

## QUESTIONS AND ANSWERS

1. Which “online eligibility system” do you use? Does it allow for online, self-service enrollment? Is it accessible on the internet? Is it mobile-responsive? **Phoenix is the system which is an SAP product and Shared Services administers the system that allows for employee self-service enrollment. It is not mobile-responsive.**
2. What is the first year cost of Jellyvision? **Please submit a public records request to [PRR@sb-court.org](mailto:PRR@sb-court.org).**
3. Are you interested in issue-age (rates lock at age of purchase) or attained age (rates increase every 5 to 10 years) rates on Critical Illness? **Please provide rates both ways.**
4. Will the incumbent voluntary benefits continue to be payroll deducted or will they be removed from payroll? **The Court would put in a request to Shared Services to allow payroll deductions for these benefits. Although I understand about best practice I am not sure how or if we could prevent offering VBs alongside the unions.**
5. Please describe the current method used for open enrollment. **The Court has no involvement with the voluntary benefits offered through the Unions so we have no way of knowing their process. We currently do not payroll deduct for VB for SEIU and Teamsters was grandfathered when they were SBPEA and we transitioned from the County payroll system to our current system however the deduction we take for Teamster members is a lump sum so we have no way of knowing what the deduction is for. Once payment is sent to Teamsters they apply as necessary.**
6. Will the selected vendor be allowed to conduct group meetings and meet with each employee face-to-face? **This decision would be made by the Court’s Executive Team if a vendor is selected. They would have the ability to attend all open enrollment meetings but that is the only confirmation the Court can provide at this time.**
7. Please describe any need for employee self-enrollment. **If the VB product is included in the Court’s HRIS system, an employee may be able to self-enroll upon obtaining the benefits and rates from an enroller. This is just an inquiry, not to say this will take place.**
8. Please describe any need for call center enrollment. **This is to allow employees to call after-hours to obtain information needed and have questions answered. If enrollment can be captured over the phone then HR will need the pertinent enrollment information to be able to deduct and remit premiums.**
9. What HR/payroll system is currently being used? **Phoenix/Shared Services; this system is specifically for the Superior Courts of California and it is an SAP product.**
10. What enrollment technology platform is used? Please describe how that vendor/administrator would work with us to enroll and administer our products most efficiently? **Refer to prior question. You will need to provide your file specifications and parameters for Shared Services to review in order to make a determination.**

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11. What do you consider “pre-enrollment” support and can you please provide examples of what you may be looking for? **Do you offer a call center, email address, or texting methods that can be available for employees to ask questions about your products prior to open enrollment? Ideally it would be beneficial to have resources that employees can utilize after hours. If this is only available during the open enrollment, please note this in your proposal.**
  
12. Could you expand on what you mean by “include optional funds to be used for a wellness initiative and/or communication services such as JellyVision, for online enrollment”. Does this relate to pet insurance? **The Court is not a "for profit" government entity and incurs expenses to offer employees a wellness program and a decision-making support resource (ie. Jellyvision) during the employee self-service enrollment process. If your company can offer funds to help the Court promote the Pet Insurance then please include this in your proposal. This is not a requirement.**