Please note the following answers to questions that were asked prior to the deadline for inquiries date of 12/05/19 at 3:00 P.M., MST.

**Q1:** Will Arizona State University accept non-ACA compliant plans or any plan with alternative benefits other than listed in RFP?
**A1:** ASU will not accept “non-ACA compliant” policies. ASU will entertain policies that may have slightly different benefits, but recognize that they must meet ASU standards.

**Q2:** In Section V.3.E. It mentions that services rendered at ASU Student Health Services are paid at 100%. Can you please provide the list of services and fee schedule?
**A2:** ASU can provide a list of services offered by ASU Health Services (ASUHS), but cannot make our fee schedule public. See attached PDF documentation to this Addendum 1 titled – Addendum 1 List of Services.

**Q3:** In Section V.2.B. It states that ASU will allow certain students an exception to the insurance policy. Is there a broker/carrier managed waiver platform? How are these exceptions made?
**A3:** The health insurance is mandatory for all our F-1, J-1 visa students in the Global Launch program. Currently, the exceptions are for students that have sponsorship by their home governments (for example, SACM). The other exception is for students that can prove health insurance coverage that meets the ASU requirements (this exception is rare, because students usually do not have this type of full coverage):
- Unlimited annual and lifetime maximum benefit
- Exact same coverage period timeframe or more
- Covers pre-existing with no waiting period
- Covers preventative and medical, both inpatient and outpatient
- Covers mental health, both inpatient and outpatient. Same benefit as medical
- Has medical evacuation ($50,000 USD) and repatriation ($25,000 USD)

**Q4:** If there is no waiver system, are students enrolled mandatory by a roster provided from ASU?
**A4:** If students are not provided a waiver, the insurance is mandatory for the defined students (vista type, etc.).

**Q5:** After students complete their sessions, are they then considered ASU full time students and transferred to the ASU SHIP?
**A5:** It depends. Many of Global Launch students are transferred to ASU degree programs, and once they register for classes, they are auto-enrolled in the ASU plan. However, we also have many students that leave our program and return home, or transfer to a different school. In either instance, the coverage ends at the end of a session or period of enrollment with our program.

**Q6:** Is your current policy considered a short term medical plan?
A6: ASU is unsure on the appropriate classification, though this should not affect the response of proposals received.

Q7: Can you please provide three years of medical and pharmacy claims data, policy brochures, enrollment and premiums?
A7: Policy brochures is available at [https://learnenglish.asu.edu/travel-usa/after-arrival-usa](https://learnenglish.asu.edu/travel-usa/after-arrival-usa). This is the extent that ASU is able to respond to this question.

Q8: Can you also please provide three years of high dollar claims?
A8: Please see ASU’s response to A7.

Q9: Can you disclose what level of commission is built into the premium and if there are any other fees built in?
A9: ASU and Global Launch does not receive any commission or capital from health insurance premiums.

Q10: Can you please provide the top 10 providers students are using?
A10: ASU does not store this information.

Q11: Will the program consider change of eligibility from current hard waiver (any plan approved in AZ) to a mandatory enrollment with waiver only for government sponsored or embassy plans?
A11: Please see ASU’s response to A3.

Q12: There are a couple of references to ACA, “ACA compliant” and “ACA comparable”. The [company] plans are ACA comparable, and International Students are not required to have an ACA compliant plan. As per our policy with ASU for the International Student Athletes, we provide very comprehensive and International Student specific coverage. Please confirm if ASU Global Launch is willing to entertain both ACA and non-ACA plans.
A12: Please see ASU’s response to A1; Note that one of the requirements states that the policy plan must be a US plan, is ACA compliant, and reviewed by Arizona Department of Insurance (AZDOI).

Q13: Can you state how many times in the past three years an individual student claim has exceeded:
   • 250,000?
   • $500,000?
   • $1,000,000?
A13: This information can be provided to the company awarded for this RFP.

Q14: Can you state how many times in the last three years an individual student claim for pre-existing conditions has exceeded:
   • $2,500?
   • $5,000?
   • $10,000?
A14: This information can be provided to the company awarded for this RFP.

Q15: Can you provide claims data for the last three years?
A15: This information can be provided to the company awarded for this RFP.

Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 3:00 P.M., MST, 01/08/20.

If you have any questions regarding this notice, please contact me at 480-965-3849 or [Lorenzo.Espinoza@asu.edu](mailto:Lorenzo.Espinoza@asu.edu). You may also find RFP 342005 and any updates at [http://www.asu.edu/purchasing/bids/index.html](http://www.asu.edu/purchasing/bids/index.html)