

**REQUEST FOR PROPOSALS**

**NO. 11-06**

**PROPOSAL TO FURNISH  
PHARMACY BENEFIT MANAGEMENT SERVICES**

**Issued by**

**Hawaii Employer-Union Health Benefits Trust Fund  
City Financial Tower  
201 Merchant Street, Suite 1520  
Honolulu, HI 96813**

**State of Hawaii**

**May 13, 2011**

## ***HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND***

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May 13, 2011

**Re: Request for Proposal 11-06 – Pharmacy Benefit Management (PBM) Services**

**Proposal Due Date: May 27, 2011**

The Hawaii Employer-Union Health Benefits Trust Fund (EUTF) is issuing this Request for Proposal (RFP), for its active and retiree Pharmacy Benefit Management Services with the assistance of its consultant, The Segal Company.

This RFP has been divided into Sections which outline the items that are to be included in your submission (refer to Table of Contents). Census and claims information will be E-mailed upon receipt of a completed and signed Intent to Bid Fax Form and signed Confidentiality Agreement that have been included.

Proposers may complete and submit proposals for multiple options by completing and signing the appropriate forms. Where there are multiple funding options requested for the same plan, an OFFEROR may submit both requested options or only one of the options requested. The EUTF reserves the right to award multiple contracts as a result of this RFP. Separate contracts will be issued for Active and Retiree Plans and for each benefit plan.

Your proposal must anticipate that your company will provide those services outlined in this RFP without exception unless said exception is specifically identified in your response. Any deviations from the specifications should be clearly noted and may disqualify your proposal as not responsive.

Respond to **all** questions in this RFP. **DO NOT ALTER THE QUESTIONS.** Miss-numbered, incomplete, or unanswered questions may disqualify your proposal as not responsive.

The Fee Proposal Form(s) included in the RFP or the electronic Fee Submission system, eRFP, must be used for all cost and rate information. Footnotes to the form(s) may be used to provide supplemental explanations, if necessary.

A network disruption analysis may be necessary in order to award a final contract with respect to coverage where a network of providers is utilized. In order to be considered, your company must provide the appropriate data regarding your providers in the format that is requested.

**All proposals must be submitted without any commissions included. No commissions, over-ride payments, finders fees, or ancillary payments are to be made to any party on behalf of a contract issued to your company to provide these benefits. Violation of this requirement will invalidate your proposal or contract with the EUTF.**

This RFP is the property of the EUTF. It is used by those companies, organizations, and individuals to whom copies have been sent solely for the purpose of preparing quotations for the plans described herein. Also, note Section 164.514(g) of HIPAA privacy rules states that the issuer or HMO may not use or disclose the individually identifiable health information for any other purpose, except as may be required by law.

**Confidentiality Agreement to be used by Entities  
Responding to RFP's issued by The Segal Company**

This confidentiality agreement is between The Segal Group, Inc., the parent of The Segal Company, on behalf of The Segal Company operating subsidiaries, (hereafter "Segal") and \_\_\_\_\_, on behalf of itself and all of its subsidiaries and affiliates, (hereafter "OFFEROR") and is executed in connection with various proposals that OFFEROR intends to submit to Segal in response to RFPs issued by Segal on behalf of its "Clients."

In order to prepare a responsive proposal, OFFEROR needs to receive certain Client health plan information and data, including individually identifiable health information pertaining to Client health plan participants and beneficiaries, as well as Segal Proprietary Information consisting of the RFP questionnaire/RFI specifications and any associated financial spreadsheets (collectively "Proprietary Information"). Segal and OFFEROR agree that the term "individually identifiable health information" refers to any health information that is not "de-identified," as defined in 45 C.F.R. Section 164.514(b)(2). Segal agrees to provide the necessary Proprietary Information in connection with this RFP, and OFFEROR agrees as follows:

1. OFFEROR will use this Proprietary Information only for the purpose of preparing OFFEROR'S response to Segal's RFP.
2. OFFEROR agrees that only those individuals employed by OFFEROR who have a need to know this information to prepare a proposal and have been made aware of the terms of this Agreement and have agreed to a proposal by its terms will have access to the Proprietary Information provided by Segal ("OFFEROR'S Representatives").
3. Neither OFFEROR nor any of its Representatives will disclose the Proprietary Information to any person or entity outside of OFFEROR, unless such a disclosure is: (a) necessary to prepare a proposal and the recipient first executes a confidentiality agreement with provisions equivalent to this one; or (b) required by law.
4. OFFEROR agrees to use commercially reasonable efforts to maintain the security of the Proprietary Information.
5. OFFEROR will return the Proprietary Information to Segal or destroy it upon completion of the proposal process if such return or destruction is feasible. If OFFEROR determines that return or destruction of some or all of the information is not feasible, OFFEROR agrees to: (a) inform Segal of the specific reason(s) that make return or destruction not feasible; (b) extend the protections of this Agreement to any retained information for as long as OFFEROR retains it; and (c) limit further uses or disclosures to those that make the return or destruction infeasible.
6. OFFEROR will report to Segal any use and/or disclosure of Proprietary Information that is not permitted by this Agreement.
7. OFFEROR shall regard and preserve as confidential all Proprietary Information that has been or may be obtained by OFFEROR in the course of any proposal, whether OFFEROR has such information in OFFEROR'S memory, or in writing or in other physical form. OFFEROR shall not, without written authority from Segal, use any Proprietary Information for OFFEROR'S benefit or OFFEROR'S purposes, either during the proposal process or thereafter.

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8. With respect to each RFP and the Proprietary Information disclosed in connection therewith, the obligations of OFFEROR assumed in this Agreement shall continue beyond the completion of the proposal process.
9. OFFEROR shall and does hereby indemnify, defend and hold harmless Segal and Segal's officers, directors, employees and shareholders from and against any and all claims, demands, losses, costs, expenses, obligations, liabilities, damages, recoveries, and deficiencies, including interest, penalties, and reasonable attorney fees and costs, that Segal may incur or suffer and that result from, or are related to, any breach or failure of OFFEROR and OFFEROR'S Representatives to perform any of the representations, warranties and agreements contained in this Agreement that pertain to individually identifiable health information.
10. OFFEROR recognizes that any breach of the covenants contained in this Agreement would irreparably injure Segal. Accordingly, Segal may, in addition to pursuing its other remedies, obtain an injunction from any court having jurisdiction of the matter restraining any further violation and no bond or other security shall be required in connection with such injunction.
11. If any of the provisions herein become invalid or are declared invalid, such determination of invalidity as to the clause(s) shall not affect the other provisions of this Agreement. If any provision of this Agreement should be held invalid or unenforceable, the remaining provisions shall be unaffected by such a holding. If any provision is found inapplicable to any person or circumstance, it shall nevertheless remain applicable to all other persons and circumstances.
12. This Agreement shall be binding upon Segal and OFFEROR and their respective successors, assigns, heirs, executors and administrators.
13. This Agreement contains the entire understanding of the parties hereto and supersedes all previous communications, representations, or agreements, oral or written, with respect to the subject matter hereof. No failure to exercise nor any delays in exercising any right or remedy hereunder shall operate as a waiver thereof; nor shall any single or partial exercise of any right or remedy hereunder preclude any other or further exercise thereof or the exercise of any other right or remedy. Neither this Agreement nor any of its provisions may be amended, supplemented, changed, waived or rescinded except by a written instrument signed by the party against whom enforcement thereof is sought. No waiver of any right or remedy hereunder on any one occasion shall extend to any subsequent or other matter.
14. This Agreement shall be governed by and construed in accordance with the laws of the State of New York applicable to contracts made on and performed within the State of New York. Any action to enforce this Agreement shall be brought in State of New York, County of New York.

Intending to be legally bound, the Parties have executed this Agreement.

The Segal Group, Inc.

OFFEROR

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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## **NOTICE TO OFFERORS**

The Hawaii Employer-Union Health Benefits Trust Fund (EUTF) seeks qualified OFFERORS to provide **PBM Services**.

**You must submit a Hard Copy according to the instruction in this RFP to the offices listed below.**

**If you have previously submitted a Proposal under RFP 11-05 IN HARD COPY TO THE EUTF OFFICE LISTED BELOW and wish to resubmit that Proposal as a response to this request, a signed letter authorizing the EUTF to accept the material submitted under that RFP 11-05 to be considered as your complete response to this RFP 11-06 may be submitted in lieu of a complete response to this RFP.**

**IF YOU HAVE NOT SUBMITTED A MASTER, SIGNED AND TWO SIGNED COPIES OF A RESPONSE and ELECTRONIC COPIES TO RFP 11-05 YOU MUST SUBMIT A HARD COPY, SIGNED MASTER AND TWO SIGNED COPIES PLUS ELECTRONIC COPIES BY THE SUBMISSION DEADLINE.**

**If you wish to modify in any way the proposal submitted under RFP 11-05 for this RFP 11-06, you must submit an entirely new proposal under this request including the Signed Master and Two Signed copies according to the instructions in this RFP and also submit a new electronic proposal on the E-RFP web site.**

Sealed proposals for this project, RFP 11-06 will be received at:

Hawaii Employer-Union Health Benefits Trust Fund  
City Financial Tower  
201 Merchant Street, Suite 1520  
Honolulu, HI 96813

Proposals will be accepted up to 4:00 p.m. Hawaii Standard Time (HST), MAY 27<sup>th</sup>, 2011. Proposals received after this time will NOT be accepted. The Request for Proposals (RFP) may be examined at or obtained from the office listed above. The RFP is also available online at [www.spo.hawaii.gov](http://www.spo.hawaii.gov) in Acrobat Reader format and at [www.eutf.hawaii.gov](http://www.eutf.hawaii.gov) in native file formats, Microsoft Word and Acrobat Reader, as applicable.

Legal Ad Date – May 13, 2011

**ADMINISTRATIVE OVERVIEW**

- 1. BACKGROUND:** This Request for Proposals (“RFP”) is issued by the Hawaii Employer-Union Health Benefits Trust Fund (“EUTF”), an agency of the State of Hawaii (“State”). The EUTF was established by Act 88, 2001 Session Laws of Hawaii. Act 88 was partially codified as Chapter 87A, Hawaii Revised Statutes (“HRS”). Under HRS Chapter 87A, the EUTF is authorized to design, provide, and administer health and other benefit plans for State and county employees, retirees, and their dependents (aka “employee-beneficiaries” and “dependent beneficiaries”). The benefit plans include medical, prescription drug, vision, dental, chiropractic, and life insurance. The EUTF currently provides benefit plans to over 91,000 employees, retirees and their dependents for a total participant count of 170,000. The EUTF’s fiscal year is July 1 through June 30. Active employees’ plan year is July 1 to June 30. Retirees’ plan year is January 1 to December 31.

The EUTF is administered by a board of ten Trustees (“Board”), who are appointed by the Governor. Five Trustees represent the employee-beneficiaries, one of whom represents retirees. These five Trustees are selected by the Governor from a list of candidates provided by the exclusive employee representative organizations. The remaining five Trustees represent the public employers. The Board’s responsibilities include determining the nature and scope of benefit plans, negotiating and entering into contracts to provide such plans, establishing eligibility and management policies, and overseeing all EUTF activities. The Board has adopted rules to implement the administration and purposes of the EUTF.

The EUTF’s day-to-day operations are administered by an administrator appointed by the Board (“Administrator”). The Administrator is assisted in managing the EUTF by an assistant administrator, a financial management officer, a member services branch chief, and an information systems analyst. The EUTF is organized under three branches: Financial Services, Information Systems, and Member Services. A health benefits program manager oversees the Member Services Branch and is supported by employees assigned to customer service duties to answer phones and e-mails from members and to handle all processing for retirees and process all active employee enrollment submissions. The financial management officer is supported by accountants and account clerks who reconcile employee accounts, collect employer/employee contributions for health benefits, and process all payments. The EUTF IT Manager is supported by four IT specialists and provides internal IT support services, HIPAA security responsibilities, and coordinates additional support services provided by Department of Accounting and General Services/Information and Communication Services Division.

In 2005, the State enacted Act 245, partially codified as Chapter 87D, HRS. Act 245 temporarily permitted employee organizations to establish voluntary employees’ beneficiary association (“VEBA”) trusts to provide health and other benefits plans to their members, including retirees. The stated purpose of Act 245 is to establish a pilot program to evaluate the costs and benefits of VEBA trusts against the EUTF. Act 245 was scheduled to expire on July 1, 2008. One employee organization (HSTA) formed a VEBA trust and their members withdrew from the EUTF health and other benefit plans. Effective January 1, 2011 the VEBA trust was terminated and all employees receive benefits through the EUTF. In December 2010, Judge Sakamoto ruled that HSTA VEBA members (actives and retirees) were entitled to the same standard of coverage in benefits when they were transitioned to EUTF on January 1, 2011. The enrollment of HSTA VEBA members into these new EUTF-created health and other benefit plans was done solely to comply with Judge Sakamoto’s ruling and does not create any constitutional or contractual right to the benefits by these plans. The

State does not agree with Judge Sakamoto's ruling. If Judge Sakamoto's ruling is overturned, stayed, or modified, the EUTF reserves the right to move HSTA VEBA members into regular EUTF plans.

The current Annual Report for the EUTF can be found on-line at [hawaii.gov/budget/legreports](http://hawaii.gov/budget/legreports).

Actives and retirees are currently offered pharmacy benefit management service plan options through Informed Rx. The EUTF currently pays a portion of the premium cost for medical and pharmacy benefit coverage for actives, retirees and their dependents and 100% of the premium for almost all of the retirees and their dependents.

2. **PURPOSE:** The EUTF is soliciting proposals from qualified companies to provide Pharmacy Benefits management to the EUTF's active and retired employees and their dependents for PPO, HMO and HDHP plans. A key requirement of the EUTF is to maintain current level of benefits and through this proposal request process, produce the most competitively priced provider with as little disruption to participants as possible. Carriers will have to indemnify the EUTF that they will exactly duplicate the benefits if they assume these plans from a previous carrier and hold the participants in a no loss, no gain position.
3. **CONTRACT PERIOD:** The active plans are on a fiscal year basis of July - June while the retiree plans are on a calendar year basis. The term of any contracts resulting from this RFP shall commence on January 1, 2012 and will continue through June 30, 2013 for the Active plans and January 1, 2012 – December 31, 2012 for the retiree plans. At its sole discretion, the EUTF shall have: (a) two separate options to extend any such contracts for additional one (1) year periods, i.e., one option covering July 1, 2013 to June 30, 2014, and one option covering July 1, 2014 to June 30, 2015 for Active Plans and (b) two one year contract extension on the retiree plans for calendar years 2013 and 2014.
4. **AUTHORITY:** This RFP is issued under the provisions of Chapters 87A and 103D, Hawaii Revised Statutes (HRS), and the implementing Administrative Rules. All prospective OFFERORS are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a proposal by any prospective OFFEROR shall constitute a representation of such knowledge on the part of such prospective OFFEROR.

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**SECTION I**

5. **CONTRACT ADMINISTRATOR:** This RFP is issued by the EUTF. The individual listed below is the Contract Administrator for this procurement.

Barbara Coriell, Administrator  
Hawaii Employer-Union Health Benefits Trust Fund  
City Financial Tower  
201 Merchant Street, Suite 1520  
Honolulu, HI 96813

The Procurement Officer for this procurement.

Sandra L. Yahiro  
Hawaii Employer-Union Health benefits Trust Fund  
City Financial Tower  
201 Merchant Street, Suite 1520  
Honolulu, HI 96813

6. **PROCUREMENT TIMETABLE:** Listed below are the important actions and corresponding final dates by which the actions must be taken or completed (subject to change).

<b>Action</b>	<b>Due Date</b>
RFP Released	<i>May 13, 2011</i>
Complete Proposal Due	<i>May 27, 2011, 4pm HST</i>
PRIORITY-LISTED OFFEROR Interviews	<i>June – July 2011</i>
Best and Final Offers Due (optional if necessary)	<i>July 1, 2011</i>
Estimated Date for Award of Contract	<i>July 2011</i>
Contract Effective Date	<i>January 1, 2012</i>

7. **COMMUNICATIONS WITH THE EUTF:** OFFERORS and prospective OFFERORS (including agents of OFFERORS and potential OFFERORS) should not contact any member of the EUTF Board or any member of the EUTF staff or Segal. An exception to this rule applies to companies who currently do business with the EUTF; provided that any contact made by any such company should be related to that business, and should not relate to this RFP.

**8. SUBMISSION OF PROPOSALS**

OFFERORS must carefully examine this RFP, all amendments via the addendum process (if any), all required contract forms, and other documents, laws and rules, as necessary, before submitting a proposal. The submission of a proposal shall be considered to be a warranty and representation that the OFFEROR has made a careful examination and understands the work and the requirements of this RFP.

Each qualified OFFEROR may submit only one (1) proposal, although OFFERORS may propose to offer multiple plans within this RFP by completing and signing the appropriate forms. OFFERORS may submit proposals under all requested funding options, or only one for any plan. Proposals for alternate benefit plans will **not** be accepted.

The proposal should be labeled "Hawaii Employer-Union Health Benefits Trust Fund Pharmacy Benefit Management Services RFP 11-06. A master (so marked), plus two (2) signed copies (one copy must be unbound and ready to photocopy), and a completed proposal submitted to the on line Web Proposal system must be completed by May 27, 2011, 4PM HST. The sealed package should be addressed to the Procurement Officer listed in Paragraph 5 of this section.

**You must submit a Hard Copy according to the instruction in this RFP to the offices listed below.**

**If you have previously submitted a Proposal under RFP 11-05 IN HARD COPY TO THE EUTF OFFICE LISTED BELOW and wish to resubmit that Proposal as a response to this request, a signed letter authorizing the EUTF to accept the material submitted under that RFP 11-05 to be considered as your complete response to this RFP 11-06 may be submitted in lieu of a complete response to this RFP.**

**IF YOU HAVE NOT SUBMITTED A MASTER, SIGNED AND TWO SIGNED COPIES OF A RESPONSE and ELECTRONIC COPIES TO RFP 11-05 YOU MUST SUBMIT A HARD COPY, SIGNED MASTER AND TWO SIGNED COPIES PLUS ELECTRONIC COPIES BY THE SUBMISSION DEADLINE.**

**If you wish to modify in any way the proposal submitted under RFP 11-05 for this RFP 11-06, you must submit an entirely new proposal under this request including the Signed Master and Two Signed copies according to the instructions in this RFP and also submit a new electronic proposal on the E-RFP web site.**

The outside cover of the package containing the proposal shall be marked as indicated below:

Hawaii Employer-Union Benefits Trust Fund  
Pharmacy Benefit Management Services Proposal  
RFP 11-06  
(Name of Proposing Company)

Two signed hard copies and an electronic copy (in MS WORD format) of the RFP should also be sent to SEGAL no later than **4 PM Hawaii Standard time on May 27, 2011** to the attention of:

Robert Mitchell  
The Segal Company  
330 North Brand Blvd.  
Suite 1100  
Glendale, CA 91203

No faxed or e-mailed proposals will be considered or accepted.

NOTE:

You must submit a Hard Copy according to the instruction in this RFP to the offices listed below.

If you have previously submitted a Proposal under RFP 11-05 IN HARD COPY TO THE EUTF OFFICE LISTED BELOW and wish to resubmit that Proposal as a response to this request, a signed letter authorizing the EUTF to accept the material submitted under that RFP 11-05 to be considered as your complete response to this RFP 11-06 may be submitted in lieu of a complete response to this RFP.

**IF YOU HAVE NOT SUBMITTED A MASTER, SIGNED AND TWO SIGNED COPIES OF A RESPONSE and ELECTRONIC COPIES TO RFP 11-05 YOU MUST SUBMIT A HARD COPY, SIGNED MASTER AND TWO SIGNED COPIES PLUS ELECTRONIC COPIES BY THE SUBMISSION DEADLINE.**

You will not have to submit copies to Segal or to the E-RFP web site under this circumstance

If you wish to modify in any way the proposal submitted under RFP 11-05 for this RFP 11-06, you must submit an entirely new proposal under this request including the Signed Master and Two Signed copies according to the instructions in this RFP and also submit a new electronic proposal on the E-RFP web site.

**10. RECEIPT, OPENING AND RECORDING OF PROPOSALS:** Proposals and modifications will be time-stamped upon receipt and held in a secure place by the Procurement Officer until the established due date. Proposals may be modified or withdrawn, prior to the deadline for submission of proposals, by the following:

- Modifications – a written notice accompanying the actual modification received by the Procurement Officer and Segal; or a written notice accompanying the actual modification by electronic mail to the email address established by this RFP at [hawaii-eutf-rfp@segalco.com](mailto:hawaii-eutf-rfp@segalco.com), provided that the OFFEROR submits the written notice accompanying the actual modification

within two working days of the Procurement Officer's and Segal's receipt of the electronic notification.

- Withdrawal – a written notice received by the Procurement Officer and Segal; or a notice by electronic mail to the email address at [hawaii-eutf-rfp@segalco.com](mailto:hawaii-eutf-rfp@segalco.com).

Proposals will not be opened publicly. The initial evaluation of the proposals will be performed by Segal.

After the date established for receipt of proposals, a register of proposals will be prepared which will include the name of each OFFEROR. The register of proposals shall be open to public inspection only after a contract has been awarded.

An OFFEROR may withdraw and resubmit a proposal prior to the final submission date. No withdrawals or re-submissions will be allowed after the final submission date.

- 11. DISCUSSION AND PRESENTATIONS:** Discussions may be conducted with PRIORITY-LISTED OFFERORS, i.e., OFFERORS who submit proposals determined to be reasonably susceptible of being selected for award. Such OFFERORS may be invited to make presentations to the Evaluation Committee to clarify their proposals, to promote understanding of the EUTF's requirements and the OFFEROR'S proposal, and to facilitate arriving at a contract that will provide the best value to the EUTF. Whether such discussions and presentations will be held will be at the discretion of the Evaluation Committee. OFFERORS shall bear all responsibility for any and all costs of the presentations.

The Evaluation Committee may limit the PRIORITY-LISTED OFFERORS to one or more priority lists as per HAR §3-122-53. The Evaluation Committee may accept proposals without discussions and may award or recommend the award of a contract without any presentations by the OFFERORS. The Evaluation Committee may also reject proposals without discussions or presentations by the OFFERORS. The Evaluation Committee may accept or reject proposals in one or more categories and conduct discussions with PRIORITY-LISTED OFFERORS in other categories.

- 12. BEST AND FINAL OFFER:** Best and final offers may be requested by the Evaluation Committee. The Evaluation Committee will provide guidance and additional instruction at the time best and final offers are requested. Any best and final offers must be received by the Procurement Officer and Segal at the time and date specified in the Procurement timetable, or as amended. If best and final offers are not requested by the Evaluation Committee, or if requested and it is not submitted by an OFFEROR, the OFFEROR'S previous submittal will be construed as the OFFEROR'S best and final offer. After best and final offers are received, the final evaluations will be conducted for an award.

- 13. PREPARATION OF PROPOSAL AND COSTS:** The proposal shall be formatted in accordance with the requirements specified in this RFP.

Expenses for the development and submission of proposals and other responses to the RFP are the sole responsibility of the organization submitting the proposal or other response. Travel and expenses to and from the State of Hawaii are also the sole responsibility of the organization submitting a proposal or otherwise responding to this RFP.

- 14. DISQUALIFICATIONS OF PROPOSALS:** The EUTF reserves the right to consider as acceptable only those proposals submitted with all requirements set forth in this RFP and which demonstrate an

understanding of the scope of work. Any proposal offering any other set of terms and conditions, or terms and conditions contradictory to those included in this RFP, may be disqualified without further notice.

An OFFEROR may be disqualified and a proposal rejected for any one or more of the following non-exclusive reasons:

- Proof of collusion among OFFERORS, in which case all proposals and OFFERORS involved in the collusive action will be rejected.
- The OFFEROR'S lack of responsibility and cooperation as shown by past work.
- The proposal shows any noncompliance with applicable law.
- The proposal is conditional, incomplete, or irregular in such a way as to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- The proposal has any provision reserving the right to accept or reject award, or enter into an agreement pursuant to an award, or provisions contrary to those required in the solicitation.
- The delivery of the proposal after the deadline specified in the timetable.
- The OFFEROR being in arrears on existing contracts with the State or having defaulted on previous contracts.
- The OFFEROR'S lack of sufficient experience to perform the work contemplated.
- The OFFEROR'S conflicts of interest or lack of independence in judgment.

**15. RFP AMENDMENTS AND ADDENDUM:** The EUTF may modify any part of the RFP, prior to the date fixed for award of the contract, by issuance of an addendum. The Procurement Officer and Segal will respond to questions and inquiries via the addendum process. Addenda will be numbered consecutively.

**16. CANCELLATION OF REQUEST FOR PROPOSALS/REJECTIONS OF PROPOSALS:** This RFP may be cancelled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the EUTF or for any other reason permitted by Chapter 103D, Hawaii Revised Statutes, and its implementing Administrative Rules.

**17. UNCERTAINTIES BEYOND THE CONTROL OF THE EUTF:** The EUTF recognizes that circumstances beyond the control of the EUTF may arise that may significantly affect the ability of the contractor to provide the services described in this RFP or as proposed by the contractor. Accordingly, the EUTF reserves the right to modify the contract resulting from this RFP to address such circumstances within the scope of the RFP.

**18. PROPOSAL BONDS; PERFORMANCE AND/OR PAYMENT BONDS:** No proposal bond is required to be submitted with the proposal, and no performance or payment bond will be required for the contract awarded pursuant to this RFP.

**19. ACCEPTANCE OF PROPOSAL AND EXECUTION OF CONTRACT:** Acceptance of a proposal, if any, will be made as provided in the Procurement Timetable. The OFFEROR must have the ability to perform as called for in the RFP and in the contract. The EUTF shall be the sole judge of capability. The successful OFFEROR will be notified by letter that its proposal has been accepted and that the OFFEROR is being awarded the contract.

The EUTF reserves the right to award a contract based upon the written responses received and without prior discussion or negotiations. If award is made, each successful OFFEROR will be required to enter into a formal written contract with the EUTF. The RFP and the successful proposal will be incorporated in the resulting contract by reference. To the extent that the successful proposal conflicts with the RFP, the terms of the RFP shall govern unless otherwise agreed upon by the EUTF in the contract. HRS Chapter 87A and the EUTF's administrative rules, as they may be amended from time to time, also shall be a part of the resulting contract. Each successful OFFEROR that enters into a contract that results from this RFP is hereinafter referred to as the "contractor".

Appendix D is the contract form that will be used by the EUTF. In submitting the proposal, the OFFEROR will be deemed to have agreed to each provision set forth in Appendix D unless the OFFEROR specifically identifies the provision to which objection is made and submits alternative language. The EUTF shall have no obligation to accept terms and conditions that vary from those set forth in Appendix D, the contract awarded pursuant to this RFP and any amendments thereto.

The EUTF shall forward a contract to the successful OFFEROR for execution. The contract shall be signed by the successful OFFEROR and returned within ten days after receipt by the OFFEROR or within such further time as may be allowed by the EUTF.

No contract shall be considered binding upon the EUTF until the contract has been fully and properly executed by all parties thereto.

If the OFFEROR to whom a contract is awarded shall fail or neglect to enter into the contract within ten days after award or within such further time as may be allowed, the Administrator will consider the next highest ranked OFFEROR or may call for new proposals, if it is deemed to be in the best interests of the EUTF.

**20. REQUIREMENTS FOR DOING BUSINESS IN THE STATE OF HAWAII:** Section 3-122-112. Hawaii Administrative Rules ("HAR"), requires that, before award of contract may be made, the successful OFFEROR must provide proof of compliance with the requirements of the following chapters of the Hawaii Revised Statutes ("HRS"):

- 1) Chapter 237, general excise taxes
- 1) Chapter 383, unemployment insurance
- 1) Chapter 386, worker's compensation
- 1) Chapter 392, temporary disability insurance
- 1) Chapter 393, prepaid health care

And one of the following:

1. Be registered and incorporated or organized under the laws of the State of Hawaii, or
2. Be registered to do business in the State of Hawaii.

OFFEROR shall produce documents to the Administrator to demonstrate compliance with this section no later than the execution of the contract. HRS Chapter 237 tax clearance is required for award and final payment under any contract.

Pursuant to §103D-328, HRS, the successful OFFEROR shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate is valid for six (6) months from the most recent approval stamp date

on the certificate and must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall be obtained on the State of Hawaii, DOTAX TAX CLEARANCE APPLICATION Form A-6 (Rev.2003) which is available at the DOTAX and IRS offices in the State of Hawaii or the DOTAX website, and by mail or fax:

DOTAX Website (Forms & information): [http://www6.hawaii.gov/tax/a9\\_links.htm](http://www6.hawaii.gov/tax/a9_links.htm)

DOTAX Forms by Fax/Mail: (808) 587-1488

Completed tax clearance applications may be mailed, faxed, or submitted in person to the Department of Taxation, Taxpayer Services Branch, to the address listed on the application. Facsimile numbers are:

DOTAX: (808) 587-1488

IRS: (808) 539-1573

The application for the clearance is the responsibility of the OFFEROR, and must be submitted directly to the DOTAX or IRS and not to the purchasing agency.

Contractor is required to submit a tax clearance certificate for final payment on the contract. A tax clearance certificate, not over two months old, with an original green certified copy stamp, must accompany the invoice for final payment on the contract.

In addition to a tax clearance certificate an original "Certification of Compliance for Final Payment" (SPO form 22), attached, will be required for final payment. A copy of the Form is also available at [www.spo.hawaii.gov](http://www.spo.hawaii.gov).

**HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) requirements for award.**

Pursuant to §103D-310©, HRS, the successful OFFEROR shall be required to submit and approved certificate of compliance issued by the Hawaii State Department of Labor and Industrial Relations (DLIR). The certificate is valid for six (6) months form the date of the issue and must be valid on the date it is received by the purchasing agency.

The application for certificate of compliance (Form LIR #27) can be obtained form the DLIR website:

<http://ww.dlir.state.hi.us/forms/ApplicationforCertificateofCompliance.pdf>

Or from:

DLIR Administrative Services Office  
830 Punchbowl Street, Room309  
Honolulu, HI 96813  
Phone: (808) 586-8888  
Fax: (808) 586-8899

The DLIR will return the form to the OFFEROR who in turn shall submit it to the purchasing agency. The application for the Certificate is the responsibility of the OFFEROR, and must be submitted directly to the DLIR and not to the purchasing agency.

**Business Registration**

**Hawaii business.** A business entity referred to as a “Hawaii Business” is registered and incorporated or organized under the laws of the State of Hawaii. As evidence of compliance, OFFEROR shall submit a Certificate of Good Standing issued by the Department of Commerce and Consumer Affairs Business Registration Division (“BREG”). A Hawaii business that is a sole proprietorship, however, is not required to register with the BREG, and therefore not required to submit the certificate. An OFFEROR’S status as sole proprietor to other business entity and its business street address indicated on the Proposal Letter will be used to confirm that the OFFEROR is a Hawaii business.

**Compliant non-Hawaii business.** A business entity referred to as a “compliant non-Hawaii business” is not incorporated or organized under the laws of the State of Hawaii but is registered to do business in the State. As evidence of compliance, OFFEROR shall submit a Certificate of Good Standing.

To obtain a Certificate of Good Standing go online to [www.businessregistrations.com](http://www.businessregistrations.com) and follow the instructions. To register or to obtain a “Certificate of Good Standing” by phone, call (808) 586-2727 (M-F 7:45 am to 4:30 pm-HST). The “Certificate of Good Standing” is valid for six (6) months from the date of issue and OFFERORS are advised that there are costs associated with registering and obtaining a “Certificate of good Standing” from the BREG.

The above certificates should be applied for and submitted to the purchasing agency as soon as possible. If a valid certificate is not submitted on, a timely basis for award of the contract, and offer otherwise responsive and responsible may not receive the award.

Alternately, instead of separately applying for these certificates at the various state agencies, OFFERORS may choose to use Hawaii Compliance Express (HCE) that allows businesses to register online through simple wizard interface at <http://vendors.ehawaii.gov> to acquire a “Certificate of Vendor Compliance.” The HCE provides current compliance status as of the issuance date. The “certificate of Vendor Compliance” indicating that OFFEROR’S status is compliant with the requirements of Chapter 103D-310©, HRS, shall be accepted for both contracting and final payment purposes. OFFERORS that elect to use the new HCE services will be required to pay an annual fee of \$15.00 to the Hawaii Information Consortium, LLC (HIC). OFFERORS choosing not to participate in the HCE Program are required to submit the paper certificates as instructed in previous paragraphs.

**21. SPECIAL CONDITIONS:** The following Special Conditions will supplement the General Conditions of the Contract Appendix D.

1. Certificate of Authority/License. Prior to the effective date of the contract and during the entire term of the contract, the contractor shall obtain and maintain all certificates of authority, licenses, and other approvals necessary to lawfully provide all benefit plans required under the contract and/or to lawfully provide all services required under the contract. By accepting the award of contract, contractor certifies that: (a) it has all certificates, licenses, and approvals necessary to lawfully provide all benefit plans and/or services required under the contract; and (b) if applicable, that its benefit plans comply with all applicable federal, state, and county laws.

2. Compliance with EUTF Laws and Rules. The contractor shall comply with: Chapter 87A, HRS, as the same may be amended from time to time; all rules, policies, standards, procedures, and directives adopted by the Board; and all policies, standards, procedures, and directives of the Administrator. The contractor shall be bound by the Board's interpretation of Chapter 87A, HRS, and the EUTF's rules, policies, standards, procedures, and directives.
3. Records. Consistent with industry standards and practices, the contractor shall maintain reasonable records pertaining to the contractor's provision of all the benefit plans and/or services required under the contract and contractor's performance of the contract including, but not limited to: (a) enrollment and eligibility records; (b) claims records; and (c) financial and accounting records showing all financial transactions pertaining to contractor's provision of benefit plans and/or services, contractor's performance of the contract, and all payments received or due to contractor under or relating to the contract. Unless otherwise agreed by the EUTF, all such records shall be kept and maintained in the State of Hawaii. Except as otherwise required by law, contractor shall maintain all records for at least three (3) years from the date of final payment under the contract. Records which relate to an appeal, litigation, or settlement of claims arising out of the contract shall be retained by contractor for at least three (3) years after the subject appeal, litigation, or claim has been disposed of or otherwise resolved.
4. Accounting. Except as otherwise required by law, the contractor's accounting procedures and practices shall conform to generally accepted accounting principles consistently applied and all fees and costs applicable to the contract shall be readily ascertainable from the contractor's records.
5. Inspections and Audits. At all times that it is required to maintain records under the contract, contractor shall make such records available at its local office for inspection or audit by authorized representatives of the EUTF, the State Auditor, and/or the State Comptroller. Such inspections and audits may include, but are not limited to: (a) claims audits; (b) audits relating to the performance standards and guarantees required under the contract; (c) audits relating to contractor's performance of the contract and compliance with the contract's terms and conditions; and (d) the contractor's claimed fees, costs, and expenses. To the extent that contractor proposes to use or uses any subcontractors to fulfill its obligations under the contract, those subcontractors must agree to abide by the record keeping, accounting, and audit requirements of the contract.
6. Liquidated Damages. In the event of any breach of the contract by contractor, liquidated damages shall be assessed against contractor in the sum of Five Thousand and No/100 Dollars (\$5,000) per calendar day until the breach is remedied by contractor.
7. Insurance. At its sole cost and expense, the contractor shall obtain and keep in force throughout the entire term of the contract and any extensions thereof, the following types of insurance, in the minimum amounts specified and in the form hereinafter provided for:
  - a. An insurance policy or policies that cover claims resulting from the contractor's negligent or willful acts, errors or omissions, breach of contract, breach of fiduciary or other duty, violation of statute or other law, in providing services under the contract. The policy or policies shall have limits of liability, per occurrence and in the aggregate, in amounts that are reasonably satisfactory to the Board. Initially, the insurance policy must have limits of liability in the amount of at least FIVE MILLION AND NO/100 DOLLARS (\$5,000,000), per occurrence and in the aggregate. The insurance policy shall be endorsed to provide that it is primary insurance and not contributing or excess over any coverage that the EUTF, Board or State of Hawaii may carry.
  - b. A fidelity bond, commercial crime policy, or other equivalent insurance that provides insurance coverage or similar protection to the EUTF against forgery, theft, robbery, fraud, dishonest and

criminal acts committed by any of the contractor's employees that causes the EUTF to sustain monetary loss. The limits of such bond or policy shall be FIVE MILLION AND NO/100 DOLLARS (\$5,000,000) per occurrence and in the aggregate.

- c. Any and all other insurance that is required by applicable law and that is reasonably necessary in order for contractor to perform the work and services required under the contract. The insurance policies shall have limits of liability, per occurrence and in the aggregate, in amounts that are reasonably satisfactory to the Board, as measured by what a reasonably prudent trustee would require of a contractor in similar circumstances.

The adequacy of the coverage afforded by the contractor's insurance shall be subject to review by the Board, from time to time, and if it appears that a reasonably prudent trustee, operating a trust fund similar to that operated by the Board, would require an increase in the limits of liability of such insurance, contractor shall to that extent take all necessary actions to increase such limits.

All the required insurance shall be carried with insurance carriers that have a general policyholder's rating of not less than A and a financial rating of no less than VII in the most current Best's Insurance Reports. If the Best's ratings are changed or discontinued, the parties shall agree to an equivalent method of rating insurance companies.

Throughout the entire term of the contract, the EUTF, the Board and its trustees shall be named as additional insureds on all the insurance policies required hereunder. At the commencement of the contract, the contractor shall provide the Board with certificates of insurance showing that it is carrying all the insurance required hereunder. At or prior to the expiration of all insurance policies required hereunder, the contractor shall provide the Board with certificates of insurance showing the renewal or replacement of such insurance policies. All policies of insurance shall provide that the Board will be given thirty (30) days notice in writing in advance of any cancellation, lapse or reduction in the amount of insurance.

Each insurance policy required by this contract, including a subcontractor's policy, shall contain the following clauses:

- (1). "This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days written notice has been given to the Hawaii Employer-Union Health Benefits Trust Fund, 201 Merchant Street, Suite 1520, Honolulu, Hawaii 96813."
- (2). "The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii."
- (3). "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire term of the contract, including supplemental agreements.

Upon contractor's execution of the contract, the contractor agrees to deposit with the State certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of this contract, including those of its subcontractor(s), where appropriate.

Upon request by the State, contractor shall be responsible for furnishing a copy of the policy or policies.

Failure of the contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the contractor.

The procuring of such required insurance shall not be construed to limit contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract

8. Transition Procedures. At no cost to the EUTF, the contractor shall comply with the following provisions upon receipt of a notice of termination or upon the expiration of the contract:
- (a) As directed by the EUTF, the contractor shall terminate or assign to the EUTF or its designee any outstanding orders or contracts that relate to contractor's performance of the contract.
  - (b) The contractor shall transfer title and deliver to the EUTF or its designee any and all completed or partially completed goods, materials, reports, information, or other work product of the contractor that were made under the contract or as part of the contractor's performance of the contract.
  - (c) As directed by the EUTF, the contractor shall destroy and/or deliver to the EUTF or its designee all confidential or proprietary documents, information, and data that contractor has received under the contract and all copies thereof.
  - (d) The contractor shall provide to the EUTF or its designee all records, documents, information, and data reasonably necessary to allow the EUTF or its designee to continue to provide and/or administer, without interruption, all health and other benefit plans to EUTF beneficiaries, and to comply with all federal, state, and other legal requirements to which the EUTF is subject. Such records, documents, information, and data shall include, but not be limited to, eligibility information and data, claims experience or history data, and administrative records.
  - (e) As directed by the EUTF, the contractor shall handle retroactive enrollments for persons who should have been enrolled prior to the effective date of the termination or expiration, the run-off of all claims incurred prior to the effective date of the termination or expiration, and any other requirements of the contract that apply to the period of time prior to the effective date of the termination or expiration.
  - (f) The contractor shall provide the EUTF with a final accounting of claims, premiums, reserves, and retention covering the last unreported period of time up to and including the effective date of termination or expiration, a final monthly operation report, a final plan performance and paid accounting report, and a final quarterly report on financial operations and performance standards.

**PROPOSAL INSTRUCTIONS**

**SPECIFIC INSTRUCTIONS FOR COMPLETING THIS REQUEST FOR PROPOSAL**

**You must submit a Hard Copy according to the instruction in this RFP to the offices listed below.**

**If you have previously submitted a Proposal under RFP 11-05 IN HARD COPY TO THE EUTF OFFICE LISTED BELOW and wish to resubmit that Proposal as a response to this request, a signed letter authorizing the EUTF to accept the material submitted under that RFP 11-05 to be considered as your complete response to this RFP 11-06 may be submitted in lieu of a complete response to this RFP. 1**

**IF YOU HAVE NOT SUBMITTED A MASTER, SIGNED AND TWO SIGNED COPIES OF A RESPONSE and ELECTRONIC COPIES TO RFP 11-05 TO THE EUTF OFFICES, YOU MUST SUBMIT A HARD COPY, SIGNED MASTER AND TWO SIGNED COPIES PLUS ELECTRONIC COPIES BY THE SUBMISSION DEADLINE.**

**You will not have to submit copies to Segal or to the E-RFP web site under this circumstance**

**If you wish to modify in any way the proposal submitted under RFP 11-05 for this RFP 11-06, you must submit an entirely new proposal under this request including the Signed Master and Two Signed copies according to the instructions in this RFP and also submit a new electronic proposal on the E-RFP web site.**

1. Provide answers to all questions in the eRFP online system **but you must also** submit a hard copy proposal according to the instructions in Section II of this RFP. Instruction on using eRFP will be sent to all registered OFFERORS who have completed the instructions in Section I Proposers may also only submit a hard copy proposal according to the instructions in paragraph 9, Section I without submitting an Intent to Bid Fax form and signed Confidentiality Agreement...
  
2. **CONTENT OF PROPOSAL:** The OFFEROR shall prepare a written proposal that will fully describe the qualifications and availability of the OFFEROR to provide the services requested and the compensation the OFFEROR proposes in response to this RFP. The proposal shall include, without limitation, the following:
  - Cover letter
  - Plan Comparison Summary
  - Minimum Contractual Requirements and Contract Expectations

- Financial Section (Fee Quotation Forms)
- Vendor Information Sheet
- Questionnaire Answers
- Network Data
- Required attachments

3. **COVER LETTER:** The RFP response must include a cover letter addressed to the Procurement Officer. The letter, which will be considered an integral part of the Proposal, must contain the following:

- Contact Information – The cover letter shall include the OFFEROR’S name, address, telephone/fax numbers, and e-mail address.
- Terms and Conditions of RFP – A statement that the OFFEROR fully understands and will comply with all terms and conditions contained in the RFP. The OFFEROR must include written acknowledgment of receipt of any and all amendments or addenda made to this RFP.
- Legal Entity – A statement indicating that the OFFEROR is an individual, a partnership, a limited liability company, or a corporation. If the OFFEROR is a corporation, a partnership, a limited liability company or other legal entity, include a statement indicating the jurisdiction where the OFFEROR is organized.
- Authorized Signature - The cover letter must be signed by an individual or individuals authorized to legally bind the OFFEROR. If the OFFEROR is a corporation, evidence in the form of a certified copy of a corporate resolution or certified copy of articles of incorporation or bylaws shall be submitted showing the individual’s authority to bind the corporation, If the OFFEROR is a partnership, the proposal must be signed by all the partners or evidence in the form of a certified copy of the partnership agreement shall be submitted showing the individuals’ to bind the partnership. Similar evidence must be submitted for an individual signing the proposal letter on behalf of any kind of entity.
- Federal Tax ID No. - The cover letter shall include the OFFEROR’S federal tax identification number.
- Hawaii General Excise Tax ID No. - A Hawaii General Excise Tax (GET) ID must be provided or a representation that a Hawaii General Excise Tax ID will be obtained prior to commencement of the work.
- Current Licenses and Registration - A statement that the OFFEROR maintains the current licenses necessary to provide the services required. In addition, an OFFEROR must provide evidence that the OFFEROR is registered to do business in the State of Hawaii prior to commencement of the work. True and accurate copies of the OFFEROR’S license(s) and certificates must be provided.
- Subcontracting of Services - A statement by the OFFEROR indicating that that the work described in the RFP will not be subcontracted, except as described in the proposal, or assigned. The extent to which the work will be subcontracted and the qualifications of any subcontractor will be considered in evaluating the OFFEROR’S ability to perform the service referred to in the RFP.

- Non-Discrimination - A statement of affirmative action that the OFFEROR does not discriminate in employment and practices with regard to race, color, religion, age (except as provide by law), sex, marital status, political affiliation, national origin, handicap or disability.
  - EUTF Rights Regarding Contractor's Recommendations - A statement that the OFFEROR understands that the EUTF reserves the right to disapprove contractor recommendations without penalty when they conflict with the policy or fiscal interests of the EUTF, as determined by the EUTF Board.
  - Terms and Conditions of Contract - Affirm that the provisions of the sample contract in Attachment [INSERT] are acceptable or state any proposed modifications. The EUTF reserves the right decline or classify as "unresponsive" any substantive changes, modifications, or repharmacys to the provisions of the sample contract.
4. **CONFIDENTIAL AND PROPRIETARY INFORMATION:** The OFFEROR shall designate those portions of the proposal that contain trade secrets or other proprietary data/information that the OFFEROR wishes to remain confidential. This information must be clearly marked and readily separable from the proposal to facilitate public inspection of the non-confidential portions. The proposer must also include a detailed explanation why this information is considered confidential, with respect to the requirements of Chapter 92F. Any request for public inspection is subject to the requirements of Chapter 92F, Hawaii Revised Statutes. The entire proposal CANNOT be considered confidential. The fee proposal CANNOT be considered confidential.
  5. **Award or Rejection:** Any award will be made to that Proposer whose proposal is deemed to be in the best interest of the EUTF. The EUTF reserves the right to reject any or all proposals. Proposals will not be returned.
  6. **No commissions** will be paid and none are to be included in any proposal and no designation of "Broker of Record" will be issued to any OFFEROR in order for the OFFEROR to procure a quotation from an insurance company. No override payments, volume bonuses or other indirect payments to agents or producers are allowed.
  7. A signed Confidentiality Agreement is required for the OFFEROR to receive the census, pharmacy claim data and instructions on submitting their proposal via eRFP. **Oral Explanations:** The EUTF will not be bound by oral explanations or instructions given during the competitive process or after the award of the contract.
  8. **Time for Acceptance:** The Proposer agrees to be bound by its proposal for a contract effective date of January 1, 2012, during which time the EUTF and/or Segal may request clarification of the proposal for the purpose of evaluation. Late proposals will not be accepted.
  9. **Eligibility Rules:** The Proposer agrees to the eligibility rules established by the EUTF, and as amended by the EUTF from time to time. Any proposed modifications to the specified eligibility rules are unacceptable.
  10. **Exceptions:** Any exceptions to terms, conditions, or other requirements in any part of these specifications must be clearly pointed out in the appropriate section of the proposal. Otherwise, it will be considered that all items offered are in strict compliance with the specifications. Amendments or clarifications shall not affect the remainder of the proposal, but only the portion so amended or

clarified. In instances where there is a material difference between your Company's proposal and an eventual contract, your response will be binding.

11. **Assumptions or Underwriting Provisions:** It is required that all proposals **exclude** any language referring to the right of the Proposer to change rates due to changes in expected versus actual enrollment for any period of the 3-year term of the contract. Failure to comply with this requirement will be strictly accounted for in the proposal evaluation.
12. **Network:** A network disruption analysis/adequacy may be necessary in order to award a final contract with respect to coverage where a network of providers is utilized. In order to be considered, your company must provide Segal the appropriate data regarding your providers in the **format that is requested**.
13. **HIPAA Compliance:** All Proposer systems and services must be in compliance with the HIPAA EDI, Privacy, and Security regulations on the appropriate dates established by the Department of Health & Human Services.
13. **Submission of a signed proposal shall be construed as your company's strict adherence to this proposal, unless otherwise noted in writing. Failure to meet any of these conditions may result in disqualification of proposals. This RFP and your response, including all subsequent documents provided during this RFP process will become part of the contract between the parties.**
14. **Requested Plan Design and Funding Arrangements**

Proposed benefit plans are to duplicate the existing plans provided by InformedRx and HMSA/MEDCO as outlined in Section V.

