



**DISTRICT OF COLUMBIA
WATER AND SEWER AUTHORITY**

Board of Directors

Human Resources and Labor Relations Committee

**Wednesday, September 8, 2021
11:00 a.m.**

**Microsoft Teams meeting
Join on your computer or mobile app**

[Click here to join the meeting](#)

Or call in (audio only)

[+1 202-753-6714,,28901183#](#)

Phone Conference ID: 289 011 83#

AGENDA

- 1. Call to Order Adriana Hochberg, Chairperson**
- 2. Roll Call Linda Manley, Board Secretary**
- 3. Union TopicsUnion Presidents**

**Michelle Hunter, NAGE R3-06
Barbara Milton, AFGE 631
Kevin Poge, AFSCME 2091
Jonathan Shanks, AFGE 872
Calvert Wilson, AFGE 2553**

a) Management to Identify Effective Ways to Communicate with Employees

- 3. Benefits Update Ron Lewis, Manager Benefits**
a. 2022 Dental Plan Insurance Solicitation Presentation

- 4. Action Item:**
a. Contract No.: 10129 – Cigna Corporation

- 5. Executive Session * Adriana Hochberg, Chairperson**

- 6. Adjournment Adriana Hochberg, Chairperson**

* The DC Water Board of Directors may go into executive session at this meeting pursuant to the District of Columbia Open Meetings Act of 2010, if such action is approved by a majority vote of the Board members who constitute a quorum to discuss: matters prohibited from public disclosure pursuant to a court order or law under D.C. Official Code § 2-575(b)(1); contract negotiations under D.C. Official Code § 2-575(b)(2); legal, confidential or privileged matters under D.C. Official Code § 2-575(b)(4)(A); collective bargaining negotiations under D.C. Official Code § 2-575(b)(5); facility security under D.C. Official Code § 2-575(b)(8); disciplinary matters under D.C. Official Code § 2-575(b)(9); personnel matters under D.C. Official Code § 2-575(b)(10); proprietary matters under D.C. Official Code § 2-575(b)(11); train and develop members of a public body and staff under D.C. Official Codes § 2-575(b)(12); decision in an adjudication action under D.C. Official Code § 2-575(b)(13); civil or criminal matters where disclosure to the public may harm the investigation under D.C. Official Code § 2-575(b)(14), and other matters provided in the Act.



2022 Dental Plan Insurance Solicitation

RFP #DCW-SOL-21-10062

Presented to HR Labor Relations Committee
Wednesday September 8, 2021



Dental Plans Insurance RFP: *Solicitation Number -DCW-SOL-21-10062*

The RFP was publicly released, and the following responses were received. All vendors quoted on both the DPPO and DHMO plans.

- Cigna
- Delta Dental (incumbent of DPPO)
- MetLife (w/Dominion Dental for DHMO)
- United Concordia (incumbent of DHMO)

The evaluation panel consisted of members from Benefits, Labor Relations and Procurement.



Dental Plans Insurance Solicitation

RFP Objectives:

Improve efficiencies, reduce program costs, improve employee experience, ensure compliance, improve communication, and align with DC Water's business objectives and culture.

Evaluation Criteria:

- Organizational Capabilities: plan design, qualifications and experience, data reporting capabilities, data security, financially sound, complete and clear proposal
- Member Services & Claims Administration: account management, customer service, claims administration, program implementation, online tools, communication
- Network Access & Management: accessible panel of providers, program performance, recruitment of providers, provider network management
- Pricing



Dental Plans Distinctions

- Current medical insurance provider – advantageous to have dental data integrated with medical data for wholistic approach
- Oral Health Integration Program (OHIP)
- Encourages members to seek appropriate treatment for gum disease
- Provides 100 percent reimbursement for coinsurance/copays for additional dental procedures
- Offers behavioral guidance
- Dental Outreach Program offers dentist reminders to high-risk patients
- Willing to implement performance guarantees placing 2% or premiums at risk



Dental Plans Distinctions Cont'd

- Included a one-time innovation fund of \$10,000
- No deviations to the current DPPO plan.
- Networks are not leased.
- Experience with other water and sewer employer groups.
- Standard reporting available on-line and in real-time.
- Customer Service Center is available 24/7 with live representatives.
- Comprehensive on-line capabilities for members.
- Comprehensive wellness and quality care programs.
- **5 Year Cost Savings of \$823,616.**



