

SECOND AMENDMENT OF THE MASTER SERVICES AGREEMENT
FOR EMPLOYEE BENEFIT PLAN(S) MEDICAL, PHARMACY – MSA-881673

THIS SECOND AMENDMENT OF THE MASTER SERVICES AGREEMENT FOR EMPLOYEE BENEFIT PLAN(S) MEDICAL, PHARMACY, made and entered into by and between the Lee County Board of County Commissioners, a political subdivision of the State of Florida ("Customer") and Aetna Life Insurance Company ("Aetna"), collectively, the "Parties."

WHEREAS, the Customer entered into a Master Services Agreement for the purchase of employee benefits products and administrative services through Solicitation No. RFP170082LKD with Aetna on the 19th day of July 2018 ("Agreement"); and,

WHEREAS, it was discovered after the execution of the Agreement that it would be in the best interest of the Customer to modify the MEDICAL SERVICE AND FEE SCHEDULE TO THE MASTER SERVICES AGREEMENT attachment to the Agreement to allow for additional terms specific to the Teladoc and CVS MinuteClinic Benefit programs; and,

WHEREAS, it was discovered after the execution of the Agreement that it would be in the best interest of the Customer to include the Teladoc and CVS MinuteClinic Benefit programs in the MEDICAL SERVICE AND FEE SCHEDULE subsection of the General Administration and Claim Wire Billing sections of the MEDICAL SERVICE AND FEE SCHEDULE TO THE MASTER SERVICES AGREEMENT attachment to the Agreement; and,

WHEREAS, the Parties desire to modify the MEDICAL SERVICE AND FEE SCHEDULE TO THE MASTER SERVICES AGREEMENT attachment to add the additional terms and subtitle.

NOW, THEREFORE, IN CONSIDERATION OF THE FOREGOING AND THE MUTUAL COVENANTS CONTAINED HEREIN, IT IS AGREED AS FOLLOWS:

1. Effective August 1, 2020, the Parties agree that the "Terms & Conditions" section, on page 18, of the MEDICAL SERVICES SCHEDULE TO THE MASTER SERVICES AGREEMENT and MEDICAL SERVICE AND FEE SCHEDULE TO THE MASTER SERVICES AGREEMENT attachment to the Agreement shall be superseded by the following, and in all other respects the MEDICAL SERVICE AND FEE SCHEDULE remains unchanged:

MEDICAL
SERVICE AND FEE SCHEDULE
TO THE MASTER SERVICES AGREEMENT
EFFECTIVE January 1, 2018

The Service Fees and Services effective for the period beginning January 1, 2018 and ending December 31, 2020 are specified below. They shall be amended for future periods, in accordance with section 4 of the Agreement. Any reference to "Member" shall mean a Plan Participant as defined in the Agreement.

<i>Administrative Fees Per-Employee, Per-Month (PEPM)</i>		
<i>Initial Contract Period, January 1 2018 through December 31, 2020</i>	Choice POS II	Open Access Aetna Select
Assumed Enrollment	1,201	2,949
Total Per-Employee, Per Month	\$30.93	\$30.93
<i>Two 1-Year Renewal Periods</i>	Choice POS II	Open Access Aetna Select
January 1, 2021 Total Per-Employee, Per-Month	\$31.86	\$31.86
January 1, 2022 Total Per-Employee, Per-Month	\$32.81	\$32.81
Our fees are based on the total number of employees enrolled in Aetna medical products.		
Aetna also provides "fee holidays" of \$225,000 per year, in Years 2018 and 2019		
Please refer to the Financial Assumptions for a detailed description of the services, terms, and conditions associated with our self-funded proposal.		
We have provided a three year fee guarantee from January 1, 2018 through December 31, 2020 for the self-insured coverages included in this proposal. The first three year fees are guarantee according to the per employee, per month fees as illustrated on the fee exhibit. The fourth-year fee will increase over the third-year fee by 3 percent and the fifth-year fee will increase over the fourth-year fee by 3 percent.		
Included Services/ Programs in Above Administrative Fees	Choice POS II	Open Access Aetna Select
<i>General Administration</i>		
Experienced Account Management Team	Included	Included
Designated billing, eligibility, plan set up, underwriting and drafting services	Included	Included