**PROPOSAL EVALUATION**

1. **INTRODUCTION:** The EUTF seeks the highest quality organization to provide Pharmacy Benefit Management services. Throughout the selection process, the EUTF reserves the right, in its sole discretion:

- a. To not award the contract to the lowest cost OFFEROR.
- b. To not award the contract at all.

2. **EVALUATION PROCESS:** An Evaluation Committee selected by the Procurement Officer will review and evaluate all proposals submitted by the deadline specified in this RFP. The evaluation process will be conducted in six phases:

- Phase 1 – Evaluation of Mandatory Requirements
- Phase 2 – Establishment of Priority List of OFFERORS
- Phase 3 – Discussions with PRIORITY-LISTED OFFERORS, if any
- Phase 4 – Best and Final Offers (Optional)
- Phase 5 – Final Evaluation of Proposals
- Phase 6 – Award

3. **EVALUATION CRITERIA AND POINTS:** The evaluation criteria listed below will be used to evaluate and rank OFFERORS’ proposals.

<b>Criteria</b>	<b>Points</b>
Net Cost of Benefits and Administration	30
Adherence to RFP Instructions and Overall Responsiveness	5
Network Disruption	25
Ability to Perform Services Requested in RFP (Including the Special Conditions in Section I)	30
Experience offering services to similar sized Entities and References	5
Performance Guarantees	5
<b>Total</b>	<b>100</b>

**Description of Evaluation Criteria:**

- **Fees/Rates/Network Discounts:** The net cost of benefits and administration will be determined from the pricing and discount and rebate guarantees included in the proposers offer applied to the historical claims that were supplied to the OFFERORS as claim data. Only guaranteed pricing, discounts, rebates and administrative expenses will be used in the evaluation. Estimated discounts and rebates will not be considered in the evaluation.
- **Adherence to RFP Instructions and Overall Responsiveness:** This category reflects the OFFERORS thoroughness of response contained in the proposal submission, adherence to the instructions contained in this Request for Proposal and inclusion of all requested information in its proposal.
- **Network Disruption:** Network disruption will be evaluated based upon the information that is submitted in this Request for Proposal and will be measured upon the providers, facilities, and sources of care and services used by the active and retired participants in the plans for which a proposal is being submitted, as measured from the experience of the plan over the past 3 years (or the existence of the plan if less than 3 years). Special evaluation will be made of the OFFERORS ability to provide a network of providers for all of the Islands on which EUTF plan participants reside. The census files submitted to OFFERORS include residence zip code locations. Network disruption will be analyzed on two basis:
  - The percentage of pharmacy dispensing facilities that are in the Proposers network that dispensed prescriptions that are included in the claim data provided in the Request for Proposal, and
  - An evaluation of the number of facilities that are available to participants based upon a distribution per Island within the State.
- **Ability to Perform Services Requested in RFP (including special conditions in Appendix D):** This category will be evaluated based upon the responses contained in the proposal with respect to the OFFERORS agreement to perform all of the services required in a manner and to the specifications outlined in this RFP. The OFFERORS thorough explanation of how it will complete the required tasks outlined in the RFP will be evaluated based upon its understanding of the tasks, the demonstrated ability to perform the tasks and agreement to dedicate the necessary resources to perform the tasks.
- **Experience offering services to similar sized Entities and References:** The analysis of this category will be the result of reviewing the list of referred Entities for which the OFFEROR is providing identical or very similar services that are comparable is number of enrolled participants, benefit plan comparability, complexity of administration and a similar form of administrative entity (Trusted Board with dedicated Administrative Organization) and geographic dispersion of participant population. Each supplied reference will be interview for an evaluation of the performance of the OFFERORS with respect to the contracted services performed for the referenced Entity.
- **Performance Guarantees:** This category will be evaluated upon the agreement of the OFFEROR to be held accountable for each of the category of performance guarantee as stipulated in this RFP and the overall penalty agreed to for each category of performance that is being guaranteed.

**Phase 1 – Evaluation of Mandatory Requirements**

The evaluation of the mandatory requirements shall be on a “pass/no pass” basis. The purpose of this phase is to determine whether an OFFEROR’S proposal is sufficiently responsive to the RFP to permit a complete evaluation. Each proposal will be reviewed for responsiveness. Failure to meet the mandatory requirements (“no pass”) will be grounds for deeming the proposal non-responsive to the RFP and rejection of the proposal. Only those proposals meeting the following requirements (“pass”) of Phase 1 will be considered in Phase 2.

- Meet all requirements for doing business in the state of Hawaii
- Adhere to all proposal submission guidelines
- Follow proposal submission timeline
- Financial Stability

**Phase 2 – Establishment of PRIORITY-LISTED OFFERORS**

All OFFERORS who pass Phase 1, Evaluation of Mandatory Requirements, shall be classified as “acceptable.” If there are more than three “acceptable” OFFERORS, the Evaluation Committee will evaluate all proposals and establish a priority list of OFFERORS who received the best preliminary evaluations. The order, priority and points to be applied to each evaluation criteria are as listed above.

**Phase 3 – Discussions with PRIORITY-LISTED OFFERORS, if any**

In this phase, the Evaluation Committee and the Administrator may conduct interviews with the PRIORITY-LISTED OFFERORS listed in the timeline provided in Section 1.

**Phase 4 – Request of Best and Final Offer (Optional)**

In this phase the PRIORITY-LISTED OFFERORS may be asked to submit a final proposal for the services that are being proposed. This phase is optional and may not be included in the evaluation.

**Phase 5 – Final Evaluation of Proposal**

In this phase, the Evaluation Committee will conduct final evaluations of the priority-listed OFFERORS’ proposals in accordance with the criteria listed above.

**Phase 6 – Award**

The EUTF Board will make the final selection.

**SCOPE OF WORK**

**PURPOSE**

The EUTF's objective is to provide comprehensive pharmacy benefits for its actives and retirees. A key requirement of the EUTF is to maintain current level of benefits and through this proposal request process, produce the most competitively priced pharmacy plan with as little disruption to participants as possible.

No employees/retirees or dependents should suffer a loss of benefits by virtue of a change in carriers.

**BACKGROUND**

A description of the current benefits is provided in Section V (EOCs provided in Appendix E) and claims data is provided in Appendix A.

All employees are eligible for benefits as determined by the EUTF. Dependent children are eligible until age 26 for actives. Also eligible are retired employees and their dependents (spouses and dependent children to age 24 if unmarried and full-time students). Domestic partners and dependents and partners and dependents of civil unions are also eligible.

Effective January 1, 2011 the EUTF began providing benefits to all members of the HSTA who were formerly enrolled in the HSTA VEBA plans.

**INSTRUCTIONS**

This Section sets out specifications for the benefit plans and services that the EUTF is seeking through this RFP. Unless an OFFEROR expressly and specifically makes an exception to or identifies a deviation from these specifications in its proposal, the OFFEROR'S proposal will be deemed to offer to meet and abide by all specifications set forth in this Section. If an OFFEROR proposes an exception to or a deviation from any of the contractual requirements set forth in this RFP, the OFFEROR'S proposal must specifically and completely describe and delineate that exception or deviation. Otherwise, the OFFEROR'S proposal will be deemed to accept and agree to all the contractual requirements. The EUTF is under no obligation to agree to any exception or deviation proposed by an OFFEROR, and will take any such exceptions and deviations into account in evaluating the OFFEROR'S proposal. Your proposals are to be all inclusive of expenses and charges. The EUTF will not pay an additional amount for any ancilliary charges for any items, including, for example, overhead, travel, telephone, local office expenses, shipping or printing.,

1. Basic Services

Contractor shall provide the benefits and services that are: (1) required under this RFP; (2) proposed by contractor and accepted by the EUTF; and (3) otherwise required under the contract between the contractor and the EUTF.

2. Customer Service Office

During the entire term of the contract, the contractor may be required to maintain a customer service office located in the State of Hawaii. Personnel, systems, and equipment at the customer

service office shall be reasonably sufficient to provide all the customer services proposed by contractor and required under the contract.

3. Key Personnel

Within thirty (30) calendar days of the award of contract, the contractor shall notify the EUTF in writing of the names, titles, business addresses, e-mail addresses, telephone numbers, and areas of responsibility of all of its authorized representatives. The authorized representatives shall be available to answer questions from or hold discussions with the Board or its designee, the Administrator, EUTF staff, the Consultant or the Attorney General's office with respect to contractor's benefits plans, contractor's performance of the contract, or any matter pertaining to the EUTF. The contractor shall give the EUTF at least ten (10) days notice in advance of any change in the authorized representatives.

Among the authorized representatives, contractor shall designate a contract liaison officer who shall be responsible to the EUTF for contractor's performance of the contract. The contract liaison officer shall attend all meetings called by the Board or its designee, the Administrator, or the Consultant.

4. Eligibility

Eligibility of EUTF employee and retiree beneficiaries and dependent-beneficiaries for enrollment in and coverage by contractor's benefit plans shall be determined under HRS chapter 87A and the EUTF's rules. Contractor shall be bound by the EUTF's determinations regarding eligibility of EUTF employee-beneficiaries and dependent-beneficiaries.

Contractor shall accept enrollment and cancellation dates as stated in EUTF transmissions, reports, or files. Contractor shall accept enrollment eligibility dates for Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA") coverage in accordance with federal law as determined by the Administrator and the public employers' departmental personnel officers.

Contractor shall waive all pre-existing conditions provisions and all actively at work and dependent deferment requirements for EUTF employee-beneficiaries and dependent-beneficiaries to be covered on the effective date.

5. Processing Enrollments, Cancellations and Terminations

Weekly, the EUTF will provide a Health Insurance Portability and Accountability Act of 1996 ("HIPAA") compliant electronic data transmission that shows new enrollments, cancellations, terminations, and other changes applicable to contractor's benefits plan(s). Subject to the following, contractor shall process such enrollments, cancellations, terminations, and changes in a timely manner:

Within forty-eight (48) hours of the electronic data transmission, a contractor for health benefits shall enroll all new enrollees in its health benefits plan(s) and mail I.D. cards to the new enrollees. In addition, contractor shall process all cancellations and termination of enrollments within 24 hours of the electronic data transmission.

Between the dates that the EUTF makes the electronic data transmissions, the EUTF may request the contractor to perform new enrollments or other changes to enrollment. Contractor

shall accept such requests and perform the requested enrollments or other changes in a timely manner. New enrollments shall be performed no later than forty-eight (48) hours after receipt of the EUTF's request.

6. Provision of Information/Telephone Access

Contractor shall have knowledgeable staff available to answer inquiries from EUTF staff and EUTF employee-beneficiaries and dependent beneficiaries regarding: (1) the benefits provided by contractor; (2) contractor's benefit plans, forms, and procedures; (3) enrollment status; (4) premium costs; (5) claims and claim procedures; (6) COBRA; and (7) other matters pertaining to the benefit plans provided under the contract. If contractor does not maintain neighbor island offices, contractor shall provide a toll-free telephone line to answer such inquiries. Contractor's office and the toll-free telephone line shall be open from **7am until 7pm** Hawaii Standard Time, Monday through Friday, except State observed holidays.

At its own cost, contractor shall draft, print, and regularly update written information that describes its benefit plan in detail and a list of its providers. Upon request, the written information and list shall be provided to the EUTF's employee-beneficiaries and dependent-beneficiaries.

7. Open Enrollment

Each year, the EUTF holds at least one open enrollment period for active employees and one period for retired employees. Historically, the active open enrollment period begins in April, the retiree open enrollment period is conducted in October. The EUTF may also hold special open enrollment periods during other times of the year.

Prior to open enrollment periods, the Administrator solicits summary benefit plan information from all contractors that explain and update their benefit plan coverages, exclusions, limitations, service locations, networks and mail order providers, HMO health centers, etc. The Administrator then coordinates the publishing and distribution of benefit plan booklets, news bulletins, notices, enrollment applications, and other forms related to the open enrollment. Contractor shall provide all information requested by the Administrator in a timely fashion.

During the open enrollment period, the EUTF holds various informational sessions for employee-beneficiaries and dependent-beneficiaries and retirees throughout the State on most Islands. At its own cost, contractor shall provide staff and written informational materials for such informational sessions.

Contractor shall provide any other assistance as may be reasonably requested by an administrator in connection with any open enrollment period.

8. Other Enrollment Assistance

From time to time, the EUTF may hold training sessions for its staff and/or other government personnel involved in EUTF operations, e.g., the public employers' departmental personnel officers. In addition, the EUTF holds informational meetings at various places around the State of Hawaii for its employee-beneficiaries and dependent beneficiaries, e.g., periodic pre-retirement and retirement informational meetings for employees, and informational meetings for employees

facing a reduction in force. At its own cost, contractor shall provide staff and written informational materials for these training sessions and informational meetings.

Upon request and at no additional cost to the EUTF, contractor shall provide information to the EUTF necessary to update its eligibility and enrollment files, e.g., current addresses of employee-beneficiaries.

9. Coordination of Benefits/Medicare Claims

Contractor shall provide all services necessary to coordinate benefits ("COB") between its health benefits plans (or any self-insured plans it administers on behalf of the EUTF) and other health benefit plans of the EUTF's employee-beneficiaries and dependent-beneficiaries. It will be the responsibility of the contractor to pursue 100% compliance with disclosure of COB information from participants. In addition, the contractor shall on behalf of the EUTF perform all services necessary to reconcile reimbursement claims made by Medicare to the EUTF or any public employer that arise with respect to contractor's health benefits plans (or any self-insured plans it administers on behalf of the EUTF).

10. Reports and Accountings

All reports that the contractor is required to give to the EUTF under the contract shall be in form and substance reasonably satisfactory to the EUTF. Upon reasonable advance notice, the EUTF may require changes in the form of the reports or may request that the reports contain different or additional information.

Contractor shall provide monthly operation reports to the EUTF. The monthly operations reports shall initially be in a letter format and each report shall be due on or before the 10th day of the month following the month that is the subject of the report. The monthly operations reports shall include information including, but not limited to, the following: (1) operational issues pertaining to EUTF members participating in the contractor's plans such as member mailings or network changes; (2) issues raised by or with the contractor and correspondence to or referred to the contractor; (3) publications or press releases relating to the contractor's plans that may be of interest to EUTF members; (4) community activities relating to the contractor that may be of interest to the EUTF members; (5) any legal actions or proceedings involving EUTF members; and (6) any complaints by EUTF members to the contractor or the Insurance Division relating to the contractor's plans or the contractor's administration of EUTF self-insured plans.

Contractor shall provide monthly reports on financial operations in hard copy and electronically. The monthly financial reports shall be due on or before the 10th day of the month following the month that is the subject of the report.

Contractor shall provide quarterly reports on performance standards in hard copy and electronically. The quarterly reports shall be due on or before the 30th day following the end of the quarter that is the subject of the report. Contractor shall also provide quarterly financial reports by bargaining unit.

Contractor shall provide an annual plan performance report with the incurred and paid accounting report within 120 days after June 30 of each plan year as well as any recommendations to improve the plan design or plan administration. The report shall be provided in hard copy and

electronically. There shall be two (2) separate reports, one for actives and one for retirees. The retiree report shall be split between Medicare and non-Medicare retirees.

Upon request, contractor shall provide to the EUTF a report containing information on all claims received and/or processed by contractor during a specified period of time. Such a report shall be provided electronically.

Upon reasonable advance notice, the EUTF may request special reports on matters pertaining to contractor's benefit plans and/or contractor's performance of the contract.

11. Confidential Information

Contractor shall protect all information, records, and data collected in connection with this contract from unauthorized disclosures. The EUTF and contractor shall determine if and when any other party may have authorized access to such information.

Contractor shall guard the confidentiality of participant information. Access to participant information shall be limited by contractor to persons or agencies that require the information in order to perform their duties in accordance with the contract. Any other party shall be granted access to confidential information only after compliance with the requirements of all federal, state, and county laws pertaining to such access, e.g., HIPAA.

Contractor is required to know and understand the confidentiality laws that pertain to its benefit plan and its performance of the contract. This includes knowledge and understanding of laws specific to certain groups (i.e., HRS chapter 577A relating to minor females and pregnancy and family planning services, HRS §325-101 relating to persons with HIV/AIDS, HRS §334-5 relating to persons receiving mental health services, and 42 CFR Part 2 relating to persons receiving substance abuse services).

Nothing in this section shall prohibit the contractor from disclosing information to the EUTF or its designee.

12. Electronic Data Transmissions

Contractor shall have hardware, software, and systems that are capable of picking up or receiving electronic data transmission from the EUTF regarding enrollments, changes to enrollments, premiums, and other matters related to the contract.

Contractor shall accept the EUTF's HIPAA-compliant, weekly electronic data transmissions as the official membership eligibility/enrollment records, subject to adjustments as authorized by the EUTF.

Contractor shall also provide the exchange of Pharmacy Benefit Management claim information with the Medical contractor(s) on a quarterly basis throughout the term of the contract in order to develop a coordinated and integrated medical and pharmacy benefit management process and to assist the EUTF with the overall management of expenses, including pharmaceutical expenses.

13. Payment to Contractor

Payment to contractor will be done in arrears, after the month is completed. Such payments shall be made by the 15th day of the following month. If the 15th day of the month falls on a weekend or holiday, the payment will be made on the next succeeding weekday that is not a holiday.

For purposes of calculating the amount of premiums or fees due the contractor, the number of employee-beneficiaries enrolled in contractor's plans shall be determined as of a given date of the month, to be selected by the administrator. Retroactive additions and terminations shall be accounted for in future payments.

Contractor shall accept the monthly summary enrollment reports provided by the EUTF as the basis for the amount of premiums due the contractor under the contract. Contractor shall notify the EUTF in writing within ninety (90) calendar days after the end of the report month of any transaction or premium computation discrepancy or other problem in the monthly summary report. The contractor shall provide specific information that is necessary to resolve any noted discrepancy or problem. If the EUTF is not notified in writing within the ninety (90) days, the EUTF reports shall be considered as final and accepted by the contractor.

14. Availability of Funds

The contract shall be enforceable only to the extent that funds are available to the EUTF to make payments to contractor. All payments to contractor are subject to the EUTF's actual and continuing availability of funds. No damages or interest shall accrue against the EUTF, the State, the counties, or any other public employer as a result of the non-availability of funds.

Contractor acknowledges that the funds available to the EUTF come from public employer and employee-beneficiary contributions. With respect to retirees, HRS chapter 87A establishes the amount of the public employer contributions. However, with respect to active employees, the public employer contributions are generally established by collective bargaining between the public employers and public sector unions, and such contributions are subject to appropriation by the legislative bodies of the State and counties. See HRS §§ 87A-32, 89-9(a), 89-9(e), 89-10(b), and 89-11(g). Thus, a significant portion of the EUTF's availability of funds is contingent upon future collective bargaining between the public employers and public sector unions, the terms of any resulting collective bargaining agreements, and future appropriations by the legislative bodies of the State and counties.

The EUTF shall have the following rights should there not be available funding for contractor's contract: (a) to cancel the award of contract; (b) to renegotiate the award of contract to purchase reduced or modified services; (c) to delay the commencement date of the contract; or (d) to terminate part or the entire contract.

**PURPOSE**

The EUTF is soliciting contracts for actives and retirees commencing as follows:

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IV**

- **Actives** - January 1, 2012 through June 30, 2013 (18-months). Subsequent 12-month extensions on July 1, 2013 and July 1, 2014 at the sole discretion of the EUTF. The initial 18-month contract is to return the actives to a fiscal plan year (July 1 start date).
- **Retirees** – January 1, 2012 through December 31, 2012; subsequent 12-month optional one year contract extensions at the sole discretion of the EUTF on January 1, 2013 and January 1, 2014. Retirees will continue to be on a calendar plan year.

It is anticipated that separate contracts will be issued for active and retiree plans.

The EUTF’s objective is to provide comprehensive healthcare coverage for its employees and retirees. A key desire of the EUTF is to maintain current level of benefits and through this proposal request process, produce the most competitive alternatives to the current plans for consideration.

**ELIGIBILITY**

All employees are eligible for benefits as determined by the EUTF. Dependent children are eligible until age 26 for actives. Also eligible are retired employees and their dependents (spouses and dependent children to age 24 if unmarried and full-time students). Domestic partners and dependents and partners and dependents of civil unions are also eligible.

Census and claim data will be provided ONLY upon the completion and return of the Intent to Bid Fax Form and a signed Confidentiality Agreement.

**ENROLLMENT**

		<b>January 2011</b>
<b>Actives – EUTF</b>	<b>PBM Benefit Provider</b>	
HMA PPO	InformedRx	
Single		1906
Two-Party		555
Family		810
HMSA PPO	InformedRx	
Single		14069
Two-Party		4705
Family		7346
HMSA Supplemental Medical	HMSA	
Single		174
Two-Party		110
Family		166
HMSA HDHP	HMSA	
Single		214
Two-Party		46
Family		90

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IV**

		January 2011
<b>Actives – EUTF</b>	<b>PBM Benefit Provider</b>	
HMSA HMO	HMSA	
Single		1301
Two-Party		367
Family		497
<b>Royal State Supplemental Medical</b>	<b>Royal State – COPAY ONLY</b>	
<b>Single</b>		79
<b>Two-Party</b>		87
<b>Family</b>		198
<b>Kaiser – HMO Comprehensive</b>	<b>Kaiser – NOT IN RFP</b>	
<b>Single</b>		5803
<b>Two-Party</b>		1814
<b>Family</b>		2811
<b>Kaiser HMO Basic</b>	<b>Kaiser – NOT IN RFP</b>	
<b>Single</b>		752
<b>Two-Party</b>		183
<b>Family</b>		233
<b>Actives – HSTA</b>		
HMSA – 90/10 PPO	HMSA	
Single		1976
Two-Party		413
Family		1057
HMSA – 80/20 PPO	HMSA	
Single		2348
Two-Party		645
Family		1763
Supplemental Medical	HMSA	
Single		65
Two-Party		64
Family		174
Kaiser HMO		
Single		1189
Two-Party		263
Family		604
<b>Retirees without Medicare – EUTF</b>		
HMA PPO	Informed Rx	
Single		20
Two-Party		25

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IV**

		January 2011
<b>Actives – EUTF</b>	<b>PBM Benefit Provider</b>	
Family		10
HMSA PPO	Informed Rx	
Single		3107
Two-Party		3272
Family		995
<b>Kaiser HMO</b>	<b>Kaiser - NOT IN RFP</b>	
Single		784
Two-Party		726
Family		200
<b>Retirees without Medicare – HSTA</b>		
HMSA PPO	HMSA	
Single		416
Two-Party		626
Family		99
Kaiser HMO		
Single		56
Two-Party		52
Family		13
<b>Retirees with Medicare – EUTF</b>		
HMA PPO	Informed Rx	
Single		29
Two-Party		15
Family		0
HMSA PPO	Informed Rx	
Single		14927
Two-Party		8326
Family		439
<b>Retirees with Medicare – HSTA</b>		
HMSA PPO	HMSA	
Single		578
Two-Party		483
Family		20
Kaiser HMO		
Single		69
Two-Party		50
Family		5

CENSUS AND CLAIM DATA WILL BE PROVIDED UPON THE COMPLETION AND RETURN OF THE SIGNED CONFIDENTIALITY AGREEMENT AS WELL AS INSTRUCTIONS ON ACCESSING ERFP. **PREMIUM HISTORY**- See Appendix B

**PLAN COMPARISON SUMMARY – ACTIVES RETIREE UNDER 65 AND MEDICARE  
ELIGIBLE RETIREES PLANS**

**Please refer to the evidence of coverage in Appendix E for a full description of benefits. All proposals should match current benefits. Please note any deviations only if you cannot match the current benefits. Unless noted, it will be assumed that proposed benefits match the requested benefits exactly.**

**SERVICES TO BE PROVIDED**

A number of factors will be considered in the selection process. Those are listed in Section III.

All proposers are required, at a minimum, to duplicate the plan features and level of coverage presently offered to EUTF's covered member population. Please refer to the plan design information in the appendix. A proposal to provide Pharmacy Benefit Management (PBM) services for all of the plans listed as a part of this RFP 11-06 except for those plans specifically noted. The experience for the HMSA HSTA Plans is not available as HMSA assumed the responsibility for the HSTA plans on January 1, 2011 and sufficient experience is not yet available. No PBM Services are required for the Royal State Supplemental or Kaiser Plans.

Prospective proposers are to offer comprehensive PBM services including but not limited to the following:

- Claims adjudication
- EGWP for Medicare Eligible Retirees in PPO Supplemental Medicare Plans
- Ability to integrate PBM services with current vendors, as applicable
- Electronic eligibility maintenance
- Patient and provider education
- Systematic prospective, concurrent, and retrospective drug utilization review
- Network pharmacy management
- Formulary management and rebate sharing
- Data reporting
- Distribution of pharmacy directories and other materials for enrollees
- Mail service pharmacy
- Specialty pharmacy program
- Complete availability of IT services, including online/real time availability to Hawaii-EUTF and/or its designee(s)
- Pricing administration
- Customer services
- Ad hoc reporting
- Website with enrollee portal
- Clinical programs
- Disease management

**PROPOSAL REQUIREMENTS**

The following are base requirements. Please complete this form and include it within your response. Indicate “yes” or “no” as to your organization’s ability to comply. **Your compliance with these requirements is mandatory in order to have your organization considered as a proposer.**

BASE REQUIREMENTS	YES	NO
1. Definitions (You agree to following contract definition)		
a. “Pass Through” and “Transparent” - PBM agrees to pass-through 100% of contracted discounts with network pharmacies at the point-of-service and to provide auditing protocol, enabling tracking of individual claims back to original pharmacy network contract documents. The PBM agrees to disclose details of all programs and services generating financial remuneration from outside entities.		
b. Rebates - Compensation or remuneration of any kind received or recovered from a pharmaceutical manufacturer attributable to the purchase or utilization of covered drugs by eligible persons, including, but not limited to: incentive rebates categorized as mail order purchase discounts; credits; rebates, regardless of how categorized; market share incentives; promotional allowances; commissions; educational grants; market share of utilization; drug pull-through programs; implementation allowances; clinical detailing; rebate submission fees; and administrative or management fees. Rebates also include any fees that PBM receives from a pharmaceutical manufacturer for administrative costs, formulary placement, and/or access.		
2. The EUTF or its designee will have the right to audit, with an auditor of its choice, with full cooperation of the selected PBM, the services and pricing (including rebates) provided in order to verify compliance with all program requirements and contractual guarantees. This provision shall survive the termination of the agreement between the parties for a period of 3 years.		
3. All pricing submitted will <b>NOT</b> be contingent on participation in any proposed clinical management programs, group medical or behavioral health programs proposed by you or any other vendor other than what programs are requested by the EUTF.		
4. Proposer agree that all rebate revenue earned by the EUTF will be paid to The EUTF regardless of its termination status as a client.		
5. Proposer agrees to load all current prior authorizations, open mail order refills, and accumulator files that exist for current enrollees from the existing PBM at no charge to the EUTF and with no charges being deducted from the implementation allowance for file loading or IT.		
6. Minimum Brand and Minimum Generic Discount Guarantees for both mail and retail shall be defined as follows: (Aggregate Ingredient Cost/Aggregate AWP)		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION VII**

<b>BASE REQUIREMENTS</b>		<b>YES</b>	<b>NO</b>
a.	Aggregate AWP will be from a single, nationally recognized price source for all claims. List the suggest AWP source below:		
b.	Proposer agrees to exclude dispensing fees from the Aggregate Ingredient Cost.		
c.	Proposer agrees that zero balance or zero amount claims paid will not be included in the guaranteed measurement for AWP, Ingredient cost, achieved discounts or dispensing fees calculations.		
d.	Proposer agrees that all guarantee measurements shall be calculated prior to application of any member out of pocket expenses.		
e.	Proposer agrees that both the Aggregate Ingredient Cost and Aggregate AWP from the actual date of claim adjudication will be used.		
f.	Proposer agrees that Aggregate AWP will be the date sensitive, 11-digit NDC of the actual products dispensed.		
g.	Proposer agrees that both single-source and multiple source generic products are to be included in the generic guarantee measurement and excluded from brand guarantee measurement.		
h.	Proposer agrees that compounds and specialty drugs will be excluded from retail and mail order discount guarantee calculations.		
7.	Proposer agrees that the Board of the EUTF will be notified of any switch in the AWP source at least 180 days prior to the change. In the event that the AWP source change is not determined by a third party to be price neutral for the EUTF, the EUTF will have the right to terminate the contract with no penalty.		
8.	Proposer agrees that each distinct pricing guarantee category is guaranteed on a dollar for dollar basis with 100% of any shortfall recouped by the EUTF. Proposer agrees that no offsetting surpluses in one categories will be used against shortfalls in other category		
9.	Proposer agrees that rebates are guaranteed as minimum amounts (i.e., not fixed) basis.		
10.	Proposer agrees that rebates are guaranteed for the life of the contract as well as any extension of the underlying agreement.		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION VII**

<b>BASE REQUIREMENTS</b>	<b>YES</b>	<b>NO</b>
11. Proposer agrees to provide Retail/Mail Order unit cost equalization to the EUTF, that is, Mail Order unit costs prior to enrollee cost sharing, dispensing fees, and sales taxes charged to the EUTF will be no greater than those at Retail. Proposer agrees to produce a date sensitive comparison report showing unit costs charged to the EUTF at a GCN level, and reimburse the EUTF on a dollar-for-dollar basis for all instances where mail order unit costs exceed retail unit's costs. Report and reconciliation will be provided on an annual basis.		

**CONTRACTUAL EXPECTATIONS**

The following are the EUTF's expectations of the manner in which the topics below will be addressed in the final, executed contract. Please complete this form and include it within your response. Indicate "yes" or "no" as to the Proposer's ability to comply. Explanation of your "yes" or "no" response may be requested during the evaluation process.

<b>CONTRACTUAL EXPECTATIONS</b>		<b>YES</b>	<b>NO</b>
1.	Definitions Proposer Agrees to the following common definitions in its proposal		
	a. AWP (Average Wholesale Price) is based on date sensitive, 11-digit NDC as supplied by a nationally recognized pricing source (i.e., First DataBank or MediSpan) for retail and mail order adjudicated claims (Subject to outstanding litigation).		
	b. Enrollee Copay - Enrollees will pay the lowest of the following: plan copay, plan-negotiated discounted price plus dispensing fee, U&C, or retail cash price.		
	c. Paid Claims - Defined as all transactions made on eligible enrollees that result in a payment to pharmacies or enrollees from the EUTF or enrollee copays. (Does not include reversals and adjustments.) Each unique prescription that results in payment shall be calculated separately as a paid claim.		
2.	The EUTF or its designee will have the right to select an auditor of its choice, with full cooperation of the selected PBM, to conduct claims, services or rebate audits. This provision shall survive the termination of the agreement between the parties for a period of 3 years. The EUTF or its designee will have the right to conduct an audit at any time during the year.		
3.	The EUTF will not be held responsible for time or miscellaneous costs incurred by the PBM in association with any audit process including, all costs associated with provision of data, audit finding response reports, or systems access, provided to the EUTF or its designee by the PBM during the life of the contract. Note: This includes any data required to transfer the business to another vendor and money collected from lawsuits and internal audits.		
4.	Proposer agrees to a 60-day turnaround time to provide its response to claims audit findings.		
5.	Proposer agrees NOT to implement, administer, or allow any program that results in the conversion from lower discounted ingredient cost drug products to higher ingredient cost drug products without the prior written consent of the EUTF or its designee.		
6.	Proposed mail order service personnel must notify individual participating enrollees and the EUTF or its designee prior to substituting products that will result in increased member out of pocket expense.		
7.	Proposer agrees to obtain the EUTF approval for all enrollee communication materials before distribution to enrollees.		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION VIII**

<b>CONTRACTUAL EXPECTATIONS</b>		<b>YES</b>	<b>NO</b>
8.	The Proposer agrees that it will not automatically enroll the EUTF in any programs that involve any type of communications with enrollees or alterations of enrollees' medications, without express written consent from the EUTF.		
9.	The EUTF reserves the right to review, edit, or customize any communication from the PBM to its enrollees.		
10.	Proposer agrees to notify the EUTF and their enrollees at least 60 days prior to the addition of a drug to specialty drug list and at least 90 days prior to a deletion of a drug from the specialty drug list.		
11.	The EUTF requires PBM to produce an auditable quarterly report demonstrating transparent or pass-through pricing. PBM will attach a sample of the report they intend to use as part of their response. Rebate reports listing detailed rebate calculations should be included.		
12.	The EUTF will have the ability to annually renegotiate and/or "carve-out" specialty drug pricing and service terms.		
13.	Proposer agrees that all pricing will be effective and guaranteed for the term of the agreement (excluding the renegotiated specialty pricing) and will not include adjustments for claims volume shifts amongst the various provider channels (e.g., mail utilization rates decline or 90-day retail utilization increases).		
14.	Proposal includes no additional fees (beyond those outlined in the financial section) required to administer the services outlined in this Proposal. Any mandatory fees, including clinical and formulary programs fees, must be clearly outlined in the Financial Section.		
15.	Proposer agrees to document all customer service calls through call recordings and/or call notes.		
16.	The EUTF reserves the right to access all call recordings or call notes from customer service calls with its enrollees. PBM agrees to allow the EUTF the right to request call recordings and notes at any time.		
17.	Proposer agrees to allow the EUTF with access to its enrollee website behind login prior to the go-live date.		
18.	Proposer will provide the EUTF with a virtual tour of its CSR system and any custom messaging system.		
19.	Proposer agrees to, at minimum, quarterly calls to review customer service issues. The PBM agrees to allow the EUTF to review customer service quality issues to the resolution endpoint.		
20.	Proposer agrees to a minimum of one annual meeting with call center executives to discuss services regarding Open Enrollment and enrollee issues.		
21.	Proposer agrees to grandfather the current formulary for up to 90 days following the contract effective date.		
22.	Proposer agrees that all future edits required because of plan design changes implemented by the EUTF shall be completed, after testing, by the PBM within 45 days of request/advisory by the EUTF.		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION VIII**

<b>CONTRACTUAL EXPECTATIONS</b>		<b>YES</b>	<b>NO</b>
23.	Proposer agrees to notify the EUTF or its designee in advance when a formulary drug is targeted to be removed from the formulary. The Proposer must provide a detailed disruption and financial impact analysis at the same time.		
24.	Proposer agrees that all fees will be based on approved paid claims as defined in 2.d, definitions.		
25.	Proposer agrees that all fees include the cost of claims incurred/filled during the effective dates of this contract regardless of when they are actually processed and paid (run-out).		
26.	Proposer agrees to provide up to 5 separate monthly data transmissions (may include quarterly feed to data warehouse) to chosen vendors at no charge and two full, annual electronic claims files, in NCPDP format, at no charge to the EUTF.		
27.	Proposer will provide electronic access to monthly claims information to the EUTF and/or its designee(s) and to the medical plan carriers for analysis with medical claims		
28.	Proposer agrees to the following definitions and guarantees:  Minimum Brand and Minimum Generic Discount Guarantees for both mail and retail shall be defined as follows: (Aggregate Ingredient Cost/Aggregate AWP )		
	a. AWP discount guarantees will be measured and reconciled on a component (brand, generic, retail, mail order, and specialty pharmacy program) basis only. Surpluses in one component may not be utilized to offset deficits in another component.		
	b. Compounds, Specialty Pharmacy Program claims, OTC claims, and claims with ancillary charges will be excluded from the guarantee measurement.		
	c. The guarantee measurement must exclude the savings impact from DUR programs, formulary programs, utilization management programs, and/or other therapeutic interventions.		
	d. Any shortfall between the actual result and the minimum guarantee will be paid, dollar-for-dollar, to the EUTF within 60 days of the end of the measurement period.		
	e. Measurement will be performed annually via independent audit utilizing date sensitive AWP derived from a single, nationally recognized price source for all claims.		
29.	Proposer agrees that dispensing Fees will be measured and reconciled on a component basis only (brand, generic, retail, mail order, and specialty pharmacy program). Surpluses in one component may not be utilized to offset deficits in another component.		
30.	Proposer agrees that guaranteed rebates per prescription will be based on all prescriptions dispensed, not just on brand or formulary prescriptions dispensed.		
31.	Proposer agrees to a review and negotiate the pricing applied to newly introduced generics drugs annually.		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION VIII**

<b>CONTRACTUAL EXPECTATIONS</b>	<b>YES</b>	<b>NO</b>
32. Proposer agrees to fund a Pre-implementation Audit (up to \$30,000) to be conducted at least 60 days prior to the start of claims adjudication. The PBM will work with the auditor to run test claims in a test environment utilizing the EUTF's actual plan parameters.		
33. Proposer agrees to provide online, real time, claim system access to the EUTF or its designee, including access to historical claims data for up to three years following termination of the agreement.		
34. Proposer agrees to respond to and incorporate future health care reform changes in full compliance with the law and at no additional cost to the EUTF.		

**FINANCIAL SECTION**

Proposers are required to complete all financial exhibits as instructed. Administrative fees are requested on a per-enrollee-per-month (PEPM) basis and dispensing fees are requested on a per-prescription paid basis. If alternative pricing is proposed, explain in detail. Note that fees must be based on prescriptions dispensed (not adjustments or errors) and include, but not be limited to, the following services:

- Claims adjudication
- Ability to integrate PBM services with current vendors, as applicable
- Providing pharmacy directories and formulary lists, and other materials for enrollees
- Standard systems edits (must include “refill-too-soon” and other similar edits)
- Network pharmacy management
- Formulary management and rebate sharing, including ability for some formulary customization
- Eligibility verification and maintenance
- Customer service, including dedicated toll-free telephone and website with membership portal
- Patient and provider education
- Complete availability of IT services, including online/real time availability to the EUTF and/or its designee(s)
- Ad-hoc reporting
- Systematic prospective, concurrent, and retrospective drug utilization review
- Data reporting & data file requests
- Mail service pharmacy
- Specialty pharmacy program
- Customer services
- Clinical programs
- Grievance and appeals processes

All services covered under the fee should be listed. However, some services may be offered as optional or ancillary and be covered by separate add-on fees. For example, separate fees for providing EOBs, COB, appeals and subrogation or for providing other enrollee materials can be offered and excluded from the base fees. These fees should be listed separately as an option.

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IX**

All fees must be binding until January 1, 2012 inception date and must be guaranteed for a minimum of the initial contract period. The initial contract period for active employees is January 1, 2012 until June 30, 2013. The initial contract period for retired employees is January 1, 2012 until December 1, 2012. Your proposal must include two optional one year extensions to the initial contract period. Separate contracts for the active employees, under 65 retirees and retirees in the EGWP plan will be issued

Complete the following Administrative Fee Table:

ADMINISTRATIVE FEES	RESPONSE					
	1/01/2012 – 6/30/2013 ACTIVE 1/1/2012-12/31/2012 RETIREE		7/01/2013 – 6/30/2014 ACTIVE 1/1/2013-12/31/2013 RETIREE		7/01/2014 – 6/30/2015 ACTIVE 1/1/2014-12/31/2014 RETIREE	
1. Complete the following Administrative Fee Table						
Retail/Mail Administrative Fee	\$	PEPM	\$	PEPM	\$	PEPM
Services to be included in fees above:						
<i>Toll Free Phone Lines</i>		Y or N		Y or N		Y or N
<i>Monthly Data Feeds to Hawaii-EUTF /Designee(s)</i>		Y or N		Y or N		Y or N
<i>Prospective /Concurrent/Retro DUR</i>		Y or N		Y or N		Y or N
<i>Standard Reports</i>		Y or N		Y or N		Y or N
<i>Ad Hoc Reports</i>		Y or N		Y or N		Y or N
<i>COB Program</i>		Y or N		Y or N		Y or N
<i>Mandatory Mail Program</i>		Y or N		Y or N		Y or N
<i>Dose Optimization Program</i>		Y or N		Y or N		Y or N
<i>Prior Authorization Program</i>		Y or N		Y or N		Y or N
<i>Step Therapy Program</i>		Y or N		Y or N		Y or N
<i>Quantity Limitations</i>		Y or N		Y or N		Y or N
<i>Custom System Overrides</i>		Y or N		Y or N		Y or N
<i>Annual EOB Statements</i>		Y or N		Y or N		Y or N
<i>Retro Termination Letters</i>		Y or N		Y or N		Y or N
<i>Group Coding</i>		Y or N		Y or N		Y or N
<i>Drug Notification Letters</i>		Y or N		Y or N		Y or N
<i>Formulary Administration/Management</i>		Y or N		Y or N		Y or N
<i>ID Cards</i>		Y or N		Y or N		Y or N
<i>Pharmacy Directories and other enrollee materials</i>		Y or N		Y or N		Y or N
<i>Standard 1st level appeals processing</i>		Y or N		Y or N		Y or N
<i>Overrides</i>		Y or N		Y or N		Y or N
<i>Audit Recovery Fees</i>		Y or N		Y or N		Y or N
<b>Services <u>not</u> included in fees above (i.e., services marked “N” above) (show fees separately):</b>						
•						
•						
<b>Other Services (i.e., appeals, subrogation) (show fees separately)</b>						
•						
•						
2. Detail all services and supplies to be provided under your basic fees that are not						

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IX**

<b>ADMINISTRATIVE FEES</b>	<b>RESPONSE</b>
included in your response to question 1.	
3. Will there be any additional charges if the plan of benefits is restructured or new classes of eligible enrollees are added? If so, how are these charges determined and state amount of charges?	
4. Confirm that your fees include the cost of claims incurred/filled during the effective dates of this contract regardless of when they are actually processed and paid (run-out).	
5. Confirm that postage is included in all mail order prescriptions and any mailings.	
6. Confirm that quoted fees include postage paid mail order envelopes for enrollee prescription submission.	
7. Detail all data related services included under the base administrative fees including ad hoc reporting, electronic claims files, plan design options, custom mailings, etc.	
In addition, detail any data related service fees not included in the base administrative fees.	
8. Confirm that multi-language communication phone line support is included in the base administrative fee. List the languages available to the EUTF enrollees speaking to your customer service representatives.	

**Prescription Drug Pricing - HSTA Proposed Plans Excluding EGWP Plan**

**PROPOSAL SHEET 1 – HSTA Drug Benefit in 90/10 PPO Plan; 80/20 PPO Plan; IPA HMO Plan; Supplemental Plan;**

1. Indicate if your response would be different if you are awarded the contract for all pharmacy benefits, with the exception of the Closed Panel HMO Plans, including the benefits provided under the HSTA PPO and HMO?
  
2. Identify the pricing for the EGWP Medicare Drug Plan in the separate table specified for this purpose in this section

AWP Reimbursement Basis - Complete the following tables using the drug reimbursement that your organization is willing to guarantee on a dollar-for-dollar basis for each year of the contract. Columns marked "AWP Discount" are to be completed using discount from 100% AWP and dispensing fee logic. All guarantees **must** be based on the AWP unit cost dispensed at the point of sale, and post September 26, 2009 AWP rollback.

**Year 1            ACTIVE            1/01/2012 – 6/30/2013**  
**RETIREE            1/01/2012 – 12/31/2012**

Broad Retail Network (List any Major Retail Chains Excluded)	AWP Discount Retail Supply Up to 30 days	AWP Discount Retail Supply 31-90 days	AWP Discount Mail Supply 1-90 days
<b>Brand Drugs<sup>1</sup></b>			
Minimum Discount from AWP <sup>2</sup> for all brands	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Generic Drugs<sup>3</sup></b>			
Minimum Discount from AWP <sup>5</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Rebates</b>			
Three Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx
Two Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx

<sup>1</sup> Including both single source and multi-source brands.  
<sup>2</sup> Post September 26, 2009 AWP rollback  
<sup>3</sup> Including single-source generics.

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**Year 2            ACTIVE            7/01/2013 – 6/30/2014**  
**RETIREE            1/01/2013 – 12/31/2013**

<b>Broad Retail Network (List any Major Retail Chains Excluded)</b>	<b>AWP Discount Retail Supply Up to 30 days</b>		<b>AWP Discount Retail Supply 31-90 days</b>		<b>AWP Discount Mail Supply 1-90 days</b>	
<b>Brand Drugs<sup>1</sup></b>						
Minimum Discount from AWP <sup>2</sup> for all brands	%		%		%	
Maximum Dispensing Fee Per Rx	\$	per Rx	\$	per Rx	\$	per Rx
<b>Generic Drugs<sup>3</sup></b>						
Minimum Discount from AWP <sup>5</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%		%		%	
Maximum Dispensing Fee Per Rx	\$	per Rx	\$	per Rx	\$	per Rx
<b>Rebates</b>						
Three Tier Plan – Per Rx (brand & generic)	\$	per Rx	\$	per Rx	\$	per Rx
Two Tier Plan – Per Rx (brand & generic)	\$	per Rx	\$	per Rx	\$	per Rx

<sup>1</sup> Including both single source and multi-source brands.

<sup>2</sup> Post September 26, 2009 AWP rollback

<sup>3</sup> Including single-source generics.

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**Year 3            ACTIVE            7/01/2014– 6/30/2015**  
**RETIREE            1/01/2014 – 12/31/2014**

<b>Broad Retail Network (List any Major Retail Chains Excluded)</b>	<b>AWP Discount Retail Supply Up to 30 days</b>	<b>AWP Discount Retail Supply 31-90 days</b>	<b>AWP Discount Mail Supply 1-90 days</b>
<b>Brand Drugs<sup>1</sup></b>			
Minimum Discount from AWP <sup>2</sup> for all brands	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Generic Drugs<sup>3</sup></b>			
Minimum Discount from AWP <sup>2</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Rebates</b>			
Three Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx
Two Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx

1. a. Are charges adjusted based on actual package size?
- b. Do you repackage?

**PROPOSAL SHEET 2 – EUTF Drug Benefit in 90/10 PPO Plan; 80/20 PPO Plan; IPA HMO Plan; Supplemental Plan; High Deductible Plan**

1. Indicate if your response would be different if you are awarded the contract for all pharmacy benefits, with the exception of the Closed Panel HMO Plans, including the benefits provided under the HSTA PPO and HMO and Supplemental Plans?
2. Identify the pricing for the EGWP Medicare Drug Plan in the separate table specified for this purpose in this section

AWP Reimbursement Basis - Complete the following tables using the drug reimbursement that your organization is willing to guarantee on a dollar-for-dollar basis for each year of the contract. Columns marked "AWP Discount" are to be completed using discount from 100% AWP and dispensing fee logic.

<sup>1</sup> Including both single source and multi-source brands.

<sup>2</sup> Post September 26, 2009 AWP rollback

<sup>3</sup> Including single-source generics.

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**SECTION IX**

All guarantees **must** be based on the AWP unit cost dispensed at the point of sale, and post September 26, 2009 AWP rollback.

**Year 1            ACTIVE            1/01/2012 – 6/30/2013**  
**RETIREE            1/01/2012 – 12/31/2012**

Broad Retail Network (List any Major Retail Chains Excluded)	AWP Discount Retail Supply Up to 30 days	AWP Discount Retail Supply 31-90 days	AWP Discount Mail Supply 1-90 days
<b>Brand Drugs<sup>1</sup></b>			
Minimum Discount from AWP <sup>2</sup> for all brands	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Generic Drugs<sup>3</sup></b>			
Minimum Discount from AWP <sup>5</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Rebates</b>			
Three Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx
Two Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx

<sup>1</sup> Including both single source and multi-source brands.

<sup>2</sup> Post September 26, 2009 AWP rollback

<sup>3</sup> Including single-source generics.

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

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**Year 2            ACTIVE            7/01/2013 – 6/30/2014**  
**RETIREE            1/01/2013 – 12/31/2013**

<b>Broad Retail Network (List any Major Retail Chains Excluded)</b>	<b>AWP Discount Retail Supply Up to 30 days</b>		<b>AWP Discount Retail Supply 31-90 days</b>		<b>AWP Discount Mail Supply 1-90 days</b>	
<b>Brand Drugs<sup>1</sup></b>						
Minimum Discount from AWP <sup>2</sup> for all brands	%		%		%	
Maximum Dispensing Fee Per Rx	\$	per Rx	\$	per Rx	\$	per Rx
<b>Generic Drugs<sup>3</sup></b>						
Minimum Discount from AWP <sup>5</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%		%		%	
Maximum Dispensing Fee Per Rx	\$	per Rx	\$	per Rx	\$	per Rx
<b>Rebates</b>						
Three Tier Plan – Per Rx (brand & generic)	\$	per Rx	\$	per Rx	\$	per Rx
Two Tier Plan – Per Rx (brand & generic)	\$	per Rx	\$	per Rx	\$	per Rx

<sup>1</sup> Including both single source and multi-source brands.

