

Online Benefit Administration



June 2024

Project Background

- The online benefit enrollment system provides a centralized eligibility and enrollment system/database to support open enrollment, new hire enrollment, qualifying event changes throughout the year for employees.
- This project solicitation is the first RFP issued for this service since 2013 that was previously offered through a sole source.

Online Benefit Administration Service

Current Solution Services

- New hire and rehire benefit elections
- Open enrollment benefit elections and phone customer service during open enrollment
- Qualified life event changes (mid-year benefit changes)
- Benefit Communications
- Secure benefit eligibility files to all benefit vendors (Health Partners, VSP, etc.)
- Reporting
- Affordable Care Act (ACA) Compliance
 - 1095-C Form creation and fulfillment
 - IRS reporting

Enhanced Services



Starting January 1, 2025

Through clarifications and best and final offers the following enhanced services were negotiated:

- Price reduction along with a fixed 5-year pricing model
- Enhanced Affordable Care Act (ACA) reporting services
- Dependent verification processing
- Year-round call center
- Content Manager Service

Proposed Action



- That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contract 24P057 with with Benefitfocus.com, Inc. to provide online benefit administration, benefit enrollments including open enrollment, dependent verification, and ACA Form Compliance in an amount not to exceed \$1,258,000.

Questions



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