**Please Answer the Following and Attach to Your Response**

**Provide as much information and details as possible**

**Include websites and links for viewing purposes**

1. Describe your process for implementing a virtual open enrollment.
2. Describe your company’s process for accepting electronic file feeds for open enrollment for current staff and new hire enrollments.
3. Describe your company’s ability to provide in-person forums for open enrollment and the time frame required for this to take place.
4. Describe your company’s ability to provide webinars for our staff with details and options for open enrollment and the time frame required for this to take place.
5. Explain your process for implementing open enrollment for employees that do not have internet access.
6. Explain your company’s process to implement open enrollment using IOS and/or Android applications.
7. List and describe in detail the services available to our District’s Benefits Department staff through your website.
8. List and describe in detail the services available to our staff and enrolled members through your website.
9. Describe the process of appeals for specific claims decisions for the employee and the employer.
10. Explain how your company determines renewal rates and fees.
11. List the percentage of your general dentists that are currently accepting new patients.
12. List the percentage of your general dentists that are currently “closed panel”.
13. Explain your process for changing primary dentists, including any restrictions.
14. List personnel that will be available to assist with the enrollment process and information meetings, including their qualifications.
15. Is your company willing and able to add dentists to your network at the District’s request? Explain this process.
16. Are provider directories available online through your website? How often are they updated?
17. Based on your proposal, provide the date your company could have each of the following completed: open enrollment, webinars, virtual enrollments