<sup>2</sup> Post September 26, 2009 AWP rollback

<sup>3</sup> Including single-source generics.

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IX**

**Year 3            ACTIVE            7/01/2014– 6/30/2015**  
**RETIREE            1/01/2014 – 12/31/2014**

<b>Broad Retail Network (List any Major Retail Chains Excluded)</b>	<b>AWP Discount Retail Supply Up to 30 days</b>	<b>AWP Discount Retail Supply 31-90 days</b>	<b>AWP Discount Mail Supply 1-90 days</b>
<b>Brand Drugs<sup>1</sup></b>			
Minimum Discount from AWP <sup>2</sup> for all brands	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Generic Drugs<sup>3</sup></b>			
Minimum Discount from AWP <sup>5</sup> for all generics (composite discount of MAC prices, discounted AWP, or usual and customary retail price)	%	%	%
Maximum Dispensing Fee Per Rx	\$            per Rx	\$            per Rx	\$            per Rx
<b>Rebates</b>			
Three Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx
Two Tier Plan – Per Rx (brand & generic)	\$            per Rx	\$            per Rx	\$            per Rx

2. a. Are charges adjusted based on actual package size?  
b. Do you repackage?

<sup>1</sup> Including both single source and multi-source brands.  
<sup>2</sup> Post September 26, 2009 AWP rollback  
<sup>3</sup> Including single-source generics.

**PROPOSAL SHEET 3**

**EGWP Program Pricing**

A. Fees, Discounts, and Rebates: Provide your fees, discounts, and rebates for each of the following:

	2012			2013			2014		
	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail
<b>Brand Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Single Source Generic Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Multi Source Generic Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Rebates</b>									
Guaranteed Minimum Rebate Percentage of Brand Ingredient									

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IX**

	2012			2013			2014		
	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail	Up to 33 day Supply @ Retail	34-90 day Supply @ Retail	Up to 90 day Supply @ Mail
Cost									
<b>Administrative Fee</b>									
Administrative Fee per Member per Month									

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION IX**

	2012			2013			2014		
	90 day Supply @Home Infusion	90 day Supply @Long Term Care	90 day Supply @ITU	90 day Supply @Home Infusion	90 day Supply @Long Term Care	90 day Supply @ITU	90 day Supply @Home Infusion	90 day Supply @Long Term Care	90 day Supply @ITU
<b>Brand Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Single Source Generic Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Multi Source Generic Drugs</b>									
Minimum Guaranteed Discount from 100% AWP									
Maximum Dispensing Fee/Rx									
<b>Rebates</b>									
Minimum Guaranteed Rebate percentage of Brand ingredient cost									
<b>Administrative Fee</b>									
Administrative Fee per Member per Month									

**SPECIALTY PHARMACY PROGRAM PRICING**

1. Provide a Post-Rollback-based pricing list of all specialty pharmaceuticals that your company dispenses and distributes to providers and patients. Your pricing must include adequate supplies of ancillaries such as needles, swabs, syringes, and containers. The following items must be included in your list:

- a. Product Name
- b. Therapeutic Group/Therapeutic Category
- c. Guaranteed Minimum AWP Discount for all specialty pharmacy program prescriptions

Complete the following table:

THE CONTRACT PERIODS ARE:

<b>Period I -</b>	<b>ACTIVE</b>	<b>1/01/2012 – 6/30/2013</b>
	<b>RETIREE</b>	<b>1/01/2012 – 12/31/2012</b>
<b>Period II</b>	<b>ACTIVE</b>	<b>7/01/2013 – 6/30/2014</b>
	<b>RETIREE</b>	<b>1/01/2013 – 12/31/2013</b>
<b>Period III</b>	<b>ACTIVE</b>	<b>7/01/2014 – 6/30/2015</b>
	<b>RETIREE</b>	<b>1/01/2014 – 12/31/2014</b>

2.

Specialty Pharmacy Program	Period I		Period II		Period III	
Dispensing Fee - Per Rx	\$	per Rx	\$	per Rx	\$	per Rx
Administrative Fee - Per Enrollee Per Month	\$	PEPM	\$	PEPM	\$	PEPM
Minimum Guaranteed Rebate - per Rx	\$	per Rx	\$	per Rx	\$	per Rx

**Generic Cost Per Unit Guarantee**

In addition to the guaranteed pricing figures above, please provide a guaranteed plan cost-per-unit (excluding dispensing fees, taxes, and any enrollee cost sharing) for Generic drugs at Retail and Mail Order for the first year of the proposed arrangement. Cost-per-unit should reflect the discounted cost-per-unit and be guaranteed on a dollar-for-dollar basis. Maximum unit cost generic pricing must be provided for each unique GCN code that accounts for no less than 80% of all generic ingredient cost dollars dispensed.

Generic Cost Per Unit By Therapy Code	Generic Drug (Discounted Price) Cost Per Unit of Therapy					
	Period I			Period II and Period III Guaranteed		
	Retail ≤ 30	Retail >30	Mail Order	Retail ≤ 30	Retail > 30	Mail Order
Top Generic GCN Codes specific to EUTF	\$	\$	\$	Will be determined 6 months prior to the annual period to include new generic products and results from prior period.		
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			
	\$	\$	\$			

Footnotes:

1. Cost-per-unit guarantee is a ceiling. Cost cannot be exceeded in each evaluation period.
2. PBM's will be provided utilization rates regarding actual the EUTF generic drug usage by 11-digit NDC number.
3. Guarantee will not apply to generics during the exclusivity period.
4. Must be AB rated generics only

**Generic Drugs - Dispensing Rates**

1. Complete the table below for contract Years 1, 2 & 3. Note that generic dispensing rate includes only true instances of generic dispensing (i.e., excluded are multi-source brand drugs dispensed under enrollee-pay-difference plan designs).

<b>Guaranteed GDR</b>	<b>Retail ≤ 30 days</b>	<b>Retail &gt;30 days</b>	<b>Mail Order</b>
Period I	%	%	%
Period II	%	%	%
Period III	%	%	%

2. What dollar amount are you prepared to put at risk for failure to meet your GDR guarantee? \_\_\_\_\_

**VENDOR INFORMATION SHEET**

Complete the following tables as per the Proposal Instructions:

<b>Organization Name:</b>	
<b>Date Founded</b>	
<b>Contact Person's Name</b>	
<b>Title</b>	
<b>Address</b>	
<b>City/State</b>	
<b>Phone Number</b>	
<b>E-mail Address</b>	
<b>Fax Number</b>	

<b>CURRENT REFERENCES*<sup>1</sup></b>				
<b>Name</b>	<b>Contact Name</b>	<b>Phone Number and Client Location</b>	<b>Number of Enrollees</b>	<b>Contract Start Date</b>
<b>RECENTLY TERMINATED CLIENT REFERENCES</b>				
<b>Name</b>	<b>Contact Name</b>	<b>Phone Number</b>	<b>Termination Reason</b>	<b>Termination Date</b>

\*Please include at least one public sector reference

\_\_\_\_\_  
Authorized Signature

**QUESTIONNAIRE**

<b>OUTSIDE SERVICE ORGANIZATIONS PROVIDING PBM FUNCTIONS</b>	<b>YES</b>	<b>NO</b>	<b>NAME AND ADDRESS OF THE SERVICE PROVIDER</b>
Complete the following indicating the provider of each PBM service.			
a. Formulary Management (appeals, utilization management)			
b. Formulary Pharmacy and Therapeutics Committee			
c. Drug Manufacturer Rebate Contracting			
d. Retail Pharmacy Network Contracting			
e. Call Center Functions			
f. Enrollee Service Functions (800 lines, internet, etc)			
g. Member Grievance Process			
h. Mail Order Drug Purchasing and Dispensing			
i. Electronic Claim Payment System			
j. Client Management Reporting Tools and Standard Report Production			
k. Specialty Pharmacy			
l. Client Invoicing / Accounting			
m. Other (Describe)			
Describe what portion of our business with your organization be serviced by a subcontractor or through leased services / networks			

<b>ORGANIZATIONAL STABILITY &amp; EXPERIENCE</b>	<b>VENDOR RESPONSE</b>
1. Provide the latest annual report, financial statement, SAS 70 type II, and other financial reports that indicates the financial position of your organization. Including:	
a. Current ratio	
b. Days cash on hand	
c. Debt to equity ratio	
2. Complete the following table:	
a. Parent Company	
b. Year PBM Established	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

ORGANIZATIONAL STABILITY & EXPERIENCE	VENDOR RESPONSE
c. Number of PBM Employees involved in direct client support activities (account management)	
Current (2011)	
1 year prior (2010)	
2 years prior (2009)	
d. Enrollee count (total covered lives)	
Current (2011)	
1 year prior (2010)	
2 years prior (2009)	
% from top 10 clients (current)	
% from MCO/HMO plans (current)	
e. Number of Group Plans In Force (current)	
Total	
Under 10,000 lives	
Over 100,000 lives	
Number of Health Plans	
f. AWP dollars processed (calendar year 2010)	
Retail	
Mail Order	
g. Number of Group Plans Added:	
Past 12 months	
Past 24 months	
h. Number of Group Plans Terminated:	
Past 12 months	
Past 24 months	
3. Have you acquired or sold any organizations in the last 24 months? If so, explain.	
4. Have you relocated staff, changed computer or telephone systems in the last 12 months?	
Do you anticipate any major changes to your organization or structure in the next 12-24 months? If so, elaborate.	
5. Provide the total number of years of direct PBM experience for the lead Account Manager, Financial Services, and Clinical staff assigned to this account. Provide a resume for each.	
6. Indicate the number of any outstanding legal actions pending against your organization.	
Explain the nature and current status of the action(s).	
Can you assure the EUTF these actions will not disrupt business operations?	
7. What general and professional liability coverage do you currently have in place for the entity that is proposing to protect the EUTF from losses or negligence?	
Describe the type and amount of the fidelity bond insuring your employees that would protect the EUTF in the event of a loss.	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>ADMINISTRATIVE, ENROLLEE &amp; CLAIM PAYING SERVICES</b>	<b>VENDOR RESPONSE</b>
1. Which office would handle the general servicing of the EUTF?	
What are the standard office hours for the sales and service office?	
2. Will you agree to quarterly meetings with the EUTF to discuss plan performance, present financial results, etc.?	
What information would be shared at these meetings?	
3. Will you provide dedicated clinical, account management, and customer service staffing to the EUTF?	
4. For the customer service center proposed for the EUTF provide the following for 2010:	
Percent of calls abandoned	
Percent of calls handled by live representative	
Number of seconds to reach a live customer service representative	
Inquiries Made	
Percentage of calls considered a complaint or grievance	
5. Will you record 100% of customer service calls? What percentage of customer service calls will be recorded?	
6. Will dedicated customer service representatives be assigned to this account?	
7. Do customer service reps have online access to real time claim processing information?	
8. Do customer service reps have authority to approve claims?	
9. Do you offer clients online access to information and services via the Internet or through CRT interface?	
Are there quantity access limits?	
10. If yes, what information is accessible and at what additional cost, if any.	
11. Can your organization send recovery letters to enrollees who continue to use their drug card after their termination? If yes, at what cost?	
12. Do you survey clients annually regarding program administration satisfaction?	
If yes, provide most recent aggregate results.	
13. Will one toll-free number provide coverage for the retail, mail order, and specialty program?	
14. What hours will the telephone lines be staffed?	
15. Are automated services available 24/7?	
16. Will you allow the EUTF to establish a formal call auditing process to periodically review calls? Will you allow the EUTF to conduct this call center audit at any time during the year?	
17. Do you currently perform enrollee satisfaction	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>ADMINISTRATIVE, ENROLLEE &amp; CLAIM PAYING SERVICES</b>	<b>VENDOR RESPONSE</b>
surveys? Provide a copy of the latest results of the survey. What percent of enrollees indicated that they were "satisfied or very satisfied" with the overall program?	
18. How do you track enrollee complaints?	
19. List the top 5 enrollee complaints related to retail, mail order, and the specialty pharmacy program.	
20. What processes/remedies have been put into effect to resolve these complaints?	
21. How are complaints reported to clients?	
22. Do you maintain statistics with respect to customer and enrollee service telephone response time? Abandonment? Inquiries made? If so, provide results for the last calendar year.	
23. How are disabled (e.g., hearing-impaired) enrollee calls facilitated through your enrollee services area?	
24. Do you offer specialized complaint resolution or concierge customer services for escalated enrollee issues? Please describe.	
25. Do you provide enrollee support services and resources for selecting and/or locating network pharmacies and formulary look-ups? What is the format of these resources (i.e. online and paper mailings)? How often are these resources updated and distributed?	
26. Upon request, can enrollees access a list of every drug on the formulary? What resources are available to enrollees who make this request?	
27. How are enrollees notified of the following events? Indicate for each below: Phone, Written Document, or Other (specify)	
Plan Change	
New Drug Additions/Formulary Changes	
Change in Pharmacy Network Panel	
Ineligible, Banned, or Recalled Drug	
28. How do you remind enrollees regarding refills and compliance? Indicate methods and frequency of interventions.	
At mail	
At retail	
29. How often are network pharmacy directories updated and distributed to enrollees?	
Monthly	
Quarterly	
Semi-annually	
Annually	
Other	
30. What services are available to enrollees via the Internet? Provide detail regarding current Internet capabilities.	
31. Describe security systems and protocols in place to protect confidential patient records.	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>ADMINISTRATIVE, ENROLLEE &amp; CLAIM PAYING SERVICES</b>	<b>VENDOR RESPONSE</b>
Is the site VIPPS certified and licensed in every state?	
32. Do you have in place programs specifically designed for enrollees, which will increase formulary compliance? Explain and include any sample enrollee materials.	
33. Do you administer medical necessity appeals? Please describe the process in detail.	
34. Do you administer grievances over benefit determinations? Please describe the process in detail, including what reporting and participation is available for clients.	
35. How are out-of-network claims processed?	
36. Can you accept manual enrollments from the EUTF representatives (i.e. from emails, faxes, U.S. mail)? If so, is there a fee associated with this type of enrollment?	
37. Can your organization produce "EOB" type statements for the enrollees? (should include YTD payments, deductible balances, total paid by plan costs, total paid by enrollee, etc)	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>PRESCRIPTION REIMBURSEMENT ISSUES</b>	<b>VENDOR RESPONSE</b>
1. What is your proposed source for AWP and WAC data?	
First DataBank	
Med-Span	
Redbook	
Other	
2. How often are AWP and WAC prices updated in your adjudication system?	
Monthly	
Quarterly	
Semi annually	
Annually	
Other	
3. What percent of your network pharmacy contracts include the “lesser of retail price, MAC price, or discounted price” provision?	
0 – 20%,	
21 - 40%,	
41 - 60%,	
61 – 80%,	
81 – 100%	
4. How do you guarantee that plan enrollees always receive this lowest price?	
5. What procedures are established to ensure that the pharmacy is in compliance with the provision above?	
6. Will you guarantee on a dollar-for-dollar basis that the average, realized AWP discounts for brand and generic drugs and quoted dispensing fees will be no less than those quoted at Retail and Mail Order for the life of the contract?	
7. Explain in detail how your U&C prices are determined and reported.	
8. Describe the retail network pharmacy reimbursement process in detail.	
9. Are there financial incentives to network pharmacies, physicians and other providers that are tied to utilization rates, compliance goals, quality of care outcomes, or other performance results? If so, explain and include any incentive-based dispensing fees, bonuses, withholds, retroactive capitations, etc.	
10. Do you maintain multiple contracts with individual pharmacies at varying reimbursement rates? If yes, explain.	
11. Describe any financial or other incentives you are willing to offer the EUTF based on increased Internet utilization for mail order claim submission in recognition of the inherent cost savings.	
12. How many distinct MAC prices can exist for a given medication and how are the EUTF’s prices determined?	
13. Can you customize your MAC price list for the	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

PRESCRIPTION REIMBURSEMENT ISSUES	VENDOR RESPONSE
EUTF?	
14. Would the MAC savings increase if select pharmacies were removed from the network for the EUTF?	
If so, explain and quantify additional savings.	
15. Do your MAC price lists vary contractually between network pharmacies? If yes, why?	
16. Will the retailers provide the discounted plan cost plus dispensing fee of brand and generic drugs dispensed at retail to the EUTF and the EUTF enrollees?	
17. Do your transparent contracts with retail pharmacies include provisions to pass through any product savings resulting from items such as volume purchasing discounts, prompt pay incentives, and time sensitive purchasing?	
18. Will Multi-Source Brand drugs included based on GCN codes always be billed to the EUTF at the negotiated MAC price?	
19. Explain in detail the process you propose regarding client verification of drug manufacturer revenue transparency.	
20. Verify that acquisition cost is defined as drug cost your organization incurs via direct relationships with drug manufacturers or drug wholesalers inclusive of any rebates, early payment credits, etc.	
21. If your organization is owned or directly affiliated with a retail drug distributor (drug store chain), will you pass through the true acquisition cost of all drugs dispensed under the transparency arrangement?	
22. Will acquisition cost pass through be verifiable via independent third party audit?	
23. If your organization provides mail service fulfillment through a third party vendor, will the true acquisition cost of the third party vendor, not your contractual discount with the actual fulfillment house be charged to t and enrollees?	
24. Define your electronic process for determining a product's brand or generic status for both retail and mail order claims using First DataBank and/or Medi-Span definitions.	
25. How often are your retail network provider contracts renegotiated?	
Annually	
Every two years	
Every 3 to 5 years	
Other	
26. Is it possible for a retail pharmacy to submit NDC numbers for adjudication that contain AWP prices designed to maximize their discounted ingredient costs?	
27. How do you ensure that submitted NDC's at retail are indicative of pharmacy drug purchasing patterns?	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

PRESCRIPTION REIMBURSEMENT ISSUES	VENDOR RESPONSE
28. Does your organization share in any financial remuneration that retail pharmacies receive from drug manufacturers or other sources?	

29. Complete the following table indicating the amount that would be collected from the participant for each prescription claim scenario (copays are illustrative).

Rx Cost	Scenario 1 (Retail)	Scenario 2 (Retail)	Scenario 3 (Mail Order)	Scenario 4 (Mail Order)
Ing. Cost plus Disp. Fee plus Sales Tax	\$9.00	\$9.00	\$22.00	\$22.00
Copay/Coinsurance	\$10.00	\$5.00	\$35.00	\$5.00
U&C	\$25.00	\$25.00	\$55.00	\$55.00
Amount Collected from Participant				
Amount Charged to Hawaii-EUTF				

30. Are any prescriptions excluded from the guaranteed prescription drug and specialty pharmacy program pricing as described in your responses in the Financial Section above? If so, describe in detail, and provide a minimum guaranteed AWP discount for these prescriptions at both retail and mail, and indicate based on the EUTF's attached prescription drug claims information for January 2010 through December 2010 the percent retail and mail AWP excluded for these prescriptions from your guarantees in the Financial Section. Otherwise, your responses in the Financial Section above will be assumed applicable to **all** prescriptions.

Prescription Type: _____	Retail	Mail
Minimum Guaranteed AWP Discount		
Rx Type's AWP as a Percent of all AWP		
Prescription Type: _____	Retail	Mail
Minimum Guaranteed AWP Discount		
Rx Type's AWP as a Percent of all AWP		
Prescription Type: _____	Retail	Mail
Minimum Guaranteed AWP Discount		
Rx Type's AWP as a Percent of all AWP		

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>FORMULARY MANAGEMENT &amp; REBATES</b>	<b>VENDOR RESPONSE</b>
1. Do you receive formulary rebates from manufacturers of generic drugs? If yes, how will these be shared with the EUTF?	
2. Do you agree that Rebates will be set at the NDC level and passed through based on your best estimate of their performance (i.e., at point of sale, the AWP discount will first be applied, less NDC level estimated rebate, and then enrollee's copayment applied)? Do you agree that you will reconcile rebate guarantees annually to verify that the EUTF is receiving the guaranteed rebates?	
3. If you require a formulary management fee, indicate amount or percentage proposed. Other than these fees, do you guarantee that 100% of all rebates collected be passed through to the EUTF?	
4. Describe how your formulary is established. Include how specific drugs are selected and how often your P&T committee meets.	
5. Are any P&T committee enrollees employed by or under contract with any drug manufacturers? Are any P&T enrollees directly employed by your organization?	
6. Can you support custom changes to the formulary at the request of the EUTF?	
7. How many different standard formularies do you presently support?	
8. How many custom formularies do you presently support? What is the average size of groups with custom formularies? What is the total enrollment count with custom formularies?	
9. Will you guarantee that any formulary switches which are not economically advantageous to The EUTF on an ingredient cost basis will be reported and reimbursed to the EUTF on a dollar-for-dollar basis using the least expensive, therapeutically equivalent alternative drug as the basis for reimbursement?	
10. What tools are available to promote formulary compliance and education? Include frequency of mailings, faxes, telephone interventions.	
11. Describe your process for handling non-formulary requests. Can the EUTF be given the ability to authorize non-formulary overrides directly?	
12. Describe what reporting you will provide to the EUTF regarding formulary use and enrollee satisfaction.	
13. What percent of all available brand drugs are excluded from your formulary (based on total number of Rx dispensed for plans with an open	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

FORMULARY MANAGEMENT & REBATES	VENDOR RESPONSE
formulary)?	
14. Are any generic drugs considered “non-preferred” on your proposed formulary (i.e., subject to the “non-preferred” copay)? If yes, please describe in detail and provide examples. (If no, then your response to question #17 below should be 100% for generics at both retail and mail. Please confirm.)	
15. Do you have a Formulary Grievance Process in place to address enrollee concerns regarding formulary alternatives? If yes, explain this process in detail.	
16. Provide client examples of clinical program management and plan designs that effectively controlled costs but maximized clinical outcomes for the following therapy classes: Antiretrovirals, Antidepressants, Anticonvulsants, Antipsychotics, Anti-infectives.	

17. Based on the EUTF’s attached detailed claim-by-claim prescription drug data during January 2010 through December 2010, please indicate what percent of retail and mail generic and brand prescriptions are currently considered “preferred” on your proposed formulary:

	Retail	Mail
Preferred Generics as a Percent of all Generics:	%	%
Preferred Brands as a Percent of all Brands:	%	%

18. Please submit with your proposal, the claim data file (in EXCEL or MS ACCESS format) that was submitted to you upon the completion of the Intent to Bid Form and the signed Confidentiality Agreement adding the following information appended to each claim record:
- a. An indication whether the dispensing retail pharmacy, based upon the NCPBP number is in your proposed network or retail dispensing facilities
  - b. An indication whether the prescribed medication is included or excluded from your proposed formulary.

MAIL ORDER	VENDOR RESPONSE
1. Complete the following for your proposed mail order facility.	
a. Where will the mail-order facility location for the EUTF be?	
b. What are the days and hours of operation for this facility?	
c. What was the total number of prescriptions filled in calendar year 2010?	
d. How much capacity do the calendar year 2010 prescriptions filled represent?	
e. How many total scripts could be accurately filled	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

MAIL ORDER	VENDOR RESPONSE
on a daily basis?	
f. Number of full-time Clinicians/ Pharmacists on staff at facility?	
g. Number of part-time Clinicians/ Pharmacists on staff at facility?	
h. Number of Registered Pharmacists?	
i. Number of Pharmacy Technicians?	
j. Number of Other clinical staff? (specify)	
k. Which organizations are used for delivery services?	
2. Does your organization own the mail service facility? If this is a subcontractor, who do you contract with?	
3. Describe the process for ordering prescriptions by mail and include a sample envelope.	
4. Describe your process for ordering refills by mail, phone, fax, and the Internet. What percentages of refills are currently received by mail, phone, fax, and Internet?	
Mail	%
Phone	%
Fax	%
Internet	%
5. How far in advance may participants order a refill on a 90-day supply prescription?	
a. 90 days in advance	
b. 60-89 days in advance	
c. 30-59 days in advance	
d. less than 30 days in advance	
e. Other	
6. Will your plan accept prescriptions via fax from the physician's office?	
7. Describe your process of filling/ordering prescriptions, refills, and split-prescriptions.	
8. Will you agree that all mail order discount guarantees will be based on lowest listed NDC level AWP cost? If not, state your suggested pricing basis.	
9. Does your organization, or your associated facilities, repackage drug products for use in filling mail order prescriptions? If yes, does the AWP for repackaged drugs match the AWP of the same package size of the source labeler? If not, describe how you establish the AWP for your repackaged NDC's.	
10. Provide the results of the most recent State Board of Pharmacy inspection of your mail order facility.	
11. Can you provide a system edit to facilitate physician outreach in order to avoid partial fills? Explain.	
12. Will mail order pricing apply to all Rx's dispensed through mail order facilities?	
13. Can refills be phoned in with purchases made by credit card?	
14. How many calendar days advanced notice must a claimant provide in order to guarantee that their supply is received before the existing supply is depleted?	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

MAIL ORDER	VENDOR RESPONSE		
a. Less than 7 days			
b. 7-9 days			
c. 10-14 days			
d. Greater than 14 days			
15. What is the average time in calendar days between receipt of claim and delivery to patient (include delivery time)?			
16. What is your policy on pill splitting? If you have pill splitting programs provide program details and potential client savings through program enrollment.			
17. Describe your policy on too-early refills and emergency supplies. Outline your process for prescriptions which are ordered prior to the first available refill date.			
18. Using the table below, provide the mail order performance statistics, over the past three years, for the facility being proposed:	<b>2008</b>	<b>2009</b>	<b>2010</b>
a. Mail Facility Name			
b. Total number of prescriptions dispensed			
c. Utilization as a percent (%) of capacity			
d. Average turn-around time (no intervention required)			
e. Average turn-around time (intervention required)			
f. Average Generic Dispensing Rate for all clients utilizing facility			
g. Average Generic Substitution Rate for all clients utilizing facility			
19. Explain the process for providing the EUTF participants with a short-term retail prescription supply in the case of delayed delivery of their mail order prescription.			
20. What criteria are used to determine whether or not a short-term retail supply is authorized?			
21. Under what circumstances is the enrollee contribution not waived for the short-term retail supply?			
22. How are participants notified when a mail order prescription is delayed due to the following circumstances?			
a. A prescription requiring clarification from the physician or physician's agent (e.g., missing quantity, illegible drug name).			
b. A clean prescription where the delay is due to operational, capacity, or drug supply issues.			
c. A clean prescription where the delay is a result of a therapeutic switch intervention.			
d. Other			
23. Describe your quality controls to ensure accurate dispensing of prescriptions. How many levels of review take place and who conducts the reviews?			
24. Describe online integration, if any, with retail pharmacies to ensure non-duplication and to identify potential adverse interaction.			
25. What are your contingency plans and procedures for			

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

MAIL ORDER	VENDOR RESPONSE
providing backup service in the event of strike, natural disaster, or backlog?	
26. How do you propose notifying enrollees when prescriptions are received, mailed, etc.? (Explain and note availability of phone, e-mail, and other types of contact.)	
27. How often do you switch generic manufacturers for particular products? How are participants notified of the switch?	
28. Are on-site audits performed at your mail service pharmacies? Describe the frequency and types of audits performed and by whom. Provide the most recent audit results report.	
29. Describe the process for notifying customers of the expiration date of their prescription.	
30. Describe the process for notifying customers of their next refill date and the number of refills remaining.	
31. Describe the process for notifying customers of prescriptions not on the formulary.	
32. Describe your system of providing patient-advisory information with prescriptions filled.	
33. What percentage of prescriptions receives a patient-information supplement?	
a. 0 to 20%	
b. 21 to 40%	
c. 41 to 60%	
d. 61 to 80%	
e. 81 to 100%	
34. When do you bill the patient?	
a. before the prescription is filled	
b. after the prescription is filled	
35. Confirm that you will set the threshold for the uncollected enrollee cost share at mail at \$200.	
36. Confirm that you will be responsible for collection of enrollee cost share and will be at risk for uncollected monies.	
37. How do you provide notification of a product recall (such as Vioxx) to clients and enrollees?	
38. How do you handle the following situations?	
a. No co-pay included in envelope	
b. Bounced check from patient	
c. Terminated/not authorized credit card	
39. Explain your packaging and shipping regarding prescriptions that require special handling, (i.e., drugs that must be kept cool).	
40. How do you ensure that no more than 3 refills are dispensed at mail order regardless of how many refills have been authorized by the prescriber on the initial prescription?	
41. Does mail order have a retail site facility that will offer mail order discount?	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>SPECIALTY PHARMACY PROGRAM</b>	<b>VENDOR RESPONSE</b>
1. Will an enrollee incur any additional costs for the delivery of specialty drugs? If so, outline all billing/payment methods and all associated costs.	
2. Confirm that enrollees will continue to be able to receive specialty Rx's dispensed at retail pharmacies, and that these prescriptions are included under the retail guarantees.	
3. What differentiates your company and capabilities from other specialty drug vendors in a very competitive industry?	
4. Can your organization implement a separate plan design for specialty drugs?	
5. Are your proposed guarantees for your retail/mail program contingent upon EUTF's purchase of your specialty drug program?	
6. Explain any programs offered by your organization designed to encourage appropriate utilization of specialty drug products.	
7. What are your cost saving guarantees on your specialty drug programs?	
8. Detail your firm's snowstorm and hurricane procedures for specialty products.	
9. Does your firm utilize courier services for specialty product delivery? If so, detail these services and procedures and detail how courier service vehicles maintain temperature control.	
10. Detail your firm's patient education procedure for cold package handling and delivery.	
11. Detail any disease and therapy management programs you offer (include steps and costs).	
12. Identify how many enrollees you currently manage as well as the total number of Rx's dispensed for the same disease states noted in 11.	
13. Can the cost of these disease and therapy management programs be "un-bundled" from current discount levels? In other words, are the discounts offered for specialty products inclusive of patient drug management programs and if so, can the discount and program fees be priced independently?	
14. Explain your side-effect counseling process. To which drugs and conditions does this process apply?	
15. Does your firm currently engage in outcomes reporting? Explain.	
16. Do you currently have a specialty/biotech drug P&T committee? If yes, explain the role, function, and structure and how it differs from your traditional P&T Committee.	
17. Explain the formulary decision and drug selection process as it pertains to specialty drugs.	
18. Do you currently administer a Specialty Rx Formulary? If yes, include the formulary in electronic format.	
19. What specific plan designs do you recommend for specialty/biotech products?	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

SPECIALTY PHARMACY PROGRAM	VENDOR RESPONSE
20. Explain in detail each point at which you make patient contact in the specialty drug dispensing and management process.	
21. Do you agree to renegotiate specialty product pricing terms on an annual basis with EUTF?	
22. Do you agree to include a contract provision enabling the EUTF to “carve-out” specialty drug services annually without impact to non-specialty contractual provisions, terms, and pricing?	
23. Provide the customer and enrollee service operation hours of your specialty pharmacy program.	

24. Based on EUTF’s attached prescription drug claims information for January 2010 through December 2010, indicate the percent retail and mail specialty prescriptions and specialty WAC on the following table:

Specialty Rx’s at Retail as a Percent of all Retail Rx’s	%
Specialty WAC at Retail as a Percent of all Retail WAC	%
Specialty Rx’s at Mail as a Percent of all Mail Rx’s	%
Specialty WAC at Mail as a Percent of all Mail WAC	%

25. Based on EUTF’s prescription drug claims information for January 2010 through December 2010 for prescriptions **that were dispensed at retail**, and your specialty pharmacy program pricing list provided in response to question 1 on page 30 (Specialty Pharmacy Program Pricing), what is the weighted average WAC mark-up for specialty prescriptions on the list?
26. Based on EUTF’s prescription drug claims information for January 2010 through December 2010 for prescriptions **that were dispensed at mail**, and your specialty pharmacy program pricing list provided in response to question 1 on page 30 (Specialty Pharmacy Program Pricing), what is the weighted average WAC mark-up for specialty prescriptions on the list?

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>NETWORK MANAGEMENT &amp; QUALITY ASSESSMENT</b>	<b>VENDOR RESPONSE</b>		
1. Complete the following table. Check off those elements that are included in your pharmacy selection process and provide the percentage of pharmacies that satisfy the following selection criteria elements.	<b>Standard Selection Criterion</b>	<b>Percent of Pharmacies that Satisfy Criteria</b>	<b>Comments</b>
a. Require unrestricted licensure			
b. Review malpractice coverage and history			
c. Require full disclosure of current litigation and other disciplinary activity			
d. Require signed application/agreement			
e. Require current DEA registration			
f. On-site review of pharmacy location and appearance			
g. Review hours of operation and capacity of network pharmacies to handle the added volume EUTF would generate			
h. On-site electronic access to patient data			
2. Describe the general credentialing and recredentialing process and minimum criteria for selecting a network pharmacy. Include the minimum required malpractice coverage per individual practitioner, or group. If the process differs by type of pharmacy (i.e., independent vs. chains), indicate and describe separately.			
Provide the number of years that a pharmacy contract is in effect.			
3. Describe any incentives or programs in place with providers designed to increase generic dispensing and formulary compliance. Explain in detail.			
4. Describe the process in place to ensure that clients are credited for prescriptions filled but not obtained (Return to Stock situations).			
5. List the specific network management processes currently in place to avoid fraud and abuse.			
6. What procedures are established to ensure that network pharmacies are in compliance with negotiated MAC provisions and prices?			
7. List any pharmacy chains excluded from your proposed retail pharmacy network.			
8. Summarize the quality assurance programs your organization presently has in place and list the most important actions these programs have taken in the past year to improve performance.			
9. Do you monitor individual physician prescribing patterns?			
If so, what action is taken with physicians who have a high degree of non-compliance to improve their compliance?			
10. If you provide mail order benefits through a third party, explain any audit procedures in place to ensure proper dispensing and pricing practice adherence.			

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

NETWORK MANAGEMENT & QUALITY ASSESSMENT	VENDOR RESPONSE
11. What safeguards exist for preventing one group's experience from being charged to another?	
12. What safeguards exist for preventing breaches in patient confidentiality with regard to medical claims information?	
13. Will you guarantee that the EUTF will be charged the generic price and the enrollee is charged the generic copay if a generic is out of stock?	
14. How do you capture pharmacy errors?	
List the top 5 reasons for errors (e.g., wrong dosage).	
15. Do you produce network pharmacy report cards?	
If yes, explain the nature and uses of the report and include a sample.	
16. What are some of the major issues resulting from the report card process? Discuss some of your initiatives designed to address these issues.	
17. Does your organization comply with all HIPAA regulations? Provide supporting documentation outlining your organizations HIPAA policies and procedures as they relate to management of the prescription benefit plan for the EUTF.	
18. Are the retail and mail order networks solely owned and operated by your organization?	
If not, explain the contractual relationship you have with outside parties.	
19. Are your provider contracts based on exclusive arrangements? Include any leasing arrangements currently in effect with retail, mail order, or specialty drug organizations.	
20. Will the EUTF have the ability to pend payments to pharmacies currently identified by the EUTF and reported to PBM as engaging in suspicious dispensing practices?	
21. Confirm you will set a maximum reimbursement dollar limit on all compounded claims and notify the EUTF when the limit is exceeded.	
22. Will the EUTF receive a 90-day notice, when possible, of any event or negotiation that may cause a disruption in the retail pharmacy network access?	

**Complete the following table, listing the total number of network retail dispensing locations, by Island. Only include network retail pharmacy dispensing locations.**

Island List Number by Island	Oahu	Maui	Hawaii	Kauai	Lanai	Molokai
Retail Dispensing Facilities						

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

DRUG UTILIZATION REVIEW	VENDOR RESPONSE			
	Real Time Edit Criterion	% of Pharmacies that Satisfy Criterion	% of Pharmacies with real time, Online edits	Percent of Total Rx's Denied (Last Calendar Year)
1. It is expected that all pharmacies will have real-time online edits. If this is not the case indicate the deviation. Complete the following table separately for pharmacy network and mail order:				
Eligible Enrollee/Dependent				
Eligible Drug				
Contract Price of Drug				
Drug Interactions				
Duplicate Prescription				
Refill too Soon				
Proper Dosage				
Proper Days Supply				
Generic Availability				
Patient Copayments				
Other (List)				
2. What edits occur prospectively at point of sale?				
Concurrently?				
Retroactively?				
3. What Drug Utilization Review features, capabilities, and/or processes differentiate your organization from your competitors?				
4. Provide most recent quarterly book of business savings for the following programs:				
Concurrent DUR _____ % of Total Ingredient Costs				
Retrospective DUR _____ % of Total Ingredient Costs				
Prior Authorization _____ % of Total Ingredient Costs				
5. Are reported savings based on a client-specific claim-by-claim analysis?				
If no, describe the savings calculation process in detail for each of the claim edit services you offer.				
6. Do you have edits or programs in place designed to detect and address potential drug fraud and/or abuse?				
If yes, explain and include a listing of the specific drugs targeted by this program.				
If yes, please describe the enrollee outreach after fraud or abuse is identified.				
If yes, please detail the controls put into place after fraud or abuse is identified.				
7. Provide a sample of DUR reports you produce and monitor. Are these reports made available to clients at no additional cost?				
8. What criteria and methodologies are used to identify and monitor high cost claimants?				
9. Describe your pre-authorization protocols available to The EUTF. Include any additional costs for such services and credentials of the staff performing pre-authorization.				
What drugs or class of drugs do you recommend be pre-authorized?				
10. Explain any financial incentives established for providers to comply with utilization management				

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

DRUG UTILIZATION REVIEW	VENDOR RESPONSE
protocols or treatment benchmarks. [Include withholds, bonuses, or other arrangements.]	
11. How do you guard against the filling of separate prescriptions for the same or similar drugs at different pharmacies on the same day?	
Within five days after the initial fill?	
12. Will you reimburse EUTF for any amounts paid for any day supply dispensed for each claimant beyond the indicated amount? [Patients must pay to replace lost or stolen Rxs.]	
13. Do you evaluate the appropriateness of the prescribing physician/practitioner credentials?	
How do you compare the prescribing practitioner's qualifications with the type of prescription written?	
14. Identify which of the following edits are performed at the point-of-sale:	<b>Performed at the Point of Sale (Yes or No)</b>
Ineligible participant	
Pre-existing condition	
COB	
Benefit maximums for certain drug types	
Drug is inappropriate for the patient due to age	
Drug is inappropriate for the patient due to gender	
Quantity versus Time	
Allergy	
Incorrect AWP or formula price	
UCR input	
Duplicate Rx	
Refill too soon	
Incorrect dosage	
Rx splitting	
Drug interactions	
Over utilization	
Under utilization	
Aggregate Benefit Maximums	
Possible Narcotic Abuse	
Other POS Edits (provide list)	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

RETIREE DRUG SUBSIDY	VENDOR RESPONSE
1. Regarding Medicare Part D Subsidy program:	
a. Do you currently have an RDS dedicated staff?	
b. Please confirm that your organization understands that the IBAC is applying for the Medicare Part D subsidy. The IBAC's policy year ends November 30.	
c. Will you provide hands-on support for the IBAC to file for the CMS subsidy?	
d. Do you agree to fully disclose your methodology for reporting rebates to the client?	
e. Are there any associated costs with providing EGWP. If so, how much?	
f. Do you agree that your firm will reimburse the client for any drug cost data reporting that is incorrect?	
g. Do you agree that the financial parameters (discounts, dispensing fees, rebates) will be as guaranteed in your response to Section 3 of this RFP?	
2. Do you agree to provide the following services under the EGWP Plan?	
➤ Collect and validate Medicare HICN	
➤ Research and resolve enrollment errors	
➤ Medication Therapy Management (MTM) Program	
➤ Monitor and track all changes made by CMS	
➤ Enrollment modifications resulting in Low-Income assistance as granted or removed by CMS	
➤ Benefit Consultation and Actuarial Equivalence validation	
➤ Fraud, Waste and Abuse Program	
➤ Grievance, Appeals, and coverage determination – investigate and resolve complaints from the CMS Complaint Tracking Module	
➤ Full enrollment reports (accepted, rejected, or CMS changes)	
➤ Evidence of Coverage (EOC)/ID Card/Abridged Formulary/Pharmacy Directory	
➤ Annual Notices of Changes/EOC	
➤ Low-Income Subsidy (LIS) Rider	
➤ LIS premium refunds directly to low-income retirees	
➤ Transition Letters	
➤ Explanation of Benefits	
➤ Receive and reconcile CMS Direct Subsidy (paid – 45 days after receipts), LIS, LICs, (Paid at time of reconciliation) and Catastrophic Payments (paid at time of reconciliation)	
➤ Reconcile LIS eligibility with CMS on a monthly basis	
➤ Manage TrOOP	
3. Describe how you comply with CMS's requirement that PBM contracts ensure adequate reporting to the plan sponsor of the manufacturer rebates retained by the PBM	

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION X**

<b>RETIREE DRUG SUBSIDY</b>	<b>VENDOR RESPONSE</b>
in lieu of administrative fees.	
4. If an individual has prescription drug coverage under this client's Rx plan and enrolls in another Medicare Part D prescription drug plan, how do you identify such a situation at the point of sale?	
5. What will your computer system indicate what the pharmacist is to do with a person who presents with dual Medicare Rx coverage?	
6. Can you coordinate with other Medicare Part D prescription drug plans?	
7. Do you perform the coordination of benefits at the point of sale or do paper claims have to be submitted?	
a. At the point of sale	
b. Paper claims have to be submitted	
8. Describe any extra fees you charge for COB services?	
9. Is there an additional charge for post-contract termination data reporting?	
10. Outline your Compliance Plan to prevent Fraud, Waste, and Abuse with respect to the RDS.	
11. Explain in detail your medication therapy management process.	
12. Do you agree to provide a discount prescription drug program that is statutorily required for non-members?	

**APPENDIX A**

**CLAIMS EXPERIENCE**

Claims data will be supplied upon submission of a signed Confidentiality Agreement if one is not already submitted to the EUTF in the last 60 days.

