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- N. Review claims experience, census, claims service, and claims administration to ensure maximum benefit to County. Contractor shall report any unusual or excessive utilization to County as early as practicable.
- O. Assist in representing County in negotiations with providers on all issues, including those related to premiums, benefit levels, plan design, and special terms and conditions.
- P. Conduct surveys and data gathering activities as requested with employees and retirees to ascertain benefit needs, levels of satisfaction, and benefit education needs.
- Q. As requested by County, solicit bids from insurance markets which specialize in group insurance plans.
- R. Develop specification for County employee health insurance coverages based on Contractor's special knowledge and abilities with respect to claims payment procedures, experience, history, reserve establishment policies, financial soundness, and assist County in identifying the most cost beneficial options.
- S. Coordinate with County staff and representatives on labor relations issues concerning group insurance and benefit programs during meet-and-confer negotiations.
- T. Assist in establishing funding and contribution rates for health benefits.
- U. Assist County in continuing oversight of its Internal Revenue Code (IRC) Section 125 Optional Benefits Plan and related Open Enrollment communications materials.
- V. Assist County with any other aspects of plan design, funding, or administration related to health benefits, Employee Assistance Program (EAP) benefits, disability/life insurance benefits, time off benefits, or other employee and retiree benefits as requested by County.
- W. Provide annual actuarial analysis of appropriate Incurred But Not Reported (IBNR) reserve dollar amounts on account of County's self-funded health benefits.