



Written Questions and Answers

Student Health Plan Eligibility and Enrollment Administrator

RFP UK-2587-26

Closing Date: 3/19/2026

Today's Date: 3/9/2026

No.	Question	Answer
1	Within Attachment B, on the tab labeled "Criteria 1_Elig Admin (4.5)", the first question references the current UK process as "Attachment #1." Please provide this attachment so we can properly review it.	Proprietary Packet to be requested by offeror. See 2.1 – Intent and scope.
2	Within Attachment B, on the tab labeled "Criteria 1_Waiver Admin (4.5)", the first question references the UK Fall and Spring Semester Waiver Process as "Attachment #2." Please provide this attachment so we can properly review it as well.	Proprietary Packet to be requested by offeror. See 2.1 – Intent and scope.
3	Additionally, we would like to request a list of all questions submitted by other vendors, along with the corresponding responses, once available	This document is all questions submitted by all offerors.
4	What are the standard waiver deadlines per term (e.g., Fall/Spring/Summer), and do deadlines vary by student type or session?	Fall is mid to late September and Spring/Summer is the end of February. The deadlines do not vary. We do not have a hard waiver for domestic students. Our waivers are currently for international students.
5	Are late waivers ever accepted? If so, under what criteria (including required documentation, approvals, and timeframes)?	Late waivers are only accepted for situations such as hospitalization, late course enrollment, failure on the University's part to notify student of enrollment in health plan.
6	Are there additional data governance and/or information security requirements beyond Kentucky's Personal Information Security Act that vendors must comply with (e.g., UK-specific standards, encryption requirements, MFA/SSO, retention, audit logging, SOC 2/ISO expectations, incident response requirements)?	Depending on the final scope of services and whether the successful awardee will access, host, store, transmit, or integrate with University data or systems, the University may require completion of an information security risk assessment and compliance with

		applicable University of Kentucky information security policies and standards
7	Does UK require custom report builds beyond standard enrollment/waiver/dependent reports? If yes, please provide examples and expected delivery method/frequency (e.g., ad hoc, scheduled; CSV/SFTP/API/dashboard).	Yes, a monthly premium collection and non-renewal report in September and February should be provided.
8	Are there external audit requirements (state, federal, internal audit, or other)? If yes, please describe scope, frequency, and any required deliverables/artifacts.	Yes, could be from any of the mentioned groups, and they could come at any time. We are unsure of what they could come and ask.
9	Will there be a transition from an incumbent vendor? If yes, what transition support is expected (e.g., data migration support, parallel testing, cutover approach, training, communications)?	Yes, there will be a transition from the current vendor.
10	Please provide Attachment #1 referenced in "Criteria 1_Elig Admin (4.5) tab," describing UK's current eligibility administration process, so we can confirm alignment and respond accurately.	See answer to Question #1
11	Please provide Attachment #2 referenced in "Criteria 1_Waiver Admin (4.5) tab" (UK Fall and Spring Semester waiver process), so we can align our step-by-step waiver administration workflow and clearly state any deviations.	See answer to Question #2
12	The RFP indicates a release date of February 11, 2026, but we did not receive it until February 13, 2026. Additionally, we have not yet received Attachments #1 and #2, which are needed to complete our review and responses. Would UK consider extending the proposal deadline from Tuesday, March 10, 2026 to Friday, March 13, 2026 (or by a few business days) to account for the delayed distribution and outstanding attachments?	The due date has been extended to March 19.
13	The RFP requests hard copies. Would UK accept electronic submission only (PDF), and if a physical submission is required, would UK accept a USB drive in lieu of printed hard copies?	No, see section 3.6 of RFP
14	Can you clarify the distinction between the eligibility/enrollment administrator role in this RFP and the claims administration, stop-loss, and provider network roles? Are those being procured separately, and if so, is there an expectation that the eligibility administrator will integrate with those vendors?	The university is exploring the most efficient way to administer the student health plan eligibility. This entails using an eligibility and enrollment administrator. The stop loss administrator, claims administrator, and provider network

