All follow up questions must be received by MOSERS at the Contact Email (InsurerRFP@mosers.org) by 5:00 p.m. Central Time on March 31, 2020. It is MOSERS intent to provide a formal response to any follow up questions by Wednesday, April 8, 2020.

**General:**

1. **If a five-year RG period is not offered, will that disqualify a carrier?**
   
   **A.** MOSERS requires an initial five-year rate guarantee. This will allow a balanced comparison of responses.

2. **Why is the group out to bid? Are they required to bid at every renewal?**
   
   **A.** MOSERS has not “bid” these services in excess of 10 years. In general, MOSERS is moving to review all contracts on a more frequent basis. At least every five years, the MOSERS’ Board of Trustees will review the need to undertake an RFP process related to these services.

3. **Have there been any service or plan administration problems MOSERS is looking to have solved?**

   **A.** There are no known service or administrative problems experienced by MOSERS. MOSERS is open to creative ideas that can assist staff in efficiency and timely benefit services to the members.

4. **For FI LTD we will need to include a maximum benefit; will this disqualify a carrier?**

   **A.** There is no Maximum Benefit per the current agreement. This does not disqualify any proposing insurer; however, the inclusion, exclusion, or definition of a plan provisions will be part of evaluating each proposal. The Maximum Benefit was utilized to prevent any member benefit limitation void of having to modify the policy at any point during a contract period. MOSERS requests that the proposing insurer develop a maximum benefit amount for consideration.

5. **Confirm the current contracts/plans are not subject to any alternate funding arrangement such as retro accounting.**

   **A.** There is no retro accounting, although the current contract does have a refund/fund reduction possibility based on experience of the Basic Life and LTD programs, but currently in the “negative”.

6. **Have they received the upcoming renewal action yet?**

   **A.** MOSERS currently has a rate guarantee until 1/1/2022.
7. **What was the original effective date of coverage with Standard?**

   A. MOSERS Life original agreement was effective: 1/1/1988  
      MOSERS LTD original agreement was effective: 1/1/1999

8. **Please provide the current rate levels for active and retiree basic life, and voluntary life.**

   A. Current rate levels are found in Attachment 1 – Plan Provisions.

9. **Would it be possible to confirm that retirees who continue optional life coverage into retirement remit premium based on the active employee optional life rates?**

   A. That is correct. The program has age-based rates and a maximum life benefit retiree is eligible to continue coverage in retirement.

10. **Is an outside vendor used for BenAdmin services or is BenAdmin handled by an internal State system? If there is an outside vendor used for BenAdmin and enrollment, please provide the name of that system.**

    A. MOSERS internal staff manages all member demographic and beneficiary information and administers the billing/premium payments from all members. Currently, MOSERS retains approximately $480,000 per year before remitting premiums for these administrative services.

11. **Do you see the timeline being extended due to the current events of COVID-19?**

    A. At this point, MOSERS is on a very strict timeline and does not anticipate extension of dates. However, if this changes, MOSERS will post updated information on its website to notify proposing insurers.

12. **Could you please confirm if the in force LTD plan is a non-Erisa, or an Erisa plan?**

    A. MOSERS, as a governmental public pension plan, is not subject to ERISA.

13. **Could you please confirm if employees participate in Social Security? Are they eligible for Social Security benefits or only the Missouri State Employment Retirement benefit?**

    A. MOSERS members do participate in Social Security and are eligible for Social Security benefits. Social Security benefits received by a member reduce MOSERS LTD benefit amount paid.

14. **Could you please confirm that only the employees with Member Status of ACTV (shown in the census) should be included in the LTD quote?**

    A. That is correct.
15. Under the pension plan, could you please confirm that the normal retirement date is age 65? The LTD plan Maximum duration indicates to normal retirement age however this is not defined.

