

**ITEM REQUIRING BOCC APPROVAL**

**September 3, 2020**

**(1 ITEM)**

**1. INSURANCE AND BENEFITS CONSULTING SERVICES -- DIVISION OF HUMAN RESOURCES**

**FUNDING -- DIVISION OF HUMAN RESOURCES**

(Professional Services)

#20-2059 Contract

	<b>IMA, Inc.</b>
Consulting Services - 10/1/2020-9/30/2021	<b>\$110,000.00</b>
Consulting Services - 10/1/2021-9/30/2022	<b>\$125,000.00</b>
Consulting Services - 10/1/2022-9/30/2023	<b>\$150,000.00</b>
Consulting Services - 10/1/2023-9/30/2024	<b>\$150,000.00</b>
Consulting Services - 10/1/2024-9/30/2025	<b>\$150,000.00</b>
<b>TOTAL</b>	<b>\$685,000.00</b>

On the recommendation of Joe Thomas, on behalf of the Division of Human Resources, Linda Kizzire moved to **accept the agreement with IMA, Inc. (IMA) for a five (5) year total cost of \$685,000.00**. Anna Meyerhoff seconded the motion. The motion passed unanimously.

IMA has worked with the Division of Human Resources (HR) since April 2020. During these months, IMA and county staff have been able to identify and streamline benefit processes for the organization and members. IMA has provided HR staff benefit insurance consultation and recommendations. IMA is assisting the county with open enrollment for the 2021 benefit year, as well as, educating employees on plan options and explanations. IMA provides assistance with claim reviews, analysis for stop loss claims, and training on how to better utilize our services from our provider. IMA has also served as a point of reference for Health Savings Account (HSA) and Flexible Spending Account (FSA) questions.

The customer service we have received from IMA has been beyond measure. The county is satisfied with their guidance and responses as requested. The Division of Human Resources is dedicated to providing the best benefit services to our employees. Based on this, the Division of Human Resources recommends the proposed agreement.

Notes:

**The scope of services to be provided by IMA include the following:**

**1) Health & Welfare Benefit Plan Strategic Consulting**

- Assist with development of a multi-year strategy for all benefits linking goals/objectives for overall plan performance to the county's business goals.
- Provide advisory services, including, but not limited to: cost containment and funding approaches, plan and process change recommendations.
- Health and Welfare benefit plan design analysis and recommendations.
- Benchmark reporting.
- Meetings with management and/or benefits personnel as requested and at agreed upon regular intervals.

**2) Vendor-Related Services**

- Assist with management of Request for Information/Request for Proposal process.
- Carrier/vendor renewal negotiations.
- Market health & welfare plans/contracts as needed.
- Assistance with vendor evaluations.
- Evaluation and review of plans and coverages.
- Ensure implementation of policy changes with vendor(s).
- Provide support functions to employers/employees with carrier(s) and/or vendor(s) for such matters as billing, enrollment, and claims issues and appeals.

**3) Underwriting and Financial Services**

- Analysis of renewal information, including, but not limited to:
  - Loss ratios.
  - Trend.
  - Pooling charges.
  - Maturation factors and administrative loads.
  - Validation of carriers underwriting assumptions.

- Review and evaluation of stop loss levels and pricing.
- Alternative funding review and modeling.
- Provide funding information including premium equivalent rates, COBRA rates and IBNR.
- Plan financial analysis, including, but not limited to:
  - Network disruption analysis.
  - Program cost projections.
  - Employee contribution development.
  - Reserve setting.
  - Customized monthly financial recap.
  - Year-end expense projections and reconciliations.

#### **4) Regulatory Compliance Services**

- Provide legislative and regulatory updates.
- Health Care Reform general and client-specific analysis and guidance.
- Resource for benefit program and compliance-related questions.
- Assist with annual Form 5500 filings by collecting Schedule A's for all client's benefits plans.

#### **5) Communications Services**

- Development of communication strategy and assistance in drafting Plan related communications materials.
- Support employee communications efforts.
- Open enrollment support.
- Assessment and guidance for enrollment solutions.

#### **6) HR Technology Assessment and Resources**

- Assess current technology needs and define goals.
- Engage with subject matter experts.
- Manage Request of Information/Request for Proposal process.

#### **7) Wellness**

- Perform comprehensive assessment including, but not limited to, claims and costs analysis.
- Assist in development of employer goals and strategy.
- Assist in development of communication and employee engagement strategy and implementation support.
- Vendor management and HRM RFP preparation.

#### **8) Benefit Analytics**

- Comprehensive reporting on data and predictive modeling related to multiple benefit plan components including:
  - Plan design.
  - Stoploss.
  - Care management.
  - Population management.
  - Patient compliance.
  - Other customized reports.
  - Year-over-year comparisons.

#### **9) HR Resources**

- Access to ThinkHR Hotline.
- Access to ThinkHR training courses.
- Access to ThinkHR library.
- Access to ThinkHR Benefits Compliance Suite including plan documents.