Dental Plans Insurance Solicitation

CIGNA's Monthly Cost Analysis

	Current	CIGNA				
Dental Plans	Costs	2022	2023	2024	2025	2026
DPPO						
Monthly Total	\$48,509	\$44,872	\$44,872	\$44,872	\$46,218	\$47,604
Annual Total	\$582,113	\$538,459	\$538,459	\$538,459	\$554,612	\$571,251
5-Year Total	\$3,357,496	\$2,741,239				
\$ Difference		-\$616,257				
% Difference		-18.4%				
DHMO						
Monthly Total	\$13,793	\$11,822	\$11,822	\$11,822	\$12,177	\$12,542
Annual Total	\$165,517	\$141,868	\$141,868	\$141,868	\$146,124	\$150,508
5-Year Total	\$929,595	\$722,236				
\$ Difference		-\$207,359				
% Difference		-22.3%				
COMBINED						
Monthly Total	\$62,302	\$56,694	\$56,694	\$56,694	\$58,395	\$60,147
Annual Total	\$747,630	\$680,327	\$680,327	\$680,327	\$700,736	\$721,759
5-Year Total	\$4,287,091	\$3,463,475				
\$ Difference		-\$823,616				
% Difference		-19.2%				



Dental Plans Insurance Solicitation

Access to Providers

Disruption Analysis

During the RFP process, carriers are given a list of providers currently utilized by DC Water employees and asked to indicate whether the providers are currently in their proposed network. Although Cigna has very good access to providers and a fair amount of current utilized providers in their network, there is a possibility of disruption to DC Water employees who are currently utilizing providers outside of Cigna's network.

Plan:	DPPO	DHMO
Network:	Cigna DPPO – Advantage	Cigna Dental Care Access Plus
Number Providers Matched	504 out of 704	39 out of 71
% Providers In-Network	71.0%	54.9%
% of Claimants In-Network	69.3%	Not Available
% of Procedures In-Network	69.0%	Not Available
% Claims Paid In-Network	70.2%	Not Available



Dental Plans Insurance Solicitation

Cigna Access to Providers

Network Access

During the RFP process, carriers are given a census of all eligible employees and asked to provide access to employees' home address given certain parameters (indicated below). Cigna's access to employees for both the DPPO and DHMO are very good, ranking comparable to the current DPPO vendor and better than the current DHMO vendor.

Plan:			DPPO			DHMO		
Network:			Cigna DPPO - Advantage			Cigna Dental Care Access Plus		
Type of Provider	Access Parameters		# of Providers in DPPO Network	Employees Matched		# of Providers in DHMO Network	Employees Matched	
	Number of Providers	Miles from Residence		Number	Percent		Number	Percent
General Dentists	2	5	140,743	1,032	93.5%	11,740	849	76.9%
Pedodontists	1	10	12,053	1,057	95.7%	1,511	930	84.2%
Endodontists	1	10	8,175	1,039	94.1%	2,193	995	90.1%
Oral Surgeons	1	10	12,709	1,039	94.1%	3,090	1,021	92.5%
Orthodontists	1	10	15,761	1,052	95.3%	3,866	1,010	91.5%
Periodontists	1	10	6,389	1,024	92.8%	2,002	932	84.4%



Dental Plans Insurance Solicitation

Access to Providers

Network Access Cont'd

NAME OF NETWORK:			Cigna DPPO - Advantage			Delta Dental PPO & Premier			MetLife PDP Plus			UCCI Elite Plus		
DPPO NETWORK			# of Providers in DPPO Network	Employees Matched		# of Providers in DPPO Network	Employees Matched		# of Providers in DPPO Network	Employees Matched		# of Providers in DPPO Network	Employees Matched	
TYPE OF PROVIDER				Number	Percent									
Provider Group	# of Providers	Miles from Residence	# of Providers in DPPO Network	Number	Percent	# of Providers in DPPO Network	Number	Percent	# of Providers in DPPO Network	Number	Percent	# of Providers in DPPO Network	Number	Percent
General Dentists	2	5	140,743	1,032	93.5%	123,535	1,058	95.8%	135,545	1,103	99.9%	5,708	1,071	97.0%
Pedodontists	1	10	12,053	1,057	95.7%	7,799	1,080	97.8%	8,246	1,095	98.6%	552	1,083	98.1%
Endodontists	1	10	8,175	1,039	94.1%	4,829	1,048	94.9%	5,313	1,078	97.3%	420	1,064	96.4%
Oral Surgeons	1	10	12,709	1,039	94.1%	6,633	1,063	96.3%	7,604	1,097	99.1%	663	1,073	97.2%
Orthodontists	1	10	15,761	1,052	95.3%	8,280	1,087	98.5%	10,038	1,098	99.3%	679	1,093	99.0%
Periodontists	1	10	6,389	1,024	92.8%	3,885	1,051	95.2%	3,722	1,058	96.3%	296	1,070	96.9%

