

APPENDIX A
TECHNICAL SPECIFICATIONS/DETAILED SCOPE OF SERVICES

- A. JEA is seeking one (1) dental insurance company to provide the requested fully insured Group Dental Insurance Plans to the active employees, retirees and their eligible dependents.
- B. Provide one (1) quality Group Dental DHMO plan.
- C. Provide two (2) quality Group Dental PPO plans consisting of one High Option and one Low Option plan
- D. Provide quality and effective dental plan administration.
- E. Provide realistic and competitive premiums for the requested services.
- F. Proposer must be able to accept electronic submissions of enrollment and eligibility transferred by JEA via HIPAA secured files.
- G. Provide quality claims service and adjudication.
- H. Provide excellent and timely client and member services.
- I. The Dental Insurance Proposer must use a unique member identifier other than Social Security numbers.
- J. Provide a large quality network of DHMO dentists, dental specialists and orthodontists with timely access for appointments and short wait periods for service.
- K. Provide a large quality network of PPO dentists, dental specialists and orthodontists with timely access for appointments and short wait periods for service.
- L. Provide a comprehensive premium and claims reporting package. This package at a minimum will report by benefit plan, total premiums paid, total paid claims, number of participating employees and dependents and utilization on a monthly basis.
- M. Provide quality educational and informational materials concerning dental health to the employees of the JEA.
- N. Provide the employees and covered dependents access to a dedicated and secure online web site to provide eligibility, claims payment information, network provider information and other information pertinent to the JEA's employee benefit plans.
- O. Provide appropriate number of carrier representatives to assist JEA with educational seminars, health fairs, lunch and learns and other carrier related educational and promotion activities.
- P. The successful Proposer is expected to provide prompt and professional member services. Each Proposer should identify the location and staffing levels of the member service center that will provide service to the JEA and their eligible membership. A member service "800" telephone number, internet and website access and mobile app must be made available to JEA and its members.
- Q. The successful Proposer must have complete renewals presented prior to the next renewal date of the contract. The renewal should be in written form and delivered to JEA's Director of Employee Services.