**APPENDIX B**  
**PREMIUM RATES**

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**ACTIVE EMPLOYEES**  
**ALL BU'S EXCEPT BU 12**  
**HSTA VEBA ACTIVE EMPLOYEES WHO OPT TO TRANSFER TO EUTF PLANS (BU 05,45)**  
**BU 05, 45 EMPLOYEES HIRED ON OR AFTER JANUARY 1, 2011**

Appendix B

EFFECTIVE MARCH 1, 2011

Benefit Plan	Type of Enrollment	*Monthly Employer Contribution	Monthly Employee Contribution	Total Contribution Required
<b>MEDICAL PLANS</b>				
EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic	Self	\$189.34	\$124.80	\$314.14
	Two-Party	\$459.32	\$303.22	\$762.54
	Family	\$586.10	\$386.36	\$972.46
EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic	Self	\$189.34	\$114.58	\$303.92
	Two-Party	\$459.32	\$278.40	\$737.72
	Family	\$586.10	\$354.70	\$940.80
EUTF Prescription Drug (informedRx)	Self	\$42.74	\$28.08	\$70.82
	Two-Party	\$103.68	\$68.28	\$171.96
	Family	\$132.48	\$87.06	\$219.54
EUTF HMO (HMSA) Prescription Drug RSN Chiropractic	Self	\$232.08	\$194.06	\$426.14
	Two-Party	\$563.00	\$471.50	\$1,034.50
	Family	\$718.58	\$600.96	\$1,319.54
Kaiser Comprehensive Prescription Drug RSN Chiropractic	Self	\$232.08	\$149.14	\$381.22
	Two-Party	\$563.00	\$361.72	\$924.72
	Family	\$718.58	\$461.54	\$1,180.12
Kaiser Basic Prescription Drug RSN Chiropractic	Self	\$232.08	\$90.46	\$322.54
	Two-Party	\$563.00	\$219.20	\$782.20
	Family	\$718.58	\$279.74	\$998.32
EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic	Self	\$136.02	\$88.86	\$224.88
	Two-Party	\$329.94	\$216.12	\$546.06
	Family	\$421.24	\$275.22	\$696.46
Royal State Supplemental Prescription Drug RSN Chiropractic	Self	\$27.20	\$16.30	\$43.50
	Two-Party	\$66.50	\$40.48	\$106.98
	Family	\$75.92	\$45.00	\$120.92
EUTF High Deductible Health Plan (HMSA) Prescription Drug	Self	\$232.08	\$56.56	\$288.64
	Two-Party	\$563.00	\$138.50	\$701.50
	Family	\$718.58	\$176.72	\$895.30
<b>DENTAL PLAN</b>				
HDS Dental	Self	\$19.50	\$12.80	\$32.30
	Two-Party	\$39.04	\$25.58	\$64.62
	Family	\$80.76	\$25.58	\$106.34
<b>VISION PLAN</b>				
VSP Vision	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
Standard Life Insurance	Employee	\$4.16	\$0.00	\$4.16

\*Monthly Employer Contribution is subject to Legislative appropriation/approval

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND  
FOR ACTIVE EMPLOYEES FORMERLY UNDER THE HSTA VEBA  
BU 05, 45  
EFFECTIVE MARCH 1, 2011**

Appendix B

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>*Monthly Employer Contribution</b>	<b>Monthly Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>HMSA - 90/10 Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$235.72	\$180.16	\$415.88
	Two-Party	\$569.76	\$434.52	\$1,004.28
	Family	\$727.42	\$554.20	\$1,281.62
<b>HMSA - 80/20 Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$235.72	\$74.80	\$310.52
	Two-Party	\$569.76	\$178.82	\$748.58
	Family	\$727.42	\$228.10	\$955.52
<b>Kaiser Comprehensive Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$235.72	\$135.54	\$371.26
	Two-Party	\$569.76	\$327.26	\$897.02
	Family	\$727.42	\$417.72	\$1,145.14
<b>HMSA Supplemental Supplemental Medical, Drug, Vision RSN Chiropractic</b>	Self	\$139.66	\$116.56	\$256.22
	Two-Party	\$336.70	\$281.20	\$617.90
	Family	\$430.08	\$358.80	\$788.88
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$19.50	\$12.80	\$32.30
	Two-Party	\$39.04	\$25.58	\$64.62
	Family	\$80.76	\$25.58	\$106.34
<b>HDS Supplemental Dental</b>	Self	\$0.00	\$17.14	\$17.14
	Two-Party	\$0.00	\$34.34	\$34.34
	Family	\$0.00	\$51.46	\$51.46
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

\*Monthly Employer Contribution is subject to Legislative appropriation/approval

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**ACTIVE EMPLOYEES**  
**BU12**  
**EMPLOYER/EMPLOYEE CONTRIBUTIONS**  
**EFFECTIVE MARCH 1, 2011**

Appendix B

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>*Monthly Employer Contribution</b>	<b>Monthly Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic</b>	Self	\$168.96	\$111.22	\$280.18
	Two-Party	\$422.14	\$278.44	\$700.58
	Family	\$547.56	\$360.66	\$908.22
<b>EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic</b>	Self	\$168.96	\$102.14	\$271.10
	Two-Party	\$422.14	\$255.64	\$677.78
	Family	\$547.56	\$331.10	\$878.66
<b>EUTF Prescription Drug (informedRx)</b>	Self	\$29.00	\$18.94	\$47.94
	Two-Party	\$72.42	\$47.44	\$119.86
	Family	\$94.06	\$61.46	\$155.52
<b>EUTF HMO (HMSA) Prescription Drug RSN Chiropractic</b>	Self	\$197.96	\$174.00	\$371.96
	Two-Party	\$494.56	\$435.72	\$930.28
	Family	\$641.62	\$564.58	\$1,206.20
<b>Kaiser Comprehensive Prescription Drug RSN Chiropractic</b>	Self	\$197.96	\$116.50	\$314.46
	Two-Party	\$494.56	\$289.64	\$784.20
	Family	\$641.62	\$374.98	\$1,016.60
<b>Kaiser Basic Prescription Drug RSN Chiropractic</b>	Self	\$197.96	\$68.26	\$266.22
	Two-Party	\$494.56	\$169.08	\$663.64
	Family	\$641.62	\$218.70	\$860.32
<b>EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic</b>	Self	\$117.78	\$76.68	\$194.46
	Two-Party	\$295.54	\$193.20	\$488.74
	Family	\$387.78	\$252.92	\$640.70
<b>Royal State Supplemental Prescription Drug RSN Chiropractic</b>	Self	\$27.20	\$16.30	\$43.50
	Two-Party	\$66.50	\$40.48	\$106.98
	Family	\$75.92	\$45.00	\$120.92
<b>EUTF High Deductible Health Plan (HMSA) Prescription Drug</b>	Self	\$197.96	\$64.74	\$262.70
	Two-Party	\$494.56	\$163.88	\$658.44
	Family	\$641.62	\$214.16	\$855.78
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$19.50	\$12.80	\$32.30
	Two-Party	\$39.04	\$25.58	\$64.62
	Family	\$80.76	\$25.58	\$106.34
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

\*Monthly Employer Contribution is subject to Legislative appropriation/approval

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**STATE ACTIVE EMPLOYEES**  
**ALL BU'S EXCEPT BU'S 11, AND 12**  
**EMPLOYER/EMPLOYEE CONTRIBUTIONS**  
**EFFECTIVE JANUARY 1, 2011**

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>Monthly Employer Contribution</b>	<b>Monthly Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic</b>	Self	\$136.80	\$146.56	\$283.36
	Two-Party	\$331.60	\$356.10	\$687.70
	Family	\$423.36	\$453.68	\$877.04
<b>EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic</b>	Self	\$136.80	\$137.36	\$274.16
	Two-Party	\$331.60	\$333.74	\$665.34
	Family	\$423.36	\$425.16	\$848.52
<b>EUTF Prescription Drug (informedRx)</b>	Self	\$32.42	\$31.44	\$63.86
	Two-Party	\$78.60	\$76.46	\$155.06
	Family	\$100.36	\$97.60	\$197.96
<b>EUTF HMO (HMSA) Prescription Drug RSN Chiropractic</b>	Self	\$169.22	\$215.10	\$384.32
	Two-Party	\$410.20	\$522.64	\$932.84
	Family	\$523.72	\$666.18	\$1,189.90
<b>Kaiser Comprehensive Prescription Drug RSN Chiropractic</b>	Self	\$169.22	\$142.72	\$311.94
	Two-Party	\$410.20	\$346.24	\$756.44
	Family	\$523.72	\$441.72	\$965.44
<b>Kaiser Basic Prescription Drug RSN Chiropractic</b>	Self	\$169.22	\$107.04	\$276.26
	Two-Party	\$410.20	\$259.60	\$669.80
	Family	\$523.72	\$331.20	\$854.92
<b>EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic</b>	Self	\$101.30	\$101.70	\$203.00
	Two-Party	\$245.38	\$247.42	\$492.80
	Family	\$313.48	\$315.08	\$628.56
<b>*Royal State Supplemental Prescription Drug RSN Chiropractic</b>	Self	\$35.06	\$8.44	\$43.50
	Two-Party	\$86.14	\$20.84	\$106.98
	Family	\$97.82	\$23.10	\$120.92
<b>EUTF High Deductible Health Plan (HMSA) Prescription Drug</b>	Self	\$169.22	\$91.10	\$260.32
	Two-Party	\$410.20	\$222.36	\$632.56
	Family	\$523.72	\$283.70	\$807.42
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$17.06	\$13.72	\$30.78
	Two-Party	\$34.18	\$27.40	\$61.58
	Family	\$70.66	\$30.68	\$101.34
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

\*Royal State Supplemental Premiums decreased effective 1/1/11

\*All other premiums remain the same

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**COUNTY ACTIVE EMPLOYEES**  
**BU 1, 2, 3, 4, 9, 10, 13**  
**Non-BU11 and Non-BU12 Excluded, Exempt and EM Employees**  
**EMPLOYER/EMPLOYEE CONTRIBUTIONS**  
**EFFECTIVE JANUARY 1, 2011**

Appendix B

Benefit Plan	Type of Enrollment	Employer Contribution	Employee Contribution	Total Contribution Required
<b>MEDICAL PLANS</b>				
EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic	Self	\$170.86	\$112.50	\$283.36
	Two-Party	\$414.42	\$273.28	\$687.70
	Family	\$528.84	\$348.20	\$877.04
EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic	Self	\$170.86	\$103.30	\$274.16
	Two-Party	\$414.42	\$250.92	\$665.34
	Family	\$528.84	\$319.68	\$848.52
EUTF Prescription Drug (informedRx)	Self	\$38.56	\$25.30	\$63.86
	Two-Party	\$93.54	\$61.52	\$155.06
	Family	\$119.52	\$78.44	\$197.96
EUTF HMO (HMSA) Prescription Drug RSN Chiropractic	Self	\$209.42	\$174.90	\$384.32
	Two-Party	\$507.96	\$424.88	\$932.84
	Family	\$648.36	\$541.54	\$1,189.90
Kaiser Comprehensive Prescription Drug RSN Chiropractic	Self	\$209.42	\$102.52	\$311.94
	Two-Party	\$507.96	\$248.48	\$756.44
	Family	\$648.36	\$317.08	\$965.44
Kaiser Basic Prescription Drug RSN Chiropractic	Self	\$209.42	\$66.84	\$276.26
	Two-Party	\$507.96	\$161.84	\$669.80
	Family	\$648.36	\$206.56	\$854.92
EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic	Self	\$122.90	\$80.10	\$203.00
	Two-Party	\$297.98	\$194.82	\$492.80
	Family	\$380.50	\$248.06	\$628.56
*Royal State Supplemental Prescription Drug RSN Chiropractic	Self	\$27.20	\$16.30	\$43.50
	Two-Party	\$66.50	\$40.48	\$106.98
	Family	\$75.92	\$45.00	\$120.92
EUTF High Deductible Health Plan (HMSA) Prescription Drug	Self	\$209.42	\$50.90	\$260.32
	Two-Party	\$507.96	\$124.60	\$632.56
	Family	\$648.36	\$159.06	\$807.42
<b>DENTAL PLAN</b>				
HDS Dental	Self	\$18.58	\$12.20	\$30.78
	Two-Party	\$37.20	\$24.38	\$61.58
	Family	\$76.96	\$24.38	\$101.34
<b>VISION PLAN</b>				
VSP Vision	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
Standard Life Insurance	Employee	\$4.16	\$0.00	\$4.16

\*Royal State Supplemental Premiums decreased effective 1/1/11

\*All other premiums remain the same

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**ACTIVE EMPLOYEES**  
**BU11**  
**EMPLOYER/EMPLOYEE CONTRIBUTIONS**  
**EFFECTIVE JANUARY 1, 2011**

Appendix B

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>Employer Contribution</b>	<b>Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic</b>	Self	\$170.86	\$112.50	\$283.36
	Two-Party	\$414.42	\$273.28	\$687.70
	Family	\$528.84	\$348.20	\$877.04
<b>EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic</b>	Self	\$170.86	\$103.30	\$274.16
	Two-Party	\$414.42	\$250.92	\$665.34
	Family	\$528.84	\$319.68	\$848.52
<b>EUTF Prescription Drug (informedRx)</b>	Self	\$38.56	\$25.30	\$63.86
	Two-Party	\$93.54	\$61.52	\$155.06
	Family	\$119.52	\$78.44	\$197.96
<b>EUTF HMO (HMSA) Prescription Drug RSN Chiropractic</b>	Self	\$209.42	\$174.90	\$384.32
	Two-Party	\$507.96	\$424.88	\$932.84
	Family	\$648.36	\$541.54	\$1,189.90
<b>Kaiser Comprehensive Prescription Drug RSN Chiropractic</b>	Self	\$209.42	\$102.52	\$311.94
	Two-Party	\$507.96	\$248.48	\$756.44
	Family	\$648.36	\$317.08	\$965.44
<b>Kaiser Basic Prescription Drug RSN Chiropractic</b>	Self	\$209.42	\$66.84	\$276.26
	Two-Party	\$507.96	\$161.84	\$669.80
	Family	\$648.36	\$206.56	\$854.92
<b>EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic</b>	Self	\$122.90	\$80.10	\$203.00
	Two-Party	\$297.98	\$194.82	\$492.80
	Family	\$380.50	\$248.06	\$628.56
<b>*Royal State Supplemental Prescription Drug RSN Chiropractic</b>	Self	\$27.20	\$16.30	\$43.50
	Two-Party	\$66.50	\$40.48	\$106.98
	Family	\$75.92	\$45.00	\$120.92
<b>EUTF High Deductible Health Plan (HMSA) Prescription Drug</b>	Self	\$209.42	\$50.90	\$260.32
	Two-Party	\$507.96	\$124.60	\$632.56
	Family	\$648.36	\$159.06	\$807.42
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$18.58	\$12.20	\$30.78
	Two-Party	\$37.20	\$24.38	\$61.58
	Family	\$76.96	\$24.38	\$101.34
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

\*Royal State Supplemental Premiums decreased effective 1/1/11

\*All other premiums remain the same

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**ACTIVE EMPLOYEES**  
**BU12**  
**EMPLOYER/EMPLOYEE CONTRIBUTIONS**  
**EFFECTIVE JANUARY 1, 2011**

Appendix B

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>Monthly Employer Contribution</b>	<b>Monthly Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>EUTF PPO (HMA) - 90/10 Plan RSN Chiropractic</b>	Self	\$152.52	\$100.26	\$252.78
	Two-Party	\$380.92	\$250.96	\$631.88
	Family	\$494.12	\$325.04	\$819.16
<b>EUTF PPO (HMSA) - 80/20 Plan RSN Chiropractic</b>	Self	\$152.52	\$92.06	\$244.59
	Two-Party	\$380.92	\$230.42	\$611.34
	Family	\$494.12	\$298.42	\$792.54
<b>EUTF Prescription Drug (informedRx)</b>	Self	\$26.18	\$17.06	\$43.24
	Two-Party	\$65.36	\$42.74	\$108.10
	Family	\$84.92	\$55.36	\$140.28
<b>EUTF HMO (HMSA) Prescription Drug RSN Chiropractic</b>	Self	\$178.70	\$156.82	\$335.52
	Two-Party	\$446.28	\$392.66	\$838.94
	Family	\$579.04	\$508.76	\$1,087.80
<b>Kaiser Comprehensive Prescription Drug RSN Chiropractic</b>	Self	\$178.70	\$78.76	\$257.46
	Two-Party	\$446.28	\$195.44	\$641.72
	Family	\$579.04	\$252.92	\$831.96
<b>Kaiser Basic Prescription Drug RSN Chiropractic</b>	Self	\$178.70	\$49.44	\$228.14
	Two-Party	\$446.28	\$122.16	\$568.44
	Family	\$579.04	\$157.92	\$736.96
<b>EUTF Supplemental (HMSA) informedRx Prescription Drug RSN Chiropractic</b>	Self	\$106.46	\$69.14	\$175.60
	Two-Party	\$267.00	\$174.16	\$441.16
	Family	\$350.38	\$227.96	\$578.34
<b>*Royal State Supplemental Prescription Drug RSN Chiropractic</b>	Self	\$27.20	\$16.30	\$43.50
	Two-Party	\$66.50	\$40.48	\$106.98
	Family	\$75.92	\$45.00	\$120.92
<b>EUTF High Deductible Health Plan (HMSA) Prescription Drug</b>	Self	\$178.70	\$100.88	\$279.58
	Two-Party	\$446.28	\$254.30	\$700.58
	Family	\$579.04	\$331.18	\$910.22
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$18.58	\$12.20	\$30.78
	Two-Party	\$37.20	\$24.38	\$61.58
	Family	\$76.96	\$24.38	\$101.34
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

\*Royal State Supplemental Premiums decreased effective 1/1/11

\*All other premiums remain the same

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND  
FOR ACTIVE EMPLOYEES FORMERLY UNDER THE HSTA VEBA  
BU 05, 45  
EFFECTIVE JANUARY 1, 2011**

<b>Benefit Plan</b>	<b>Type of Enrollment</b>	<b>Monthly Employer Contribution</b>	<b>Monthly Employee Contribution</b>	<b>Total Contribution Required</b>
<b>MEDICAL PLANS</b>				
<b>HMSA - 90/10 Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$172.86	\$243.02	\$415.88
	Two-Party	\$416.96	\$587.32	\$1,004.28
	Family	\$532.56	\$749.06	\$1,281.62
<b>HMSA - 80/20 Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$172.86	\$137.66	\$310.52
	Two-Party	\$416.96	\$331.62	\$748.58
	Family	\$532.56	\$422.96	\$955.52
<b>Kaiser Comprehensive Medical, Drug, RSN Chiropractic, VSP Vision</b>	Self	\$172.86	\$198.40	\$371.26
	Two-Party	\$416.96	\$480.06	\$897.02
	Family	\$532.56	\$612.58	\$1,145.14
<b>HMSA Supplemental Supplemental Medical, Drug, Vision RSN Chiropractic</b>	Self	\$104.94	\$151.28	\$256.22
	Two-Party	\$252.14	\$365.76	\$617.90
	Family	\$322.32	\$466.56	\$788.88
<b>DENTAL PLAN</b>				
<b>HDS Dental</b>	Self	\$17.06	\$13.72	\$30.78
	Two-Party	\$34.18	\$27.40	\$61.58
	Family	\$70.66	\$30.68	\$101.34
<b>HDS Supplemental Dental</b>	Self	\$0.00	\$17.14	\$17.14
	Two-Party	\$0.00	\$34.34	\$34.34
	Family	\$0.00	\$51.46	\$51.46
<b>VISION PLAN</b>				
<b>VSP Vision</b>	Self	\$3.64	\$2.40	\$6.04
	Two-Party	\$6.76	\$4.42	\$11.18
	Family	\$8.84	\$5.78	\$14.62
<b>LIFE INSURANCE</b>				
<b>Standard Life Insurance</b>	Employee	\$4.16	\$0.00	\$4.16

## RETIREE RATES

effective January 1, 2011 through June 30, 2011

Benefit Plan	Type of Enrollment	Premium	Admin Fee	Total Contribution Required
<b>MEDICAL PLANS - MEDICARE</b>				
EUTF PPO Medicare (HMA)	Self	\$179.82	\$2.14	\$181.96
	Two-Party	\$350.14	\$4.50	\$354.64
	Family	\$519.18	\$6.56	\$525.74
EUTF PPO Medicare (HMSA)	Self	\$187.58	\$2.14	\$189.72
	Two-Party	\$365.26	\$4.50	\$369.76
	Family	\$541.56	\$6.56	\$548.12
Medicare Prescription Drug (informedRx)	Self	\$214.30	\$0.62	\$214.92
	Two-Party	\$417.32	\$1.28	\$418.60
	Family	\$618.74	\$1.88	\$620.62
Kaiser Medicare HMO Prescription Drug	Self	\$322.20	\$2.76	\$324.96
	Two-Party	\$628.24	\$5.78	\$634.02
	Family	\$931.08	\$8.44	\$939.52
<b>MEDICAL PLANS - NON MEDICARE</b>				
EUTF PPO Non Medicare (HMA)	Self	\$391.72	\$2.14	\$393.86
	Two-Party	\$762.90	\$4.50	\$767.40
	Family	\$1,131.12	\$6.56	\$1,137.68
EUTF PPO Non Medicare (HMSA)	Self	\$404.34	\$2.14	\$406.48
	Two-Party	\$787.52	\$4.50	\$792.02
	Family	\$1,167.62	\$6.56	\$1,174.18
Non Medicare Prescription Drug (informedRx)	Self	\$175.44	\$0.62	\$176.06
	Two-Party	\$341.72	\$1.28	\$343.00
	Family	\$506.66	\$1.88	\$508.54
Kaiser Non Medicare HMO Prescription Drug	Self	\$542.16	\$2.76	\$544.92
	Two-Party	\$1,057.20	\$5.78	\$1,062.98
	Family	\$1,566.80	\$8.44	\$1,575.24
<b>DENTAL PLAN</b>				
HDS Dental	Self	\$31.24	\$0.30	\$31.54
	Two-Party	\$60.92	\$0.66	\$61.58
	Family	\$74.48	\$0.94	\$75.42
<b>VISION PLAN</b>				
VSP Vision	Self	\$4.86	\$0.06	\$4.92
	Two-Party	\$9.71	\$0.13	\$9.84
	Family	\$13.03	\$0.17	\$13.20
<b>LIFE INSURANCE</b>				
Standard Life Insurance (Retiree only)	Self	\$4.12	\$0.04	\$4.16

**APPENDIX C**  
**ELIGIBILITY RULES**

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND****ADMINISTRATIVE RULES****CONTENTS****1.00 General Provisions**

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- 1.03 Public information
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## 1.00 GENERAL PROVISIONS

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- 1.13 Responsibilities of Employee-Beneficiaries and Public Employers; Enforcement Actions of the Fund

### 1.01 Purpose

Chapter 87A of the Hawaii Revised Statutes establishes a health trust fund known as the Hawaii Employer-Union Health Benefits Trust Fund. The Fund is to be used to provide eligible state and county employees, retirees, and their dependents with health and other benefit plans at a cost affordable to both the public employers and the public employees. The board is to administer and carry out the purposes of the Fund. These rules are adopted by the board pursuant to Section 87A-26 of the Hawaii Revised Statutes to implement the administration and purposes of the Fund.

### 1.02 Definitions

As used in these rules, unless otherwise indicated by the context, the following terms shall have the following meanings:

“Administrator” means the administrator of the Fund appointed by the board or the duly authorized representative of the administrator.

“Benefit plan” means a health benefit plan, a group life insurance plan that is subject to Section 79 of the Internal Revenue Code, or any other type of benefit plan except for a long-term care benefit plan.

“Board” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Carrier” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Child” means an employee’s, or where applicable, a domestic partner’s legally adopted child, a child placed for adoption, stepchild, foster child, or recognized natural child. Except for a recognized natural child of an employee or as otherwise provided by these rules, a child must live with the employee-beneficiary. A child has been placed for adoption when an adoptive parent has assumed custody of and the obligation to support a child in anticipation of adopting the child. A foster child is a child:

- (1) who lives with an employee in a regular parent-child relationship; and
- (2) for whom the employee has become the child’s guardian or has been awarded legal and physical custody of the child pursuant to a valid court order.

“Contributions” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“County” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Dependent-beneficiary” shall mean the persons described in Rule 3.01 of these rules as being eligible for coverage as dependent-beneficiaries in the health benefit plans offered or sponsored by the Fund.

“Dissolution of domestic partnership” shall occur when: (1) the employee-beneficiary no longer meets the requirements to qualify as a “domestic partner”; (2) one of the partners to the domestic partnership expressly informs the other of the end of their domestic partnership; (3) one of the partners to the domestic partnership takes actions inconsistent with the continued existence of the domestic partnership; or (4) the domestic partnership is otherwise terminated or dissolved.

“Domestic partner” shall mean a person in a spouse-like relationship with an employee-beneficiary who meets the following requirements: (1) the employee-beneficiary and the domestic partner intend to remain in a domestic partnership with each other indefinitely; (2) the employee-

beneficiary and the domestic partner have a common residence and intend to reside together indefinitely; (3) the employee-beneficiary and the domestic partner are and agree to be jointly and severally responsible for each other's basic living expenses incurred in the domestic partnership such as food, shelter and medical care; (4) neither the employee-beneficiary nor the domestic partner are married or a member of another domestic partnership; (5) the employee-beneficiary and the domestic partner are not related by blood in a way that would prevent them from being married to each other in the State of Hawaii; (6) the employee-beneficiary and the domestic partner are both at least 18 years of age and mentally competent to contract; (7) the consent of the employee-beneficiary or the domestic partner to the domestic partnership has not been obtained by force, duress or fraud; and (8) the employee-beneficiary and the domestic partner sign and file with the Fund a declaration of domestic partnership in such form as the board shall from time to time prescribe.

"Employee" shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

"Employee-beneficiary" shall mean the persons described in Rule 3.01 of these rules as being eligible to enroll as employee-beneficiaries in the health benefit plans offered or sponsored by the Fund.

"Employer" or "public employer" shall have the meaning as set forth in Section 89-2 of the Hawaii Revised Statutes.

"Full-time student" means a student who is enrolled in an accredited school, college, or university for not less than the minimum number of credit hours required by such educational institution to have full-time student status.

"Fund" shall have the same meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

"Fund benefit plan" means a benefit plan offered or sponsored by the Fund.

"Health benefit plan" shall have the same meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Long-term care benefit plan” shall have the same meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Non-Fund benefit plan” means a benefit plan offered or sponsored by a private employer or an entity other than the Fund.

“Part-time, temporary, and seasonal or casual employee” shall have the same meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Periodic change” shall have the same meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Qualified beneficiary” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Qualified medical child support order” means any judgment, decree, or order issued by a court of competent jurisdiction that requires the provision of health benefits coverage to a child of a non-custodial parent.

“Retired member” or “retired employee” means a former employee, officer, appointed or elected official of the State or counties who is currently receiving a retirement or pension allowance from a State or county retirement system or an employee who retired prior to 1961.

“State or county retirement system” means the employees’ retirement system, the county pension system, or the police, fire, or bandsmen pension system of the State or any county.

“Trustee” shall have the meaning as set forth in Section 87A-1 of the Hawaii Revised Statutes.

“Trustee group” means the group composed of the five trustees representing public employers or the group composed of the five trustees representing employee-beneficiaries as described in Section 87A-5 of the Hawaii Revised Statutes.

### **1.03 Public Information**

To the extent permitted by applicable federal or state law, the public records of the Fund shall be available for inspection at the Fund's office during regular business hours. All requests for inspection of public records shall be in writing and addressed to the administrator or any other person designated by the board to receive such requests. Copies of public records shall be provided upon the payment of the reasonable costs of reproduction and any fees for searching, reviewing and segregating such records. The board shall establish such costs and fees in accordance with applicable federal and state law.

Protected health information about employee-beneficiaries and dependent-beneficiaries are not public records. Employee-beneficiaries, dependent-beneficiaries, and others may have access to such information only in conformance with the Health Insurance Portability and Accountability Act of 1996 and the rules passed under that Act ("HIPAA"), and the Fund's HIPAA Privacy Policies and Procedures.

### **1.04 Computation of Time**

Whenever a period of time is stated in these rules as a number of days from or after an event: (a) the period shall be computed in calendar days; (b) the day of the event shall not be included in the calculation; and (c) the last day of the period shall be included in the calculation.

### **1.05 Officers of the Board**

- (a) The board shall elect a chairperson, vice-chairperson, and secretary-treasurer.
- (b) Both the chairperson and vice-chairperson shall be elected from the same trustee group. The secretary-treasurer shall be elected from the other trustee group.
- (c) Officer terms shall be for one year beginning July 1, 2002, and shall rotate between the trustee groups annually. The terms of all elected officers shall terminate on June 30 of each succeeding year and such officers shall vacate their offices at that time.

- (d) Except as otherwise provided by law or by rules or policies adopted by the board, the duties of the officers shall be as provided in the 10th Edition of *Robert's Rules of Order, Newly Revised*.
- (e) The chairperson or vice-chairperson and secretary-treasurer shall coordinate assignments to the administrator and other Fund staff, requests for information, and other matters concerning the administration and operation of the board.

#### **1.06 Committees of the Board**

- (a) Standing committees shall be established by the board to address critical issues in the major functional areas of the Fund:
  - (1) The Administrative Committee will have combined administrative and finance committee functions;
  - (2) The Benefits Committee will have benefits, communication, and appeals committee functions.
- (b) The board may establish other committees to address matters related to the operation or administration of the Fund or to investigate issues that impact the Fund.
- (c) Committees shall operate informally and shall make recommendations to the full board. Meetings of all standing committees will comply with Part I of Chapter 92 of the Hawaii Revised Statutes.
- (d) A minimum of four trustees (two trustees from each trustee group) shall be assigned to a committee. The assigned number of trustees may be larger for certain committees provided that an equal number of trustees are assigned from each trustee group.
- (e) Attendance of at least one trustee from each trustee group shall be necessary to convene a committee meeting.
- (f) Committees may select a chairperson and any other officers as deemed necessary by the board.
- (g) Committee chairpersons shall coordinate assignments to the administrator and other Fund staff for their respective committees.

- (h) Trustees in attendance shall agree within their working committees on recommendations made to the full board. When there is no agreement by the trustees in attendance, the committee shall present a summary of the disagreement(s) to the full board.

#### **1.07 Meetings of the Board**

- (a) To the extent permitted by applicable federal or state law, the meetings of the board shall be open to the public. Without limiting the foregoing, board meetings shall comply with Part I of Chapter 92 of the Hawaii Revised Statutes, including the provisions therein requiring: (1) written and electronic notice of board meetings at least six calendar days prior to each meeting; and (2) written minutes.
- (b) The board shall designate the administrator or some other member of the Fund's staff to be responsible for preparing agendas for future board meetings. Any trustee may place a question or subject on the agenda of a future board meeting by notifying the administrator or other designated staff person by 12:00 noon, seven days prior to the board meeting. All board meeting agendas shall be transmitted to the chairperson for review prior to public notice.
- (c) Unless otherwise required by the board or applicable law, the parliamentary procedure to be used by the board in the conduct of its meetings shall be in accordance with the 10th Edition of *Roberts Rules of Order, Newly Revised*.
- (d) Voting procedures for board meetings and the criteria for a quorum are established in Section 87A-11 of the Hawaii Revised Statutes. In addition, the following voting procedures shall apply:
  - (1) After a motion is made and seconded, the presiding officer shall read the motion and open the question to discussion and debate by the trustees. When ready to put the motion to a vote, the presiding officer shall call for the public employer and employee-beneficiary trustee votes to determine whether there are three votes from each trustee group in favor of the motion. If so, the motion shall be recorded as having been approved by one vote from the public employer trustees and one vote from the employee-beneficiary trustees.

- (2) For routine or procedural matters, the presiding officer may ask if there is any opposition to a motion after it has been made, and to the extent required, seconded and debated. If no opposition is voiced, the motion shall be recorded as having been unanimously approved by one vote by the public employer trustees and one vote from the employee-beneficiary trustees.
- (3) If the voting is not unanimous by each side, the names of the trustees who voted in favor of the motion, voted against the motion, or abstained from voting shall be recorded in the minutes.
- (4) In the event of a deadlock in a vote of the board on the same question or resolution at two successive meetings of the board, the board shall vote on whether or not to engage in dispute resolution. If six trustees of the board vote to engage in dispute resolution, the two trustee groups shall enter into mediation to attempt to resolve the question or resolution upon which the board has deadlocked.

The mediation shall be handled by a mediator appointed by the Federal Mediation and Conciliation Service. If the Federal Mediation and Conciliation Service fails or refuses to appoint a mediator within ten days of the date on which the six trustees voted to engage in dispute resolution, the mediation shall be handled by a mediator mutually agreeable to the two trustee groups. If the two trustee groups do not agree on a mediator within twenty days of the date on which the six trustees voted to engage in dispute resolution, either trustee group may petition the Administrative Judge of the First Circuit, Circuit Courts of the State of Hawaii, to appoint a mediator. Upon the appointment of a mediator, the two trustee groups shall in good faith enter into mediation on the question or resolution upon which the board has deadlocked. Nothing in this rule is meant to preclude the board from voting to engage in other forms of alternate dispute resolution to resolve a question or resolution upon which it has deadlocked.

- (5) Whenever any statute or other law requires a vote of a majority, two-thirds or other percentage or fraction of the trustees or members to which the board is entitled, the motion or other action shall be approved if it receives two votes in favor of the motion or

action as provided in subsection (d)(1), regardless of the total number of votes in favor of the motion or action.

For example, if a statute or other law requires a two-thirds vote of the members to which the board is entitled, the motion or other action will be approved if three trustees from each trustee group vote in favor of the motion or other action, even if the remaining four trustees vote against the motion or other action.

#### **1.08 Appearances Before the Board**

- (a) All persons shall comply with this rule when appearing before the board. Unless otherwise required by applicable federal or state law, the board shall have the discretion to prescribe additional standards and procedures for all appearances and proceedings before the board. The board may waive or suspend the provisions of this rule with respect to any particular appearance or proceeding before it.
- (b) Any person appearing before the board may appear in person, by an officer, partner or regular employee of the party, or be represented by an authorized representative. The board may at any time require any person transacting business with the board in a representative capacity to prove or authenticate the person's authority and qualification to act in such capacity.
- (c) The board shall afford all interested persons an opportunity to present oral testimony or submit data, views, or arguments, in writing, on any agenda item.
  - (1) Persons providing written testimony shall provide thirty copies of their testimony of which twenty copies shall be made available to the public. Twenty copies of materials provided to the board for or during a meeting that are determined to be disclosable shall be made available for distribution to the public.
  - (2) The board shall hear oral testimony on an agenda item after it has completed discussion of that item. At that time, the presiding officer shall invite members of the public to ask questions or provide comments on the agenda item prior to any action by the board. After the public has had an opportunity to provide input on

the agenda item, the board may discuss the agenda item further and act on the item or move on to the next agenda item.

- (3) A person may speak at a board meeting only when recognized to do so by the presiding officer. Comments are limited to three minutes per speaker. Time limitations may be adjusted at the discretion of the presiding officer or at the request of any three trustees. A person may not speak a second time on the same question unless authorized by the presiding officer to do so.
  - (4) The board may refuse to hear any testimony that is irrelevant, immaterial, or unduly repetitious and may from time to time impose additional conditions as are necessary or desirable for the orderly, efficient, and convenient presentation of oral testimony to the board. The board may request that the person providing oral testimony submit the testimony in writing to the board.
- (d) Nothing herein shall require the board to hear or receive any oral testimony or documentary evidence from a person on any matter which is the subject of another proceeding pending before the board.

#### **1.09 Delegation of Authority**

To the extent permitted by law, the board may delegate authority to act on its behalf in accordance with board policies and standards to a committee of the board, an administrator, a carrier, a third party administrator, or to such other persons and entities as it deems necessary or reasonable for the effective and efficient administration of the Fund and the provisions of Chapter 87A of the Hawaii Revised Statutes; provided, however, that nothing in this rule shall permit the board to delegate its power to adopt, amend or repeal any rules.

#### **1.10 State Ethics Code**

All trustees and employees of the Fund shall comply with Chapter 84 of the Hawaii Revised Statutes.

#### **1.11 Controlling Law**

To the extent that federal or state law governs any matter covered by these rules, the Fund and the board shall comply with and follow such federal or state law. To the extent that any matter is not completely governed by federal or state

law, the Fund and the board shall apply these rules to the extent reasonable and practicable.

### **1.12 Authority of the Board to Waive Rule Provisions**

Subject to statutory requirements and limitations, the Board may waive an employee-beneficiary's compliance with any provision of the Fund's rules when the Board determines that: (a) good cause exists for such a waiver; (b) strict enforcement of such provision would impose a manifest injustice upon an employee-beneficiary who has substantially complied with the Fund's rules in good faith; and (c) such waiver does not involve any increase in the obligations or liabilities of the Fund beyond that which would have been involved if the employee-beneficiary had fully complied with the Fund's rules. Each waiver by the Board must be in writing and supported by documentation of the pertinent facts and grounds.

### **1.13 Responsibilities of Employee-Beneficiaries and Public Employers; Enforcement Actions of the Fund**

- (a) Employee-beneficiaries are responsible for:
  - (1) Providing current and accurate personal information as per Rules 4.06 and 4.07;
  - (2) Paying the employee's premium contributions in the amount or amounts provided by statute, an applicable bargaining unit agreement, or by the applicable Fund benefit plan;
  - (3) Paying the employee's premium contributions at the times and in the manner designated by the board; and
  - (4) Complying with the Fund's rules.
- (b) Any public employer whose current or former employees participate in Fund benefit plans is responsible for:
  - (1) Providing information as requested by the Fund under section 87A-24(9) of the Hawaii Revised Statutes;
  - (2) Paying the employer's premium contributions in the amount or amounts provided by statute or an applicable bargaining unit

agreement and at the times and in the manner designated by the board;

- (3) Assisting the Fund in distributing information to and collecting information from the employee-beneficiaries; and
  - (4) Complying with the Fund's rules.
- (c) The Fund shall have the right and authority to file actions in any court, including but not limited to the courts of the State of Hawaii and the United States of America, to enforce the foregoing obligations and to collect premium contributions. Nothing in this rule is intended to limit or restrict the rights or remedies otherwise available to the Fund.

**2.00 ADMINISTRATIVE PROCEDURES**

- 2.01 Adoption, Amendment or Repeal of Rules
- 2.02 Policies, Standards, and Procedures
- 2.03 Declaratory Rulings
- 2.04 Administrative Appeals
- 2.05 Emergency Appeals

**2.01 Adoption, Amendment or Repeal of Rules**

- (a) The board may adopt, amend or repeal any rule of the Fund upon a motion of any trustee or upon the petition of an interested person or organization.
- (b) In the case of an interested person or organization, the petition shall be in writing and shall be submitted in duplicate to the board. The petition need not be in any particular form but shall contain:
  - (1) The petitioner's name, address, and telephone number;
  - (2) A statement of the nature of the petitioner's interest;
  - (3) A statement of the reasons for the proposed rule, amendment or repeal;
  - (4) A draft of the proposed rule, amendment or repeal; and
  - (5) The signature of the petitioner.

The board may reject any petition that does not contain the foregoing information.

- (c) The board shall determine whether to deny or proceed with a petition within ninety days. If the petition is denied, the board shall notify the interested person or organization in writing of the denial.
- (d) If the board decides to proceed with any proposed rule change, whether by a trustee or interested person or organization, it shall consult with public employers and affected employee organizations with regard to the proposed rule change as follows. First, it shall transmit the proposed rule change to the public employers, exclusive employee organizations, exclusive representatives, retiree organizations, and all other employee organizations registered with the board for consultation prior to adoption. Second, it shall provide the employers, representatives and organizations a

reasonable amount of time for review and comment on the proposed change prior to final action by the board.

- (e) After the consultation provided for in subsection (d), the proposed rule change shall be considered for adoption at an open meeting of the board that permits the attendance of interested persons.
- (f) All proposed rule changes shall be adopted by the board in accordance with the provisions of section 87A- 26 of the Hawaii Revised Statutes.
- (g) New rules, amendments or repeals of rules that are adopted by the board shall be submitted to the governor for approval and filed with the lieutenant governor's office.
- (h) Unless some other date is expressly selected by the board, a new rule, amendment of a rule, or repeal of a rule shall be effective the first day after the rule, amendment, or repeal is filed with the lieutenant governor's office.

## **2.02 Policies, Standards, and Procedures**

Policies, standards and procedures to be adopted amended or repealed may, at the discretion of the board, be transmitted to public employers and affected employee organizations for consultation purposes. Nothing herein shall require the board to consult with public employers or affected employee organizations concerning the board's adoption, amendment or repeal of policies, standards and procedures or to transmit any such policies, standards or procedures to public employers or affected employee organizations for consultation purposes.

## **2.03 Declaratory Rulings**

- (a) Any interested person may petition the board for a declaratory ruling as to the applicability of any statutory provision administered by the board or of any rule or order of the Fund.
- (b) Every petition shall be in writing and shall be submitted in duplicate to the board. The petition need not be in any particular form but shall contain the following:
  - (1) The petitioner's name, address, and telephone number;
  - (2) A designation of the specific statute, rule or order in question;

- (3) A statement of the nature of the petitioner's interest, including the reasons for the submittal of the petition;
- (4) A complete statement of the relevant and material facts;
- (5) A statement of the position or contentions of the petitioner; and
- (6) A full discussion of the reasons, including any legal authorities, in support of the petitioner's position or contention.

The board may reject any petition that does not contain the foregoing information.

- (c) Petitions to intervene and become a party to a declaratory ruling proceeding may be submitted in writing to the board. Such petitions shall contain the same information as required under subsection (b) and the grounds and reasons on which intervention is sought. The Board may deny intervention where the petition to intervene raises issues not reasonably pertinent to the issues already presented or the petition raises issues that would broaden the issues to be decided. If intervention is granted, the petitioner shall become a party to the proceeding to the degree permitted by the order granting intervention.
- (d) The board may dismiss any petition for a declaratory ruling for good cause. Without limiting the generality of good cause, the board may dismiss a petition if:
  - (1) The question raised is purely speculative or hypothetical;
  - (2) The petitioner's interest is not of the type or nature that would give the petitioner standing to maintain an action if the petitioner were to seek judicial relief;
  - (3) The issuance of a declaratory ruling may adversely affect the interests of the employer, the board, any of the trustees, the Fund, or any of the Fund's officers or employees in litigation which is pending or reasonably expected to arise in the future; or
  - (4) The matter is not within the jurisdiction of the board.
- (e) Subject to applicable federal and state law, the board at its discretion shall:
  - (1) Render a decision on the petition for a declaratory ruling without a hearing; or
  - (2) Hold a hearing and thereafter render its decision on the petition; or
  - (3) Refer the petition for consideration or hearing to the administrator, a special or standing committee of the board or any other person or

entity duly designated by the board. After considering the recommendation of the administrator, committee or designated person or entity, the board shall render its decision on the petition.

Where any question of law is involved, the board may seek the assistance of the state attorney general in reviewing the matter. The board may also seek the assistance of other government agencies when necessary or desirable.

Any petitioner who desires a hearing shall submit a written request for a hearing together with the petition for a declaratory ruling. The written request shall set forth in detail the reasons why the matters alleged in the petition, together with supporting affidavits or other written evidence and briefs or memoranda of legal authorities, will not permit the fair and expeditious disposition of the petition and, to the extent that the request for a hearing is dependent upon factual assertions, shall submit affidavits or certificates establishing those facts.

- (f) The petition for a declaratory ruling shall either be rejected in accordance with subsection (d) or acted upon by issuance of an order within ninety days. Upon the disposition of the petition, the board shall promptly notify the petitioner.
- (g) Orders disposing of petitions for a declaratory ruling will have the same status as other agency orders. An order shall be applicable only to the fact situation alleged in the petition or as set forth in the order. An order shall not be applicable to different fact situations or where additional facts exist that were not considered in the order.

#### **2.04 Administrative Appeals**

- (a) A person aggrieved by one of the following decisions by the Fund may appeal to the board for relief from that decision:
  - (1) A determination that the person is not an employee-beneficiary, dependent-beneficiary or qualified beneficiary, or that the person is not eligible to enroll in or be covered by a benefit plan offered or sponsored by the Fund;

- (2) A determination that the person cannot make a change in enrollment, a change in coverage, or a change in plans;
  - (3) A cancellation or termination of the person's enrollment in or coverage by a benefit plan, including long term care, offered or sponsored by the Fund; or
  - (4) A refusal to reinstate the person's enrollment in or coverage by a benefit plan, including long term care, offered or sponsored by the Fund.
- (b) The first step in the appeal process is an appeal to the administrator. In order to appeal to the administrator for relief, an aggrieved person must file a written appeal in the Fund's office within thirty days of the date of the decision with respect to which relief is requested. The written appeal shall be filed in duplicate. Unless otherwise provided by applicable federal or state law, neither the administrator nor the board shall be required to hear any appeal that is filed after the thirty-day period has expired. The written appeal need not be in any particular form but should contain the following information:
- (1) The aggrieved person's name, address, and telephone number;
  - (2) A description of the decision with respect to which relief is requested, including the date of the decision;
  - (3) A statement of the relevant and material facts; and
  - (4) A statement as to why the aggrieved person is appealing the decision, including the reasons that support the aggrieved person's position or contentions.
- (c) If the aggrieved person is dissatisfied with the administrator's action or if no action is taken by the administrator on the aggrieved person's written appeal within ninety days of its being filed in the Fund's office, the second step in the appeal process is for the aggrieved person to file a written appeal to the board. A written appeal to the board must be filed in duplicate in the Fund's office. The written appeal need not be in any particular form but shall contain the following information:
- (1) The aggrieved person's name, address and telephone number;
  - (2) A statement of the nature of the aggrieved person's interest, e.g., employee-beneficiary or dependent-beneficiary;

- (3) A description of the decision with respect to which relief is requested, including, the date of the decision;
- (4) A complete statement of the relevant and material facts;
- (5) A statement of why the aggrieved person is appealing the decision, including a complete statement of the position or contentions of the aggrieved party; and
- (6) A full discussion of the reasons, including any legal authorities, in support of the aggrieved party's position or contentions.

Subject to applicable federal and state law, the board may reject any appeal that does not contain the foregoing information.

- (d) The board at any time may request the aggrieved person or any other party to the proceeding to submit a statement of additional facts or a memorandum, the purpose of which is to clarify the party's position or a specific factual or legal issue.
- (e) The board shall grant or deny the appeal within a reasonable amount of time. The board shall not be required to hold a hearing on any appeal unless otherwise required by applicable federal or state law. If required to hold a hearing, or if it decides to voluntarily hold a hearing on an appeal, subject to applicable federal or state law, the board may set such hearing before the board, a special, or standing committee of the board, a hearings officer, or any other person or entity authorized by the board to hear the matter in question. Nothing in these rules shall require the board to hear or decide any matter that can be lawfully delegated to another person or entity for a hearing and decision.
- (f) At any time, an aggrieved person may voluntarily waive his or her rights to the administrative appeal provided by the Rule by submitting such a waiver in writing to the Fund's office. The board may require the aggrieved person to make such a waiver by signing a form prescribed by it.

#### **2.05 Emergency Appeals**

- (a) An employee-beneficiary ("appellant") who is aggrieved by a plan administrator's decision denying or limiting benefits provided under a plan offered by the Fund to the employee-beneficiary or a dependent-beneficiary enrolled by the employee beneficiary may make an emergency

appeal directly to the Board where a delay in following the Fund's normal appeal process could:

- (1) Seriously jeopardize the life or health of the employee-beneficiary or dependent-beneficiary;
  - (2) Seriously jeopardize the employee-beneficiary's or dependent-beneficiary's ability to regain maximum functioning; or
  - (3) In the opinion of a physician with knowledge of the medical condition of the employee-beneficiary or dependent-beneficiary, subject the employee-beneficiary or dependent-beneficiary to severe pain that cannot be adequately managed without the care or treatment that is the subject of the appeal.
- (b) Any appellant desiring to make an emergency appeal under this Rule shall file a written request with the Fund administrator that contains the following information:
- (1) The name, address, and telephone number of the appellant;
  - (2) A description of the decision with respect to which relief is requested;
  - (3) A statement of the relevant and material facts;
  - (4) A statement as to why the appellant is appealing the decision, including all arguments and reasons that support the appellant's position or contentions;
  - (5) A statement as to why the appellant's appeal qualifies as an emergency appeal, i.e., why the appeal meets one or more of the conditions stated in subsection (a) above;
  - (6) A statement as to exactly what relief the appellant is seeking;
  - (7) Any documents and records that support the appellant's appeal, including, but not limited to, any opinions from physicians that show that the appeal should be handled as an emergency appeal; and
  - (8) If the appellant is going to be represented by a third person on the appeal: (i) a signed authorization by the appellant designating the third person to represent him or her on the appeal; or (ii) other documentation establishing the right of the third person to represent the appellant. Such documentation may include letters of guardianship, a power of attorney, or any other document establishing that the third person may represent the appellant. Appropriate representatives may include, but are not limited to, the parent, child, spouse or domestic partner of the appellant.

Notwithstanding the foregoing, the Fund administrator may waive the foregoing requirements if the Fund administrator finds that the criteria for making an emergency appeal are present and circumstances prevent the appellant from filing a written request for an appeal.

- (c) Within two business days of receipt of a request for emergency appeal, the Fund administrator shall determine whether the request for emergency appeal qualifies as an emergency appeal under the criteria stated in this Rule. If the Fund administrator determines that the request for emergency appeal does not qualify as an emergency appeal, the appellant's appeal shall be handled as a normal appeal. Appellant may appeal the Fund administrator's denial of a request for emergency appeal by filing a written request with the Fund Administrator. No particular form is required for such a written request so long as it can be understood that the appellant is seeking to appeal the Fund administrator's decision to the Board.
- (d) Upon determining that an appeal qualifies as an emergency appeal or upon receipt of an appeal of the Fund administrator's denial of a request for emergency appeal, the Fund administrator shall take the following actions:
  - (1) Set a time and date of a hearing when a quorum of the Board can be present. Subject to quorum requirements, the hearing shall be set within five business days of: (i) the date of the Fund administrator's determination that the appeal qualifies as an emergency appeal, or (ii) the date of receipt of an appeal of the Fund administrator's denial of a request for emergency appeal;
  - (2) Notify the appellant and his or her representative, if any, of the time and date of the hearing;
  - (3) Notify the plan administrator of the time and date of the hearing, provide the plan administrator with a copy of the written request for an emergency appeal filed by the appellant, and invite the plan administrator to submit a written statement of the plan administrator's position regarding the emergency appeal. If the plan administrator submits such a written statement, a copy shall be provided by the Fund administrator to the appellant;
  - (4) In the notices to the appellant and plan administrator, the Fund administrator shall request the parties to provide the Fund administrator with copies of any documents, records, written

- testimony, or other written evidence that they wish the Board to consider at the hearing. To facilitate the hearing, the Fund administrator may request that the parties stipulate to the admission of all or any of such documents, records, written testimony, or other written evidence; and
- (5) Prior to the hearing, the Fund administrator shall provide each member of the Board that will attend the hearing with copies of the written request for an emergency appeal and any written statement of position by the plan administrator.
- (e) Unless the appellant expressly requests a public hearing, any hearing under this Rule shall be closed to the public. At the hearing, the following procedures shall apply:
- (1) The hearing shall be chaired by the EUTF chair, vice-chair, or secretary-treasurer. If none of these officers is present, the Board shall elect one of their members to chair the hearing;
  - (2) The chair shall be in charge of regulating the course and conduct of the hearing;
  - (3) The chair shall make all rulings on the admission, exclusion, or limitation of testimony and evidence. The admissibility of testimony and evidence shall not be governed by the laws of evidence. All relevant oral or documentary evidence shall be admitted if it is the sort of evidence on which reasonable persons are accustomed to rely in the conduct of serious affairs. Irrelevant, immaterial, or unduly repetitious material shall not be admitted into evidence. The chair shall give effect to the privileges recognized by law;
  - (4) At the outset of the hearing, the chair shall provide a brief overview of the procedures that will apply to the hearing. Following this, the Fund administrator or other representative of the Fund staff shall state the nature and background of the proceeding, including the name of the appellant, the decision being appealed, and the relief being requested;
  - (5) After the presentation by the Fund administrator or staff, the appellant shall present his or her testimony, evidence, and arguments in support of the appeal. Following the appellant, the plan administrator shall present its testimony, evidence, and argument, if any, in support of the decision being appealed. At any time during the hearing, the Board may ask questions to the appellant, plan administrator, Fund staff, and any witnesses who

testify at the hearing. At the conclusion of the hearing, both the appellant and plan administrator may present final arguments in support of their positions;

- (6) At any time during the hearing, the Board may enter executive session to consult counsel regarding any legal issues involved in the appeal; and
  - (7) Prior to the conclusion of the hearing, the Board shall announce its decision on the appeal to the appellant and plan administrator. The Board shall subsequently issue the Board's decision in writing. A certified copy of the written decision shall be sent by certified mail, return receipt requested, to the appellant and plan administrator within a reasonable time after the hearing.
- (f) The Fund administrator may designate one or more EUTF staff members to perform any or all of the Fund administrator's duties under this Rule when the Fund administrator is unavailable or otherwise unable to perform such duties.

### 3.00 ELIGIBILITY FOR ENROLLMENT

- 3.01 Health Benefits
- 3.02 Long-Term Care
- 3.03 Group Life Insurance

#### 3.01 Health Benefits

- (a) Employee-beneficiaries. The following persons shall be eligible to enroll as employee-beneficiaries in the benefit plans offered or sponsored by the Fund:
- (1) An employee;
  - (2) A retired employee;
  - (3) The surviving spouse or domestic partner of an employee who is killed in the performance of the employee's duty, provided the surviving spouse or domestic partner does not remarry or enter into a domestic partnership;
  - (4) The unmarried child of an employee who is killed in the performance of the employee's duty, provided the child is under the age of nineteen and does not have a surviving parent who is eligible to be an employee-beneficiary;
  - (5) The surviving spouse or domestic partner of a deceased retired employee, provided the surviving spouse or domestic partner does not remarry or enter into a domestic partnership; and
  - (6) The unmarried child of a deceased retired employee, provided the child is under the age of nineteen and does not have a surviving parent who is eligible to be an employee-beneficiary.