A. Normal retirement eligibility is based on plan membership as reflected in the chart:

<table>
<thead>
<tr>
<th>Plan</th>
<th>Eligibility Criteria</th>
</tr>
</thead>
</table>
| MSEP         | - Age 65 + 5 years of service
              | - Age 60 + 15 years of service
              | - At least age 48 with sum of age and service equaling 80                           |
| MSEP 2000    | - Age 62 + 5 years of service
              | - At least age 48 with sum of age and service equaling 80                           |
| MSEP 2011    | - Age 67 + 5 years of service
              | - At least age 55 with sum of age and service equaling 90                           |
| Judicial and ALJLAP | - Age 62 + 12 years of service
                       | - Age 60 + 15 years of service
                       | - Age 55 + 20 years of service                                                     |
| Judicial 2011| - Age 67 + 12 years of service
              | - Age 62 + 20 years of service                                                     |

16. Is the definition of predisability earnings using the average of the highest 36 months of earnings? Is the highest 36 months across their entire work history?

A. Yes, that is correct.

17. Please explain dual employment situations. What percentage of employees are in dual employment? Are earnings for dual employment reflected on the census?

A. Dual employment is when a member is employed in a least one MOSERS benefit eligible position and is also employed in a position that would otherwise qualify as a MOSERS benefit eligible position except that the position normally requires less than 1,040 hours a year. Salaries in the census date includes only salary from the benefit eligible position.
18. The maximum period for LTD is dependent on eligibility for unreduced MOSERS retirement benefits or when receiving reduced retirement benefits from MOSERS, does the claimant have a choice on receiving the reduced benefits or not?

A. The claimant decides when to retire and elect to take an unreduced benefit from MOSERS; however, once the claimant becomes eligible for an unreduced benefit, they are terminated from LTD benefits.

19. What is the circumstance to the request for 4 females and four males that are death benefit only on page 6 of attachment 1? Is this just a grandfathered closed retiree class per the amendment no. 1 for life?

A. Yes, this is a grandfather issue on these retirees.

20. In order to be eligible for the Accelerated Death Benefit, they must qualify for PW. What if they are over the age and not eligible for PW?

A. Then the option is available based on their condition, handled by claims administrator.

21. Please provide a job description for the full-time on-site “Account Specialist”? Is this on-site position a requirement of the RFP? How was it determined for the premium withheld for the administrative assistant? What services are they performing to determine that number? Please explain.

A. In general, the Account Specialist processes claims, answers member questions, provides support and guidance to MOSERS staff on benefit related issues. While MOSERS values this service, this is not a requirement of the RFP. As noted in the RFP, proposals that include optional requirements or enhancements may not receive a higher total score depending on the associated cost. Cost of the on-site position is determined by the insurer and should be built into their plan administrative costs. The $480,000 premium withheld is not associated with the on-site position, but rather the administrative services provided by MOSERS staff. See question #10.

Census:

22. Please provide a key for the Member Status on the census.
   - Blank = error in reporting agency – not eligible
   - ACPD – Active – Pending Disability
   - ACPR – Active – Previously Retired
   - ACTV – Active
   - BFIO – Benefit recipient – Insurance Only (usually Teachers)
   - BOUT/CSOT – Cashed out of retirement – retained life insurance with waiver
   - DS05 – Disability – after 7-1-05
   - DS96 - Disability - After 1-1-96
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- DS99 - Disability - After 1-1-99
- DSNW – Disability – not working (prior to 1-1-96)
- LVxx – On leave of absence
- RTCV – Retired Converted
- RTER – Retired Early
- RTGR – Retired with graded benefit
- RTNC – Retired, but not currently receiving a benefit
- RTNR – Retired Normal
- TRDR – Terminated deceased retiree
- TRDV – Terminated deceased vested
- TRMN – Terminated not vested
- TRMV – Terminated vested
- WTHD – Withdrew retirement contributions

   - Are the FT PSRS included in the codes MSEP, MSEP 2000 or 2011?
     A. The people covered under PSRS are listed in the Ret Sys Type of TCH, they are NOT included in one of the MOSERS retirement tiers.

   - Are they part of the ‘REG’ ret system noted in column P?
     A. No. See answer to answer to first bullet of this question.

24. Please provide a census ID for the group of 900 employees that are eligible for auto adjustments, subject to the maximum benefit
   A. Currently researching this answer. To be provided at later date.

25. Column P & R are both titled Opt. based Salary – which should be used?
   A. Column “O” and “R” are both inadvertently labeled “Opt Based Salary”. Column “O” is the base salary for Basic Life and column “R” is being used for Optional Life.

26. There are several TERM employees on the census with benefits, should these employees be included or will coverage term prior to the planned effective date?
   A. Typically, the coverage terminates at the END of the month in which a member terminates employment. If a member terminates on the first of the month, the coverage continues until the end of the month.