		roles are being pursued under a separate contract number. The eligibility administrator will work in conjunction with the claims administrator / TPA. The TPA will coordinate eligibility and claims processing with the stop loss carrier.
15	Is the University open to a joint proposal from a technology platform provider (handling eligibility, enrollment, waiver administration, and student-facing technology) partnered with an insurance administrator (handling stop-loss, underwriting, and plan administration)?	Vendors can submit for each, but it is the intent of the university to make separate awards.
16	For the technology platform (Criteria 2), does the University have specific requirements around single sign-on (SSO) integration? If so, what identity provider is used (e.g., Shibboleth, Okta, Azure AD)?	This is not a requirement of this RFP
17	What are the University's specific expectations around AI/ML capabilities referenced in Section 4.8? Are there particular use cases the University is most interested in (e.g., care navigation, predictive analytics, automated compliance)?	The university does not have specific expectations. Please provide summary of how AI and ML are being used in your operations.
18	How many waiver requests does the University process annually, and what is the current approval/denial rate?	Annually we get approximately 100 waiver requests with a 74% approval rate.
19	For the special populations listed in Section 2.1 (J-1 Visa, ESL, Dietetic Interns, Bowling Green Campus, BCTC), are there different eligibility rules or enrollment periods for each group?	Our ESL students have 5 enrollment periods each year. Our J-visa Visiting Scholars have year-round enrollment. All other groups fall under our standard enrollment periods.
20	What is the current enrollment/waiver timeline relative to the academic calendar? When do enrollment and waiver windows open and close for fall and spring semesters?	The enrollment period opens during the month before classes begin and closes during the month after classes start, lasting a minimum of 60 days each semester. The waiver window opens on August 1 and January 1 and remains open for at least 45 days.
21	For the financial proposal (Criteria 3), is the University's preference for a per-enrolled-member-per-month (PEPM) fee, a flat annual fee, or a per-transaction fee structure?	PEPM
22	Is there a target budget range or current spend for eligibility and enrollment administration services that the University can share?	Not at this time.

23	What is the anticipated contract start date, and what is the expected implementation timeline from award to go-live?	The anticipated start date is August 15.
24	For 1094/1095 ACA reporting (Criteria 2), is the University currently the Applicable Large Employer (ALE) filing entity, or does the current administrator handle filing? What is the expected role of the new administrator?	The current administrator generates and copies of form 1095-B to all UK SHP participants and handles all aspects of the 1094/1095 process.
25	Are there specific reporting requirements beyond 1094/1095 that the University expects (e.g., utilization reports, enrollment dashboards, financial reconciliation)?	Enrollment dashboards, financial reconciliation, and waiver status reporting are expected.
26	What is the most important criterion your campus looks for in a student health insurance plan (SHIP)?	N/A – provide your best proposal
27	What areas of the University's SHIP program could be improved for administrative efficiency?	Having access to ad-hoc reporting tools, an enrollment dashboard, premium collection reporting, and the ability to edit demographic information (such as an address change) would improve efficiency
28	How long have you been with your current stop-loss carrier and administrator?	The administrator has been in place for longer than 5 years. The stop loss was placed with a new vendor for the 2025 / 2026 academic year.
29	Can you please provide a Provider Utilization report with TIN so we can run a network disruption analysis?	Provider utilization and network disruption is not relevant to this RFP. We are not asking for a medical plan administrator (that is being issued under a separate RFP). We are only asking for enrollment and eligibility services with this RFP.
30	Do you have a student health center and/or pharmacy on campus? If yes, please describe the services that are offered.	Yes – Full Services Yes – Full Services
31	Is the on-campus pharmacy contracted to bill with Express Scripts? Do they use ledger billing or electronic?	Yes. They use electronic billing.
32	Can you please provide the current Stop-Loss policy, including rates, SPEC level, contract basis, attachment point (if applicable), and lasered members?	This is not applicable to this RFP. We are not asking for a medical plan administrator (that is being issued under a separate RFP) or stop loss carrier. We are only

		asking for enrollment and eligibility services with this RFP.
33	Can you please confirm your current stop-loss policy covers both Medical and Rx benefits?	Not applicable.
34	Can you please provide policy-year specific reporting for group claims, enrollment, and individual high-dollar claims as outlined below?	This is not applicable to this RFP. We are not asking for a medical plan administrator (that is being issued under a separate RFP) or stop loss carrier. We are only asking for enrollment and eligibility services with this RFP.
34a.	2022/2023: Incurred claims data 8/15/2022 – 8/14/2023; Paid claims 8/15/2022 – 1/31/2026 (or most recent).	See answer to question #34
34b.	2023/2024: Incurred claims data 8/15/2023 – 8/14/2024; Paid claims 8/15/2023 – 1/31/2026 (or most recent).	See answer to question #34
34c.	2024/2025: Incurred claims data 8/15/2024 – 8/14/2025; Paid claims 8/15/2024 – 1/31/2026 (or most recent).	See answer to question #34
34d.	2025/2026: Incurred claims data 8/15/2025 – 1/31/2026; Paid claims 8/15/2025 – 1/31/2026 (or most recent).	See answer to question #34
35	If available, please provide the requested data above broken out by division of students (UG/Grad and Domestic/International).	See answer to question #34
36	If requesting combined medical and Rx stop-loss, can you provide individual high-dollar reporting for members exceeding \$50,000 for policy years 22/23–25/26?	See answer to question #34
37	Can you please provide plan brochures for policy years 22/23, 23/24, 24/25, and 25/26?	Will be provided upon intent to propose.
38	Please confirm all questions and responses to the RFP will be shared publicly.	Will be posted at https://purchasing.uky.edu/bid-and-proposal-opportunities