With respect to subsections (3) and (5), a surviving spouse or domestic partner ceases to be an eligible employee-beneficiary once the spouse or domestic partner remarries or enters into a domestic partnership even though the spouse or domestic partner may subsequently become single again as a result of an annulment, divorce, legal separation, dissolution of domestic partnership, or death. A surviving domestic partner shall not cease to be eligible under subsections (3) or (5) because the death of the employee or retired employee prevents him or her from further meeting the requirements of parts (1), (2), (3), (6), and (8) of the definition of "domestic partner" in Rule 1.02. With respect to subsections (4) and (6),

an unmarried child ceases to be eligible as of midnight of the child's nineteenth birthday.

Notwithstanding any other provision in these rules to the contrary, an employee-beneficiary who is eligible to enroll in the Medicare Part B medical insurance plan shall not be eligible for coverage under any benefit plan offered or sponsored by the Fund until the employee-beneficiary enrolls in the Medicare Part B medical insurance plan.

(b) Dependent-beneficiaries. The following persons shall be eligible for coverage as dependent-beneficiaries in the benefit plans offered or sponsored by the Fund:

- (1) An employee-beneficiary's spouse or domestic partner;
- (2) An employee-beneficiary's or domestic partner's unmarried child, provided the child is either under the age of nineteen or a full-time student and under the age of twenty-four;
- (3) An employee-beneficiary's or domestic partner's unmarried child, regardless of age, who is incapable of self-support because of a mental or physical incapacity that existed prior to the child reaching the age of nineteen; and
- (4) A child for whom an employee-beneficiary must provide health benefit coverage under the terms of a qualified medical child support order.

With respect to subsection (2), an unmarried child ceases to be eligible as of midnight of the child's nineteenth or twenty-fourth birthday, as applicable. With respect to subsections (2) and (3), the child of a domestic partner ceases to be eligible upon the dissolution of the domestic partnership. In addition, as a condition of eligibility for any child over the age of nineteen, the employee-beneficiary shall provide the Fund with written proof reasonably satisfactory to the Fund of the full-time student status of such child. Such written proof shall be provided at such times and in such form as the Fund may from time to time direct.

Notwithstanding any other provisions in these rules to the contrary, a dependent-beneficiary who is eligible to enroll in the Medicare Part B medical insurance plan shall not be eligible for coverage under any retiree benefit plan offered or sponsored by the Fund until the dependent-beneficiary has enrolled in the Medicare Part B medical insurance plan.

**3.02 Long-Term Care**

The following persons shall be eligible for any long-term care benefit plans offered or sponsored by the Fund, provided that they comply with the age, enrollment, medical underwriting and contribution requirements of such plans:

- (1) Employee-beneficiaries and their spouses, parents, and grandparents;
- (2) Employee-beneficiaries' in-law parents and grandparents; and
- (3) Qualified-beneficiaries who enroll between the ages of twenty and eighty-five.

**3.03 Group Life Insurance**

Employees and retired employees are eligible for any group life insurance plans offered or sponsored by the Fund, provided that they comply with the age, enrollment, underwriting, and contribution requirements of such plans.

#### **4.00 ENROLLMENT PROCEDURES**

- 4.01 Application for Enrollment
- 4.02 Rejection of an Enrollment Application
- 4.03 Dual or Multiple Enrollment
- 4.04 Date of Filing
- 4.05 Failure to File Properly Completed Enrollment Application Within the Prescribed Time; Effect on Coverage Dates
- 4.06 Notification of Changes in Personal Information
- 4.07 Verification of Eligibility
- 4.08 Exceptions to the Timely Filing of an Enrollment Application
- 4.09 Open and Special Enrollment Periods
- 4.10 Continuation of Coverage
- 4.11 Contribution Shortage
- 4.12 Cancellation of Enrollment; Effective Dates of Cancellation
- 4.13 Termination of Enrollment; Effective Dates of Termination
- 4.14 Reinstatement of Enrollment

##### **4.01 Application for Enrollment**

- (a) An employee-beneficiary shall file an enrollment application, in the form prescribed by the board or by the board's policy, to enroll, change or cancel an enrollment in any benefit plan, including long term care, offered or sponsored by the Fund. Unless otherwise provided by the board or by the board's policy, all enrollment applications shall be filed by the employee-beneficiary with: (1) in the case of an employee, the employee's employer; and (2) in all other cases, the Fund. Notwithstanding the foregoing, upon retirement, an employee-beneficiary shall file an enrollment application to enroll or change enrollment in the benefit plans offered or sponsored by the Fund with the entity that pays his or her retirement or pension allowance. Thereafter, the retired employee-beneficiary shall file any and all enrollment applications directly with the Fund.
- (b) With due consideration of appropriate federal or state laws, the board shall set the standards and procedures for filing such enrollment applications, including, but not limited to, the form of such enrollment applications, the information required to be provided by the employee-beneficiary on such enrollment applications, and the method for filing such enrollment

applications. Enrollment applications shall include the employee-beneficiary's authorization to the state comptroller or the appropriate county director of finance to assign sufficient compensation to the Fund in payment of all contributions due from such employee-beneficiary for enrollment or coverage in any and all Fund benefit plans.

- (c) A representative of an employee-beneficiary may file an enrollment application for the employee-beneficiary if:
  - (1) The representative has a written authorization signed by the employee-beneficiary that authorizes the representative to file such enrollment applications; or
  - (2) A valid court order authorizes the representative to file such enrollment applications.

#### **4.02 Rejection of an Enrollment Application**

- (a) Any enrollment application may be rejected if it is incomplete or does not contain all information required to be provided by the employee-beneficiary.
- (b) An enrollment application shall be rejected if:
  - (1) The application seeks to enroll a person who is not eligible to enroll in the benefit plan for which enrollment is requested;
  - (2) The application is not filed within the time limitations prescribed by these rules;
  - (3) The application contains an intentional misstatement or misrepresentation of a material fact or contains other information of a fraudulent nature;
  - (4) The employee-beneficiary owes past due contributions or other amounts to the Fund; or
  - (5) Acceptance of the application would violate applicable federal or state law or any other provision of these rules.
- (c) Notification shall be provided to the employee-beneficiary of the rejection of any enrollment application.

**4.03 Dual or Multiple Enrollment**

- (a) No person may be enrolled simultaneously in any benefit plan offered or sponsored by the Fund as both an employee-beneficiary and a dependent-beneficiary, nor may unmarried children be enrolled by more than one employee-beneficiary. The Fund shall cancel such dual coverage enrollments.
- (b) Where an employee-beneficiary files more than one enrollment application, the enrollment application bearing the latest filing date shall be the one used by the Fund to process the employee-beneficiary's enrollment, provided the employee-beneficiary is eligible for such enrollment.

**4.04 Date of Filing**

An employee-beneficiary's enrollment application, beneficiary designation, or any other form required to be filed with the Fund shall be deemed to have been filed with the Fund on the date that the following entities, as applicable, actually receive such forms: (1) the employee-beneficiary's employer; (2) the entity that pays the employee-beneficiary's retirement or pension allowance; or (3) the Fund. However, if filed before the time or times prescribed in these rules, an enrollment application, beneficiary designation, or other form shall be deemed to have been filed on the date that the person would have been first eligible to file that document.

**4.05 Failure to File Properly Completed Enrollment Application Within the Prescribed Time; Effect on Coverage Dates**

Except as otherwise provided in these rules or by applicable federal or state law, the following shall apply to all applications to enroll in the benefit plans offered or sponsored by the Fund, to add or delete dependent-beneficiaries, or to change enrollments or coverages:

- (a) No enrollment of an employee-beneficiary, addition or deletion of a dependent-beneficiary, or change in an enrollment or coverage shall be effective without the filing of a properly completed enrollment application.
- (b) The effective dates of coverage, deletions of coverage, and changes in coverage shall be dependent on the filing of a properly completed

enrollment application within thirty days of the specified event that allows the filing of the application.

- (c) An employee-beneficiary who fails to file an enrollment application within the time prescribed by subsection (b) or any otherwise applicable rule shall not be permitted to file that application until the next open or special enrollment period.

#### **4.06 Notification of Changes in Personal Information**

Each employee-beneficiary shall immediately notify the Fund in writing of any changes in the employee-beneficiary's name or address or marital or domestic partnership status, of the birth or adoption of a child or any other changes in the family status of the employee-beneficiary, and any other material changes in the information previously filed by the employee-beneficiary as part of an enrollment application. Each notice to the Fund shall be submitted through the employee-beneficiary's employer or, if none, shall be submitted directly to the Fund.

#### **4.07 Verification of Eligibility**

The board may require periodic verification of eligibility for employee-beneficiaries and dependent-beneficiaries enrolled by an employee-beneficiary in Fund benefit plans. The board may set standards and procedures for the required verification. If verification is not provided in accordance with the standards and procedures established by the board, the dependent-beneficiary's enrollment shall be cancelled as set forth in Rule 4.12(d).

#### **4.08 Exceptions to the Timely Filing of an Enrollment Application**

- (a) Rule 4.05 and the times for filing enrollment applications prescribed in these rules shall not apply to the following persons:
  - (1) Retired members who are currently enrolled in a benefit plan offered or sponsored by the Fund;
  - (2) The surviving spouse, domestic partner, or any unmarried child under the age of nineteen of a deceased retired member who is eligible as an employee-beneficiary under Rule 3.01(a); and

- (3) The surviving spouse, domestic partner, or any unmarried child under the age of nineteen of any employee who is killed in the performance of duty who is eligible as an employee-beneficiary under Rule 3.01(a).
- (b) Coverage for the persons covered by subsection (a) shall become effective on the later of:
  - (1) The date of the event that makes the person eligible for enrollment when a properly completed enrollment application is filed within thirty days of the event; or
  - (2) The first day of the month following the date the person files a properly completed enrollment application.
- (c) Nothing in this rule shall permit an employee-beneficiary or dependent-beneficiary who is eligible to enroll in the Medicare Part B medical insurance plan to be covered under any benefit plan offered or sponsored by the Fund until enrolled in the Medicare Part B medical insurance plan. Further, nothing in this rule is meant to permit the enrollment of any person who is not otherwise eligible for enrollment in the benefit plan offered or sponsored by the Fund.

#### **4.09 Open and Special Enrollment Periods**

Except as otherwise provided by these rules, an employee-beneficiary may file an enrollment application during an open or special enrollment period to make any one or a combination of specific enrollment changes that have been approved by the board for that open or special enrollment period. The changes that the board may approve include, but are not limited to, changes from non-enrolled to enrolled status, changes between plans, changes in levels of coverage, and cancellations. All changes made shall become effective on the date approved by the board for the open or special enrollment period.

#### **4.10 Continuation of Coverage**

Subject to applicable federal and state law, coverage under the benefit plans offered or sponsored by the Fund shall continue:

- (a) Provided the employee-beneficiary meets the eligibility provisions of Rule 3.01 and pays the employee's premium contribution as provided by

statute, the employer's administrative rules, or an applicable bargaining unit agreement;

- (b) While the employee-beneficiary participates in an employee strike authorized by chapter 89, Hawaii Revised Statutes, provided that nothing in this rule shall limit the right or ability of the Fund to collect premium contributions from any public employer or employee-beneficiaries or the remedies available to the Fund to collect such premium contributions.
- (c) When an employee terminates employment and is rehired by a public employer within the same pay period or the next consecutive pay period, the employee shall be considered as having transferred employment. The employee shall be treated as if continuously enrolled in the Fund benefit plans in which the employee was enrolled at the time of termination and shall be required to pay the full cost of coverage to the extent that such is not paid by the employee's public employer. The employee shall not be allowed to change between plans unless the employee's current Fund benefit plan is unavailable at the employee's new employment location.

#### **4.11 Contribution Shortages**

A notice of contribution shortage shall be sent to an employee-beneficiary at his or her last known address if any portion of the employee-beneficiary's required semi-monthly contributions is not paid or is not withheld from the employee-beneficiary's earnings and transmitted to the Fund. The notice shall be sent within thirty days of the date on which the required semi-monthly contribution payment was due. Cancellation of the employee-beneficiary's enrollment due to any contribution shortage shall be as per Rule 4.12(c), and reinstatement of the employee-beneficiary's enrollment after any such cancellation shall be as per Rule 4.14(b).

#### **4.12 Cancellation of Enrollment; Effective Dates of Cancellation**

- (a) Voluntary Cancellation Requested by the Employee-Beneficiary. An employee-beneficiary may voluntarily cancel enrollment in a Fund benefit plan at any time by filing an enrollment application requesting cancellation with the employee-beneficiary's employer or, if none, directly with the Fund. The effective date of cancellation shall be the first day of the pay period following the requested cancellation date or, if no date is specified, the effective date of cancellation shall be the first day of the pay

period after which the Fund receives the employee-beneficiary's request for cancellation.

- (b) **Cancellation Due to Ineligibility.** The enrollment of any ineligible person who was enrolled in error or is ineligible to enroll in or be covered in a benefit plan offered or sponsored by the Fund shall be canceled:
- (1) When the person is notified of the error or ineligibility prior to the effective date of the enrollment, the person shall be treated as if the enrollment application was not submitted.
  - (2) When the person is notified after the effective date of the enrollment, the enrollment shall be canceled on the first day of the second pay period that follows the date of the Fund's notice of cancellation to the ineligible person or employee-beneficiary.
- (c) **Cancellation Due to Failure to Pay Contribution Shortage.** If any portion of an employee-beneficiary's required semi-monthly or monthly contributions is not paid or is not withheld from the employee-beneficiary's earnings and transmitted to the Fund within 30 days of the date of the notice of contribution shortage, the employee-beneficiary's enrollment and all coverages for dependent-beneficiaries under that enrollment shall be cancelled as of the first day following the last period for which full payment of the employee-beneficiary's required semi-monthly or monthly contributions were paid and transmitted to the Fund. However, the enrollment of the employee-beneficiary and his or her dependent-beneficiaries may be reinstated as provided in Rule 4.14(b). Cancellation of an employee-beneficiary's enrollment pursuant to this rule shall not affect the Fund's right to collect any and all contribution shortages from the employee-beneficiary.
- (d) **Cancellation Due to Failure to Comply with Rules.** If an employee-beneficiary materially fails to comply with any of the Fund's rules, the employee-beneficiary's enrollment in all of the benefit plans offered or sponsored by the Fund and all coverages for dependent-beneficiaries under that enrollment may be canceled after notice of such has been provided to the employee-beneficiary. The board may set standards and procedures for providing notice to employee-beneficiaries under this rule. The notice shall at a minimum specify how the employee-beneficiary has failed to comply with the Fund's rules, and a date by which the employee-beneficiary must comply with the Fund's rules in order to avoid

cancellation. The effective date of the cancellation shall be the date set forth in the notice as to when the employee-beneficiary must comply with the Fund's rules in order to avoid cancellation.

#### **4.13 Termination of Enrollment; Effective Dates of Termination**

- (a) Termination Due to Change in Employment Status. An employee-beneficiary's enrollment in all benefit plans offered or sponsored by the Fund and all coverages for dependent-beneficiaries under that enrollment shall be terminated upon the employee-beneficiary's loss of eligibility to participate in such plans due to a change in employment status. The effective date of the termination shall be the first day of the pay period following the effective date of the change in employment status.
- (b) Termination Due to Filing of Fraudulent Claims. An employee-beneficiary's enrollment in all of the benefit plans offered or sponsored by the Fund and all coverages for dependent-beneficiaries under that enrollment may be terminated if the employee-beneficiary files fraudulent claims for benefit. A dependent-beneficiary's coverage in all of the benefit plans offered or sponsored by the Fund may be terminated if the dependent-beneficiary files fraudulent claims for coverage and/or benefits. The effective date of the termination shall be the date that the Fund determines that the employee-beneficiary or dependent-beneficiary, as applicable, has filed fraudulent claims.
- (c) Notice to the Fund; Recovery of Benefits. If an event occurs that makes a person ineligible for continued enrollment or coverage in the benefit plans offered or sponsored by the Fund, that person or employee-beneficiary shall notify the Fund of the event as soon as reasonably practicable. All such notices shall be in writing and shall be sent to the Fund. The Fund shall be entitled to seek recovery of any benefits that were provided to any person after an event that terminated the person's enrollment or that otherwise made that person ineligible for continued enrollment in or coverage by the benefit plans offered or sponsored by the Fund. In seeking to recover benefits under this rule, the Fund shall have the rights of offset and set-off, including without limitation, the right to recover amounts from and out of any and all future benefits payable to the person whose enrollment was terminated or who otherwise ceased to be eligible for continued enrollment or coverage in the Fund's benefit plans.

#### 4.14 Reinstatement of Enrollment

- (a) General Rule. Unless another rule of the Fund expressly applies, an employee-beneficiary whose enrollment in any of the Fund's benefit plans has been cancelled or terminated may not apply for reinstatement in those benefit plans. The employee-beneficiary may only apply for a new enrollment during the Fund's next open enrollment period. Any such new enrollment may be conditioned upon the employee-beneficiary meeting all the Fund's rules for eligibility and enrollment, curing any past deficiencies or failures that led to the employee-beneficiary's cancellation or termination, and providing adequate assurance that the employee-beneficiary will not further engage in the conduct that previously led to the employee-beneficiary's cancellation or termination. Nothing in this Rule shall be deemed to require the Fund to re-enroll any employee-beneficiary whose enrollment has been previously cancelled or terminated.
- (b) Contribution Shortage Cancellation. If an employee-beneficiary's enrollment in the Fund's benefit plan or plans has been cancelled under Rule 4.12 (c), the employee-beneficiary's enrollment in such benefit plan or plans may be reinstated if the employee-beneficiary makes full payment of all contributions due from the employee-beneficiary by the date specified in the contribution shortage notice provided for in Rule 4.11. The reinstatement shall be made so that the employee-beneficiary and his or her dependent-beneficiaries shall suffer no break in coverage. However, if the employee-beneficiary fails to pay all contribution shortages by the date specified in the contribution shortage notice provided for in Rule 4.11, the employee-beneficiary will suffer a break in coverage and may only apply for a new enrollment at the next open enrollment as per Rule 4.14 (a).

## 5.00 HEALTH AND OTHER BENEFIT PLANS

- 5.01 Enrollment; Effective Dates of Coverage
- 5.02 Changes in Enrollment; Effective Dates of Coverage
- 5.03 Mandatory Change to Medicare Supplemental Plan for Retired Employees
- 5.04 Cancellation Due to Failure to Enroll in Medicare; Effective Date of Cancellation
- 5.05 Termination of Enrollment; Effective Dates of Termination
- 5.06 Reinstatement of Enrollment; Effective Dates of Reinstatement

### 5.01 Enrollment; Effective Dates of Coverage

- (a) New Employee. An employee-beneficiary may enroll in the health benefit plans offered or sponsored by the Fund and obtain coverage for eligible dependent-beneficiaries when the employee-beneficiary is first hired as an employee. At the option of the employee-beneficiary, the effective date of coverage shall be one of the following dates: (1) the date the employee beneficiary is first hired; (2) the first day of the first pay period following the date the employee-beneficiary is first hired; or (3) the first day of the second pay period following the date the employee-beneficiary is first hired. The employee-beneficiary shall select the effective date of coverage in an enrollment application filed within thirty (30) days of the date that the employee-beneficiary is first hired. If the employee-beneficiary fails to make a selection, the effective date of coverage shall be the date the employee-beneficiary is first hired.
- (b) Newly Eligible Employee. An employee-beneficiary, other than a retired member, may enroll in the health benefit plans offered or sponsored by the Fund and obtain coverage for eligible dependent-beneficiaries when the employee-beneficiary first becomes an employee due to a change in employment status. At the option of the employee-beneficiary, the effective date of coverage shall be one of the following dates: (1) the date the change in employment status occurs; (2) the first day of the first pay period following the date the change in employment status occurs; or (3) the first day of the second pay period following the date the change in employment status occurs. The employee-beneficiary shall select the effective date of coverage in an enrollment application filed within (30) days of the date the change in employment status occurs. If the employee-

beneficiary fails to make a selection, the effective date of coverage shall be the date the change in employment status occurs.

- (c) Loss of Coverage in a Benefit Plan Offered by the Fund. An employee-beneficiary may enroll in the health benefit plans offered or sponsored by the Fund and obtain coverage for dependent-beneficiaries when the employee-beneficiary loses coverage under the benefit plans offered or sponsored by the Fund because the employee-beneficiary's covering enrollment was terminated or the employee-beneficiary ceased to be eligible as a dependent-beneficiary. The effective date of coverage shall be the date of the employee-beneficiary's loss of coverage.
- (d) Loss of Coverage in a Non-Fund Health Benefit Plan. An employee-beneficiary who is eligible but not enrolled, may enroll in the health benefit plans offered or sponsored by the Fund, and obtain coverage for eligible dependent-beneficiaries, when the employee-beneficiary meets the conditions required for a special enrollment under 26 U.S.C. §9801(f) and the federal regulations enacted under or pursuant to that statute. These conditions are:
- (1) At the time that coverage under the Fund's health benefit plans were offered to the employee-beneficiary, the employee-beneficiary was covered by a Non-Fund health benefit plan or a COBRA continuation provision; and
  - (2) The employee-beneficiary declined coverage under the Fund's health benefit plans because of the employee-beneficiary's coverage under the Non-Fund health benefit plan or a COBRA continuation provision; and
  - (3) The employee-beneficiary's coverage under the Non-Fund health benefit plan was terminated as a result of loss of eligibility for that coverage (including as a result of legal separation, divorce, death, termination of employment or reduction of hours of employment) or because employer contributions towards such coverage was terminated; or
  - (4) The employee-beneficiary's coverage under the COBRA continuation provision was exhausted.

The effective date of the coverage under Rule 5.01(d) shall be as follows: If a properly completed enrollment application is filed within thirty (30) days of the date that the employee-beneficiary loses coverage or the date that the employee-beneficiary's COBRA continuation coverage is

exhausted, whichever event is applicable, the effective date of coverage will be the date of that event. If a properly completed enrollment application is filed more than thirty (30) days after the event, the effective date of coverage will be the first day of the pay period after the enrollment application is received.

- (e) Enrollment Due to Changes in Marital, Domestic Partnership or Family Status. An employee-beneficiary who has previously declined coverage in the health benefit plans offered or sponsored by the Fund may enroll in the Fund benefit plans when the employee-beneficiary gains a dependent through a change in marital, domestic partnership or family status, e.g., marriage, entry into domestic partnership, birth, adoption, or issuance of a qualified medical child support order. At the option of the employee-beneficiary, the effective date of enrollment shall be:
- (1) With respect to a change in marital or domestic partnership status, any of the following: (i) The date the Fund receives proper notification of the change in marital or domestic partnership status, (ii) the first day of the first pay period following the date the Fund receives such notification, or (iii) the first day of the second pay period following the date the Fund receives such notification;
  - (2) With respect to the birth, adoption, or placement for adoption of a child, any of the following: (i) the date of the child's birth, adoption, or placement for adoption; (ii) the first day of the first pay period following the date of the child's birth, adoption, or placement for adoption; or (iii) the first day of the second pay period following the date of the child's birth, adoption, or placement for adoption; and
  - (3) With respect to the issuance of a qualified medical child support order, the date specified in the order, or if no date is specified, the date that the order is issued.

The employee-beneficiary shall select the effective date of coverage in an enrollment application filed within thirty (30) days of the date of the event described in Rule 5.01(e)(1)(i) or Rule 5.01(e)(2)(i), as applicable. If the employee-beneficiary fails to make a selection, the effective date of coverage shall be the date of the event described in Rule 5.01(e)(1)(i) or Rule 5.01(e)(2)(i), as applicable.

- (f) Enrollment or Changes in Enrollment Upon Retirement. An employee-beneficiary may enroll or change coverages in the health benefit plans

offered or sponsored by the Fund and obtain coverage for eligible dependent-beneficiaries when that person begins to receive a retirement allowance from a state or county retirement system. The effective date of the coverage shall be the employee-beneficiary's date of retirement.

- (g) Surviving Spouse, Domestic Partner, or Child of a Deceased Retiree or an Employee Who was Killed in the Performance of Duty. A surviving spouse, domestic partner or unmarried child who is eligible as an employee-beneficiary under Rule 3.01(a) may enroll in the health benefit plans offered or sponsored by the Fund. The effective date of coverage shall be determined under Rule 4.08, the date of the event that permits enrollment being the date that the retiree deceases or the date that the employee is killed in the performance of duty, whichever is applicable.
- (h) The public employer's premium contributions and employee-beneficiary's premium contributions, if any, shall begin as of the first day of the pay period during which the employee-beneficiary's effective date of coverage occurs. The contributions shall not be prorated based on when the employee-beneficiary's coverage begins during the pay period. For example, if an employee-beneficiary's effective date of coverage occurs on any date during the first pay period of a month (first half of a month), the public employer and employee-beneficiary shall make contributions as if the employee-beneficiary had been enrolled in the applicable health benefit plans as of the first day of that first pay period. Similarly, if there is a change in contributions due to an employee-beneficiary's change in enrollment or coverage, the change in contributions shall begin as of the first day of the pay period during which the change in enrollment or coverage occurs. For example, if an employee-beneficiary changes enrollment or coverage during any date during the second pay period of a month (second half of a month), the public employer and employee-beneficiary shall make contributions as if the change in enrollment or coverage had occurred as of the first day of that second pay period.

## **5.02 Changes in Enrollment; Effective Dates of Coverage**

- (a) Additions of Dependents Due to Changes in Marital, Domestic Partnership or Family Status. An employee-beneficiary may change his or her enrollment to add coverage for dependent-beneficiaries in the Fund health benefit plans in which the employee-beneficiary is currently enrolled upon the occurrence of any of the following events: marriage, entry into domestic partnership, birth of a child, adoption of a child, addition of a

foster child, or the issuance of a qualified medical support order. At the option of the employee-beneficiary, the effective date of the change in enrollment shall be:

- (1) With respect to the addition of a spouse, foster child, or other dependent-eligible, any of the following dates: (i) the date that the Fund receives proper notification of the addition of the spouse, foster child, or other dependent-eligible, (ii) the first day of the first pay period following the date that the Fund receives such notification, or (iii) the first day of the second pay period following the date that the Fund receives such notification; or
- (2) With respect to the birth of a child, any of the following dates: (i) the date of the child's birth, (ii) the first day of the first pay period following the date of the child's birth, or (iii) the first day of the second pay period following the date of the child's birth; or
- (3) With respect to the adoption of a child at birth, any of the following dates: (i) the date of the child's birth, provided that the employee-beneficiary provides the Trust Fund with a written certification of intent to adopt the child (in form and content satisfactory to the Fund) and an enrollment application for the child prior to the child's birth or within thirty days thereafter, (ii) the first day of the first pay period following the date of the child's birth, subject to the same conditions set forth above, or (iii) the second day of the second pay period following the date of the child's birth, subject to the same conditions set forth above; or
- (4) With respect to the adoption of a child after birth, any of the following dates: (i) the date of the adoption, provided that the employee-beneficiary provides the Fund with satisfactory documents evidencing the adoption and an enrollment application for the child within thirty days of the date of adoption, (ii) the first day of the first pay period following the date of the adoption, subject to the same conditions set forth above, or (iii) the first day of the second pay period following the date of adoption, subject to the same conditions set forth above; or
- (5) With respect to a child placed for adoption, any of the following dates: (i) the date that the employee-beneficiary assumes custody of and an obligation to support the child in anticipation of adopting the child, provided that the employee-beneficiary provides the Fund with a written certification of intent to adopt the child (in form and content satisfactory to the Fund) and an enrollment application for the child within thirty days of the date that the

- employee-beneficiary assumes custody of and an obligation to support the child, (ii) the first day of the first pay period following the date that the employee-beneficiary assumes custody of and an obligation to support the child in anticipation of adopting the child, subject to the same conditions set forth above, or (iii) the first day of the second pay period following the date that the employee-beneficiary assumes custody of and an obligation to support the child in anticipation of adopting the child, subject to the same conditions set forth above; or
- (6) With respect to a qualified medical child support order, the date specified in the order, or if no date is specified, the date that the order is issued.

Notwithstanding Rule 5.02(a) (5), the effective date of coverage for a child placed for adoption may be any other date that is specified: in an applicable court order, by a government agency placing the child, or by a licensed child placing organization placing the child. Except as otherwise required by law or these rules, Rule 4.05 shall apply to changes of enrollment under this Rule and the employee-beneficiary shall select the effective date of coverage in an enrollment application filed within thirty (30) days of the event described in Rule 5.02(a)(1)(i), 5.02(a)(2)(i), 5.02(a)(3)(i), 5.02(a)(4)(i), or 5.02(a)(5)(i), as applicable. If the employee-beneficiary fails to make a selection, the effective date of coverage shall be the date of the event described in Rule 5.02(a)(1)(i), 5.02(a)(2)(i), 5.02(a)(3)(i), 5.02 (a)(4)(i), or 5.02(a)(5)(i), as applicable.

- (b) Deletions of Dependents Due to Changes in Marital, Domestic Partner or Family Status. An employee-beneficiary shall change his or her enrollment to terminate coverage of dependent-beneficiaries who cease to be eligible for continued enrollment in the Fund health benefit plans upon the occurrence of any of the following events: divorce or dissolution; annulment; legal separation; dissolution or other act ending domestic partnership; death of a spouse, domestic partner or child; failure to complete the adoption of a child; the end of any required coverage of a child under a qualified medical support order; or a child ceases to be eligible for coverage as a dependent-beneficiary under Rule 3.01(b). The effective date of change in coverage shall be the first day of the first pay period following the occurrence of the event. Employee-beneficiaries and dependent-beneficiaries are required to provide the Fund with written notice of the occurrence of these events as soon as reasonably practicable pursuant to Rule 4.06 and Rule 4.13(c).

- (c) Loss of Spouse's or Domestic Partner's Coverage. An employee-beneficiary may change enrollment to add a spouse or domestic partner as a dependent-beneficiary in the Fund health benefit plans in which the employee-beneficiary is currently enrolled when the employee-beneficiary's spouse or domestic partner has lost coverage in any health benefit plan due to an employment termination or other loss of eligibility. The effective date of the change in enrollment shall be the date that the employee-beneficiary's spouse or domestic partner lost coverage in the spouse's or domestic partner's health benefit plan.
- (d) Last Child Becomes Ineligible. An employee-beneficiary may change his or her enrollment in the Fund health benefit plans in which the employee-beneficiary is currently enrolled when the last of the employee-beneficiary's children becomes ineligible for coverage as a dependent-beneficiary under the health benefit plans offered or sponsored by the Fund, e.g., when the child marries, becomes nineteen years of age and is not a full-time student, is between nineteen and twenty-four years of age and ceases to be a full-time student, or becomes twenty-four years of age. The effective date of the change in enrollment shall be the date on which the child lost eligibility.

Notwithstanding Rule 4.06, if the employee-beneficiary fails to give the appropriate notice to the Fund within thirty days of the event, the effective date of the change in coverage shall be the date on which notice was received by the Fund.

- (e) Changes Between Plans. An employee-beneficiary may change between health benefit plans offered or sponsored by the Fund when:
- (1) The employee-beneficiary moves to a residence outside of the geographic areas covered by the employee-beneficiary's present benefit plan. The effective date of the change shall be the date of the employee-beneficiary's relocation.
  - (2) The employee-beneficiary is enrolled in a supplemental health benefits plan offered or sponsored by the Fund and loses primary coverage in a Non-Fund health benefits plan. The effective date of the change shall be the date that the employee-beneficiary loses coverage in the Non-Fund health benefits plan.

- (f) Any change in the public employer's premium contributions and the employee-beneficiary's premium contributions, if any resulting from a change in enrollment or coverage shall begin as of the first day of the pay period in which the effective date of the employee-beneficiary's change in enrollment or coverage occurs. As in Rule 5.01(h), contributions shall not be prorated based on when the employee-beneficiary's change in enrollment or coverage occurs during the pay period.

### **5.03 Mandatory Enrollment in Medicare Part B for Retired Employees**

- (a) An employee-beneficiary or a dependent-beneficiary shall submit a Notice of Enrollment along with proof of enrollment in the federal Medicare Part B medical insurance plan when the employee-beneficiary or dependent-beneficiary becomes eligible to enroll in the federal Medicare Part B medical insurance plan. Notwithstanding Rule 4.05, the effective date of coverage shall be the later of the following:
  - (1) The date that the employee-beneficiary or dependent-beneficiary becomes eligible for Medicare provided that proof of enrollment in Medicare Part B is submitted; or
  - (2) The first day of the month in which the Fund receives the employee-beneficiary or dependent-beneficiary's enrollment application and proof of enrollment in Medicare Part B.
- (b) Each public employer shall pay to the Fund a contribution equal to \$50 per month, or such other amount as is determined by the board, for voluntary medical insurance coverage under Medicare for retired members of the employees' retirement system, county pension system, or a police, firefighters, or bandsmen pension of the State or a county as set forth in Chapter 88 of the Hawaii Revised Statutes. Out of such contributions, the Fund shall reimburse the premiums paid, exclusive of any and all Medicare penalties, by the following persons for Medicare Part B medical insurance coverage in the amount of \$50 per month or such other amount as is determined by the board:
  - (1) An employee-beneficiary who is a retired employee;
  - (2) The employee-beneficiary's spouse or domestic partner while the employee-beneficiary is living; and

- (3) The employee-beneficiary's spouse or domestic partner after the death of the employee-beneficiary, if the spouse or domestic partner qualifies as an employee-beneficiary under Rule 3.01(a).

Payment of these reimbursements shall be made only for those persons who are enrolled in the Medicare Part B medical insurance plan and pay their Medicare Part B medical insurance premiums to the Social Security Administration.

#### **5.04 Cancellation Due to Failure to Enroll in Medicare; Effective Date of Cancellation**

- (a) If an employee-beneficiary becomes eligible to enroll and fails to enroll in the federal Medicare Part B medical insurance plan, the employee-beneficiary's enrollment in all of the benefit plans offered or sponsored by the Fund and all coverages for dependent-beneficiaries under that enrollment shall be cancelled.
- (b) If a dependent-beneficiary becomes eligible to enroll and fails to enroll in the federal Medicare Part B medical insurance plan, the dependent-beneficiary's enrollment in all of the benefit plans offered or sponsored by the Fund shall be cancelled.
- (c) The effective date of any cancellation under this rule shall be the date upon which the employee-beneficiary or dependent-beneficiary, as applicable, first became eligible to enroll in the federal Medicare Part B medical insurance plan.

#### **5.05 Termination of Enrollment; Effective Dates of Termination**

- (a) Termination Due to Surviving Spouse's or Domestic Partner's Remarriage or Entry into Domestic Partnership. A surviving spouse's or domestic partner's enrollment in all benefit plans offered or sponsored by the Fund and all coverages for dependent-beneficiaries under that enrollment shall be terminated upon the surviving spouse's or domestic partner's remarriage or entry into a domestic partnership. The effective date of the termination shall be the first day of the pay period following the date of the surviving spouse's or domestic partner's remarriage or entry into a domestic partnership. Notwithstanding the foregoing, the child of a deceased retiree that is eligible to be an employee-beneficiary under Rules 3.01(a)(4) or Rule 3.01(a)(6) may continue his or her coverages by filing an enrollment application under Rule 5.01(g). The effective date of

coverage shall be as provided in Rule 4.08(b), the date of the event making the person eligible for enrollment being the date of termination of coverage due to the surviving spouse's or domestic partner's remarriage or entry into a domestic partnership.

- (b) Termination Due to Child's Loss of Eligibility. A child's enrollment in all benefit plans offered or sponsored by the Fund shall be terminated upon the occurrence of any of the following events:
- (1) The child marries;
  - (2) The child enters active military duty;
  - (3) The child reaches the age of nineteen and is not a full-time student;
  - (4) The child is between the ages of nineteen and twenty-four and ceases to be a full-time student;
  - (5) The child, while still a full-time student, reaches the age of twenty-four; or
  - (6) The employee-beneficiary fails to complete a legal adoption of the child within twelve months of the date that the child is covered by the Fund's benefit plans.

Notwithstanding Rule 5.05 (b) (6), the enrollment of a child placed for adoption shall not be terminated if the employee-beneficiary has custody of and an obligation to support the child under a court order or agreement with a government agency or licensed child placing organization.

With respect to subsections (1) and (2), the loss of eligibility as a dependent-beneficiary is permanent. Unless provided otherwise by these rules or applicable federal or state law, the effective date of the termination shall be the first day of the pay period following the date of the event or, in an event under Rule 5.05 (b) (6), the date stated in a written notice to the employee-beneficiary.

#### **5.06 Reinstatement of Enrollment; Effective Dates of Reinstatement**

- (a) Reinstatement in Employment. If as a result of an order or award from a court, arbitrator or other entity with proper jurisdiction over the matter, an employee-beneficiary is found to have been wrongfully terminated or suspended and is ordered to be reinstated in state or county employment, the employee-beneficiary shall be reinstated in the same Fund benefit plans from which the employee-beneficiary's coverage was terminated. The effective date of the reinstatement shall be the date of termination so

that the employee-beneficiary's coverage is continuous, provided that the employee-beneficiary pays the full cost of such coverage less any contribution paid by the employer on behalf of the employee-beneficiary as provided by statute, the employer's administrative rules, or an applicable bargaining unit agreement.

If the full cost of such coverage is not paid, the employee-beneficiary shall have the option of having the reinstatement effective upon any of the following dates: (i) the employee-beneficiary's return to active duty, (ii) the first day of the first pay period following the employee-beneficiary's return to active duty, or (iii) the first day of the second pay period following the employee-beneficiary's return to active duty. The employee-beneficiary shall select the effective date of coverage in an enrollment application filed within thirty (30) days of the date that the employee-beneficiary returns to active duty. If the employee-beneficiary fails to make a selection, the effective date of coverage shall be the date the employee-beneficiary returns to active duty.

- (b) Return From an Authorized Leave of Absence. If an employee-beneficiary returns from an authorized leave of absence ("LOA") during which coverage was not provided by a Fund benefit plan, the employee-beneficiary may be reinstated in the same Fund benefit plans from which coverage was cancelled if the employee-beneficiary files a properly completed enrollment application. At the option of the employee-beneficiary, the reinstatement shall be effective upon any of the following dates: (i) the employee-beneficiary's return from the LOA provided the employee-beneficiary files an enrollment application in accordance with Rule 4.05 within thirty (30) days of his or her return from the LOA, (ii) the first day of the first pay period following the employee-beneficiary's return from the LOA, subject to the same conditions set forth above, or (iii) the first day of the second pay period following the employee-beneficiary's return from the LOA, subject to the same conditions set forth above. If the employee-beneficiary fails to timely file an enrollment application, the reinstatement shall be effective on the first day of the first pay period following the employee-beneficiary's proper filing of the enrollment application.
- (c) Return From a Leave of Absence Covered by the Family Medical Leave Act (FMLA) Or Uniform Services Employment and Reemployment Rights Act (USERRA). If an employee-beneficiary returns from a leave of absence covered under the FMLA or USERRA and the employee-

beneficiary's enrollment in the Fund benefit plans was canceled during that leave of absence, the employee-beneficiary shall be reinstated in the same Fund benefit plans from which coverage was canceled. At the option of the employee-beneficiary, reinstatement shall be effective upon any of the following dates: (i) the date of the employee-beneficiary's return to work, (ii) the first day of the first pay period following the date of the employee-beneficiary's return to work, or (iii) the first day of the second pay period following the date of the employee-beneficiary's return to work. The employee-beneficiary shall select the effective date of coverage in an enrollment application filed within thirty (30) days of the date that the employee-beneficiary returns to work. If the employee-beneficiary fails to make a selection, the effective date of coverage shall be the date of the employee-beneficiary's return to work.

- (d) Enrollment in Medicare by a Retired Employee. If the enrollment of an employee-beneficiary or the coverage of a dependent-beneficiary was terminated due to the employee-beneficiary's or dependent-beneficiary's failure to enroll in the federal Medicare Part B medical insurance plan, upon the employee-beneficiary's or dependent-beneficiary's enrollment in such plan and submission of a proper and complete enrollment application to the Fund, the employee-beneficiary or dependent-beneficiary shall be enrolled in or covered by the Medicare supplemental plan offered by the Fund. The coverage shall be effective on the date specified in Rule 5.03.
- (e) The public employer's premium contributions and the employee-beneficiary's premium contributions, if any, shall begin as of the first day of the pay period during which the employee-beneficiary's effective date of coverage occurs. Similarly, if there is a change in contributions due to an employee-beneficiary's change in enrollment or coverage, the change in contributions shall begin as of the first day of the pay period during which the change in enrollment or coverage occurs. As in Rule 5.01(h), contributions shall not be prorated based on when the employee-beneficiary's coverage begins during the pay period or on when an employee-beneficiary's change in enrollment or coverage occurs during the pay period.

The Hawaii Employer-Union Health Benefits Trust Fund Board of Trustees Administrative Rules were adopted during a regular meeting of the Board of Trustees on February 19, 2003, which were amended and approved on

May 19, 2004, August 25, 2004, September 28, 2005, March 22, 2006, September 26, 2007, August 20, 2008, and August 26, 2009. The rules shall take effect on the first day after filing with the Lieutenant Governor's Office.

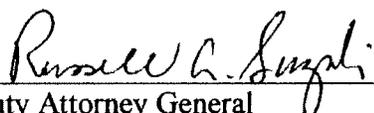
  
George Kahooohanohano, Chairperson  
Hawaii Employer-Union Health  
Benefits Trust Fund

APPROVED

  
Linda Lingle  
Governor  
State of Hawaii

Date Filed, Office of the Lieutenant  
Governor

APPROVED AS TO FORM:

  
Deputy Attorney General

10 JAN 21 13:11

10 JAN 21 13:11

**APPENDIX D**

**CONTRACT AND GENERAL CONDITIONS**



STATE OF HAWAII
CONTRACT FOR GOODS OR SERVICES
BASED UPON
COMPETITIVE SEALED PROPOSALS

This Contract, executed on the respective dates indicated below, is effective as of
between
State of Hawaii ("STATE"), by its
(hereafter also referred to as the HEAD OF THE PURCHASING AGENCY or designee ("HOPA")),
whose address is
and
("CONTRACTOR"), a
under the laws of the State of
whose business address and federal
and state taxpayer identification numbers are as follows:

RECITALS

A. The STATE desires to retain and engage the CONTRACTOR to provide the goods or services, or both, described in this Contract and its attachments, and the CONTRACTOR is agreeable to providing said goods or services or both.

B. The STATE has issued a request for competitive sealed proposals, and has received and reviewed proposals submitted in response to the request.

C. The solicitation for proposals and the selection of the CONTRACTOR were made in accordance with section 103D-303, Hawaii Revised Statutes ("HRS"), Hawaii Administrative Rules, Title 3, Department of Accounting and General Services, Subtitle 11 ("HAR"), Chapter 122, Subchapter 6, and applicable procedures established by the appropriate Chief Procurement Officer ("CPO").

D. The CONTRACTOR has been identified as the responsible and responsive offeror whose proposal is the most advantageous for the STATE, taking into consideration price and the evaluation factors set forth in the request.

E. Pursuant to
the STATE is authorized to enter into this Contract.

F. Money is available to fund this Contract pursuant to:
(1)
or (2)
or both, in the following amounts: State \$
Federal \$

NOW, THEREFORE, in consideration of the promises contained in this Contract, the STATE and the CONTRACTOR agree as follows:

1. Scope of Services. The CONTRACTOR shall, in a proper and satisfactory manner as determined by the STATE, provide all the goods or services, or both, set forth in the request for competitive sealed proposals number ("RFP") and the CONTRACTOR'S accepted proposal ("Proposal"), both of which, even if not physically attached to this Contract, are made a part of this Contract.

2. Compensation. The CONTRACTOR shall be compensated for goods supplied

or services performed, or both, under this Contract in a total amount not to exceed \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_), including approved costs incurred and taxes, at the time and in the manner set forth in the RFP and CONTRACTOR'S Proposal.

3. Time of Performance. The services or goods required of the CONTRACTOR under this Contract shall be performed and completed in accordance with the Time of Performance set forth in Attachment-S3, which is made a part of this Contract.

4. Bonds. The CONTRACTOR  is required to provide or  is not required to provide:  a performance bond,  a payment bond,  a performance and payment bond in the amount of \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_).

5. Standards of Conduct Declaration. The Standards of Conduct Declaration of the CONTRACTOR is attached to and made a part of this Contract.

6. Other Terms and Conditions. The General Conditions and any Special Conditions are attached to and made a part of this Contract. In the event of a conflict between the General Conditions and the Special Conditions, the Special Conditions shall control. In the event of a conflict among the documents, the order of precedence shall be as follows: (1) this Contract, including all attachments and addenda; (2) the RFP, including all attachments and addenda; and (3) the Proposal.

7. Liquidated Damages. Liquidated damages shall be assessed in the amount of \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_) per day, in accordance with the terms of paragraph 9 of the General Conditions.

8. Notices. Any written notice required to be given by a party to this Contract shall be (a) delivered personally, or (b) sent by United States first class mail, postage prepaid. Notice to the STATE shall be sent to the HOPA'S address indicated in the Contract. Notice to the CONTRACTOR shall be sent to the CONTRACTOR'S address indicated in the Contract. A notice shall be deemed to have been received three (3) days after mailing or at the time of actual receipt, whichever is earlier. The CONTRACTOR is responsible for notifying the STATE in writing of any change of address.

IN VIEW OF THE ABOVE, the parties execute this Contract by their signatures, on the dates below, to be effective as of the date first above written.

**STATE**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Print Title)

\_\_\_\_\_  
(Date)

**CONTRACTOR**

\_\_\_\_\_  
(Name of Contractor)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Print Title)

\_\_\_\_\_  
(Date)

CORPORATE SEAL  
(If available)

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Deputy Attorney General

\* Evidence of authority of the CONTRACTOR'S representative to sign this Contract for the CONTRACTOR must be attached.



STATE OF HAWAII  
CONTRACTOR'S ACKNOWLEDGMENT

STATE OF \_\_\_\_\_ )  
 ) SS.  
\_\_\_\_\_ COUNTY OF \_\_\_\_\_ )

On this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ before me appeared  
\_\_\_\_\_ and \_\_\_\_\_, to me  
known, to be the person(s) described in and, who, being by me duly sworn, did say that he/she/they is/are  
\_\_\_\_\_ and \_\_\_\_\_ of  
\_\_\_\_\_, the  
CONTRACTOR named in the foregoing instrument, and that he/she/they is/are authorized to sign said  
instrument on behalf of the CONTRACTOR, and acknowledges that he/she/they executed said  
instrument as the free act and deed of the CONTRACTOR.

(Notary Stamp or Seal)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

Notary Public, State of \_\_\_\_\_  
My commission expires: \_\_\_\_\_

Doc. Date: \_\_\_\_\_ # Pages: \_\_\_\_\_

Notary Name: \_\_\_\_\_ Circuit \_\_\_\_\_

Doc. Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Notary Stamp or Seal)

\_\_\_\_\_  
Notary Signature Date  
NOTARY CERTIFICATION



**STATE OF HAWAII**  
**CONTRACTOR'S**  
**STANDARDS OF CONDUCT DECLARATION**

For the purposes of this declaration:

"Agency" means and includes the State, the legislature and its committees, all executive departments, boards, commissions, committees, bureaus, offices; and all independent commissions and other establishments of the state government but excluding the courts.

"Controlling interest" means an interest in a business or other undertaking which is sufficient in fact to control, whether the interest is greater or less than fifty per cent (50%).

"Employee" means any nominated, appointed, or elected officer or employee of the State, including members of boards, commissions, and committees, and employees under contract to the State or of the constitutional convention, but excluding legislators, delegates to the constitutional convention, justices, and judges. (Section 84-3, HRS).

On behalf of \_\_\_\_\_, CONTRACTOR, the undersigned does declare as follows:

1. CONTRACTOR  is  is not a legislator or an employee or a business in which a legislator or an employee has a controlling interest. (Section 84-15(a), HRS).
2. CONTRACTOR has not been represented or assisted personally in the matter by an individual who has been an employee of the agency awarding this Contract within the preceding two years and who participated while so employed in the matter with which the Contract is directly concerned. (Section 84-15(b), HRS).
3. CONTRACTOR has not been assisted or represented by a legislator or employee for a fee or other compensation to obtain this Contract and will not be assisted or represented by a legislator or employee for a fee or other compensation in the performance of this Contract, if the legislator or employee had been involved in the development or award of the Contract. (Section 84-14 (d), HRS).
4. CONTRACTOR has not been represented on matters related to this Contract, for a fee or other consideration by an individual who, within the past twelve (12) months, has been an agency employee, or in the case of the Legislature, a legislator, and participated while an employee or legislator on matters related to this Contract. (Sections 84-18(b) and (c), HRS).

