Layout

For Eligibility Claims Verification for FSA Accounts

Must have separated file for Health Care and Dependent Care claims

Position	Size	Class	Description	Data
1 - 15	15	A/N	Document No. MD State Enrollee	
16 - 24	9	A/N	SSN	0 = Self, 1 = Spouse 2 = Child 3 = Grandchild 4 = Stepchild 5 = Legal Ward 6 = Domestic Partner 7 = Domestic Partner's Child 8 = Domestic Partner's Grandchild 9 = Domestic Partner's Stepchild 10 = Domestic Partner's Legal Ward 11 = Other
25-26	2	A/N	Relationship Code	MMDDCCYY
27 - 34	8	A/N	DOB	For whom claim is paid if known
35 - 42	8	N	Incur Date	MMDDCCYY
43 - 50	8	N	Incurred Thru Data	MMDDCCYY
51 - 68	18	A/N	Group No/Name	
69 - 77	9	N	Amount Paid	9(7)v00
78-100	23	A/N	Filler	Spaces