NAME OF NETWORK:			Cigna Dental Care Access Plus			DeltaCare USA			Dominion National Select			UCCI Concordia Plus		
DHMO NETWORK			# of Providers in DHMO Network	Employees Matched		# of Providers in DHMO Network	Employees Matched		# of Providers in DHMO Network	Employees Matched		# of Providers in DHMO Network	Employees Matched	
TYPE OF PROVIDER				Number	Percent									
Provider Group	# of Providers	Miles from Residence	# of Providers in DHMO Network	Number	Percent	# of Providers in DHMO Network	Number	Percent	# of Providers in DHMO Network	Number	Percent	# of Providers in DHMO Network	Number	Percent
General Dentists	2	5	11,740	849	76.9%	20,118	802	72.6%	664	867	78.5%	68	627	69.3%
Pedodontists	1	10	1,511	930	84.2%	1,378	621	56.2%	55	614	55.6%	3	187	20.7%
Endodontists	1	10	2,193	995	90.1%	1,282	891	80.7%	72	627	56.8%	17	715	79.0%
Oral Surgeons	1	10	3,090	1,021	92.5%	1,673	1,017	92.1%	129	839	76.0%	32	878	97.0%
Orthodontists	1	10	3,866	1,010	91.5%	2,239	979	88.7%	141	827	74.9%	29	621	68.6%
Periodontists	1	10	2,002	932	84.4%	957	853	77.3%	74	463	41.9%	6	530	58.6%

**DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**

ACTION REQUESTED

**GOODS AND SERVICES CONTRACT AWARD
DENTAL SERVICES FOR DC WATER EMPLOYEES
(Joint Use-Indirect)**

Approval to execute a contract award for Dental Services for DC Water Employees (DPPO and DHMO) for a three-year base period and two option years in the amount of \$3,463,475.00.

CONTRACTOR/SUB/VENDOR INFORMATION

PRIME: Cigna Corporation 111 South Calvert Street, Suite 1600 Baltimore, MD 21202	SUBS: N/A	PARTICIPATION: N/A
---	---------------------	------------------------------

DESCRIPTION AND PURPOSE

Base Period Contract Value:	\$2,040,980.00
Base Contract Period:	3 Years
No. of Option Years:	2
Option Period Total Value:	\$1,422,495.00
Total Contract Value:	\$3,463,475.00
Proposals Received:	4
Proposal Price Range:	\$3,463,475.00 - \$3,753,184.00
Anticipated Base Period Start Date:	01-01-2022
Anticipated Base Period Completion Date:	12-31-2024

Purpose of the Contract:

Provide the District of Columbia Water and Sewer Authority (DC Water) employees with Dental Preferred Provider Organization (DPPO) and Dental Health Maintenance Organization (DHMO) Plans. The plan chosen may include just the employees, the employee plus one or the employee and family.

Contract Scope:

Services include a variety of dental services with the with the following objectives:

- Minimize the cost and rate of future rate increases;
- Establish performance targets to assess and monitor vendor’s performance;
- Develop a business partnership with a contractor(s) predicated on continuous quality improvement; and
- Offer dental DHMO and DPPO networks for most employees.

Supplier Selection:

Four firms responded to the solicitation for these services. The criteria used to evaluate the proposals included the following:

- Organizational Capabilities: plan design, qualifications and experience, data reporting capabilities, data security, financial soundness and submission of a complete and clear proposal;
- Member Services & Claims Administration: account management, customer service, claims administration, program implementation, online tools, and communication;
- Network Access & Management: accessible panel of providers, program performance, recruitment of providers, and provider network management; and
- Pricing.

The award recommendation is based on Cigna offering the highest value to DC Water. Based upon this recommendation, there will be a reduction in cost to DC Water and enrolled employees.

No DBE/WBE participation

PROCUREMENT INFORMATION

Contract Type:	Fixed Price	Award Based On:	Best Value
Commodity:	Dental Services for DC Water Employees	Contract Number:	10129
Contractor Market:	Open Market		

BUDGET INFORMATION

Funding:	Operating	Department:	Department of People and Talent
Service Area:	DC Water Wide	Department Head:	Lisa Stone

ESTIMATED USER SHARE INFORMATION

User	Share %	Dollar Amount
District of Columbia	70.05%	\$2,426,164.00
Washington Suburban Sanitary Commission	21.95%	\$760,233.00
Fairfax County	5.15%	\$178,369.00
Loudoun County	2.54%	\$87,972.00
Other (PI)	0.31%	\$10,737.00
Total Estimated Dollar Amount	100.00%	\$3,463,475.00

_____/_____
 Lisa Stone Date
 Chief People and Inclusion Officer, and EVP of People and Talent

_____/_____
 Dan Bae Date
 VP of Procurement and Compliance

_____/_____
 Matthew T. Brown Date
 CFO and EVP of Finance and Procurement

_____/_____
 David L Gadis Date
 CEO and General Manager