CONTRACTOR understands that the Contract to which this document is attached is voidable on behalf of the STATE if this Contract was entered into in violation of any provision of chapter 84, Hawaii Revised Statutes, commonly referred to as the Code of Ethics, including the provisions which are the source of the declarations above. Additionally, any fee, compensation, gift, or profit received by any person as a result of a violation of the Code of Ethics may be recovered by the STATE.

**\*Reminder to Agency:** If the "is" block is checked and if the Contract involves goods or services of a value in excess of \$10,000, the Contract must be awarded by competitive sealed bidding under section 103D-302, HRS, or a competitive sealed proposal under section 103D-303, HRS. Otherwise, the Agency may not award the Contract unless it posts a notice of its intent to award it and files a copy of the notice with the State Ethics Commission. (Section 84-15(a), HRS).

**CONTRACTOR**

By \_\_\_\_\_  
(Signature)  
 Print Name \_\_\_\_\_  
 Print Title \_\_\_\_\_  
 Name of Contractor \_\_\_\_\_  
 Date \_\_\_\_\_



**STATE OF HAWAII**  
**SCOPE OF SERVICES**



**STATE OF HAWAII**  
**COMPENSATION AND PAYMENT SCHEDULE**



**STATE OF HAWAII**  
**TIME OF PERFORMANCE**



STATE OF HAWAII

**CERTIFICATE OF EXEMPTION  
FROM CIVIL SERVICE**

**1. By Heads of Departments Delegated by the Director of the Department of Human Resources Development (“DHRD”).\***

Pursuant to a delegation of the authority by the Director of DHRD, I certify that the services to be provided under this Contract, and the person(s) providing the services under this Contract are exempt from the civil service, pursuant to § 76-16, Hawaii Revised Statutes (HRS).

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Print Title)

\* This part of the form may be used by all department heads and the heads of attached agencies to whom the Director of DHRD expressly has delegated authority to certify § 76-16, HRS, civil service exemptions. The specific paragraph(s) of § 76-16, HRS, upon which an exemption is based should be noted in the contract file. If an exemption is based on § 76-16(b)(15), the contract must meet the following conditions:

- (1) It involves the delivery of completed work or product by or during a specific time;
- (2) There is no employee-employer relationship; and
- (3) The authorized funding for the service is from other than the "A" or personal services cost element.

**NOTE:** Not all attached agencies have received a delegation under § 76-16(b)(15). If in doubt, attached agencies should check with the Director of DHRD prior to certifying an exemption under § 76-16(b)(15). Authority to certify exemptions under §§ 76-16(b)(2), and 76-16(b)(12), HRS, has not been delegated; only the Director of DHRD may certify §§ 76-16(b)(2), and 76-16(b)(12) exemptions.

**2. By the Director of DHRD, State of Hawaii.**

I certify that the services to be provided under this Contract, and the person(s) providing the services under this Contract are exempt from the civil service, pursuant to §76-16, HRS.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Print Title, if designee of the Director of DHRD)



**STATE OF HAWAII**  
**SPECIAL CONDITIONS**

GENERAL CONDITIONS

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## GENERAL CONDITIONS

1. Coordination of Services by the STATE. The head of the purchasing agency ("HOPA") (which term includes the designee of the HOPA) shall coordinate the services to be provided by the CONTRACTOR in order to complete the performance required in the Contract. The CONTRACTOR shall maintain communications with HOPA at all stages of the CONTRACTOR'S work, and submit to HOPA for resolution any questions which may arise as to the performance of this Contract. "Purchasing agency" as used in these General Conditions means and includes any governmental body which is authorized under chapter 103D, HRS, or its implementing rules and procedures, or by way of delegation, to enter into contracts for the procurement of goods or services or both.
2. Relationship of Parties: Independent Contractor Status and Responsibilities, Including Tax Responsibilities.
  - a. In the performance of services required under this Contract, the CONTRACTOR is an "independent contractor," with the authority and responsibility to control and direct the performance and details of the work and services required under this Contract; however, the STATE shall have a general right to inspect work in progress to determine whether, in the STATE'S opinion, the services are being performed by the CONTRACTOR in compliance with this Contract. Unless otherwise provided by special condition, it is understood that the STATE does not agree to use the CONTRACTOR exclusively, and that the CONTRACTOR is free to contract to provide services to other individuals or entities while under contract with the STATE.
  - b. The CONTRACTOR and the CONTRACTOR'S employees and agents are not by reason of this Contract, agents or employees of the State for any purpose, and the CONTRACTOR and the CONTRACTOR'S employees and agents shall not be entitled to claim or receive from the State any vacation, sick leave, retirement, workers' compensation, unemployment insurance, or other benefits provided to state employees.
  - c. The CONTRACTOR shall be responsible for the accuracy, completeness, and adequacy of the CONTRACTOR'S performance under this Contract. Furthermore, the CONTRACTOR intentionally, voluntarily, and knowingly assumes the sole and entire liability to the CONTRACTOR'S employees and agents, and to any individual not a party to this Contract, for all loss, damage, or injury caused by the CONTRACTOR, or the CONTRACTOR'S employees or agents in the course of their employment.
  - d. The CONTRACTOR shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the CONTRACTOR by reason of this Contract, including but not limited to (i) income taxes, (ii) employment related fees, assessments, and taxes, and (iii) general excise taxes. The CONTRACTOR also is responsible for obtaining all licenses, permits, and certificates that may be required in order to perform this Contract.
  - e. The CONTRACTOR shall obtain a general excise tax license from the Department of Taxation, State of Hawaii, in accordance with section 237-9, HRS, and shall comply with all requirements thereof. The CONTRACTOR shall obtain a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of the Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid and submit the same to the STATE prior to commencing any performance under this Contract. The CONTRACTOR shall also be solely responsible for meeting all requirements necessary to obtain the tax clearance certificate required for final payment under sections 103-53 and 103D-328, HRS, and paragraph 17 of these General Conditions.
  - f. The CONTRACTOR is responsible for securing all employee-related insurance coverage for the CONTRACTOR and the CONTRACTOR'S employees and agents that is or may be required by law, and for payment of all premiums, costs, and other liabilities associated with securing the insurance coverage.

- c. Compensation. Payment for completed goods and services delivered and accepted by the STATE shall be at the price set forth in the Contract. Payment for the protection and preservation of property shall be in an amount agreed upon by the CONTRACTOR and the Agency procurement officer. If the parties fail to agree, the Agency procurement officer shall set an amount subject to the CONTRACTOR'S rights under chapter 3-126, HAR. The STATE may withhold from amounts due the CONTRACTOR such sums as the Agency procurement officer deems to be necessary to protect the STATE against loss because of outstanding liens or claims and to reimburse the STATE for the excess costs expected to be incurred by the STATE in procuring similar goods and services.
- d. Excuse for nonperformance or delayed performance. The CONTRACTOR shall not be in default by reason of any failure in performance of this Contract in accordance with its terms, including any failure by the CONTRACTOR to make progress in the prosecution of the performance hereunder which endangers such performance, if the CONTRACTOR has notified the Agency procurement officer within fifteen (15) days after the cause of the delay and the failure arises out of causes such as: acts of God; acts of a public enemy; acts of the State and any other governmental body in its sovereign or contractual capacity; fires; floods; epidemics; quarantine restrictions; strikes or other labor disputes; freight embargoes; or unusually severe weather. If the failure to perform is caused by the failure of a subcontractor to perform or to make progress, and if such failure arises out of causes similar to those set forth above, the CONTRACTOR shall not be deemed to be in default, unless the goods and services to be furnished by the subcontractor were reasonably obtainable from other sources in sufficient time to permit the CONTRACTOR to meet the requirements of the Contract. Upon request of the CONTRACTOR, the Agency procurement officer shall ascertain the facts and extent of such failure, and, if such officer determines that any failure to perform was occasioned by any one or more of the excusable causes, and that, but for the excusable cause, the CONTRACTOR'S progress and performance would have met the terms of the Contract, the delivery schedule shall be revised accordingly, subject to the rights of the STATE under this Contract. As used in this paragraph, the term "subcontractor" means subcontractor at any tier.
- e. Erroneous termination for default. If, after notice of termination of the CONTRACTOR'S right to proceed under this paragraph, it is determined for any reason that the CONTRACTOR was not in default under this paragraph, or that the delay was excusable under the provisions of subparagraph 13d, "Excuse for nonperformance or delayed performance," the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to paragraph 14.
- f. Additional rights and remedies. The rights and remedies provided in this paragraph are in addition to any other rights and remedies provided by law or under this Contract.

#### 14. Termination for Convenience.

- a. Termination. The Agency procurement officer may, when the interests of the STATE so require, terminate this Contract in whole or in part, for the convenience of the STATE. The Agency procurement officer shall give written notice of the termination to the CONTRACTOR specifying the part of the Contract terminated and when termination becomes effective.
- b. CONTRACTOR'S obligations. The CONTRACTOR shall incur no further obligations in connection with the terminated performance and on the date(s) set in the notice of termination the CONTRACTOR will stop performance to the extent specified. The CONTRACTOR shall also terminate outstanding orders and subcontracts as they relate to the terminated performance. The CONTRACTOR shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated performance subject to the STATE'S approval. The Agency procurement officer may direct the CONTRACTOR to assign the CONTRACTOR'S right, title, and interest under terminated orders or subcontracts to the STATE. The CONTRACTOR must still complete the performance not terminated by the notice of termination and may incur obligations as necessary to do so.
- c. Right to goods and work product. The Agency procurement officer may require the CONTRACTOR to transfer title and deliver to the STATE in the manner and to the extent directed by the Agency procurement officer:

- (1) Any completed goods or work product; and
- (2) The partially completed goods and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing material") as the CONTRACTOR has specifically produced or specially acquired for the performance of the terminated part of this Contract.

The CONTRACTOR shall, upon direction of the Agency procurement officer, protect and preserve property in the possession of the CONTRACTOR in which the STATE has an interest. If the Agency procurement officer does not exercise this right, the CONTRACTOR shall use best efforts to sell such goods and manufacturing materials. Use of this paragraph in no way implies that the STATE has breached the Contract by exercise of the termination for convenience provision.

d. Compensation.

- (1) The CONTRACTOR shall submit a termination claim specifying the amounts due because of the termination for convenience together with the cost or pricing data, submitted to the extent required by chapter 3-122, HAR, bearing on such claim. If the CONTRACTOR fails to file a termination claim within one year from the effective date of termination, the Agency procurement officer may pay the CONTRACTOR, if at all, an amount set in accordance with subparagraph 14d(3) below.
- (2) The Agency procurement officer and the CONTRACTOR may agree to a settlement provided the CONTRACTOR has filed a termination claim supported by cost or pricing data submitted as required and that the settlement does not exceed the total Contract price plus settlement costs reduced by payments previously made by the STATE, the proceeds of any sales of goods and manufacturing materials under subparagraph 14c, and the Contract price of the performance not terminated.
- (3) Absent complete agreement under subparagraph 14d(2) the Agency procurement officer shall pay the CONTRACTOR the following amounts, provided payments agreed to under subparagraph 14d(2) shall not duplicate payments under this subparagraph for the following:
  - (A) Contract prices for goods or services accepted under the Contract;
  - (B) Costs incurred in preparing to perform and performing the terminated portion of the performance plus a fair and reasonable profit on such portion of the performance, such profit shall not include anticipatory profit or consequential damages, less amounts paid or to be paid for accepted goods or services; provided, however, that if it appears that the CONTRACTOR would have sustained a loss if the entire Contract would have been completed, no profit shall be allowed or included and the amount of compensation shall be reduced to reflect the anticipated rate of loss;
  - (C) Costs of settling and paying claims arising out of the termination of subcontracts or orders pursuant to subparagraph 14b. These costs must not include costs paid in accordance with subparagraph 14d(3)(B);
  - (D) The reasonable settlement costs of the CONTRACTOR, including accounting, legal, clerical, and other expenses reasonably necessary for the preparation of settlement claims and supporting data with respect to the terminated portion of the Contract and for the termination of subcontracts thereunder, together with reasonable storage, transportation, and other costs incurred in connection with the protection or disposition of property allocable to the terminated portion of this Contract. The total sum to be paid the CONTRACTOR under this subparagraph shall not exceed the total Contract price plus the reasonable settlement costs of the CONTRACTOR reduced by the amount of payments otherwise made, the proceeds of any sales of

supplies and manufacturing materials under subparagraph 14d(2), and the contract price of performance not terminated.

- (4) Costs claimed, agreed to, or established under subparagraphs 14d(2) and 14d(3) shall be in accordance with Chapter 3-123 (Cost Principles) of the Procurement Rules.

15. Claims Based on the Agency Procurement Officer's Actions or Omissions.

- a. Changes in scope. If any action or omission on the part of the Agency procurement officer (which term includes the designee of such officer for purposes of this paragraph 15) requiring performance changes within the scope of the Contract constitutes the basis for a claim by the CONTRACTOR for additional compensation, damages, or an extension of time for completion, the CONTRACTOR shall continue with performance of the Contract in compliance with the directions or orders of such officials, but by so doing, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, damages, or an extension of time for completion; provided:

- (1) Written notice required. The CONTRACTOR shall give written notice to the Agency procurement officer:
- (A) Prior to the commencement of the performance involved, if at that time the CONTRACTOR knows of the occurrence of such action or omission;
  - (B) Within thirty (30) days after the CONTRACTOR knows of the occurrence of such action or omission, if the CONTRACTOR did not have such knowledge prior to the commencement of the performance; or
  - (C) Within such further time as may be allowed by the Agency procurement officer in writing.
- (2) Notice content. This notice shall state that the CONTRACTOR regards the act or omission as a reason which may entitle the CONTRACTOR to additional compensation, damages, or an extension of time. The Agency procurement officer, upon receipt of such notice, may rescind such action, remedy such omission, or take such other steps as may be deemed advisable in the discretion of the Agency procurement officer;
- (3) Basis must be explained. The notice required by subparagraph 15a(1) describes as clearly as practicable at the time the reasons why the CONTRACTOR believes that additional compensation, damages, or an extension of time may be remedies to which the CONTRACTOR is entitled; and
- (4) Claim must be justified. The CONTRACTOR must maintain and, upon request, make available to the Agency procurement officer within a reasonable time, detailed records to the extent practicable, and other documentation and evidence satisfactory to the STATE, justifying the claimed additional costs or an extension of time in connection with such changes.

- b. CONTRACTOR not excused. Nothing herein contained, however, shall excuse the CONTRACTOR from compliance with any rules or laws precluding any state officers and CONTRACTOR from acting in collusion or bad faith in issuing or performing change orders which are clearly not within the scope of the Contract.

- c. Price adjustment. Any adjustment in the price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

16. Costs and Expenses. Any reimbursement due the CONTRACTOR for per diem and transportation expenses under this Contract shall be subject to chapter 3-123 (Cost Principles), HAR, and the following guidelines:

- a. Reimbursement for air transportation shall be for actual cost or coach class air fare, whichever is less.

- b. Reimbursement for ground transportation costs shall not exceed the actual cost of renting an intermediate-sized vehicle.
  - c. Unless prior written approval of the HOPA is obtained, reimbursement for subsistence allowance (i.e., hotel and meals, etc.) shall not exceed the applicable daily authorized rates for inter-island or out-of-state travel that are set forth in the current Governor's Executive Order authorizing adjustments in salaries and benefits for state officers and employees in the executive branch who are excluded from collective bargaining coverage.
17. Payment Procedures; Final Payment; Tax Clearance.
- a. Original invoices required. All payments under this Contract shall be made only upon submission by the CONTRACTOR of original invoices specifying the amount due and certifying that services requested under the Contract have been performed by the CONTRACTOR according to the Contract.
  - b. Subject to available funds. Such payments are subject to availability of funds and allotment by the Director of Finance in accordance with chapter 37, HRS. Further, all payments shall be made in accordance with and subject to chapter 40, HRS.
  - c. Prompt payment.
    - (1) Any money, other than retainage, paid to the CONTRACTOR shall be disbursed to subcontractors within ten (10) days after receipt of the money in accordance with the terms of the subcontract; provided that the subcontractor has met all the terms and conditions of the subcontract and there are no bona fide disputes; and
    - (2) Upon final payment to the CONTRACTOR, full payment to the subcontractor, including retainage, shall be made within ten (10) days after receipt of the money; provided that there are no bona fide disputes over the subcontractor's performance under the subcontract.
  - d. Final payment. Final payment under this Contract shall be subject to sections 103-53 and 103D-328, HRS, which require a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid. Further, in accordance with section 3-122-112, HAR, CONTRACTOR shall provide a certificate affirming that the CONTRACTOR has remained in compliance with all applicable laws as required by this section.
18. Federal Funds. If this Contract is payable in whole or in part from federal funds, CONTRACTOR agrees that, as to the portion of the compensation under this Contract to be payable from federal funds, the CONTRACTOR shall be paid only from such funds received from the federal government, and shall not be paid from any other funds. Failure of the STATE to receive anticipated federal funds shall not be considered a breach by the STATE or an excuse for nonperformance by the CONTRACTOR.
19. Modifications of Contract.
- a. In writing. Any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract permitted by this Contract shall be made by written amendment to this Contract, signed by the CONTRACTOR and the STATE, provided that change orders shall be made in accordance with paragraph 20 herein.
  - b. No oral modification. No oral modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract shall be permitted.
  - c. Agency procurement officer. By written order, at any time, and without notice to any surety, the Agency procurement officer may unilaterally order of the CONTRACTOR:

- (A) Changes in the work within the scope of the Contract; and
  - (B) Changes in the time of performance of the Contract that do not alter the scope of the Contract work.
- d. Adjustments of price or time for performance. If any modification increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, an adjustment shall be made and this Contract modified in writing accordingly. Any adjustment in contract price made pursuant to this clause shall be determined, where applicable, in accordance with the price adjustment clause of this Contract or as negotiated.
- e. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if written modification of the Contract is not made prior to final payment under this Contract.
- f. Claims not barred. In the absence of a written contract modification, nothing in this clause shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under this Contract or for a breach of contract.
- g. CPO approval. If this is a professional services contract awarded pursuant to section 103D-303 or 103D-304, HRS, any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract which increases the amount payable to the CONTRACTOR by at least \$25,000.00 or ten per cent (10%) of the initial contract price, whichever increase is higher, must receive the prior approval of the CPO.
- h. Tax clearance. The STATE may, at its discretion, require the CONTRACTOR to submit to the STATE, prior to the STATE'S approval of any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract, a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid.
- i. Sole source contracts. Amendments to sole source contracts that would change the original scope of the Contract may only be made with the approval of the CPO. Annual renewal of a sole source contract for services should not be submitted as an amendment.
20. Change Order. The Agency procurement officer may, by a written order signed only by the STATE, at any time, and without notice to any surety, and subject to all appropriate adjustments, make changes within the general scope of this Contract in any one or more of the following:
- (1) Drawings, designs, or specifications, if the goods or services to be furnished are to be specially provided to the STATE in accordance therewith;
  - (2) Method of delivery; or
  - (3) Place of delivery.
- a. Adjustments of price or time for performance. If any change order increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, whether or not changed by the order, an adjustment shall be made and the Contract modified in writing accordingly. Any adjustment in the Contract price made pursuant to this provision shall be determined in accordance with the price adjustment provision of this Contract. Failure of the parties to agree to an adjustment shall not excuse the CONTRACTOR from proceeding with the Contract as changed, provided that the Agency procurement officer promptly and duly makes the provisional adjustments in payment or time for performance as may be reasonable. By proceeding with the work, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, or any extension of time for completion.

- b. Time period for claim. Within ten (10) days after receipt of a written change order under subparagraph 20a, unless the period is extended by the Agency procurement officer in writing, the CONTRACTOR shall respond with a claim for an adjustment. The requirement for a timely written response by CONTRACTOR cannot be waived and shall be a condition precedent to the assertion of a claim.
  - c. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if a written response is not given prior to final payment under this Contract.
  - d. Other claims not barred. In the absence of a change order, nothing in this paragraph 20 shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under the Contract or for breach of contract.
21. Price Adjustment.
- a. Price adjustment. Any adjustment in the contract price pursuant to a provision in this Contract shall be made in one or more of the following ways:
    - (1) By agreement on a fixed price adjustment before commencement of the pertinent performance or as soon thereafter as practicable;
    - (2) By unit prices specified in the Contract or subsequently agreed upon;
    - (3) By the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as specified in the Contract or subsequently agreed upon;
    - (4) In such other manner as the parties may mutually agree; or
    - (5) In the absence of agreement between the parties, by a unilateral determination by the Agency procurement officer of the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as computed by the Agency procurement officer in accordance with generally accepted accounting principles and applicable sections of chapters 3-123 and 3-126, HAR.
  - b. Submission of cost or pricing data. The CONTRACTOR shall provide cost or pricing data for any price adjustments subject to the provisions of chapter 3-122, HAR.
22. Variation in Quantity for Definite Quantity Contracts. Upon the agreement of the STATE and the CONTRACTOR, the quantity of goods or services, or both, if a definite quantity is specified in this Contract, may be increased by a maximum of ten per cent (10%); provided the unit prices will remain the same except for any price adjustments otherwise applicable; and the Agency procurement officer makes a written determination that such an increase will either be more economical than awarding another contract or that it would not be practical to award another contract.
23. Changes in Cost-Reimbursement Contract. If this Contract is a cost-reimbursement contract, the following provisions shall apply:
- a. The Agency procurement officer may at any time by written order, and without notice to the sureties, if any, make changes within the general scope of the Contract in any one or more of the following:
    - (1) Description of performance (Attachment 1);
    - (2) Time of performance (i.e., hours of the day, days of the week, etc.);
    - (3) Place of performance of services;

- (4) Drawings, designs, or specifications when the supplies to be furnished are to be specially manufactured for the STATE in accordance with the drawings, designs, or specifications;
  - (5) Method of shipment or packing of supplies; or
  - (6) Place of delivery.
- b. If any change causes an increase or decrease in the estimated cost of, or the time required for performance of, any part of the performance under this Contract, whether or not changed by the order, or otherwise affects any other terms and conditions of this Contract, the Agency procurement officer shall make an equitable adjustment in the (1) estimated cost, delivery or completion schedule, or both; (2) amount of any fixed fee; and (3) other affected terms and shall modify the Contract accordingly.
  - c. The CONTRACTOR must assert the CONTRACTOR'S rights to an adjustment under this provision within thirty (30) days from the day of receipt of the written order. However, if the Agency procurement officer decides that the facts justify it, the Agency procurement officer may receive and act upon a proposal submitted before final payment under the Contract.
  - d. Failure to agree to any adjustment shall be a dispute under paragraph 11 of this Contract. However, nothing in this provision shall excuse the CONTRACTOR from proceeding with the Contract as changed.
  - e. Notwithstanding the terms and conditions of subparagraphs 23a and 23b, the estimated cost of this Contract and, if this Contract is incrementally funded, the funds allotted for the performance of this Contract, shall not be increased or considered to be increased except by specific written modification of the Contract indicating the new contract estimated cost and, if this contract is incrementally funded, the new amount allotted to the contract.
24. Confidentiality of Material.
- a. All material given to or made available to the CONTRACTOR by virtue of this Contract, which is identified as proprietary or confidential information, will be safeguarded by the CONTRACTOR and shall not be disclosed to any individual or organization without the prior written approval of the STATE.
  - b. All information, data, or other material provided by the CONTRACTOR to the STATE shall be subject to the Uniform Information Practices Act, chapter 92F, HRS.
25. Publicity. The CONTRACTOR shall not refer to the STATE, or any office, agency, or officer thereof, or any state employee, including the HOPA, the CPO, the Agency procurement officer, or to the services or goods, or both, provided under this Contract, in any of the CONTRACTOR'S brochures, advertisements, or other publicity of the CONTRACTOR. All media contacts with the CONTRACTOR about the subject matter of this Contract shall be referred to the Agency procurement officer.
26. Ownership Rights and Copyright. The STATE shall have complete ownership of all material, both finished and unfinished, which is developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract, and all such material shall be considered "works made for hire." All such material shall be delivered to the STATE upon expiration or termination of this Contract. The STATE, in its sole discretion, shall have the exclusive right to copyright any product, concept, or material developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract.
27. Liens and Warranties. Goods provided under this Contract shall be provided free of all liens and provided together with all applicable warranties, or with the warranties described in the Contract documents, whichever are greater.
28. Audit of Books and Records of the CONTRACTOR. The STATE may, at reasonable times and places, audit the books and records of the CONTRACTOR, prospective contractor, subcontractor, or prospective subcontractor which are related to:

- a. The cost or pricing data, and
  - b. A state contract, including subcontracts, other than a firm fixed-price contract.
29. Cost or Pricing Data. Cost or pricing data must be submitted to the Agency procurement officer and timely certified as accurate for contracts over \$100,000 unless the contract is for a multiple-term or as otherwise specified by the Agency procurement officer. Unless otherwise required by the Agency procurement officer, cost or pricing data submission is not required for contracts awarded pursuant to competitive sealed bid procedures.
- If certified cost or pricing data are subsequently found to have been inaccurate, incomplete, or noncurrent as of the date stated in the certificate, the STATE is entitled to an adjustment of the contract price, including profit or fee, to exclude any significant sum by which the price, including profit or fee, was increased because of the defective data. It is presumed that overstated cost or pricing data increased the contract price in the amount of the defect plus related overhead and profit or fee. Therefore, unless there is a clear indication that the defective data was not used or relied upon, the price will be reduced in such amount.
30. Audit of Cost or Pricing Data. When cost or pricing principles are applicable, the STATE may require an audit of cost or pricing data.
31. Records Retention.
- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
  - (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.
32. Antitrust Claims. The STATE and the CONTRACTOR recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the CONTRACTOR hereby assigns to STATE any and all claims for overcharges as to goods and materials purchased in connection with this Contract, except as to overcharges which result from violations commencing after the price is established under this Contract and which are not passed on to the STATE under an escalation clause.
33. Patented Articles. The CONTRACTOR shall defend, indemnify, and hold harmless the STATE, and its officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys fees, and all claims, suits, and demands arising out of or resulting from any claims, demands, or actions by the patent holder for infringement or other improper or unauthorized use of any patented article, patented process, or patented appliance in connection with this Contract. The CONTRACTOR shall be solely responsible for correcting or curing to the satisfaction of the STATE any such infringement or improper or unauthorized use, including, without limitation: (a) furnishing at no cost to the STATE a substitute article, process, or appliance acceptable to the STATE, (b) paying royalties or other required payments to the patent holder, (c) obtaining proper authorizations or releases from the patent holder, and (d) furnishing such security to or making such arrangements with the patent holder as may be necessary to correct or cure any such infringement or improper or unauthorized use.
34. Governing Law. The validity of this Contract and any of its terms or provisions, as well as the rights and duties of the parties to this Contract, shall be governed by the laws of the State of Hawaii. Any action at law or in equity to enforce or interpret the provisions of this Contract shall be brought in a state court of competent jurisdiction in Honolulu, Hawaii.

35. Compliance with Laws. The CONTRACTOR shall comply with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the CONTRACTOR'S performance of this Contract.
36. Conflict Between General Conditions and Procurement Rules. In the event of a conflict between the General Conditions and the procurement rules, the procurement rules in effect on the date this Contract became effective shall control and are hereby incorporated by reference.
37. Entire Contract. This Contract sets forth all of the agreements, conditions, understandings, promises, warranties, and representations between the STATE and the CONTRACTOR relative to this Contract. This Contract supersedes all prior agreements, conditions, understandings, promises, warranties, and representations, which shall have no further force or effect. There are no agreements, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the CONTRACTOR other than as set forth or as referred to herein.
38. Severability. In the event that any provision of this Contract is declared invalid or unenforceable by a court, such invalidity or unenforceability shall not affect the validity or enforceability of the remaining terms of this Contract.
39. Waiver. The failure of the STATE to insist upon the strict compliance with any term, provision, or condition of this Contract shall not constitute or be deemed to constitute a waiver or relinquishment of the STATE'S right to enforce the same in accordance with this Contract. The fact that the STATE specifically refers to one provision of the procurement rules or one section of the Hawaii Revised Statutes, and does not include other provisions or statutory sections in this Contract shall not constitute a waiver or relinquishment of the STATE'S rights or the CONTRACTOR'S obligations under the procurement rules or statutes.
40. Pollution Control. If during the performance of this Contract, the CONTRACTOR encounters a "release" or a "threatened release" of a reportable quantity of a "hazardous substance," "pollutant," or "contaminant" as those terms are defined in section 128D-1, HRS, the CONTRACTOR shall immediately notify the STATE and all other appropriate state, county, or federal agencies as required by law. The Contractor shall take all necessary actions, including stopping work, to avoid causing, contributing to, or making worse a release of a hazardous substance, pollutant, or contaminant, and shall promptly obey any orders the Environmental Protection Agency or the state Department of Health issues in response to the release. In the event there is an ensuing cease-work period, and the STATE determines that this Contract requires an adjustment of the time for performance, the Contract shall be modified in writing accordingly.
41. Campaign Contributions. The CONTRACTOR is hereby notified of the applicability of 11-205.5, HRS, which states that campaign contributions are prohibited from specified state or county government contractors during the terms of their contracts if the contractors are paid with funds appropriated by a legislative body.
42. Confidentiality of Personal Information.
- a. Definitions.
- "Personal information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either name or data elements are not encrypted:
- (1) Social security number;
  - (2) Driver's license number or Hawaii identification card number; or
  - (3) Account number, credit or debit card number, access code, or password that would permit access to an individual's financial information.

Personal information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

"Technological safeguards" means the technology and the policy and procedures for use of the technology to protect and control access to personal information.

b. Confidentiality of Material.

- (1) All material given to or made available to the CONTRACTOR by the STATE by virtue of this Contract which is identified as personal information, shall be safeguarded by the CONTRACTOR and shall not be disclosed without the prior written approval of the STATE.
- (2) CONTRACTOR agrees not to retain, use, or disclose personal information for any purpose other than as permitted or required by this Contract.
- (3) CONTRACTOR agrees to implement appropriate "technological safeguards" that are acceptable to the STATE to reduce the risk of unauthorized access to personal information.
- (4) CONTRACTOR shall report to the STATE in a prompt and complete manner any security breaches involving personal information.
- (5) CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR because of a use or disclosure of personal information by CONTRACTOR in violation of the requirements of this paragraph.
- (6) CONTRACTOR shall complete and retain a log of all disclosures made of personal information received from the STATE, or personal information created or received by CONTRACTOR on behalf of the STATE.

c. Security Awareness Training and Confidentiality Agreements.

- (1) CONTRACTOR certifies that all of its employees who will have access to the personal information have completed training on security awareness topics relating to protecting personal information.
- (2) CONTRACTOR certifies that confidentiality agreements have been signed by all of its employees who will have access to the personal information acknowledging that:
  - (A) The personal information collected, used, or maintained by the CONTRACTOR will be treated as confidential;
  - (B) Access to the personal information will be allowed only as necessary to perform the Contract; and
  - (C) Use of the personal information will be restricted to uses consistent with the services subject to this Contract.

d. Termination for Cause. In addition to any other remedies provided for by this Contract, if the STATE learns of a material breach by CONTRACTOR of this paragraph by CONTRACTOR, the STATE may at its sole discretion:

- (1) Provide an opportunity for the CONTRACTOR to cure the breach or end the violation; or

- (2) Immediately terminate this Contract.

In either instance, the CONTRACTOR and the STATE shall follow chapter 487N, HRS, with respect to notification of a security breach of personal information.

e. Records Retention.

- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
- (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.

**APPENDIX E**

**EVIDENCE OF COVERAGE DOCUMENTS**

**Full benefit descriptions are available at the following EUTF Web Site**

**<http://eutf.hawaii.gov/records-and-references/links-to-carrier-sites>**

**APPENDIX F**

**PERFORMANCE GUARANTEES**

The EUTF will require specific performance guarantees. All guarantees shall be set and measured annually. Measurement of performance guarantees may be based on internal self-reporting, subject to independent audit.

1. The EUTF is looking for flat dollar (\$) performance guarantee amounts. Indicate the amount you are willing to place at risk for each item listed below.
2. In addition, you may provide other guarantees designed to differentiate your program.

	<b>Standard</b>	<b>Measurement Criteria (BOB or client-specific)</b>	<b>Penalty Dollars at Risk</b>	<b>Timing of Payments</b>
<b>Implementation</b>				
Clean Implementation	No systems errors, ID card delays, and the EUTF online access to all tools prior to effective date			
Implementation Timeline	Implementation team will be assigned and introduced to EUTF at least 6 months in advance of effective date			
Implementation Team	Implementation team enrollees will not change, unless requested by EUTF, and will be responsible for the accurate installation of all administrative, clinical and financial parameters for EUTF's program			
Implementation Satisfaction Scorecard	Assigned Account Executive will work with EUTF prior to the start of implementation to agree on terms of a satisfaction scorecard to be issued to client after effective date for completion			
<b>Payment Accuracy &amp; System Performance</b>				
Financial accuracy	Percentage of claim payments made without error relative to the total dollars paid will be at least 99%			
Mail Service Non-Financial Accuracy	The mail service pharmacy shall guarantee dispensing accuracy of at least 99.995% (correct participant name, correct participant address, correct drug, correct dosage form, and correct strength)			
System Downtime	At least 99.5% access to its systems by all the retail pharmacies in PBM's network 24			

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION XII**

	<b>Standard</b>	<b>Measurement Criteria (BOB or client-specific)</b>	<b>Penalty Dollars at Risk</b>	<b>Timing of Payments</b>
	hours a day, 7 days a week, 365 days a year			
Claims Eligibility Data	Eligibility loads not to exceed 24-hours after receipt			
Eligibility Data Error Reporting	Eligibility file error reporting on all eligibility file updates will be provided to the client within 2 business days			
Invoicing Errors	All invoicing errors will be credits back to the client by next billing cycle or PBM will pay interest			
<b>Account Management</b>				
Client Approval of Enrollee Communications	100% of all enrollee communications will be approved by the EUTF – exceptions for drug recalls and urgent patient safety communications			
Delivery of Standard Reports	Within 30 days of end of reporting quarter			
Pharmacy Audit Resolution	48 hours after receipt of clean Rx claim			
PBM Account Teams Performance	The EUTF may assess a penalty in the amount of <b>\$30,000</b> per Contract Year if, after the first Contract Year and each successive Contract Year, the EUTF's benefits staff do not rate PBM account team's performance for such Contract Year an average of 3 or better on a scale of 1 to 5 (5 being the best based on a range of performance criteria agreed to between the EUTF and PBM at the beginning of such Contract Year)			
Account Management Turnover	Account team enrollees will remain constant for at least the first 18 months of the contract period, unless a change is requested by the EUTF			
<b>Enrollee Services</b>				
Mail Turnaround – Prescriptions not requiring intervention	95% of prescriptions dispensed within average of 2 business days and 100% within average of 3 business days			
Mail Turnaround – Prescriptions requiring intervention	95% of prescriptions dispensed within average of 4 business days and 100% within average of 5 business days			
Mailing Enrollee Materials	All applicable enrollee materials (for example, mail order forms) will be mailed at least 10 days prior to the effective date and will be 100% accurate (provided that			

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION XII**

	<b>Standard</b>	<b>Measurement Criteria (BOB or client-specific)</b>	<b>Penalty Dollars at Risk</b>	<b>Timing of Payments</b>
	eligibility file was received at least 30 days prior to the effective date).			
Phone Average Speed of Answer	100% of calls to client-specific toll free line shall be answered within 20 seconds (excluding IVR)			
Phone Abandonment Rate	100% of calls to EUTF specific toll free line shall be answered with an abandonment rate of 3% of less			
Written Inquiry Answer Time	95% of inquiries responded to in 5 business days – 100% in 20 business days			
Enrollee Satisfaction Survey	The PBM agrees to conduct a Enrollee Satisfaction Survey for each contract year and that the Satisfaction Rate will be 90% or greater. A penalty of <b>\$30,000</b> per Contract Year may be assessed against the PBM for failure to meet this standard. “Enrollee Satisfaction Rate” means (i) the number of Eligible Persons responding to PBM annual standard Patient Satisfaction Survey as being satisfied with the overall performance under the Integrated Program divided by (ii) the number of Eligible Persons responding to such annual Patient Satisfaction Survey; EUTF must provide timely approvals and responses, and a minimum of 20% of surveys must be returned for the Performance standard to be applicable.			
Issue Resolution: Verbal Inquiries	PBM will resolve 99% of all telephone issues at the first point of contact (the number of telephone inquiries completely resolved at the time of initial contact divided by the total number of calls)			
Issue Resolution: Written Inquiries	PBM will resolve 98% of all written inquiries within 10 business days of receipt of inquiry			
Issue Resolution: Client Staff Involvement / Escalation	PBM will resolve enrollee issues within 72 business hours any case that required the involvement of EUTF’s staff due to incorrect or incomplete information being provided by the PBM. If not resolved within 72 hours, a penalty will be applied per case, up to an			

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

**SECTION XII**

	<b>Standard</b>	<b>Measurement Criteria (BOB or client-specific)</b>	<b>Penalty Dollars at Risk</b>	<b>Timing of Payments</b>
	annual maximum.			
<b>Allowances</b>				
Implementation Allowance	Place the \$ (dollar) per enrollee amount or the flat dollar amount you are offering EUTF			
Audit Allowance	Place the dollar (\$) per enrollee amount or the flat dollar (\$) amount you are offering EUTF to be used annually to verify EUTF is receiving discounted costs and major services as contracted.			

**APPENDIX G**

**BUSINESS ASSOCIATE AGREEMENT**

## BUSINESS ASSOCIATE AGREEMENT

This Agreement, is effective as of \_\_\_\_\_, 20\_\_\_, between the Hawaii Employer-Union Health Benefits Trust Fund, State of Hawaii (hereinafter the "STATE"), by its Administrator, whose address is 201 Merchant Street, Suite 1520, Honolulu, Hawaii 96813, and \_\_\_\_\_ (hereinafter "BUSINESS ASSOCIATE"), a \_\_\_\_\_ under the laws of the State of \_\_\_\_\_, whose business address is as follows: \_\_\_\_\_

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### RECITALS

A. The STATE has entered into a contract with BUSINESS ASSOCIATE and/or procured the following goods and services from BUSINESS ASSOCIATE:

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B. BUSINESS ASSOCIATE's contract or provision of goods and performance of services may require that: (1) Protected Health Information (defined below) or Electronic Protected Health Information (defined below) be disclosed to or used by BUSINESS ASSOCIATE; (2) BUSINESS ASSOCIATE create, receive, maintain or transmit Protected Health Information or Electronic Protected Health Information on behalf of the STATE; and/or (3) BUSINESS ASSOCIATE be provided or have access to Personal Information (defined below).

C. Both parties are committed to complying with the Privacy and Security Laws (defined below) with respect to Protected Health Information, Electronic Protected Health Information, and Personal Information.

D. This Agreement sets forth the terms and conditions pursuant to which the following will be handled: (1) Protected Health Information and Electronic Protected Health Information that is disclosed to or used by BUSINESS ASSOCIATE by virtue of its contract with the STATE or its provision of goods and services for the STATE; (2) Protected Health Information and Electronic Protected Health Information that is created, received, maintained or transmitted by BUSINESS ASSOCIATE on behalf of the STATE; and (3) Personal Information provided to BUSINESS ASSOCIATE or to which BUSINESS ASSOCIATE will have access by virtue of a contract with the STATE.

### TERMS AND CONDITIONS

1. Introduction: The STATE, as defined in this Agreement, has determined that it is a Covered Entity or a Health Care Component of a Covered Entity under HIPAA (defined below) and the Privacy and Security Rules (defined below). In addition, the STATE is subject to use and disclosure restrictions regarding Personal Information under Act 10 (defined below) and Chapters 487N and 487R, Hawaii Revised Statutes.

The parties acknowledge that entry into this Agreement is necessary and desirable in order to: (a) protect the privacy and security of Protected Health Information and Electronic Protected Health Information in accordance with the Privacy and Security Laws and because BUSINESS ASSOCIATE is a “business associate” of the STATE as that term is used in 45 Code of Federal Regulations (“C.F.R.”) § 160.103; and (b) protect against the unauthorized use and disclosure of Personal Information that BUSINESS ASSOCIATE has been provided or to which BUSINESS ASSOCIATE has access by virtue of a contract with the STATE.

2. Definitions:

- a. Except as otherwise defined herein, any and all capitalized terms in this Agreement shall have the definitions set forth in the Privacy and Security Laws.
- b. Act 10. “Act 10” shall mean Act 10, 2008 Session Laws of Hawaii, Special Session.
- c. Agreement. “Agreement” shall mean this agreement between STATE and BUSINESS ASSOCIATE and any and all attachments, exhibits and special conditions attached hereto.
- d. ARRA. “ARRA” shall mean the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5, and the rules and regulations promulgated under the ARRA.
- e. “Breach” shall have the meaning set forth in the ARRA.
- f. Electronic Protected Health Information. “Electronic Protected Health Information” shall have the meaning set forth in 45 C.F.R. § 160.103. In addition, “Electronic Protected Health Information” shall include any other “Protected Health Information” that is created, received or maintained in electronic media, or transmitted by electronic media, by or to BUSINESS ASSOCIATE on behalf of the STATE.
- g. HIPAA. “HIPAA shall mean the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191.
- h. Individual. “Individual” means the person who is the subject of Protected Health Information, and shall include a person who qualifies as a personal representative under 45 C.F.R. § 164.502(g).
- i. Individually Identifiable Health Information. “Individually Identifiable Health Information” shall have the meaning set forth in 45 C.F.R. § 160.103.
- j. Personal Information. “Personal Information” shall have the meaning set forth in Section 487N-1, Hawaii Revised Statutes. For purposes of this Agreement, “Personal Information” is limited to Personal Information provided to BUSINESS ASSOCIATE or to which BUSINESS ASSOCIATE has access by virtue of a contract with the STATE.
- k. Privacy Rule. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Part 160 and Part 164, Subparts A and E, as the same may be amended from time to time.

- l. Privacy and Security Laws. "Privacy and Security Laws" shall include: (1) the provisions of HIPAA that relate to the privacy and security of Protected Health Information and Electronic Protected Health Information; (2) the Privacy and Security Rules; (3) the provisions of ARRA, including the rules and regulations promulgated under the ARRA, that relate to the privacy and security of Protected Health Information and Electronic Protected Health Information; (4) Act 10 and, to the extent applicable, Chapters 487N and 487R, Hawaii Revised Statutes; and (5) other Federal and State privacy or security statutes and regulations that apply to Protected Health Information, Electronic Protected Health Information, or Personal Information.
  - m. Protected Health Information. "Protected Health Information" shall have the meaning set forth in 45 C.F.R. § 160.103. In addition, "Protected Health Information" shall include any other information that the STATE expressly identifies to BUSINESS ASSOCIATE as being "Protected Health Information" subject to this Agreement.
  - n. Secretary. "Secretary" shall mean the Secretary of the U.S. Department of Health and Human Services or designee.
  - o. Security Rule. "Security Rule" shall mean the Health Insurance Reform: Security Standards at 45 C.F.R. Part 160, Part 162, and Part 164, Subparts A and C, as the same may be amended from time to time.
  - p. Unsecured Protected Health Information. "Unsecured Protected Health Information" shall have the meaning set forth in the ARRA.
3. Obligations and Activities of BUSINESS ASSOCIATE
- a. BUSINESS ASSOCIATE agrees to not use or disclose Protected Health Information, Electronic Protected Health Information, and Personal Information other than as permitted or required by this Agreement or as Required By Law.
  - b. BUSINESS ASSOCIATE agrees to use appropriate safeguards to prevent use or disclosure of Protected Health Information, Electronic Protected Health Information, and Personal Information other than as provided for by this Agreement.
  - c. BUSINESS ASSOCIATE agrees to implement administrative, physical, and technical safeguards (as those terms are defined in the Security Rule) that reasonably and appropriately protect the confidentiality, integrity and availability of Electronic Protected Health Information that it creates, receives, maintains or transmits on behalf of the STATE. Without limiting the foregoing, BUSINESS ASSOCIATE agrees to implement administrative, physical, and technical safeguards to comply with 45 C.F.R. §§ 164.308, 164.310, and 164.312, as and to the extent that such is required of business associates under the Privacy and Security Laws (as amended by the ARRA).
  - d. In accordance with Part V of Act 10, BUSINESS ASSOCIATE agrees to implement: (1) technological safeguards to reduce exposure to unauthorized access to Personal Information, (2) mandatory training on security awareness topics relating to Personal Information protection for BUSINESS ASSOCIATE'S

employees, and (3) confidentiality agreements to be signed by BUSINESS ASSOCIATE'S employees. BUSINESS ASSOCIATE further agrees to safeguard Protected Health Information, Electronic Protected Health Information, and Personal Information in accordance with any rules, policies, procedures and directions adopted or implemented by STATE to the extent that such are communicated to BUSINESS ASSOCIATE.

- e. BUSINESS ASSOCIATE agrees to ensure that any agent (including a contractor or subcontractor) to whom it provides Protected Health Information, Electronic Protected Health Information, or Personal Information agrees to the same restrictions and conditions that apply to BUSINESS ASSOCIATE with respect to such information under this Agreement and the Privacy and Security Laws. BUSINESS ASSOCIATE further agrees to ensure that any such agent shall safeguard such Protected Health Information, Electronic Protected Health Information, and Personal Information in accordance with any rules, policies, procedures and directions adopted or implemented by STATE to the extent that such are communicated to BUSINESS ASSOCIATE.
- f. BUSINESS ASSOCIATE agrees to implement reasonable policies and procedures to comply with 45 C.F.R. § 164.316, as and to the extent that such is required of business associates under the Privacy and Security Laws (as amended by the ARRA).
- g. BUSINESS ASSOCIATE agrees to provide access to Protected Health Information in the Designated Record Set to STATE or, as directed by STATE, to an Individual to the extent and in the manner required by 45 C.F.R. § 164.524.
- h. BUSINESS ASSOCIATE agrees to make Protected Health Information available for amendment and to incorporate any amendments to Protected Health Information that the STATE directs or agrees to in accordance with the requirements of 45 C.F.R. § 164.526.
- i. BUSINESS ASSOCIATE agrees to document disclosures of Protected Health Information, disclosures of Electronic Protected Health Information and information related to such disclosures as would be required for STATE to respond to a request by an Individual for an accounting of disclosures of: (1) Protected Health Information in accordance with 45 C.F.R. § 164.528; and (2) Electronic Protected Health Information in accordance Section 13405(c) of the ARRA. BUSINESS ASSOCIATE further agrees to collect and provide to STATE, any and all information that is reasonably necessary for STATE to timely respond to such requests by an Individual for an accounting of disclosures.
- j. BUSINESS ASSOCIATE agrees to keep a log of Breaches of Unsecured Protected Health Information in such form and with such information as to enable the STATE to comply with Section 13402(e)(3) of the ARRA and the rules and regulations promulgated under ARRA.
- k. BUSINESS ASSOCIATE agrees to keep a complete log of disclosures made of Personal Information in accordance with Section 8(b)(6) of Act 10.

