

Contract Summary Form

OC Expediter Requisition #: 1679593

California Physicians' Service, dba Blue Shield of California

SUMMARY OF SIGNIFICANT CHANGES

There are no significant changes from the previous contract.

SUBCONTRACTORS

This contract, due to the nature of the services, could require the addition of subcontractors. In order to add subcontractor(s) to the contract, the provider/contractor must seek express consent from the department. Should the addition of a subcontractor impact the scope of work and/or contract amount, the department will bring the item back to the Board of Supervisors for approval. In the past (if there is information available), subcontractor(s) have/have not been used for this contract.

This contract includes the following subcontractors or pass through to other providers.

Subcontractor Name	Service	Amount
Arvato Digital Services, LLC	Arvato produces our member ID cards from Valencia, California, and also provides print/mail fulfillment services, pre-sale kit production services, and client- and broker-facing portal services.	Included in Administrative Service Only (ASO) fee
BenefitFocus	BenefitFocus intakes electronic enrollment files from multiple trading partners and formats them into simplified Blue Shield 834 files.	Included in ASO fee
Dental Benefit Providers	Dental Benefit Providers (DBP) serves as Blue Shield's dental plan administrator.	Included in ASO fee
Broadridge	Broadridge provides production services for explanation of benefits documents and checks, producer payments, bills, statements, life certificates, as well as letters and other various correspondence .	Included in ASO fee
Commerce Printing	Commerce Printing provides printing services.	Included in ASO fee

Subcontractor Name	Service	Amount
Diego & Son Printing, Inc .	Diego & Son Printing, Inc. provides printing services.	Included in ASO fee
Fiserv Solutions	Fiserv Solutions provides on-demand services via multiple channels for Blue Shield clients and members to pay their healthcare insurance premiums.	Included in ASO fee
Fong Brothers	Fong Brothers provides printing, inventory management, kitting, and mailing fulfillment of member welcome kits.	Included in ASO fee
Healthwise	Healthwise supplies a robust health and wellness knowledgebase product for use on our website.	Included in ASO fee
MedeAnalytics	MedeAnalytics delivers performance management solutions across the healthcare system.	Included in ASO fee
Language Line	Language Line provides language services to assist non-English speaking members.	Included in ASO fee
SourceHOV, LLC	SourceHOV provides paper claims and correspondence mailroom, imaging, and data entry services .	Included in ASO fee
The Rawlings Group	Rawlings provides investigation and recovery functions.	Included in ASO fee

CONTRACT OPERATING EXPENSES

Ongoing Administration of Claims

1. County of Orange Dental Plan Administrative Service Only (ASO) Base Fees

Fee Charges Per Employee Per Month (PEPM)					
Description	Year 1 2025	Year 2 2026	Year 3 2027	*Year 4 if renewed 2028	*Year 5 if renewed 2029
ASO Fees	\$4.28	\$4.39	\$4.50	\$4.50	\$4.50
Fiduciary	Included	Included	Included	Included	Included
PPO Network Access	Included	Included	Included	Included	Included

Claims and Litigation Support Services defined in Scope of Services for two years following termination of contract.	Included	Included	Included	Included	Included
Total	\$4.28	\$4.39	\$4.50	\$4.50	\$4.50

2. PPO Network Savings Guarantees

Contractor guarantees to County of Orange Dental PPO Network Savings during the contract period as set forth in this Attachment B. Adjustment to the administrative fee shall be as follows and subject to the Definitions and Calculations as stated below:

Definitions and Calculations:

DPPO In-Network Discount Guarantee**35%**
Dental – Administrative Fees at risk**20%**
 Period CoveredJanuary 1, 2025, to December 31, 2025
 Assumed number of active members in Blue Shield PPO plan2162
 Assumed number of active employees in Blue Shield PPO plan5395

DPPO Assumptions

Allowed = Allowed Amount Based on Fee Schedule assigned to Zip and Procedure Code
 Mean = 50% UCR
 Discount = 1 - Allowed/Mean

- 35% average discount off of the 50th percentile for all paid services.
- Total paid amount divided by total calculated charges using established percentile for paid procedures.
- Orthodontics are not included in the calculation.
- Savings are based on contracted providers within the network.
- The established percentile for the average discount will be based on Fair Health schedules.
- Client specific - tracked quarterly, reported annually.

3. Credits

Description	Year 1 2025	Year 2 2026	Year 3 2027	*Year 4 if renewed 2028	*Year 5 if renewed 2029
▪ Communications Credit	\$50,000	0	0	0	0

4. Run-Out Fees

▪ Run-out claims processing for 12 months	Included
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* Contractor will process run-out dental claims for a period of twelve months following the termination date. Any and all additional services needed by the County to administer and track claims run-out, including but not limited to claims reporting, bank reconciliation reports, claim appeals, etc., shall be included in the above fees.