

## On Site Medical Services

### Amendment 1

1. Who are your current vendors within your health and benefits landscape?

ASM (processes pharmacy expenses)

Isleep (sleep studies)

Labcorp (Lab services)

2. How many hours per week should the health center operate? With expansion, what would your goal hours be?

Monday-Friday 7:00-8:00am (Blood work/Labs) 8:00am-5:00pm (not open on Thursday).

3. What is your current annual budget for the health center program?

\$750,000.00

4. Please provide an overview of medical plan options, a new hire kit, or summary of benefits that includes the medical plan design offered?

Please see attached addendum for benefit information.

5. Is an HSA plan design offered? What percentage of employees are enrolled in it?

Yes, 50%

6. Are sleep studies being performed today? If so, please elaborate on any equipment at the health center and if this is owned by the County.

Yes. Studies are performed "at home". The device is returned for transmittal of data to be read and diagnosed. Our clinic then provides the

machine and supplies to our employees, if needed. Supplies are replaced every 6 months. All are provided through Isleep.

7. What are the areas of your current model of care that you wish to improve? Maintain?

We would rather see what you propose

8. Who owns the equipment and furniture? Can you provide an inventory list?

Troup County owns the furniture, computer equipment (laptops and desk top computers) and multi-purpose copier/scanner/fax machine. We supply the cleaning products and paper goods. There are four exam rooms with exam tables, a stool and waiting room style chairs in each. There is a medical staff office and a clerical office with desk/chair set up and computers. The lobby contains two small sofa style seats and two chairs. The lab has a phlebotomy chair and refrigerator. The break room has a refrigerator, microwave and a table and chair set. There is a medical supply closet and a storage room.

9. Might the County want to retain any of the existing staff? If so, are there non-compete covenants or other restrictions in place by the incumbent operator?

Yes, but not all.

10. What area, in terms of data, would you want to improve?

We would rather see what you propose

11. Can you provide claims trend reporting that identifies the claims spend of the users of the health centers vs. on-users of the health center?

No

12. Do you provide:

Service	Yes/No	Current Vendor	Volume	Time period service is delivered
Mass Biometric screenings	No			
HRAs	No			
Health coaching programs				
Disease management programs				

13. Please indicate which of the following occupations health services are either offered within the health center or the County is interested in adding to the health center scope of services:

	Add Yes/No	2023 Visit volume
Urine Drug Collections	Yes	
Breath Alcohol Collections		
DOT Physicals	Yes	
Immunizations for safety/work purposes	Offered	130
Lab evaluation for annual surveillance	Offered	816
Pre-Employment physical exams	Offered	60
OSHA mandated hearing tests	No	
Respiratory surveillance testing (Annual OSHA questionnaires/spirometry/exam)	Offered	0
Respirator Fit testing (qualitative or Quantitative)	No	
Return to Work Exams (non-related work conditions)	Yes	15
Fit for duty exams	Yes	
Work-related injury care	Offered	12
Work related injury case management	Offered	2

**Other Services:**

**Disease Management/Educational visits**      Offered      213

**What are the goals, gaps and/or opportunities that the County would like to address regarding the provisions of occupational health to its employees?**

The ability to perform post-accident drug tests and also have a staff that is knowledgeable of successful injury treatment, referrals, etc.

**14. What is the County's reason for going out to bid for health center services?**

Troup County regularly re-bids professional services to ensure quality, cost and competitiveness.

**15. Who is Troup County's benefit broker? Do you collect a co-pay or full visit pay?**

Oakbridge Insurance Agency, LLC  
LaGrange, GA 30240

There is \$0 out of pocket to County Employees and insured dependents who visit the clinic.

**16. What are the current successes of the health center?**

Great customer service oriented local staff, data driven initiatives, and welcoming /convenient location.

**17. What are the top barriers to success?**

Lack of utilization by employees and dependents on our healthcare plan, communications between the Clinic leadership and Troup County leadership and the cost of service.

**18. Is the current clinic exclusive to Troup County?**

No, we have one other partnering entity but would be open to other partners in order to share the cost and to potentially offer additional innovative services.

**19. If not, who are the other employers that have access to the clinic? Will these employers continue with clinic access in the future?**

Advics (manufacturing company in LaGrange Industrial Park) is the other employer. In the past 13 years other entities, including LaGrange College, have been a partner.

**20. Please provide current staffing model, including hours per week for each team member.**

One M. D. (4 hours), one NP (32 hours), one RN (32 hours), one LPN (32 hours), one medical assistant (32 hours). We also contract for a NP for coverage when the regular NP is unavailable on a prn basis.

**21. What is the current return on investment for the health center?**

**22. For ROI calculation, please provide Troup County's total 2023 annual medical and RX spend and total eligibility for these plans.**

Please see attached

**23. Please provide Troup County's most recent reporting (annual, quarterly, and monthly) for the health center.**

Please see attached report for the first two quarters of 2024.

**24. Please provide the annual capacity rate for the health center (i.e. 85% capacity).**

Please see attached report for the first two quarters of 2024.

**25. Please list each provider and how many visits each provider sees per day.**

Please see attached report for the first two quarters of 2024.

**26. Please provide the respective current engagement rates for employees, spouses, and dependents.**

Please see attached report for the first two quarters of 2024.

**27. Does Troup County offer and wellness program?**

Troup County has its own in-house Wellness Manager and WeCare provides wellness programs/coaching.

**28. Is the intention for the new vendor to take over management of the wellness program?**

We want the vendor to supplement wellness programming, working with our in-house Wellness Manger.

**29. Please provide the program requirements, incentives, and eligible participant pool (i.e., employees, or employee plus spouse).**

Eligible participants include employees, spouses, dependent children, retirees and retiree spouses (if applicable). We don't have incentives at this time but would be open to suggestions to encourage better utilization.

**30. How many participants successfully complete the wellness program requirement last year (completion rate)?**

N/A Our wellness program began in 2024.

**31. Is Troup County interested in a wellness portal/cultural engagement platform with challenges, activities, etc. to augment the wellness program?**

Yes

**32. Please provide an excel file including zip codes for all current employees, retirees, and their dependents for the purpose of heat mapping.**

Please see attached.

**33. Is the County able to share clinic outcome data for the last full year (2023)?**

- a. Visits per day/month/year – visits types (provider or non-provider)
- b. Top Health conditions treated?
- c. Top chronic health conditions diagnosed?

Please see attached

**34. Prescription data**

- a. Total annual volume dispensed onsite? **None dispensed onsite**
- b. Top 5 medications dispensed?

**Please see attached**

**35. Are there dates set for finalist presentations and contract awards?**

**After bids are received, we will review them and schedule meetings for our staff to ask questions and hear presentations.**

36. Provide an overview of your organization, including financial stability, organizational structure, ownership, etc. Regarding financial stability are there any specifics the County is looking for?

37. Express your willingness to enter into a performance guarantee and how the performance criteria and penalties might be defined. Regarding the performance guarantee, are there any specific metrics or measurable the county is looking for?

38. What is the cost to run the facility in terms of rent and utilities?

**The County owns the building where the clinic is currently located, therefore no rent or utilities would be factored in to the company's cost.**