- l. BUSINESS ASSOCIATE agrees to make its internal practices, books, and records, including policies and procedures, relating to the use and disclosure of Protected Health Information and Electronic Protected Health Information available to STATE and/or to the Secretary, at reasonable times and places or as designated by the STATE and/or the Secretary, for purposes of determining compliance with the Privacy and Security Laws. BUSINESS ASSOCIATE further agrees to make its internal practices, books, and records, including policies and procedures, relating to the use and disclosure of Personal Information available to STATE, at reasonable times and places or as designated by the STATE, for purposes of determining compliance with this Agreement, Act 10, and other Federal and State laws regarding the use and disclosure of Personal Information.
- m. BUSINESS ASSOCIATE agrees to report to STATE any disclosure or use of Protected Health Information not provided for by this Agreement of which it becomes aware. BUSINESS ASSOCIATE further agrees to report to STATE any security incidents that are required to be reported by or to the STATE under 45 C.F.R. Part 164, particularly 45 C.F.R. § 164.314.
- n. In accordance with the requirements of the ARRA, BUSINESS ASSOCIATE agrees to notify the STATE of any Breach of Unsecured Protected Health Information discovered by BUSINESS ASSOCIATE. BUSINESS ASSOCIATE'S notice to the STATE shall be made no later than twenty (20) days after BUSINESS ASSOCIATE'S discovery of the Breach of Unsecured Protective Health Information. BUSINESS ASSOCIATE'S notice to the STATE shall include all information necessary for STATE to make any notifications required under Section 13402 of the ARRA and the rules and regulations promulgated under the ARRA. In addition, BUSINESS ASSOCIATE shall provide a log of Breaches of Unsecured Protected Health Information to the STATE no later than twenty (20) days after the end of each calendar year. The log shall include all information necessary for STATE to comply with Section 13402(e)(3) of the ARRA and the rules and regulations promulgated under the ARRA.
- o. In accordance with Section 8(b)(5) of Act 10, BUSINESS ASSOCIATE agrees to promptly and completely report to STATE any "security breach" regarding Personal Information as that term is defined in Section 487N-1, Hawaii Revised Statutes.
- p. BUSINESS ASSOCIATE agrees to mitigate, to the extent practicable, any harmful effect that is known to BUSINESS ASSOCIATE of: (1) a disclosure or use of Protected Health Information, Electronic Protected Health Information, or Personal Information by BUSINESS ASSOCIATE in violation of the requirements of this Agreement; and/or (2) a Breach of Unsecured Protected Health Information by BUSINESS ASSOCIATE or any of its officers, employees, or agents (including contractors and subcontractors).
- q. BUSINESS ASSOCIATE shall comply with any other requirements of the Privacy and Security Laws not expressly specified in this Agreement, as and to

the extent that such requirements apply to business associates under the Privacy and Security Laws as the same may be amended from time to time.

4. Permitted Uses and Disclosures by BUSINESS ASSOCIATE

- a. General Use and Disclosure Provisions. Except as otherwise limited in this Agreement, BUSINESS ASSOCIATE may disclose or use Protected Health Information, Electronic Protected Health Information, and Personal Information to perform functions, activities, or services for, or on behalf of, STATE as specified in this Agreement, provided that such disclosure or use would not violate any Privacy and Security Laws if done by STATE.
- b. Specific Use and Disclosure Provisions
  - (i) Except as otherwise limited in this Agreement, BUSINESS ASSOCIATE may use Protected Health Information and Personal Information for the proper management and administration of the BUSINESS ASSOCIATE or to carry out the legal responsibilities of the BUSINESS ASSOCIATE.
  - (ii) Except as otherwise limited in this Agreement, BUSINESS ASSOCIATE may disclose Protected Health Information for the proper management and administration of the BUSINESS ASSOCIATE, for disclosures that are Required By Law, or where BUSINESS ASSOCIATE obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and be used or further disclosed only as Required By Law or for the purpose for which it was disclosed to the person and the person agrees to notify BUSINESS ASSOCIATE of any instances where the confidentiality of the information has been breached. Except as otherwise limited in this Agreement, BUSINESS ASSOCIATE may disclose Personal Information where such disclosure is permitted by applicable Federal or State laws.
  - (iii) Except as otherwise limited in this Agreement, BUSINESS ASSOCIATE may use Protected Health Information to provide Data Aggregation services to STATE as permitted by 45 C.F.R. § 164.504(e)(2)(i)(B).
  - (iv) BUSINESS ASSOCIATE may use Protected Health Information to report violations of law to appropriate Federal and State authorities, consistent with 45 C.F.R. § 164.502(j)(1).

5. Indemnity by BUSINESS ASSOCIATE. BUSINESS ASSOCIATE shall defend, indemnify and hold harmless the STATE and STATE'S officers, employees, and agents (including contractors and subcontractors) from and against any and all claims, demands, lawsuits, administrative or other proceedings, judgments, liabilities, damages, losses, fines, penalties, and costs, including reasonable attorneys' fees, that are caused by or arise out of a breach or failure to comply with any provision of this Agreement and/or by a violation of any provision of the Privacy and Security Laws, including the ARRA, by BUSINESS ASSOCIATE or any of BUSINESS ASSOCIATE'S officers, employees, or agents (including contractors and subcontractors).

6. Permissible Requests by STATE. STATE shall not request BUSINESS ASSOCIATE to disclose or use Protected Health Information, Electronic Protected Health Information, or Personal Information in any manner that would not be permissible under the Privacy and Security Laws if done by STATE.
7. Termination for Cause. In addition to any other remedies provided for by this Agreement, upon STATE'S knowledge of a material breach or violation by BUSINESS ASSOCIATE of the terms of this Agreement, STATE may either:
  - a. Provide an opportunity for BUSINESS ASSOCIATE to cure the breach or end the violation, and terminate this Agreement if Business Associate does not cure the breach or end the violation within the time specified by the STATE; or
  - b. Immediately terminate this Agreement if BUSINESS ASSOCIATE has breached or violated a material term of this Agreement and cure is not possible; and
  - c. If neither termination nor cure is feasible, STATE shall report any violation of the federal Privacy and Security Rules to the Secretary.
8. Effect of Termination.
  - a. Upon any termination of this Agreement, until notified otherwise by STATE, BUSINESS ASSOCIATE shall extend all protections, limitations, requirements, and other provisions of this Agreement to: (i) all Protected Health Information received from or on behalf of STATE or created or received by BUSINESS ASSOCIATE on behalf of STATE; (ii) all Electronic Protected Health Information created, received, maintained or transmitted by BUSINESS ASSOCIATE on behalf of STATE; and (iii) all Personal Information.
  - b. Upon any termination of this Agreement, STATE shall determine whether it is feasible for BUSINESS ASSOCIATE to return or destroy all or any part of: (i) all Protected Health Information received from or on behalf of STATE or created or received by BUSINESS ASSOCIATE on behalf of STATE; (ii) all Electronic Protected Health Information created, received, maintained or transmitted by BUSINESS ASSOCIATE on behalf of STATE; and (iii) all Personal Information. In connection with the foregoing, upon any termination of the Agreement, BUSINESS ASSOCIATE shall notify the STATE in writing of any and all conditions that make return or destruction of such information not feasible and shall provide STATE with any requested information related to the STATE'S determination as to whether the return or destruction of such information is feasible.
  - c. If STATE determines that return or destruction of all or any part of the Protected Health Information, Electronic Protected Health Information, and Personal Information is feasible, at STATE'S option, BUSINESS ASSOCIATE shall return or destroy such information. If STATE directs that BUSINESS ASSOCIATE return or destroy all or any part of the Protected Health Information, Electronic Protected Health Information, and Personal Information, it is understood and agreed that BUSINESS ASSOCIATE shall retain no copies of such information. Destruction of Personal Information shall be performed in accordance with Chapter 487R, Hawaii Revised Statutes.

- d. If STATE determines that return or destruction of all or any part of the Protected Health Information, Electronic Protected Health Information, and Personal Information is not feasible or opts not to require the return or destruction of such information, BUSINESS ASSOCIATE shall extend the protections, limitations, requirements, and other provisions of this Agreement to such information for so long as BUSINESS ASSOCIATE maintains such information. STATE understands that BUSINESS ASSOCIATE'S need to maintain portions of the Protected Health Information in records of actuarial determinations and for other archival purposes related to memorializing advice provided, can render return or destruction infeasible.
- e. The provisions of this Section 8 shall apply with respect to all terminations of this Agreement, for any reason whatsoever, and to any and all Protected Health Information, Electronic Protected Health Information, and Personal Information in the possession or control of any and all agents and subcontractors of BUSINESS ASSOCIATE.

9. Miscellaneous

- a. Regulatory References. A reference in this Agreement to a section in the Privacy and Security Laws means the section in effect or as amended.
- b. Amendment. BUSINESS ASSOCIATE and STATE agree to take all actions necessary to amend this Agreement in order for STATE to comply with the requirements of the Privacy Rule, Security Rule, HIPAA, ARRA, and/or any other Federal or State law that is determined to apply to the Protected Health Information, Electronic Protected Health Information, or Personal Information covered by this Agreement. All amendments shall be in writing and executed by both parties.
- c. Survival. The respective rights and obligations of STATE and BUSINESS ASSOCIATE under Sections 5 and 8 above, shall survive the termination of this Agreement.
- d. Interpretation. In the event of an inconsistency between the provisions of this Agreement and mandatory provisions of the Privacy and Security Laws, as amended, the Privacy and Security Laws shall control. Where provisions of this Agreement are different than those mandated in the Privacy or Security Laws, but are nonetheless permitted by the Privacy or Security Laws, the provisions of this Agreement shall control. Any ambiguity in this Agreement shall be resolved to permit STATE to comply with the Privacy and Security Laws.
- e. Third Parties. This Agreement is solely between BUSINESS ASSOCIATE and the STATE, and may be enforced only by BUSINESS ASSOCIATE or the STATE. This Agreement shall not be deemed to create any rights in any third parties or to create any obligations or liabilities of BUSINESS ASSOCIATE or the STATE to any third party.

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST  
FUND ("STATE")

By \_\_\_\_\_  
Administrator

Date: \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
("BUSINESS ASSOCIATE")

By \_\_\_\_\_  
Its \_\_\_\_\_

Date: \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Deputy Attorney General

ADDENDUM TO THIS RFP

The attached four (4) addendums are made a part of this RFP.

NEIL ABERCROMBIE  
GOVERNOR



**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

P. O. BOX 2121  
HONOLULU, HAWAII 96805-2121  
Oahu (808) 586-7390  
Toll Free 1(800) 295-0089  
www.eutf.hawaii.gov

**BOARD OF TRUSTEES**  
DEAN K. HIRATA, *CHAIRPERSON*  
LORETTA FUDDY, *VICE-CHAIRPERSON*  
GEORGE KAHOOHANOHANO, *SECRETARY-TREASURER*  
AUDREY HIDANO  
EVERETT KANESHIGE  
DEREK MIZUNO  
KAROLYN MOSSMAN  
CELESTE Y.K. NIP  
SUNSHINE P.W. TOPPING  
CLIFFORD UWAINA

**ADMINISTRATOR**  
BARBARA CORIELL

April 25, 2011

**ADDENDUM 1**  
**TO**  
**REQUEST FOR PROPOSALS**  
**No. 11-05**

**TO FURNISH PHARMACY BENEFIT MANAGEMENT SERVICES**

**Responses to Questions from the Pre-Proposal Conferences held April 18, 2011:**

1. Is there a requirement in the RFP that a consistent pricing model be used to reimburse the pharmacies and charge the plan?

Response. Yes, a consistent pricing model must be used to reimburse the pharmacies and charge the plan.

2. What type of auditing would be done to verify the use of a consistent pricing model if it is a requirement?

Response: The contractor must supply an electronic claims file detailing retail prescriptions dispensed during the Audit period in order to verify independently average wholesale prices (AWP) using date sensitive national drug code (NDC) level data purchased from First DataBank and Medispan. Specific drug types will be selected from top pharmacy locations by NABP/NCPDP number, and a selection of claims will be analyzed. An onsite audit at the PBM's facilities to review pharmacy payment documentation for selected pharmacy claims may also be required.

The evaluation will focus on billable and payable electronic average wholesale prices (AWP), ingredient costs approved, achieved discounts, dispensing fees, member payments and amounts paid at retail pharmacies and compared them to hardcopy customer invoices, pharmacy reimbursement reports, and MAC lists for full transparency.

3. Will the EUTF provide call volume statistics for the customer service telephone line?

Response: For the Pharmacy Program, approximately 85,000 calls are received per year.

4. Explain how the points allocated in the Evaluation Criteria, Section III, "Net Cost of Benefits and Administration" be allocated among OFFERORS in the scoring of proposals?

Response: Evaluation of the cost of proposals and the allocation of points will be in accordance with Chapter 103D of the State Administrative Rules. Information may be obtained at the following location: [www.spo.hawaii.gov](http://www.spo.hawaii.gov)

5. Is the PBM RFP 11-05 requesting a Proposal for the pharmacy benefit management of the closed panel HMO plans?

Response: No

6. Is any information available on HB 1268?

Response: Information on pending State legislation is available on the State of Hawaii web site: [www.Capitol.Hawaii.gov](http://www.Capitol.Hawaii.gov)

7. Will the Offeror be responsible for COBRA Administration?

Response: Yes, the COBRA duties to be performed by the successful offeror will be itemized in a subsequent addendum.

8. NOTE: The revised due date for Best and Final Offers (BAFO) for priority listed offerors is June 17, 2011.

NEIL ABERCROMBIE  
GOVERNOR



**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

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DEREK MIZUNO  
KAROLYN MOSSMAN  
CELESTE Y.K. NIP  
SUNSHINE P.W. TOPPING  
CLIFFORD UWAINA

**ADMINISTRATOR**  
BARBARA CORIELL

April 29, 2011

**ADDENDUM 2**  
**TO**  
**REQUEST FOR PROPOSALS**  
**No. 11-05**

**TO FURNISH PHARMACY BENEFIT MANAGEMENT SERVICES**

HSTA VEBA – Active & Retiree, Utilization Report, January 1, 2011 – March 31, 2011 (see attachments – 2 pages).

Appendix D, Contract and General Conditions [pages 3, 4, 5 were excluded in the original RFP] (see attachments – 26 pages).



AMERICAN HEALTH CARE ASSOCIATION MEMBER OF THE NATIONAL ASSOCIATION OF INSURANCE REGULATORS

**EXHIBIT I  
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND  
HSTA VEBA - ACTIVE  
UTILIZATION REPORT  
FOR THE PERIOD JANUARY 1, 2011 - MARCH 31, 2011**

<u>Plan Category</u>	<u>Payment Month</u>	<u>Benefits Paid and Retention**</u>
<b>HSTA VEBA Active Primary 90/10 Plan</b>		
Medical	January 2011	\$ 578,389.99
	February 2011	\$ 1,466,351.47
	March 2011	\$ <u>2,283,861.96</u>
	Total Medical	\$ 4,328,603.42
Drug	January 2011	\$ 233,082.04
	February 2011	\$ 504,983.17
	March 2011	\$ <u>629,390.77</u>
	Total Drug	\$ 1,367,455.98
Total		\$ 5,696,059.40
<b>HSTA VEBA Active Primary 80/20 Plan</b>		
Medical	January 2011	\$ 427,940.90
	February 2011	\$ 1,360,265.09
	March 2011	\$ <u>1,929,536.97</u>
	Total Medical	\$ 3,717,742.96
Drug	January 2011	\$ 216,677.50
	February 2011	\$ 455,203.42
	March 2011	\$ <u>566,008.09</u>
	Total Drug	\$ 1,237,889.01
Total		\$ 4,955,631.97
<b>HSTA VEBA Active Dual Coverage Plan</b>		
Medical	January 2011	\$ 60,588.80
	February 2011	\$ 120,412.66
	March 2011	\$ <u>157,309.45</u>
	Total Medical	\$ 338,310.91
Drug	January 2011	\$ 4,294.54
	February 2011	\$ 12,029.34
	March 2011	\$ <u>15,521.39</u>
	Total Drug	\$ 31,845.27
Vision	January 2011	\$ 995.90
	February 2011	\$ 2,728.58
	March 2011	\$ <u>2,732.17</u>
	Total Vision	\$ 6,456.65
Total		\$ 376,612.83

**Membership as of March 2011**

	<u>Subscriber</u>	<u>Dependent</u>	<u>Total</u>
HSTA VEBA Active Primary 90/10 Plan	3,319	3,341	6,660
HSTA VEBA Active Primary 80/20 Plan	4,641	5,607	10,248
HSTA VEBA Active Dual Coverage Plan	289	539	828

\* Contract revenue is the revenue calculated based on the agreed upon contract rates multiplied by the month end subscriber counts.

\*\* Benefits paid are for services incurred and paid from January 1, 2011 through March 31, 2011.



**EXHIBIT II**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
**HSTA VEBA - RETIREE**  
**UTILIZATION REPORT**  
**FOR THE PERIOD JANUARY 1, 2011 - MARCH 31, 2011**

<u>Plan Category</u>	<u>Payment Month</u>	<u>Benefits Paid and Retention**</u>
<b>HSTA VEBA Retirees Without Medicare</b>		
Medical	January 2011	\$ 225,153.14
	February 2011	\$ 467,120.49
	March 2011	<u>\$ 513,684.02</u>
	Total Medical	\$ 1,205,957.65
Drug	January 2011	\$ 145,995.39
	February 2011	\$ 227,516.26
	March 2011	<u>\$ 313,203.53</u>
	Total Drug	\$ 686,715.18
Total		\$ 1,892,672.83
<b>HSTA VEBA Retirees With Medicare</b>		
Medical	January 2011	\$ 48,702.89
	February 2011	\$ 198,886.69
	March 2011	<u>\$ 237,276.62</u>
	Total Medical	\$ 484,866.20
Drug	January 2011	\$ 11,191.55
	February 2011	\$ 16,624.55
	March 2011	<u>\$ 23,929.00</u>
	Total Drug	\$ 51,745.10
Total		\$ 536,611.30
<b>HSTA VEBA Employer Group Waiver Plan Drug</b>		
Drug	January 2011	\$ 179,517.55
	February 2011	\$ 275,529.31
	March 2011	<u>\$ 366,608.56</u>
	Total Drug	\$ 821,655.42

<u>Membership as of March 2011</u>			
<b>Medical</b>	<u>Subscriber</u>	<u>Dependent</u>	<u>Total</u>
HSTA VEBA Retirees Without Medicare	1,140	865	2,005
HSTA VEBA Retirees With Medicare	1,113	541	1,654
<b>Drug</b>	<u>Subscriber</u>	<u>Dependent</u>	<u>Total</u>
HSTA VEBA Retirees Without Medicare	1,140	697	1,837
HSTA VEBA Retirees With Medicare	182	44	226
HSTA VEBA Employer Group Waiver Plan Drug	1,617	0	1,617

\* Contract revenue is the revenue calculated based on the agreed upon contract rates multiplied by the month end subscriber counts.

\*\* Benefits paid are for services incurred and paid from January 1, 2011 through March 31, 2011.

**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

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**SECTION IX**

**APPENDIX D**

**CONTRACT AND GENERAL CONDITIONS**



STATE OF HAWAII
CONTRACT FOR GOODS OR SERVICES
BASED UPON
COMPETITIVE SEALED PROPOSALS

This Contract, executed on the respective dates indicated below, is effective as of
between
State of Hawaii ("STATE"), by its
(hereafter also referred to as the HEAD OF THE PURCHASING AGENCY or designee ("HOPA")),
whose address is
and
("CONTRACTOR"), a
under the laws of the State of
whose business address and federal
and state taxpayer identification numbers are as follows:

RECITALS

A. The STATE desires to retain and engage the CONTRACTOR to provide the goods or services, or both, described in this Contract and its attachments, and the CONTRACTOR is agreeable to providing said goods or services or both.

B. The STATE has issued a request for competitive sealed proposals, and has received and reviewed proposals submitted in response to the request.

C. The solicitation for proposals and the selection of the CONTRACTOR were made in accordance with section 103D-303, Hawaii Revised Statutes ("HRS"), Hawaii Administrative Rules, Title 3, Department of Accounting and General Services, Subtitle 11 ("HAR"), Chapter 122, Subchapter 6, and applicable procedures established by the appropriate Chief Procurement Officer ("CPO").

D. The CONTRACTOR has been identified as the responsible and responsive offeror whose proposal is the most advantageous for the STATE, taking into consideration price and the evaluation factors set forth in the request.

E. Pursuant to
the STATE is authorized to enter into this Contract.

F. Money is available to fund this Contract pursuant to:
(1)
or (2)
or both, in the following amounts: State \$
Federal \$

NOW, THEREFORE, in consideration of the promises contained in this Contract, the STATE and the CONTRACTOR agree as follows:

1. Scope of Services. The CONTRACTOR shall, in a proper and satisfactory manner as determined by the STATE, provide all the goods or services, or both, set forth in the request for competitive sealed proposals number ("RFP") and the CONTRACTOR'S accepted proposal ("Proposal"), both of which, even if not physically attached to this Contract, are made a part of this Contract.

2. Compensation. The CONTRACTOR shall be compensated for goods supplied

or services performed, or both, under this Contract in a total amount not to exceed \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_), including approved costs incurred and taxes, at the time and in the manner set forth in the RFP and CONTRACTOR'S Proposal.

3. **Time of Performance.** The services or goods required of the CONTRACTOR under this Contract shall be performed and completed in accordance with the Time of Performance set forth in Attachment-S3, which is made a part of this Contract.

4. **Bonds.** The CONTRACTOR  is required to provide or  is not required to provide:  a performance bond,  a payment bond,  a performance and payment bond in the amount of \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_).

5. **Standards of Conduct Declaration.** The Standards of Conduct Declaration of the CONTRACTOR is attached to and made a part of this Contract.

6. **Other Terms and Conditions.** The General Conditions and any Special Conditions are attached to and made a part of this Contract. In the event of a conflict between the General Conditions and the Special Conditions, the Special Conditions shall control. In the event of a conflict among the documents, the order of precedence shall be as follows: (1) this Contract, including all attachments and addenda; (2) the RFP, including all attachments and addenda; and (3) the Proposal.

7. **Liquidated Damages.** Liquidated damages shall be assessed in the amount of \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_) per day, in accordance with the terms of paragraph 9 of the General Conditions.

8. **Notices.** Any written notice required to be given by a party to this Contract shall be (a) delivered personally, or (b) sent by United States first class mail, postage prepaid. Notice to the STATE shall be sent to the HOPAS address indicated in the Contract. Notice to the CONTRACTOR shall be sent to the CONTRACTOR'S address indicated in the Contract. A notice shall be deemed to have been received three (3) days after mailing or at the time of actual receipt, whichever is earlier. The CONTRACTOR is responsible for notifying the STATE in writing of any change of address.

IN VIEW OF THE ABOVE, the parties execute this Contract by their signatures, on the dates below, to be effective as of the date first above written.

**STATE**

\_\_\_\_\_  
(Signature)  
\_\_\_\_\_  
(Print Name)  
\_\_\_\_\_  
(Print Title)  
\_\_\_\_\_  
(Date)

**CONTRACTOR**

CORPORATE SEAL  
(If available)

\_\_\_\_\_  
(Name of Contractor)  
\_\_\_\_\_  
(Signature)  
\_\_\_\_\_  
(Print Name)  
\_\_\_\_\_  
(Print Title)  
\_\_\_\_\_  
(Date)

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Deputy Attorney General

\* Evidence of authority of the CONTRACTOR'S representative to sign this Contract for the CONTRACTOR must be attached.



STATE OF HAWAII  
CONTRACTOR'S ACKNOWLEDGMENT

STATE OF \_\_\_\_\_ )  
 ) SS.  
\_\_\_\_\_ COUNTY OF \_\_\_\_\_ )

On this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ before me appeared  
\_\_\_\_\_ and \_\_\_\_\_, to me  
known, to be the person(s) described in and, who, being by me duly sworn, did say that he/she/they is/are  
\_\_\_\_\_ and \_\_\_\_\_ of  
\_\_\_\_\_, the  
CONTRACTOR named in the foregoing instrument, and that he/she/they is/are authorized to sign said  
instrument on behalf of the CONTRACTOR, and acknowledges that he/she/they executed said  
instrument as the free act and deed of the CONTRACTOR.

(Notary Stamp or Seal)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

Notary Public, State of \_\_\_\_\_  
My commission expires: \_\_\_\_\_

Doc. Date: \_\_\_\_\_ # Pages: \_\_\_\_\_

Notary Name: \_\_\_\_\_ Circuit \_\_\_\_\_

Doc. Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Notary Stamp or Seal)

\_\_\_\_\_  
Notary Signature Date

NOTARY CERTIFICATION



**STATE OF HAWAII**  
**CONTRACTOR'S**  
**STANDARDS OF CONDUCT DECLARATION**

For the purposes of this declaration:

"Agency" means and includes the State, the legislature and its committees, all executive departments, boards, commissions, committees, bureaus, offices; and all independent commissions and other establishments of the state government but excluding the courts.

"Controlling interest" means an interest in a business or other undertaking which is sufficient in fact to control, whether the interest is greater or less than fifty per cent (50%).

"Employee" means any nominated, appointed, or elected officer or employee of the State, including members of boards, commissions, and committees, and employees under contract to the State or of the constitutional convention, but excluding legislators, delegates to the constitutional convention, justices, and judges. (Section 84-3, HRS).

On behalf of \_\_\_\_\_, CONTRACTOR, the undersigned does declare as follows:

1. CONTRACTOR  is  is not a legislator or an employee or a business in which a legislator or an employee has a controlling interest. (Section 84-15(a), HRS).
2. CONTRACTOR has not been represented or assisted personally in the matter by an individual who has been an employee of the agency awarding this Contract within the preceding two years and who participated while so employed in the matter with which the Contract is directly concerned. (Section 84-15(b), HRS).
3. CONTRACTOR has not been assisted or represented by a legislator or employee for a fee or other compensation to obtain this Contract and will not be assisted or represented by a legislator or employee for a fee or other compensation in the performance of this Contract, if the legislator or employee had been involved in the development or award of the Contract. (Section 84-14 (d), HRS).
4. CONTRACTOR has not been represented on matters related to this Contract, for a fee or other consideration by an individual who, within the past twelve (12) months, has been an agency employee, or in the case of the Legislature, a legislator, and participated while an employee or legislator on matters related to this Contract. (Sections 84-18(b) and (c), HRS).

CONTRACTOR understands that the Contract to which this document is attached is voidable on behalf of the STATE if this Contract was entered into in violation of any provision of chapter 84, Hawaii Revised Statutes, commonly referred to as the Code of Ethics, including the provisions which are the source of the declarations above. Additionally, any fee, compensation, gift, or profit received by any person as a result of a violation of the Code of Ethics may be recovered by the STATE.

*\*Reminder to Agency: If the "is" block is checked and if the Contract involves goods or services of a value in excess of \$10,000, the Contract must be awarded by competitive sealed bidding under section 103D-302, HRS, or a competitive sealed proposal under section 103D-303, HRS. Otherwise, the Agency may not award the Contract unless it posts a notice of its intent to award it and files a copy of the notice with the State Ethics Commission. (Section 84-15(a), HRS).*

**CONTRACTOR**

By \_\_\_\_\_

(Signature)

Print Name \_\_\_\_\_

Print Title \_\_\_\_\_

Name of Contractor \_\_\_\_\_

Date \_\_\_\_\_

Appendix D

Attachment - S1



**STATE OF HAWAII**  
**SCOPE OF SERVICES**



**STATE OF HAWAII**  
**COMPENSATION AND PAYMENT SCHEDULE**

Appendix D

Attachment - S3



**STATE OF HAWAII**  
**TIME OF PERFORMANCE**



STATE OF HAWAII

CERTIFICATE OF EXEMPTION FROM CIVIL SERVICE

1. By Heads of Departments Delegated by the Director of the Department of Human Resources Development ("DHRD").\*

Pursuant to a delegation of the authority by the Director of DHRD, I certify that the services to be provided under this Contract, and the person(s) providing the services under this Contract are exempt from the civil service, pursuant to § 76-16, Hawaii Revised Statutes (HRS).

(Signature)

(Date)

(Print Name)

(Print Title)

\* This part of the form may be used by all department heads and the heads of attached agencies to whom the Director of DHRD expressly has delegated authority to certify § 76-16, HRS, civil service exemptions. The specific paragraph(s) of § 76-16, HRS, upon which an exemption is based should be noted in the contract file. If an exemption is based on § 76-16(b)(15), the contract must meet the following conditions:

- (1) It involves the delivery of completed work or product by or during a specific time;
(2) There is no employee-employer relationship; and
(3) The authorized funding for the service is from other than the "A" or personal services cost element.

NOTE: Not all attached agencies have received a delegation under § 76-16(b)(15). If in doubt, attached agencies should check with the Director of DHRD prior to certifying an exemption under § 76-16(b)(15). Authority to certify exemptions under §§ 76-16(b)(2), and 76-16(b)(12), HRS, has not been delegated; only the Director of DHRD may certify §§ 76-16(b)(2), and 76-16(b)(12) exemptions.

2. By the Director of DHRD, State of Hawaii.

I certify that the services to be provided under this Contract, and the person(s) providing the services under this Contract are exempt from the civil service, pursuant to §76-16, HRS.

(Signature)

(Date)

(Print Name)

(Print Title, if designee of the Director of DHRD)

Appendix D

Attachment – S5



**STATE OF HAWAII**  
**SPECIAL CONDITIONS**

## GENERAL CONDITIONS

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## GENERAL CONDITIONS

1. **Coordination of Services by the STATE.** The head of the purchasing agency ("HOPA") (which term includes the designee of the HOPA) shall coordinate the services to be provided by the CONTRACTOR in order to complete the performance required in the Contract. The CONTRACTOR shall maintain communications with HOPA at all stages of the CONTRACTOR'S work, and submit to HOPA for resolution any questions which may arise as to the performance of this Contract. "Purchasing agency" as used in these General Conditions means and includes any governmental body which is authorized under chapter 103D, HRS, or its implementing rules and procedures, or by way of delegation, to enter into contracts for the procurement of goods or services or both.
2. **Relationship of Parties: Independent Contractor Status and Responsibilities, Including Tax Responsibilities.**
  - a. In the performance of services required under this Contract, the CONTRACTOR is an "independent contractor," with the authority and responsibility to control and direct the performance and details of the work and services required under this Contract; however, the STATE shall have a general right to inspect work in progress to determine whether, in the STATE'S opinion, the services are being performed by the CONTRACTOR in compliance with this Contract. Unless otherwise provided by special condition, it is understood that the STATE does not agree to use the CONTRACTOR exclusively, and that the CONTRACTOR is free to contract to provide services to other individuals or entities while under contract with the STATE.
  - b. The CONTRACTOR and the CONTRACTOR'S employees and agents are not by reason of this Contract, agents or employees of the State for any purpose, and the CONTRACTOR and the CONTRACTOR'S employees and agents shall not be entitled to claim or receive from the State any vacation, sick leave, retirement, workers' compensation, unemployment insurance, or other benefits provided to state employees.
  - c. The CONTRACTOR shall be responsible for the accuracy, completeness, and adequacy of the CONTRACTOR'S performance under this Contract. Furthermore, the CONTRACTOR intentionally, voluntarily, and knowingly assumes the sole and entire liability to the CONTRACTOR'S employees and agents, and to any individual not a party to this Contract, for all loss, damage, or injury caused by the CONTRACTOR, or the CONTRACTOR'S employees or agents in the course of their employment.
  - d. The CONTRACTOR shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the CONTRACTOR by reason of this Contract, including but not limited to (i) income taxes, (ii) employment related fees, assessments, and taxes, and (iii) general excise taxes. The CONTRACTOR also is responsible for obtaining all licenses, permits, and certificates that may be required in order to perform this Contract.
  - e. The CONTRACTOR shall obtain a general excise tax license from the Department of Taxation, State of Hawaii, in accordance with section 237-9, HRS, and shall comply with all requirements thereof. The CONTRACTOR shall obtain a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of the Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid and submit the same to the STATE prior to commencing any performance under this Contract. The CONTRACTOR shall also be solely responsible for meeting all requirements necessary to obtain the tax clearance certificate required for final payment under sections 103-53 and 103D-328, HRS, and paragraph 17 of these General Conditions.
  - f. The CONTRACTOR is responsible for securing all employee-related insurance coverage for the CONTRACTOR and the CONTRACTOR'S employees and agents that is or may be required by law, and for payment of all premiums, costs, and other liabilities associated with securing the insurance coverage.

- g. The CONTRACTOR shall obtain a certificate of compliance issued by the Department of Labor and Industrial Relations, State of Hawaii, in accordance with section 103D-310, HRS, and section 3-122-112, HAR, that is current within six months of the date of issuance.
  - h. The CONTRACTOR shall obtain a certificate of good standing issued by the Department of Commerce and Consumer Affairs, State of Hawaii, in accordance with section 103D-310, HRS, and section 3-122-112, HAR, that is current within six months of the date of issuance.
  - i. In lieu of the above certificates from the Department of Taxation, Labor and Industrial Relations, and Commerce and Consumer Affairs, the CONTRACTOR may submit proof of compliance through the State Procurement Office's designated certification process.
3. Personnel Requirements.
- a. The CONTRACTOR shall secure, at the CONTRACTOR'S own expense, all personnel required to perform this Contract.
  - b. The CONTRACTOR shall ensure that the CONTRACTOR'S employees or agents are experienced and fully qualified to engage in the activities and perform the services required under this Contract, and that all applicable licensing and operating requirements imposed or required under federal, state, or county law, and all applicable accreditation and other standards of quality generally accepted in the field of the activities of such employees and agents are complied with and satisfied.
4. Nondiscrimination. No person performing work under this Contract, including any subcontractor, employee, or agent of the CONTRACTOR, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.
5. Conflicts of interest. The CONTRACTOR represents that neither the CONTRACTOR, nor any employee or agent of the CONTRACTOR, presently has any interest, and promises that no such interest, direct or indirect, shall be acquired, that would or might conflict in any manner or degree with the CONTRACTOR'S performance under this Contract.
6. Subcontracts and Assignments. The CONTRACTOR shall not assign or subcontract any of the CONTRACTOR'S duties, obligations, or interests under this Contract and no such assignment or subcontract shall be effective unless (i) the CONTRACTOR obtains the prior written consent of the STATE, and (ii) the CONTRACTOR'S assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR'S assignee or subcontractor have been paid. Additionally, no assignment by the CONTRACTOR of the CONTRACTOR'S right to compensation under this Contract shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawaii, as provided in section 40-58, HRS.
- a. Recognition of a successor in interest. When in the best interest of the State, a successor in interest may be recognized in an assignment contract in which the STATE, the CONTRACTOR and the assignee or transferee (hereinafter referred to as the "Assignee") agree that:
    - (1) The Assignee assumes all of the CONTRACTOR'S obligations;
    - (2) The CONTRACTOR remains liable for all obligations under this Contract but waives all rights under this Contract as against the STATE; and
    - (3) The CONTRACTOR shall continue to furnish, and the Assignee shall also furnish, all required bonds.
  - b. Change of name. When the CONTRACTOR asks to change the name in which it holds this Contract with the STATE, the procurement officer of the purchasing agency (hereinafter referred to as the "Agency procurement officer") shall, upon receipt of a document acceptable or satisfactory to the

Agency procurement officer indicating such change of name (for example, an amendment to the CONTRACTOR'S articles of incorporation), enter into an amendment to this Contract with the CONTRACTOR to effect such a change of name. The amendment to this Contract changing the CONTRACTOR'S name shall specifically indicate that no other terms and conditions of this Contract are thereby changed.

- c. **Reports.** All assignment contracts and amendments to this Contract effecting changes of the CONTRACTOR'S name or novations hereunder shall be reported to the chief procurement officer (CPO) as defined in section 103D-203(a), HRS, within thirty days of the date that the assignment contract or amendment becomes effective.
  - d. **Actions affecting more than one purchasing agency.** Notwithstanding the provisions of subparagraphs 6a through 6c herein, when the CONTRACTOR holds contracts with more than one purchasing agency of the State, the assignment contracts and the novation and change of name amendments herein authorized shall be processed only through the CPO's office.
7. **Indemnification and Defense.** The CONTRACTOR shall defend, indemnify, and hold harmless the State of Hawaii, the contracting agency, and their officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits, and demands therefore, arising out of or resulting from the acts or omissions of the CONTRACTOR or the CONTRACTOR'S employees, officers, agents, or subcontractors under this Contract. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration or early termination of this Contract.
  8. **Cost of Litigation.** In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the CONTRACTOR in connection with this Contract, the CONTRACTOR shall pay all costs and expenses incurred by or imposed on the STATE, including attorneys' fees.
  9. **Liquidated Damages.** When the CONTRACTOR is given notice of delay or nonperformance as specified in paragraph 13 (Termination for Default) and fails to cure in the time specified, it is agreed the CONTRACTOR shall pay to the STATE the amount, if any, set forth in this Contract per calendar day from the date set for cure until either (i) the STATE reasonably obtains similar goods or services, or both, if the CONTRACTOR is terminated for default, or (ii) until the CONTRACTOR provides the goods or services, or both, if the CONTRACTOR is not terminated for default. To the extent that the CONTRACTOR'S delay or nonperformance is excused under paragraph 13d (Excuse for Nonperformance or Delay Performance), liquidated damages shall not be assessable against the CONTRACTOR. The CONTRACTOR remains liable for damages caused other than by delay.
  10. **STATE'S Right of Offset.** The STATE may offset against any monies or other obligations the STATE owes to the CONTRACTOR under this Contract, any amounts owed to the State of Hawaii by the CONTRACTOR under this Contract or any other contracts, or pursuant to any law or other obligation owed to the State of Hawaii by the CONTRACTOR, including, without limitation, the payment of any taxes or levies of any kind or nature. The STATE will notify the CONTRACTOR in writing of any offset and the nature of such offset. For purposes of this paragraph, amounts owed to the State of Hawaii shall not include debts or obligations which have been liquidated, agreed to by the CONTRACTOR, and are covered by an installment payment or other settlement plan approved by the State of Hawaii, provided, however, that the CONTRACTOR shall be entitled to such exclusion only to the extent that the CONTRACTOR is current with, and not delinquent on, any payments or obligations owed to the State of Hawaii under such payment or other settlement plan.
  11. **Disputes.** Disputes shall be resolved in accordance with section 103D-703, HRS, and chapter 3-126, Hawaii Administrative Rules ("HAR"), as the same may be amended from time to time.
  12. **Suspension of Contract.** The STATE reserves the right at any time and for any reason to suspend this Contract for any reasonable period, upon written notice to the CONTRACTOR in accordance with the provisions herein.
    - a. **Order to stop performance.** The Agency procurement officer may, by written order to the CONTRACTOR, at any time, and without notice to any surety, require the CONTRACTOR to stop all or any part of the performance called for by this Contract. This order shall be for a specified period

not exceeding sixty (60) days after the order is delivered to the CONTRACTOR, unless the parties agree to any further period. Any such order shall be identified specifically as a stop performance order issued pursuant to this section. Stop performance orders shall include, as appropriate: (1) A clear description of the work to be suspended; (2) Instructions as to the issuance of further orders by the CONTRACTOR for material or services; (3) Guidance as to action to be taken on subcontracts; and (4) Other instructions and suggestions to the CONTRACTOR for minimizing costs. Upon receipt of such an order, the CONTRACTOR shall forthwith comply with its terms and suspend all performance under this Contract at the time stated, provided, however, the CONTRACTOR shall take all reasonable steps to minimize the occurrence of costs allocable to the performance covered by the order during the period of performance stoppage. Before the stop performance order expires, or within any further period to which the parties shall have agreed, the Agency procurement officer shall either:

- (1) Cancel the stop performance order; or
- (2) Terminate the performance covered by such order as provided in the termination for default provision or the termination for convenience provision of this Contract.

b. Cancellation or expiration of the order. If a stop performance order issued under this section is cancelled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the CONTRACTOR shall have the right to resume performance. An appropriate adjustment shall be made in the delivery schedule or contract price, or both, and the Contract shall be modified in writing accordingly, if:

- (1) The stop performance order results in an increase in the time required for, or in the CONTRACTOR'S cost properly allocable to, the performance of any part of this Contract; and
- (2) The CONTRACTOR asserts a claim for such an adjustment within thirty (30) days after the end of the period of performance stoppage; provided that, if the Agency procurement officer decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this Contract.

c. Termination of stopped performance. If a stop performance order is not cancelled and the performance covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop performance order shall be allowable by adjustment or otherwise.

d. Adjustment of price. Any adjustment in contract price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

### 13. Termination for Default.

- a. Default. If the CONTRACTOR refuses or fails to perform any of the provisions of this Contract with such diligence as will ensure its completion within the time specified in this Contract, or any extension thereof, otherwise fails to timely satisfy the Contract provisions, or commits any other substantial breach of this Contract, the Agency procurement officer may notify the CONTRACTOR in writing of the delay or non-performance and if not cured in ten (10) days or any longer time specified in writing by the Agency procurement officer, such officer may terminate the CONTRACTOR'S right to proceed with the Contract or such part of the Contract as to which there has been delay or a failure to properly perform. In the event of termination in whole or in part, the Agency procurement officer may procure similar goods or services in a manner and upon the terms deemed appropriate by the Agency procurement officer. The CONTRACTOR shall continue performance of the Contract to the extent it is not terminated and shall be liable for excess costs incurred in procuring similar goods or services.
- b. CONTRACTOR'S duties. Notwithstanding termination of the Contract and subject to any directions from the Agency procurement officer, the CONTRACTOR shall take timely, reasonable, and necessary action to protect and preserve property in the possession of the CONTRACTOR in which the STATE has an interest.

- c. Compensation. Payment for completed goods and services delivered and accepted by the STATE shall be at the price set forth in the Contract. Payment for the protection and preservation of property shall be in an amount agreed upon by the CONTRACTOR and the Agency procurement officer. If the parties fail to agree, the Agency procurement officer shall set an amount subject to the CONTRACTOR'S rights under chapter 3-126, HAR. The STATE may withhold from amounts due the CONTRACTOR such sums as the Agency procurement officer deems to be necessary to protect the STATE against loss because of outstanding liens or claims and to reimburse the STATE for the excess costs expected to be incurred by the STATE in procuring similar goods and services.
- d. Excuse for nonperformance or delayed performance. The CONTRACTOR shall not be in default by reason of any failure in performance of this Contract in accordance with its terms, including any failure by the CONTRACTOR to make progress in the prosecution of the performance hereunder which endangers such performance, if the CONTRACTOR has notified the Agency procurement officer within fifteen (15) days after the cause of the delay and the failure arises out of causes such as: acts of God; acts of a public enemy; acts of the State and any other governmental body in its sovereign or contractual capacity; fires; floods; epidemics; quarantine restrictions; strikes or other labor disputes; freight embargoes; or unusually severe weather. If the failure to perform is caused by the failure of a subcontractor to perform or to make progress, and if such failure arises out of causes similar to those set forth above, the CONTRACTOR shall not be deemed to be in default, unless the goods and services to be furnished by the subcontractor were reasonably obtainable from other sources in sufficient time to permit the CONTRACTOR to meet the requirements of the Contract. Upon request of the CONTRACTOR, the Agency procurement officer shall ascertain the facts and extent of such failure, and, if such officer determines that any failure to perform was occasioned by any one or more of the excusable causes, and that, but for the excusable cause, the CONTRACTOR'S progress and performance would have met the terms of the Contract, the delivery schedule shall be revised accordingly, subject to the rights of the STATE under this Contract. As used in this paragraph, the term "subcontractor" means subcontractor at any tier.
- e. Erroneous termination for default. If, after notice of termination of the CONTRACTOR'S right to proceed under this paragraph, it is determined for any reason that the CONTRACTOR was not in default under this paragraph, or that the delay was excusable under the provisions of subparagraph 13d, "Excuse for nonperformance or delayed performance," the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to paragraph 14.
- f. Additional rights and remedies. The rights and remedies provided in this paragraph are in addition to any other rights and remedies provided by law or under this Contract.

14. Termination for Convenience.

- a. Termination. The Agency procurement officer may, when the interests of the STATE so require, terminate this Contract in whole or in part, for the convenience of the STATE. The Agency procurement officer shall give written notice of the termination to the CONTRACTOR specifying the part of the Contract terminated and when termination becomes effective.
- b. CONTRACTOR'S obligations. The CONTRACTOR shall incur no further obligations in connection with the terminated performance and on the date(s) set in the notice of termination the CONTRACTOR will stop performance to the extent specified. The CONTRACTOR shall also terminate outstanding orders and subcontracts as they relate to the terminated performance. The CONTRACTOR shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated performance subject to the STATE'S approval. The Agency procurement officer may direct the CONTRACTOR to assign the CONTRACTOR'S right, title, and interest under terminated orders or subcontracts to the STATE. The CONTRACTOR must still complete the performance not terminated by the notice of termination and may incur obligations as necessary to do so.
- c. Right to goods and work product. The Agency procurement officer may require the CONTRACTOR to transfer title and deliver to the STATE in the manner and to the extent directed by the Agency procurement officer.

- (1) Any completed goods or work product; and
- (2) The partially completed goods and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing material") as the CONTRACTOR has specifically produced or specially acquired for the performance of the terminated part of this Contract.

The CONTRACTOR shall, upon direction of the Agency procurement officer, protect and preserve property in the possession of the CONTRACTOR in which the STATE has an interest. If the Agency procurement officer does not exercise this right, the CONTRACTOR shall use best efforts to sell such goods and manufacturing materials. Use of this paragraph in no way implies that the STATE has breached the Contract by exercise of the termination for convenience provision.

d. Compensation.

- (1) The CONTRACTOR shall submit a termination claim specifying the amounts due because of the termination for convenience together with the cost or pricing data, submitted to the extent required by chapter 3-122, HAR, bearing on such claim. If the CONTRACTOR fails to file a termination claim within one year from the effective date of termination, the Agency procurement officer may pay the CONTRACTOR, if at all, an amount set in accordance with subparagraph 14d(3) below.
- (2) The Agency procurement officer and the CONTRACTOR may agree to a settlement provided the CONTRACTOR has filed a termination claim supported by cost or pricing data submitted as required and that the settlement does not exceed the total Contract price plus settlement costs reduced by payments previously made by the STATE, the proceeds of any sales of goods and manufacturing materials under subparagraph 14c, and the Contract price of the performance not terminated.
- (3) Absent complete agreement under subparagraph 14d(2) the Agency procurement officer shall pay the CONTRACTOR the following amounts, provided payments agreed to under subparagraph 14d(2) shall not duplicate payments under this subparagraph for the following:
  - (A) Contract prices for goods or services accepted under the Contract;
  - (B) Costs incurred in preparing to perform and performing the terminated portion of the performance plus a fair and reasonable profit on such portion of the performance, such profit shall not include anticipatory profit or consequential damages, less amounts paid or to be paid for accepted goods or services; provided, however, that if it appears that the CONTRACTOR would have sustained a loss if the entire Contract would have been completed, no profit shall be allowed or included and the amount of compensation shall be reduced to reflect the anticipated rate of loss;
  - (C) Costs of settling and paying claims arising out of the termination of subcontracts or orders pursuant to subparagraph 14b. These costs must not include costs paid in accordance with subparagraph 14d(3)(B);
  - (D) The reasonable settlement costs of the CONTRACTOR, including accounting, legal, clerical, and other expenses reasonably necessary for the preparation of settlement claims and supporting data with respect to the terminated portion of the Contract and for the termination of subcontracts thereunder, together with reasonable storage, transportation, and other costs incurred in connection with the protection or disposition of property allocable to the terminated portion of this Contract. The total sum to be paid the CONTRACTOR under this subparagraph shall not exceed the total Contract price plus the reasonable settlement costs of the CONTRACTOR reduced by the amount of payments otherwise made, the proceeds of any sales of

supplies and manufacturing materials under subparagraph 14d(2), and the contract price of performance not terminated.

- (4) Costs claimed, agreed to, or established under subparagraphs 14d(2) and 14d(3) shall be in accordance with Chapter 3-123 (Cost Principles) of the Procurement Rules.

