



## Written Questions and Answers

Voluntary Benefits Broker/Enrollment Services and Specified Broker Services

RFP UK-2500-25

Closing Date: 4/1/25

Today's Date: 03/20/2025

No.	Question	Answer
1	What Benefit Administration is UK currently using for Medical?	ASO
2	Who is doing the Billing Reconciliation for the Voluntary Benefits?	HR Benefits and Benefits Financial Accounting and some by Broker
3	How many payroll codes are currently being utilized for Voluntary Benefits?	Approx. 14
4	How many different payroll frequencies does UK currently have?	Monthly and Biweekly
5	If granted the job, will we need to get a local email domain?	Yes
6	Will UK require for us to feed to their "MyUK Mobile" App?	No, the feed is loaded into SAP for payroll deductions.
7	Who communicates and educates UK team members on their medical plans?	HR (Benefits, Communications)
8	Who is your current Payroll and Benefit Administration Platform?	SAP
9	Are all voluntary benefits payroll deducted or any on the direct-billed basis?	Payroll deducted for active employees, direct billed for employees on leave or COBRA
10	Does anyone at UK have to manually update payroll deductions for these VB, or are there established file feeds?	Both

11	How do you communicate these voluntary benefits to employees?	A combination of UK monthly newsletter, Voluntary carrier mailings, broker mailings
12	Can you share current certificates or any plan documents for in-force plans today?	Yes, see separate document titled UK Certificate of Coverage information
13	Are you happy with the current service and plans as they stand today?	Yes
14	Is the voluntary benefits revenue being used to offset technology or other costs?	Yes
15	How are compensating the VB Broker today?	Commissions only
16	Is there are reason for an RFP at this point or is this a market check?	Procurement rules
17	What enrollment system do they use today to enroll the voluntary benefits?	Current Contract term is ending. 4-30-25 but will be extended as needed for RFP
18	Are all benefits on the same platform?	No. Core benefits on UK platform, voluntary benefits on broker platform
19	Are they open to harmonizing and/or consolidating some of the programs to ensure individuals are not overinsured?	Yes, preferably through good advising and customer service
20	Do they offer call center support so that employees can ask questions and get assistance with their enrollment? If yes, Do they pay for this today and how many calls do they average per year?	Yes. HR serves as a call center and so does broker
21	How many times a year do they communicate these benefits and how?	Multiple times with concentration leading up to OE. HR communicates offerings periodically at least once per year
22	What is the anticipated open enrollment date?	7-1-25
23	Does the University currently receive royalties on the voluntary programs? If yes, what is the current structure and does the University have a life and health license?	No

24	Do you have an outline of the procedures for the electronic fee to the UK and KCTCS payroll systems as they are today? We typically can match these, if they are working effectively. If they are not working effectively, please outline the issues you are encountering today.	File feed is working well and loaded for each payroll and include files to almost all voluntary plans (including dental and vision) and life insurance in collaboration with broker.
25	Is there a VB package that is focused on part time/adjunct employees?	No