27. Are the zip codes on the census file home zips or work zips?
   A. Home zip codes
28. Please confirm census people marked RTCV, RTER, RTNR, RTGR, RTNC are the retirees.

   A. Correct

29. Please confirm all other status markers are actives.

   A. Correct

30. Do salaries reflect the current pre-disability earnings potential claimants would receive (reflects the greater of monthly salary or average of 36 highest paid months)?

   A. No, salaries are current salary amounts, adjusted annually on January 1st.

**Experience:**

31. Please provide a recent billing statement in order to confirm current exposure for all lines of coverage

   A. Attached below is the latest “self-bill” on all lines.

32. LTD – Please provide offset information for all claims. This should include any social security and state offsets

   A. A separate MOSERS Claim Run excel document is being provided to those Insurers who have already provided their intent to bid. This is available upon request by emailing the Contact Email: InsurerRFP@mosers.org

33. Please provide the claim run reports in excel.

   A. See answer to #32.

34. What is the break-out between all of the LTD and Life benefits? There are sub totals on the claim run for LTD, TPD, and Life claims. Are these specific to locations or a group of employees for example: the Judicial vs. MSEP?

   A. See answer to #32. The TPD2 subtotals are the Life Waiver of Premium reserves. The insurers system-generated claim run report shows these reserves at 65% of benefit amount. However, this is reduced to 40% when claims experience and rating is evaluated.

35. On the 5-year history experience exhibits, are the optional retiree claims included in the one Additional life exhibit?
A. Yes, as all optional additional life claims are inclusive regardless of active or retiree status.

36. What does the % of active payroll basic life rates convert to as per $1000 of benefit rates? What is the per $1000 basic life rate?

A. The percent of active payroll equates to approximately 26¢ to cover actives and 10¢ to cover current retirees. MOSERS collects on a percent of payroll which means premiums are collected on overtime payments and not collected when an employer docks a member’s pay.

37. Please provide 5 years of rate history.

A. The Basic Life, Retiree Life and LTD rates, as noted in the Questionnaire have been in place in excess of 5 years. The Voluntary Life rates did see a slight decrease in certain age groups, as follows (1/1/2018): (per $1,000 of benefit)

<table>
<thead>
<tr>
<th>AGE GROUP</th>
<th>Rates thru 12/31/2017</th>
<th>Rates effective 1/1/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under age 35:</td>
<td>$0.08</td>
<td>$0.08</td>
</tr>
<tr>
<td>35 – 39:</td>
<td>$0.10</td>
<td>$0.10</td>
</tr>
<tr>
<td>40 - 44:</td>
<td>$0.16</td>
<td>$0.16</td>
</tr>
<tr>
<td>45 – 49:</td>
<td>$0.24</td>
<td>$0.24</td>
</tr>
<tr>
<td>50 – 54:</td>
<td>$0.44</td>
<td>$0.42</td>
</tr>
<tr>
<td>55 – 59:</td>
<td>$0.78</td>
<td>$0.76</td>
</tr>
<tr>
<td>60 – 64:</td>
<td>$1.20</td>
<td>$1.18</td>
</tr>
<tr>
<td>65 – 69:</td>
<td>$1.94</td>
<td>$1.90</td>
</tr>
<tr>
<td>70 +:</td>
<td>$3.40</td>
<td>$3.32</td>
</tr>
</tbody>
</table>

38. Have there been any plan changes since 1/1/15? Are those the policy amendment pages in the exhibit?

A. No benefit plan changes since 1/1/2015. Only changes have been via plan clarification / amendments that have been provided.

39. Please confirm life claims of admin unit “RETR” are the only retiree claims. If not, what are other retiree codes?

A. Those noted as RETR are the only retiree claims. The excel file has the claim code definitions.

40. Can you please provide premium on additional life split actives from retirees?

A. See answer to #32.
41. In the exhibit’s attachment in the development of premium section, the client says waiver of premium (40% of face amount). Is the client requesting we reserve at that amount?

A. The amount of the reserve is up to the proposing insurer. The 40% of face amount reflects current state. This reduction of reserves does assist in renewal rate negotiations/extensions. Please be very specific as to the proposing insurers reserve stance.