15. Claims Based on the Agency Procurement Officer's Actions or Omissions.

- a. Changes in scope. If any action or omission on the part of the Agency procurement officer (which term includes the designee of such officer for purposes of this paragraph 15) requiring performance changes within the scope of the Contract constitutes the basis for a claim by the CONTRACTOR for additional compensation, damages, or an extension of time for completion, the CONTRACTOR shall continue with performance of the Contract in compliance with the directions or orders of such officials, but by so doing, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, damages, or an extension of time for completion; provided:
- (1) Written notice required. The CONTRACTOR shall give written notice to the Agency procurement officer:
    - (A) Prior to the commencement of the performance involved, if at that time the CONTRACTOR knows of the occurrence of such action or omission;
    - (B) Within thirty (30) days after the CONTRACTOR knows of the occurrence of such action or omission, if the CONTRACTOR did not have such knowledge prior to the commencement of the performance; or
    - (C) Within such further time as may be allowed by the Agency procurement officer in writing.
  - (2) Notice content. This notice shall state that the CONTRACTOR regards the act or omission as a reason which may entitle the CONTRACTOR to additional compensation, damages, or an extension of time. The Agency procurement officer, upon receipt of such notice, may rescind such action, remedy such omission, or take such other steps as may be deemed advisable in the discretion of the Agency procurement officer;
  - (3) Basis must be explained. The notice required by subparagraph 15a(1) describes as clearly as practicable at the time the reasons why the CONTRACTOR believes that additional compensation, damages, or an extension of time may be remedies to which the CONTRACTOR is entitled; and
  - (4) Claim must be justified. The CONTRACTOR must maintain and, upon request, make available to the Agency procurement officer within a reasonable time, detailed records to the extent practicable, and other documentation and evidence satisfactory to the STATE, justifying the claimed additional costs or an extension of time in connection with such changes.
- b. CONTRACTOR not excused. Nothing herein contained, however, shall excuse the CONTRACTOR from compliance with any rules or laws precluding any state officers and CONTRACTOR from acting in collusion or bad faith in issuing or performing change orders which are clearly not within the scope of the Contract.
- c. Price adjustment. Any adjustment in the price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

16. Costs and Expenses. Any reimbursement due the CONTRACTOR for per diem and transportation expenses under this Contract shall be subject to chapter 3-123 (Cost Principles), HAR, and the following guidelines:

- a. Reimbursement for air transportation shall be for actual cost or coach class air fare, whichever is less.

- b. Reimbursement for ground transportation costs shall not exceed the actual cost of renting an intermediate-sized vehicle.
  - c. Unless prior written approval of the HOPA is obtained, reimbursement for subsistence allowance (i.e., hotel and meals, etc.) shall not exceed the applicable daily authorized rates for inter-island or out-of-state travel that are set forth in the current Governor's Executive Order authorizing adjustments in salaries and benefits for state officers and employees in the executive branch who are excluded from collective bargaining coverage.
17. Payment Procedures: Final Payment: Tax Clearance.
- a. Original invoices required. All payments under this Contract shall be made only upon submission by the CONTRACTOR of original invoices specifying the amount due and certifying that services requested under the Contract have been performed by the CONTRACTOR according to the Contract.
  - b. Subject to available funds. Such payments are subject to availability of funds and allotment by the Director of Finance in accordance with chapter 37, HRS. Further, all payments shall be made in accordance with and subject to chapter 40, HRS.
  - c. Prompt payment.
    - (1) Any money, other than retainage, paid to the CONTRACTOR shall be disbursed to subcontractors within ten (10) days after receipt of the money in accordance with the terms of the subcontract; provided that the subcontractor has met all the terms and conditions of the subcontract and there are no bona fide disputes; and
    - (2) Upon final payment to the CONTRACTOR, full payment to the subcontractor, including retainage, shall be made within ten (10) days after receipt of the money; provided that there are no bona fide disputes over the subcontractor's performance under the subcontract.
  - d. Final payment. Final payment under this Contract shall be subject to sections 103-53 and 103D-328, HRS, which require a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid. Further, in accordance with section 3-122-112, HAR, CONTRACTOR shall provide a certificate affirming that the CONTRACTOR has remained in compliance with all applicable laws as required by this section.
18. Federal Funds. If this Contract is payable in whole or in part from federal funds, CONTRACTOR agrees that, as to the portion of the compensation under this Contract to be payable from federal funds, the CONTRACTOR shall be paid only from such funds received from the federal government, and shall not be paid from any other funds. Failure of the STATE to receive anticipated federal funds shall not be considered a breach by the STATE or an excuse for nonperformance by the CONTRACTOR.
19. Modifications of Contract.
- a. In writing. Any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract permitted by this Contract shall be made by written amendment to this Contract, signed by the CONTRACTOR and the STATE, provided that change orders shall be made in accordance with paragraph 20 herein.
  - b. No oral modification. No oral modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract shall be permitted.
  - c. Agency procurement officer. By written order, at any time, and without notice to any surety, the Agency procurement officer may unilaterally order of the CONTRACTOR:

- (A) Changes in the work within the scope of the Contract; and
  - (B) Changes in the time of performance of the Contract that do not alter the scope of the Contract work.
- d. Adjustments of price or time for performance. If any modification increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, an adjustment shall be made and this Contract modified in writing accordingly. Any adjustment in contract price made pursuant to this clause shall be determined, where applicable, in accordance with the price adjustment clause of this Contract or as negotiated.
  - e. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if written modification of the Contract is not made prior to final payment under this Contract.
  - f. Claims not barred. In the absence of a written contract modification, nothing in this clause shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under this Contract or for a breach of contract.
  - g. CPO approval. If this is a professional services contract awarded pursuant to section 103D-303 or 103D-304, HRS, any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract which increases the amount payable to the CONTRACTOR by at least \$25,000.00 or ten per cent (10%) of the initial contract price, whichever increase is higher, must receive the prior approval of the CPO.
  - h. Tax clearance. The STATE may, at its discretion, require the CONTRACTOR to submit to the STATE, prior to the STATE'S approval of any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract, a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid.
  - i. Sole source contracts. Amendments to sole source contracts that would change the original scope of the Contract may only be made with the approval of the CPO. Annual renewal of a sole source contract for services should not be submitted as an amendment.
20. Change Order. The Agency procurement officer may, by a written order signed only by the STATE, at any time, and without notice to any surety, and subject to all appropriate adjustments, make changes within the general scope of this Contract in any one or more of the following:
- (1) Drawings, designs, or specifications, if the goods or services to be furnished are to be specially provided to the STATE in accordance therewith;
  - (2) Method of delivery; or
  - (3) Place of delivery.
- a. Adjustments of price or time for performance. If any change order increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, whether or not changed by the order, an adjustment shall be made and the Contract modified in writing accordingly. Any adjustment in the Contract price made pursuant to this provision shall be determined in accordance with the price adjustment provision of this Contract. Failure of the parties to agree to an adjustment shall not excuse the CONTRACTOR from proceeding with the Contract as changed, provided that the Agency procurement officer promptly and duly makes the provisional adjustments in payment or time for performance as may be reasonable. By proceeding with the work, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, or any extension of time for completion.

- b. Time period for claim. Within ten (10) days after receipt of a written change order under subparagraph 20a, unless the period is extended by the Agency procurement officer in writing, the CONTRACTOR shall respond with a claim for an adjustment. The requirement for a timely written response by CONTRACTOR cannot be waived and shall be a condition precedent to the assertion of a claim.
- c. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if a written response is not given prior to final payment under this Contract.
- d. Other claims not barred. In the absence of a change order, nothing in this paragraph 20 shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under the Contract or for breach of contract.
21. Price Adjustment.
- a. Price adjustment. Any adjustment in the contract price pursuant to a provision in this Contract shall be made in one or more of the following ways:
- (1) By agreement on a fixed price adjustment before commencement of the pertinent performance or as soon thereafter as practicable;
  - (2) By unit prices specified in the Contract or subsequently agreed upon;
  - (3) By the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as specified in the Contract or subsequently agreed upon;
  - (4) In such other manner as the parties may mutually agree; or
  - (5) In the absence of agreement between the parties, by a unilateral determination by the Agency procurement officer of the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as computed by the Agency procurement officer in accordance with generally accepted accounting principles and applicable sections of chapters 3-123 and 3-126, HAR.
- b. Submission of cost or pricing data. The CONTRACTOR shall provide cost or pricing data for any price adjustments subject to the provisions of chapter 3-122, HAR.
22. Variation in Quantity for Definite Quantity Contracts. Upon the agreement of the STATE and the CONTRACTOR, the quantity of goods or services, or both, if a definite quantity is specified in this Contract, may be increased by a maximum of ten per cent (10%); provided the unit prices will remain the same except for any price adjustments otherwise applicable; and the Agency procurement officer makes a written determination that such an increase will either be more economical than awarding another contract or that it would not be practical to award another contract.
23. Changes in Cost-Reimbursement Contract. If this Contract is a cost-reimbursement contract, the following provisions shall apply:
- a. The Agency procurement officer may at any time by written order, and without notice to the sureties, if any, make changes within the general scope of the Contract in any one or more of the following:
- (1) Description of performance (Attachment 1);
  - (2) Time of performance (i.e., hours of the day, days of the week, etc.);
  - (3) Place of performance of services;

- (4) Drawings, designs, or specifications when the supplies to be furnished are to be specially manufactured for the STATE in accordance with the drawings, designs, or specifications;
  - (5) Method of shipment or packing of supplies; or
  - (6) Place of delivery.
- b. If any change causes an increase or decrease in the estimated cost of, or the time required for performance of, any part of the performance under this Contract, whether or not changed by the order, or otherwise affects any other terms and conditions of this Contract, the Agency procurement officer shall make an equitable adjustment in the (1) estimated cost, delivery or completion schedule, or both; (2) amount of any fixed fee; and (3) other affected terms and shall modify the Contract accordingly.
  - c. The CONTRACTOR must assert the CONTRACTOR'S rights to an adjustment under this provision within thirty (30) days from the day of receipt of the written order. However, if the Agency procurement officer decides that the facts justify it, the Agency procurement officer may receive and act upon a proposal submitted before final payment under the Contract.
  - d. Failure to agree to any adjustment shall be a dispute under paragraph 11 of this Contract. However, nothing in this provision shall excuse the CONTRACTOR from proceeding with the Contract as changed.
  - e. Notwithstanding the terms and conditions of subparagraphs 23a and 23b, the estimated cost of this Contract and, if this Contract is incrementally funded, the funds allotted for the performance of this Contract, shall not be increased or considered to be increased except by specific written modification of the Contract indicating the new contract estimated cost and, if this contract is incrementally funded, the new amount allotted to the contract.
24. Confidentiality of Material.
- a. All material given to or made available to the CONTRACTOR by virtue of this Contract, which is identified as proprietary or confidential information, will be safeguarded by the CONTRACTOR and shall not be disclosed to any individual or organization without the prior written approval of the STATE.
  - b. All information, data, or other material provided by the CONTRACTOR to the STATE shall be subject to the Uniform Information Practices Act, chapter 92F, HRS.
25. Publicity. The CONTRACTOR shall not refer to the STATE, or any office, agency, or officer thereof, or any state employee, including the HOPA, the CPO, the Agency procurement officer, or to the services or goods, or both, provided under this Contract, in any of the CONTRACTOR'S brochures, advertisements, or other publicity of the CONTRACTOR. All media contacts with the CONTRACTOR about the subject matter of this Contract shall be referred to the Agency procurement officer.
26. Ownership Rights and Copyright. The STATE shall have complete ownership of all material, both finished and unfinished, which is developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract, and all such material shall be considered "works made for hire." All such material shall be delivered to the STATE upon expiration or termination of this Contract. The STATE, in its sole discretion, shall have the exclusive right to copyright any product, concept, or material developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract.
27. Liens and Warranties. Goods provided under this Contract shall be provided free of all liens and provided together with all applicable warranties, or with the warranties described in the Contract documents, whichever are greater.
28. Audit of Books and Records of the CONTRACTOR. The STATE may, at reasonable times and places, audit the books and records of the CONTRACTOR, prospective contractor, subcontractor, or prospective subcontractor which are related to:

- a. The cost or pricing data, and
  - b. A state contract, including subcontracts, other than a firm fixed-price contract.
29. **Cost or Pricing Data.** Cost or pricing data must be submitted to the Agency procurement officer and timely certified as accurate for contracts over \$100,000 unless the contract is for a multiple-term or as otherwise specified by the Agency procurement officer. Unless otherwise required by the Agency procurement officer, cost or pricing data submission is not required for contracts awarded pursuant to competitive sealed bid procedures.
- If certified cost or pricing data are subsequently found to have been inaccurate, incomplete, or noncurrent as of the date stated in the certificate, the STATE is entitled to an adjustment of the contract price, including profit or fee, to exclude any significant sum by which the price, including profit or fee, was increased because of the defective data. It is presumed that overstated cost or pricing data increased the contract price in the amount of the defect plus related overhead and profit or fee. Therefore, unless there is a clear indication that the defective data was not used or relied upon, the price will be reduced in such amount.
30. **Audit of Cost or Pricing Data.** When cost or pricing principles are applicable, the STATE may require an audit of cost or pricing data.
31. **Records Retention.**
- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
  - (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.
32. **Antitrust Claims.** The STATE and the CONTRACTOR recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the CONTRACTOR hereby assigns to STATE any and all claims for overcharges as to goods and materials purchased in connection with this Contract, except as to overcharges which result from violations commencing after the price is established under this Contract and which are not passed on to the STATE under an escalation clause.
33. **Patented Articles.** The CONTRACTOR shall defend, indemnify, and hold harmless the STATE, and its officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys fees, and all claims, suits, and demands arising out of or resulting from any claims, demands, or actions by the patent holder for infringement or other improper or unauthorized use of any patented article, patented process, or patented appliance in connection with this Contract. The CONTRACTOR shall be solely responsible for correcting or curing to the satisfaction of the STATE any such infringement or improper or unauthorized use, including, without limitation: (a) furnishing at no cost to the STATE a substitute article, process, or appliance acceptable to the STATE, (b) paying royalties or other required payments to the patent holder, (c) obtaining proper authorizations or releases from the patent holder, and (d) furnishing such security to or making such arrangements with the patent holder as may be necessary to correct or cure any such infringement or improper or unauthorized use.
34. **Governing Law.** The validity of this Contract and any of its terms or provisions, as well as the rights and duties of the parties to this Contract, shall be governed by the laws of the State of Hawaii. Any action at law or in equity to enforce or interpret the provisions of this Contract shall be brought in a state court of competent jurisdiction in Honolulu, Hawaii.

35. Compliance with Laws. The CONTRACTOR shall comply with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the CONTRACTOR'S performance of this Contract.
36. Conflict Between General Conditions and Procurement Rules. In the event of a conflict between the General Conditions and the procurement rules, the procurement rules in effect on the date this Contract became effective shall control and are hereby incorporated by reference.
37. Entire Contract. This Contract sets forth all of the agreements, conditions, understandings, promises, warranties, and representations between the STATE and the CONTRACTOR relative to this Contract. This Contract supersedes all prior agreements, conditions, understandings, promises, warranties, and representations, which shall have no further force or effect. There are no agreements, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the CONTRACTOR other than as set forth or as referred to herein.
38. Severability. In the event that any provision of this Contract is declared invalid or unenforceable by a court, such invalidity or unenforceability shall not affect the validity or enforceability of the remaining terms of this Contract.
39. Waiver. The failure of the STATE to insist upon the strict compliance with any term, provision, or condition of this Contract shall not constitute or be deemed to constitute a waiver or relinquishment of the STATE'S right to enforce the same in accordance with this Contract. The fact that the STATE specifically refers to one provision of the procurement rules or one section of the Hawaii Revised Statutes, and does not include other provisions or statutory sections in this Contract shall not constitute a waiver or relinquishment of the STATE'S rights or the CONTRACTOR'S obligations under the procurement rules or statutes.
40. Pollution Control. If during the performance of this Contract, the CONTRACTOR encounters a "release" or a "threatened release" of a reportable quantity of a "hazardous substance," "pollutant," or "contaminant" as those terms are defined in section 128D-1, HRS, the CONTRACTOR shall immediately notify the STATE and all other appropriate state, county, or federal agencies as required by law. The Contractor shall take all necessary actions, including stopping work, to avoid causing, contributing to, or making worse a release of a hazardous substance, pollutant, or contaminant, and shall promptly obey any orders the Environmental Protection Agency or the state Department of Health issues in response to the release. In the event there is an ensuing cease-work period, and the STATE determines that this Contract requires an adjustment of the time for performance, the Contract shall be modified in writing accordingly.
41. Campaign Contributions. The CONTRACTOR is hereby notified of the applicability of 11-205.5, HRS, which states that campaign contributions are prohibited from specified state or county government contractors during the terms of their contracts if the contractors are paid with funds appropriated by a legislative body.
42. Confidentiality of Personal Information.
- a. Definitions.
- "Personal information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either name or data elements are not encrypted:
- (1) Social security number;
  - (2) Driver's license number or Hawaii identification card number; or
  - (3) Account number, credit or debit card number, access code, or password that would permit access to an individual's financial information.

Personal information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

"Technological safeguards" means the technology and the policy and procedures for use of the technology to protect and control access to personal information.

b. Confidentiality of Material.

- (1) All material given to or made available to the CONTRACTOR by the STATE by virtue of this Contract which is identified as personal information, shall be safeguarded by the CONTRACTOR and shall not be disclosed without the prior written approval of the STATE.
- (2) CONTRACTOR agrees not to retain, use, or disclose personal information for any purpose other than as permitted or required by this Contract.
- (3) CONTRACTOR agrees to implement appropriate "technological safeguards" that are acceptable to the STATE to reduce the risk of unauthorized access to personal information.
- (4) CONTRACTOR shall report to the STATE in a prompt and complete manner any security breaches involving personal information.
- (5) CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR because of a use or disclosure of personal information by CONTRACTOR in violation of the requirements of this paragraph.
- (6) CONTRACTOR shall complete and retain a log of all disclosures made of personal information received from the STATE, or personal information created or received by CONTRACTOR on behalf of the STATE.

c. Security Awareness Training and Confidentiality Agreements.

- (1) CONTRACTOR certifies that all of its employees who will have access to the personal information have completed training on security awareness topics relating to protecting personal information.
- (2) CONTRACTOR certifies that confidentiality agreements have been signed by all of its employees who will have access to the personal information acknowledging that:
  - (A) The personal information collected, used, or maintained by the CONTRACTOR will be treated as confidential;
  - (B) Access to the personal information will be allowed only as necessary to perform the Contract; and
  - (C) Use of the personal information will be restricted to uses consistent with the services subject to this Contract.

d. Termination for Cause. In addition to any other remedies provided for by this Contract, if the STATE learns of a material breach by CONTRACTOR of this paragraph by CONTRACTOR, the STATE may at its sole discretion:

- (1) Provide an opportunity for the CONTRACTOR to cure the breach or end the violation; or

- (2) Immediately terminate this Contract.

In either instance, the CONTRACTOR and the STATE shall follow chapter 487N, HRS, with respect to notification of a security breach of personal information.

c. Records Retention.

- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
- (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.

NEIL ABERCROMBIE  
GOVERNOR



**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

P.O. BOX 2121  
HONOLULU, HAWAII 96805-2121  
Oahu (808) 586-7390  
Toll Free 1 (800) 295-0089  
[www.eutf.hawaii.gov](http://www.eutf.hawaii.gov)

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CLIFFORD UWAINÉ

**ADMINISTRATOR**  
BARBARA CORIELL

April 29, 2011

**ADDENDUM 3**  
**TO**  
**REQUEST FOR PROPOSALS**  
**No. 11-05**

**TO FURNISH PHARMACY BENEFIT MANAGEMENT SERVICES**

EUTF's Response to Written Questions: (see attachments – 10 pages).

RFP 11-05 for Prescription Benefit Manager		
	Question	Answer
1	Please provide formats/layouts that pertain to the Electronic Data Transmission and Eligibility requirements in the RFP.	The EUTF will provide all of the required layouts at the time of award of the contract. The EUTF uses the Vitech Eligibility System.
2	In Section IX under 'Administrative Fees', there is a request to include "Standard First Level Appeals" and 'PAs'. Please confirm this refers to basic system-driven edits, and not Appeals or PAs that would require manual clinical review/investigation or	The reference is to Appeals and Prior Authorizations made by participants and will require manual intervention and review
3	The RFP states that "Proposer agrees to grandfather the current formulary for up to 90 days following the contract effective date." Please provide a copy of the current formulary.	Information about the formulary may be obtained to the extent that it is available on the EUTF Website by following the carrier link for the current Pharmacy Benefit.
4	In regards to Section I ('Administrative Overview'), Questions # 20 (REQUIREMENTS FOR DOING BUSINESS IN THE STATE OF HAWAII). Please confirm that these items are requirements to work with EUFT (i.e. upon award of business), not requirements of bidding on the business.	Some items of the requirements must be documented in the Proposal Submission. Please refer to the documentation that is required as stipulated in the RFP
5	In regards to the requirement 'During the entire term of the contract, the contractor may be required to maintain a customer service office located in the State of Hawaii. Personnel, systems, and equipment at the customer': Please confirm this is a potential (i.e. 'may be') requirement, but not a requirement at this to bid on the business.	The requirements and scope of work require support offices be available to the EUTF Administrative Staff during its business hours of from 7:45AM - 4:30PM HST. In addition, participant telephone service is to be provided from 7AM - 7PM HST on a M-F basis
6	Please confirm EUTF is requesting payment terms as follows: Monthly invoices with payment due by 15th of following month? Please confirm if that applies to only Administrative Fees, and not claims. Is EUTF open to alternative options?	The billing amount refers to administrative fees only. The EUTF will establish a claim account on contract inception anticipated to cover one half month's claims and would request billing of the amount of claims on the 15 and 30th of the month to replenish the account. The payments to replenish will be made within 15 days of receipt of the detailed invoice of claims
7	The term 'dedicated' is used in the RFP (i.e. account management and call center). Please confirm 'dedicated' means that resources will always be the same consistent teams/people/ reps, but they may also support other clients/members.	This is confirmed.
8	Please provide list of drugs (by name) that require a Prior Authorization; and the list of drugs (by name) that have a 'step edit' in place, essentially requiring another drug, like generic be tried first before it is covered.	The information on the Pharmacy Benefit may be found via the carrier link on the EUTF web site
9	Are there any drugs/classes where a generic is required first before a brand is covered and, if so, which drug classes?	Please refer to the benefit description on the EUTF web site for more information about the program of benefits
10	In the PPI class, does the State have Nexium as the only preferred/formulary product, or are there more preferred/formulary brand PPIs other than Nexium. If Nexium is the only one, does EUTF wish to keep that strategy? If not, are they interested in the strategy?	We are unable to answer that question beyond the information that is in the RFP and in the benefit summaries

RFP 11-05 for Prescription Benefit Manager		
11	Does EUTF have any mail order 'drivers' in place under their design (i.e. mandatory/incentivized mail, retail refill limits)? If so please explain.	Please refer to the benefit description on the EUTF web site for more information about the program of benefits
12	Please provide specifics around the Plan Design(s). Such as co-payment amounts, any drugs not covered, etc.	Please refer to the benefit description on the EUTF web site for more information about the program of benefits
13	Will the Specialty Rx (SRx) program be Exclusive? Meaning, members can only use the selected vendor for SRx (i.e. not retail or other SRx pharmacies).	Please refer to the benefit description on the EUTF web site for more information about the program of benefits
14	Are all members enrolled in EUTFs prescription benefit offering covered under InformedRx program? Or, are there some lives are covered under health plans for Rx benefit (carved-in) coverage as well? If so, please confirm how many are carved-in and confirm that we are not bidding on those lives (only bidding on InformedRx lives).	Please refer to the RFP for enrollment information in the Medical Plans that are for drug benefits, included in this RFP
15	Will all Retirees be covered under the EGWP? If not what other strategy will you require?	Please refer to the enrollment information and current plan of benefits requested in the RFP
16	When you refer to 'separate contracts' are you referring to the EGWP contract as one of those? So, essentially Actives are under one contract and all Retirees fall under a separate EGWP contract.	Please refer to the Proposal Sheets contained in the RFP. Active, Retirees not eligible for Medicare and Medicare Eligible Retirees in the EGWP Plan for the Plans are requested. A separate contract for Active participants will be issued from Retiree, and further for EGWP participants.
17	Can we receive one full year, including pharmacy NABP #'s?	The claims data file is available and has been provided to all OFFERORS that have executed the confidentiality agreement and Intent to Bid forms
18	Can minimum rebate guarantees be provided on a "per brand claim" basis?	OFFERORS are required to supply the information in the manner in which it is requested in the RFP and to offer alternative or exceptions if they are unable to provide the requested guarantees
19	Can you provide a list of the Top 5 retail pharmacies (in order) currently utilized by members?	Please refer to the claim data file that has been provided
20	Does EUTF exclude any retail chains in their Network? If so which chains? If not, is that an option?	Please refer to the EUTF web site under carrier links for network information
21	Does the state wish to keep their 'Retail 90' Network the same?	Please identify any proposed differences in your proposed network in the responses requested in the RFP

RFP 11-05 for Prescription Benefit Manager		
22	In regards to the request for Top 10 Generics (retail and mail) to have a guaranteed plan cost-per-unit (excluding dispensing fees, taxes, and any enrollee cost sharing) for Generic drugs at Retail and Mail Order for the first year of the proposed arrangement. Please confirm if it is for the current (2011) Top 10, and if so, please provide. Or, is it for the Top 10 during the first year of the new contract (2012). Also, is it Top 10 in aggregate (mail/retail combines), or two separate Top 10s (Top 10 mail AND Top 10 retail)?	Please refer to the claim file provided to OFFERORS that have submitted a signed confidentiality agreement and Intent to Bid Form
23	In regards to performance guarantees/standards, is it EUTFs expectation that we meet the same standards that are in the current contract that was provided in the RFP?	Yes
24	Section IV 13. Payment to Contractor Payment to contractor will be done in arrears, after the month is completed. Such payments shall be made by the 15th day of the following month. If the 15th day of the month falls on a weekend or holiday, the payment will be made on the next succeeding weekday that is not a holiday. Will EUTF consider paying claims invoices on a biweekly basis, with a turnaround of 2-5 days?	Please refer to the answer to the question above concerning the payment of invoices and funding of the claim account
25	Medicare Part D questions: Retiree Drug Subsidy, Section X b. Please confirm that your organization understands that the IBAC is applying for the Medicare Part D subsidy – By "Medicare Part D subsidy," is EUTF applying for the RDS subsidy or are you applying to be a Direct Contract PDP (or Employer Direct PDP) plan with CMS?	The Retiree Drug Plan is an EGWP plan
26	The IBAC's policy year ends November  30. – Is EUTF considering an Employer Group Waiver Plan (EGWP) for additional savings opportunities, please confirm that EUTF will use a January to December benefit year.	Please refer to the contract terms for the Retiree Drug benefit for Medicare eligible retirees
27	5. What will your computer system indicate what the pharmacist is to do with a person who presents with dual Medicare Rx coverage? Please clarify EUTF means by "dual Medicare Rx coverage" in terms of primacy.	The EGWP plan does not permit dual coverage for drugs under Medicare
28	12. Do you agree to provide a discount prescription drug program that is statutorily required for non-members? Please explain how this program works, for whom it is provided, and what discounts are applied at retail and mail.	If you are able to propose a discount program for non members, describe in your Proposal Response how your program would work
29	On page 18 of the RFP, it states:  *EVALUATION PROCESS: An Evaluation Committee selected by the Procurement Officer will review and evaluate all proposals submitted by the deadline specified in this RFP." Please explain how the Procurement Officer will select the Evaluation Committee. For example, how many members will there be; will the Board review and approve the Evaluation Committee; how many Board members will be on the Evaluation Committee; etc. Will there be one Evaluation Committee that evaluates all 5 RFPs? Will the Board take action at an upcoming Board meeting to approve the members of the Evaluation Committee?	The selection of the Evaluation Committee will be in accordance with the Procurement Rules for the State with respect to composition of and number of members on the committee. Please refer to the Procurement Rules posted on the State SPO web site

RFP 11-05 for Prescription Benefit Manager		
30	<p>On pages 21-22, it states that vendors may be required to have a customer service office located in the state of Hawaii and "Personnel, systems, and equipment at the customer service office shall be reasonably sufficient to provide all the customer services proposed by contractor and required under the contract."</p> <p>When will the EUTF decide if a local office is required and that sufficient personnel, etc. are sufficient to provide all the customer services for the EUTF? Having a local office and hiring sufficient staff to handle all customer service duties will add significant costs for offerors that have some of the services handled by national or regional offices and resources.</p>	<p>The existence of a local service office is not a requirement, however, a dedicated staff in a service office must be provided that is accessible to the EUTF Administration Office during its normal hours of 7:45AM - 4:30PM HST M-F, except holidays, and customer service telephone access to participants from 7AM - 7PM HST is a requirement.</p>
31	<p>On the EUTF website, there is an "Abridge Electronic Copy for Submitting Proposals &amp; Answers to Questions for RFPs 01 through 04 (Medical, dental, vision and life) but not one for RFP 11-05 for Pharmacy Benefit Management Services. Will one be made available for RFP 11-05 offerors?"</p>	<p>The electronic submission is provided through a electronic web portal, the address of which and access instructions are provided to all OFFERORS that sign the confidentiality agreement and Intent to Bid Form.</p>
32	<p>On page 32, it states that, "The experience for the HMSA HSTA Plans is not available as HMSA assumed the responsibility for the HSTA plans on January 1, 2011 and sufficient experience is not available. Given HSTA's enrollment of approximately 8,500 actives and 2,200 retirees with HMSA is large, it is critical to provide as much experience as is available. Since most pharmacy claims are adjudicated at POS, at least 3 months of claims should be available. Can the EUTF provide 3 months of claims for the period from January 1 through March 31, 2011? Also, since HMSA was handling most of these HSTA members prior to January 1, 2011, has the EUTF asked HSTA for permission to provide this information to the EUTF? This shouldn't be a problem as PHI can be removed from the data files.</p>	<p>This information has been requested but is not currently available. If this information becomes available, it will be provided as an Addendum to this RFP</p>
33	<p>We understand that HSTA actives and retirees were allowed to move to EUTF plans effective 3/1/2011 with the understanding that they could not return to the HSTA plans later. Please provide us the breakdown by plan on how many HSTA members enrolled in EUTF plans effective 3/1/2011.</p>	<p>This information is not available</p>
34	<p>Are HSTA's Kaiser enrollees included in this RFP? The enrollment table on pages 28-29 shows the EUTF's Kaiser enrollees are not included in this RFP but there is not a similar notation for the HSTA's Kaiser enrollees.</p>	<p>HSTA Kaiser enrollees are not included in this RFP</p>
35	<p>In 2007, when NMHC took over from HMSA for the PPO PBM plans at the EUTF, complaints arose from participants because NMHC did not handle COB exactly the same as HMSA. Participants were unhappy because they were told they would see no impact to their out-of-pocket co-payments with the transition from HMSA to NMHC. NMHC subsequently changed their programming to match HMSA's handling of COB when NMHC is secondary. Two years ago, HMSA engaged Medco as their PBM which resulted in a change in how COB was handled with situations where participants began paying a copayment when HMSA/Medco was secondary when they previously had no co-payment. Does the EUTF want vendors to handle COB situations like informedRx is handling them now or is it okay to have situations where participants have copayments when the EUTF drug plan is secondary?</p>	<p>OFFERORS are required to match the current plan of benefits or note any exceptions to the current benefits, including the handling of COB secondary payor claims</p>
36	<p>On page 2, section 2. Purpose, it states, "Carriers will have to indemnify the EUTF that they will exactly duplicate the benefits if they assume these plans from a previous carrier and hold the participants in a no loss, no gain position." How will carriers provide this indemnification? For example, if a selected carrier does not handle COB like informedRx currently does, resulting in participants paying more out of pocket when the EUTF prescription drug plan is secondary, how will the EUTF handle this indemnification requirement?</p>	<p>The OFFERORS will be required to make a supplemental payment to the participant if information from the participant is provided to show that the current provider paid the claim in a different manner resulting in a higher payment to the participants, with the exception of future changes to network or formulary, or the transition of drugs from brand to generic status</p>

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37	<p>On page 21, it states, "The EUTF's objective is to provide comprehensive pharmacy benefits for its actives and retirees. A key requirement of the EUTF is to maintain current level of benefits and through this proposal request process, produce the most competitively priced pharmacy plan with as little disruption to participants as possible. No employees/retirees or dependents should suffer a loss of benefits by virtue of a change in carriers.</p> <p>On page 27, it states, "The EUTF's objective is to provide comprehensive healthcare coverage for its employees and retirees. A key desire of the EUTF is to maintain current level of benefits and through this proposal request process, produce the most competitive alternatives to the current plans for consideration."</p> <p>On page 5, it states, "Proposals for alternate benefit plans will not be accepted.</p> <p>If so, how do offerors submit alternatives for consideration?</p>	This RFP is not requesting alternative benefit plans. OFFERORS are required to match the current benefit plans in their proposals
38	In RFP 11-01 for medical benefits, proposals are requested from offerors for prescription drug benefits by medical plan. We assume this is in anticipation of the possibility that HB1268 might be passed by the legislature. HB1268 would, "limit the Hawaii Employer-Union Health Benefits Trust Fund Board to contract for health benefit plans only with carriers that provide or administer prescription drug coverage together with medical benefits." If HB1268 (or any bill with similar language) does not pass during this legislative session, will procurement for Pharmacy Benefits Management be done solely through RFP 11-05?	Yes, according to the requests contained in this RFP 11-05
39	On page 18, Evaluation Criteria and Points, it states that Net Cost of Benefits and Administration is worth 30 points. On page 19, further information is provided and states only guaranteed pricing, discounts, rebates and administrative expenses will be used in the evaluation. How will points be awarded for net cost for the offerors? Will the formula in HAR 3-122-52(d) be used?	Yes
40	On page 48, the last sentence of the first paragraph states that "Separate contracts for the active employees, under 65 retirees and retirees in the EGWP plan will be issued." Does this mean that there will be three separate contracts?	Yes
41	In appendix E, evidence of coverage documents, it identifies that full benefit descriptions are available on the EUTF website. There are no documents for the current HSTA benefits under HMSA. Where can we obtain this information?	This information is not available. When it is available it will be posted as an Addendum to this RFP
42	Please verify that the online proposal will serve as the proposal which will be printed and then sent to HAWAII EUTF and Segal. Please verify that the online proposal will match the proposal in the pdf document. Please verify that all exhibits attached to the online proposal will also be printed and included with the mailed proposals. Can we include CDs with the mailed proposals?	Yes
43	Please verify that we will need to mark all proprietary and confidential information directly in the online proposal.	The Master Copy, which is a printed hardcopy and the two signed hard copies must all be marked with indication of proprietary and confidential information. The Electronic copies should also include this indication
44	Will a WORD version of the RFP be available on the Hawaii EUTF website?	No. See the responses with respect to the web based electronic submission portal
45	When will responses to RFP questions be provided back to Offerors?	As quickly as practical

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46	Proposal Instructions, #1: When will the eRFP online system instructions be sent?	As soon as submission of the Confidentiality Agreement signed and Intent to Bid form are received
47	Will the online system allow for additional documents to be uploaded?	No. See the responses with respect to the web based electronic submission portal
48	Administrative Overview: If House Bill 1268 were to be passed, what is the expected timeframe?	We cannot answer this question
49	Administrative Overview: Clearly detail what certificates are due with the proposal submission versus upon contract award (i.e. Tax Clearance, Compliance, Good Standing, etc.)	Please refer to the specific proposal content instructions in the RFP Sections I, II and III
50	Scope of Work #2: Please describe what services are to be provided in the Customer Service Office required in the State of Hawaii? Is this a requirement for a member call center for incoming member service calls, a service center for Account Management, or both?	Both. Please refer to answers to previous questions concerning hours of service and customer to be serviced
51	Section IV, Payment: Is the payment timeframe of the "15th day of the following month" for administrative fees only? As is industry standard, pharmacies will be paid on behalf of the EUTF every 2 weeks. If this time lag is required, should the time value of money for claims be factored into the administrative fee?	Please see the answer to the previous question concerning the funding of the claim account with the PBM provider
52	Will the Generic Cost Per Unit Guarantee be protected under the requirements of Chapter 92F? Will it be protected between a Confidentiality Agreement with Segal?	Yes, if there is appropriate indication in your Proposal as to the Proprietary and Confidential nature of your pricing. Please refer to the instructions for marking information in the RFP
53	Confirm where deviations to the contract, Appendix D, should be provided? Should they go in the Cover Letter or as a separate attachment?	Please refer to the instructions in the RFP for the content of the cover letter and the statement of contract deviations.
54	In the RFP, pricing is requested for EUTF Actives and Pre-65 Retirees (combined), HSTA VEBA Actives and Pre-65 Retirees (Combined) and EGWP Lives, but it is also noted that separate contracts will be used for Actives, Pre-65 Retirees, and EGWP lives. Does that mean that a total of five (5) PBM contracts will be awarded? If not, can you further clarify the contractual breakout (e.g., all Actives in one contract, All Pre-65 Retirees in one contract, and EGWP, etc.).	Separate contracts will be issued for Active participants from Retired participants in all cases. Additionally a separate contract will be awarded for only the EGWP plan.
55	a. Based on the answer to above, does the possibility exist that contracts will be awarded to multiple PBMs?	Yes
56	b. Based on the answer to above, is the expectation that the \$30,000 pre-implementation audit be for each contract?	No. This would be per unique OFFEROR if more than one contract is awarded to the same OFFEROR
57	c. Based on the answer to above, is the expectation that each contract will have unique pricing and separate performance guarantees?	Contracts may have the same pricing, or identical pricing one to another, and also indicate any additional pricing advantage upon the award of multiple contracts, but the terms of the performance guarantees and contracts must remain independent from one another
58	d. Based on the answer to above, can a crosswalk be provided that clearly details the claims data into each separate contracting entity?	See the answer to the above question
59	e. Based on the answer to above, please provide employee and total life (employee + dependents) counts tying to each separate contract that will be awarded	Enrollment information by plan is included in the RFP

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60	f. What are the total number of PAs broken out by segment?	Prior authorization data is not available
61	Please confirm the definition of "Enrollees" with respect to the PEPM administrative fee. Does "Enrollees" include dependents (i.e., enrollees = belly buttons)?	Enrollees include only employees and retirees. This does not include dependents
62	Can the Formulary for the active/commercial population be provided?	All information about the current plans are available through the EUTF carriers links on the EUTF web site
63	Can clarifications be provided on the Proposal Requirements and will they be accepted?	Any deviation to the Proposal Requirements must be noted in the OFFERORS response and the EUTF nor the State is under any obligation to accept any deviations
64	15. Who is the current mail order provider? Where is the facility located?	Your question is not specific to any particular plan or current provider, so that there is not enough information provided to answer your question
65	Please confirm that the plans noted as "NOT IN RFP" in the "Enrollment" section are <b>not included</b> in the claims and census files as provided or in the total life count of 170,000. If they are included in the life count, can you provide the life count (total and employee counts) excluding these groups? Is it -126,000 as implied by the census file provided?	The enrollment in the plans is indicated in the RFP by plan
66	In the RDS section, 1. b. asks us to confirm our understanding that IBAC is applying for Med D subsidy. This is the first and only mention in the RFP of "IBAC". Please provide more detail with respect to IBAC and what implications this group has, if any, for the rest of the RFP.	This is an error. Please disregard this reference. The EUTF provides only an EGWP plan for retirees covered under Medicare
67	Please confirm that Specialty Scripts filled at retail stores are not to be included in the discounts	Confirmed
68	Base Requirements 6G- Please confirm that the requirement to include Multi-Source Generics and Single Source Generics is not required in the EGWP section where the chart requests separate guarantees for both.	Not Confirmed. Please provide a Minimum Discount from AWP for all generics including single source generics for the EGWP.
69	Please confirm whether or not Medicare eligible retirees under the HSTA plan will be included in the EGWP contract.	Confirmed
70	Section III, # 3 states that financial guarantees will be applied to historical claims data for evaluation purposes. Since HSTA pricing is requested separately in the RFP and no claims data was provided, how will HSTA pricing be evaluated?	The pricing for HSTA plans will be compared to pricing submitted for EUTF plans, when no historical data is available
71	In page 6 of the RFP #14, if a respondent deviates on any of the base requirement will it result in automatic disqualification?	The terms and conditions of the Proposal Evaluation Process reference in Section I will be observed, particularly with respect to number 14 on page 6 and 7
72	Is information available on the State's current clinical programs (DUR edits, step therapy, etc.) available through the data we will receive upon execution of the confidentiality agreement?	Information about the existing plans are available through the EUTF web site on the carrier links

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73	Please provide the number of 1 <sup>st</sup> and 2 <sup>nd</sup> level appeals for the last 12 months	That information is not currently available
74	Please provide the number of administrative prior authorizations for the past 2 years	That information is not currently available
75	Please provide the number of clinical prior authorizations for the past 2 years	That information is not available. An attempt will be made to obtain that information and if it becomes available before the close of this RFP it will be posted as an Addendum to this RFP on the EURF web site
76	RFP pg. 2 Contract Period – Can you please explain why actives and retirees are on two different contract schedules?	This has been the establish management of the contracts for the two groups over the history of the EUTF
77	RFP pg. 43 – 51 Prescription Drug Pricing – please confirm if you wish vendors to craft pricing responses in the following way: 1). Actives and retirees combined; 2) retirees only for EGWP plan. If this is not correct please clarify how the pricing should be split out.	The OFFERORS are required to supply the information as requested in the Proposal Sheets
78	Is a copy of the RFP available in Word format?	Only an electronic copy is available through the eRFP web site. Please refer to answer to previous questions
79	In the Base Requirements, #2, will the State of Hawaii allow some advance notification to the PBM vendor for the audit, for example 60 days' notice?	Yes. The terms of the notice requirements will be establish with the successful OFFEROR
80	The RFP states in multiple places that vendor is required to maintain the current level of benefits- does this mean the State's current formulary will be utilized or may the PBM base its offer upon its own formulary?	The RFP requires a continuation of the benefits as they currently are. A transition period from the current formulary to a new formulary of at least 90 days is an acceptable transition of benefits to the OFFERORS formulary
81	May the PBM submit its own exhibits and price summaries given the eRFP format?	No. The RFP requires certain pricing information be provided into the electronic claim file that is available to all OFFERORS that have submitted a signed confidentiality agreement and Intent to Bid Form. This information must be supplied into the electronic file
82	RFP pg 57, #2 C-H – Is the RFP asking for all our lives including internal lives with United Health Group Subsidiaries or just external lives?	Each question in RFP 11-05 page 57, question 2 asks for a different count of employees, eligibles, covered lives. The question is specific to the covered population for the Pharmacy Benefit Management Company OFFEROR, not any parent or affiliated company that is not a Pharmacy Management Company
83	RFP pg 60, #37 - Are EOBs for all members or just for Medicare eligible members?	Medicare Eligible Participants and Paper submission of claims

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84	Can minimum Brand and Minimum Generic Discount definition be revised from [Aggregate Ingredient Cost/ Aggregate AWP] to [1 minus (Aggregate Ingredient Cost/ Aggregate AWP)]?	Yes, the minimum Brand and Minimum Generic Discount definition can be revised from [Aggregate Ingredient Cost/ Aggregate AWP] to [1 minus (Aggregate Ingredient Cost/ Aggregate AWP)].
85	Is call recording mandatory or will call notes from customer service be sufficient?	Exceptions to the requested services should be noted in your Proposal Response
86	Is EUTF interested in an exclusive arrangement for Specialty at Mail as well as an Open plan?	These services are not being requested in this RFP
87	Does EUTF plan to carve-out Specialty? Does EUTF currently have a PBM for Specialty separate from non-specialty?	InformedRx does provide a specialty drug service under its existing contract
88	Should we provide Post Rollback and WAC discounts for Specialty? The requirements within the RFP state WAC while the other discounts will be on a Post Rollback basis.	Provide a list of all specialty pharmaceuticals with guaranteed Minimum Post-Rollback AWP Discounts for all specialty pharmacy program prescriptions. WAC discount guarantees are not required.
89	Does the Fund currently have an RDS program and interest in an EGWP? What year does the plan anticipate moving to an EGWP?	The current program for retirees is an EGWP plan
90	Please provide your co-pay structures for each plan.	The benefit descriptions are contained in the benefit summaries that are an appendix to this RFP and also available at the EUTF web site
91	What was the Average Speed to Answer in 2010 with the State's current vendor?	That information is not relevant to this Request for Proposal and cannot be answered
92	Page 21 #2 – Customer Service Office: Where is the current customer service location for PBM Services? Will a designated team located outside of Hawaii be acceptable to the State if available 24/7	Please see the answer to the previous question concerning the requirements for customer service and support to the EUTF Administrative office
93	Page 22. #5 Processing Enrollments, Cancellations and Terminations; Are I.D. cards expected to be mailed out within the 48 hours designated for eligibility updates or will it be acceptable to extend I.D. card mailing to 3 business days?	Please refer to the requirements section of this RFP
94	Page 26 #13 Payment to Contractor; Does the payment timeline reflected apply on to administrative fees or does this also apply to pharmacy costs? If applicable to pharmacy costs, would the State be amenable to an advance deposit of funds?	Please see the response to the previous question with respect to the funding of the claim account and payment of invoices
95	With respect to page 38, #27, is this expectation an on-line access request or a request for data exports?	Either method is acceptable

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96	With respect to page 38, #36, How was "up to 5 separate monthly data transmissions" and "two full, annual electronic claims files" arrived at? In other words, by not "1" and "one (as opposed to "5" and "two")?	We are unable to answer that question
97	Are these costs exclusive of claims types indicated on page 34; #6.h and page 38; #28.b. including Military and services capped at U&C?	Minimum Brand and Minimum Generic Discount Guarantees for both mail and retail should include U&C claims. Non-Traditional Providers, such as Military, VA, LTC, etc. should also be excluded in addition to claim types identified in the Contractual Expectation and Base Requirements sections, page 34; #6.h and page 38; #28.b.
98	Page 53, are these cost maximums measured in aggregate across the GCN for the applicable time period or evaluated on a claim by claim basis?	Weighted aggregate by dollar volume of current utilization
99	Is only a self-insured proposal being requested for the Medicare eligible Retirees drug plan (EGWP Plan)?	Please refer to the requested Proposal Sheets for the funding options requested
100	Shouldn't claims from Military and VA facilities also be excluded as these services are required by Federal regulation to be paid at Charge?	See the answer to the above question
101	How many claims are intended to be included within the quarterly reports (assuming less than 100% of available claims; otherwise other sections which require all claims be to made available would service this function)?	Quarterly reports should include cash and incurred accounting for the period
102	On page 38; #24, should the "2.d" reference read "1.c"?	Correct, the reference is to Section VIII, Definitions, 1C

NEIL ABERCROMBIE  
GOVERNOR



**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

P.O. BOX 2121  
HONOLULU, HAWAII 96805-2121  
Oahu (808) 586-7390  
Toll Free 1(800) 295-0089  
www.eutf.hawaii.gov

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CLIFFORD UWAINA

**ADMINISTRATOR**  
BARBARA CORIELL

May 3, 2011

**ADDENDUM 4**  
**TO**  
**REQUEST FOR PROPOSALS**  
**No. 11-05**

**TO FURNISH PHARMACY BENEFIT MANAGEMENT SERVICES**

**Question: Who is responsible for COBRA administration?**

**Response:** It is expected that proposers will comply with the process outlined below.

COBRA Process Flow:

EUTF prepares initial notification to COBRA beneficiary and includes rates and timeline in communication.

EUTF receives initial response from COBRA beneficiary and notifies Carrier of COBRA effective dates via fax transmittal

Carrier invoices COBRA beneficiary monthly and collects premium directly from COBRA beneficiary

COBRA beneficiary notifies CARRIER of any 2nd qualifying event (if applicable)

COBRA Continuation Coverage terminates when COBRA beneficiary fails to pay premiums

Carrier notifies COBRA beneficiary of any rates increases and Open Enrollment periods; and provides proof of notification to EUTF

Carrier provides EUTF a monthly (for the previous calendar month) list of active COBRA participants

Carrier provides EUTF a monthly (for the previous calendar month) list of terminated COBRA participants

COBRA process for billing:

Carriers send invoice/bill to employee

Employee sends payment to carrier

For the fully insured carriers, COBRA premiums are added to the premium income. Carriers keep the 2% administrative fee

For the self insured carriers, COBRA premiums are adjusted against our claims payments to the carriers. Carriers keep the 2% administrative fee

**Question:** The RFP is not clear on when documents to show that the proposer meets all requirements for doing business in the State of Hawaii is to be turned in. This includes a tax clearance, Certificate of Compliance issued by the Hawaii State Dept. of Labor and Industrial Relations, Certificate of Good Standing issued by the Hawaii State Dept. of Commerce and Consumer Affairs, and a Certificate of Insurance. Can this be clarified?

**Response:** These documents are not required to be submitted with proposals – they are required upon *award of a contract*.