Review or draft plan documents	Included	Included
Aetna Full Claim Fiduciary	Included	Included
Aetna provides external review	Included	Included
\$150,000 Wellness Allowance	Included	Included
\$50,000 Pre-Implementation Audit for Medical ASO - Year 1 Only	Included	Included
\$25,000 Pre-Implementation Audit for Pharmacy	Included	Included
\$20,000 Communication Budget Unlimited for January 1, 2018 - June 30, 2018	Included	Included
Enhanced Wellness Package	Included	Included
Onsite Wellness Coordinator	Included	Included
Onsite Customer Service Representative	Included	Included
CVS MinuteClinic Benefit Program – Effective August 1, 2020	Included	Included
<i>Banking Information</i>		
Wire transfer when checks Cleared	Included	Included
ACH drawdown by Aetna	Included	Included
Claim funding requests: Standard >\$20,000	Included	Included
<i>Member and Claim Services</i>		
Claim Administration	Included	Included
Member Services	Included	Included
Aetna Voice Advantage	Included	Included
Plan Sponsor Liaison	Included	Included
<i>Network Information</i>		
Network Access/ Full National Reciprocity	Included	Included
<i>Care Management</i>		
Utilization Management Concurrent Review	Included	Included
Utilization Management Discharge Planning	Included	Included
Utilization Management Retrospective Review	Included	Included
Aetna Compassionate Care Program (ACCP)	Included	Included
National Medical Excellence®	Included	Included
Aetna Health Connections *Disease Management	Included	Included
MedQuery® with physician messaging	Included	Included
Personal Health Record	Included	Included
Beginning Right Maternity Program	Included	Included
Informed Health® Line - 24-hour Nurseline 1-800 #	Included	Included

Medical

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Effective 1/1/2018

Aetna Healthy Actions	Included	Included
Simple Steps To A Healthier Life®_ Health Assessment	Included	Included
<i>Behavioral Health</i>		
Managed Behavioral Health	Included	Included
Behavioral Health Condition Management - Basic	Included	Included
<i>Web Tools</i>		
DocFind® (online provider directory)	Included	Included
Aetna Navigator® - Member Self Service Web	Included	Included
Web-Chat Technology - Virtual Assistant Ann	Included	Included
Online Programs	Included	Included
Health Decision Support - Basic	Included	Included
<i>Reporting</i>		
Aetna Health Information Advantage™	Included	Included
e.Plan Sponsor Monitor™ - Level B Reporting (Standard Quarterly Utilization Reports)	Included	Included
Monthly Financial Claim Detail Reports	Included	Included
3rd Party Stop Loss Reporting, if applicable	Included	Included
Medical Universal Claim File - Monthly	Included	Included
Pharmacy Universal Claim File - Monthly	Included	Included
Aetna Info MDCR Subsidy Reporting	Included	Included
Monthly Banking Reports	Included	Included
<i>Aetna Discount Program</i>		
at home products, books, fitness, hearing, national products and services, oral health care, vision, weight management	Included	Included
Claim Wire Billing	<i>Charged through the Claim Wire</i>	
Teladoc General Medical Consult Fee – Effective August 1, 2020	\$0.20 per-member, per-month	
Enhanced Clinical Review	\$0.60 per-member, per-month	
Subrogation	<i>30% of recovered amount will be retained</i>	
National Advantage™ Program	<i>40% of savings will be retained</i>	
Itemized Bill Review	<i>40% of savings will be retained</i>	
Facility Charge Review Fixed Determination	<i>40% of savings will be retained</i>	
Overpayment Recovery Services	<i>40% of savings will be retained, or applicable recovery fees</i>	

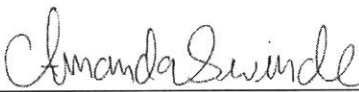
IN WITNESS WHEREOF, this Second Amendment of the Agreement has been signed and sealed, in duplicate, by the respective parties hereto.

DATED this 10 day of August, 2020 by the Lee County Board of County Commissioners.

COUNTY: LEE COUNTY, FLORIDA

BY: 
Erin Hailstone
Director of Human Resources

APPROVED as to Form for the Reliance of
Lee County Only

BY: 
County Attorney's Office

DATED this 28 day of July, 2020 by Aetna Life Insurance Company

ATTEST:

Scott Weber Digitally signed by Scott Weber
Date: 2020.07.28 13:47:30 -04'00'
(Witness)

BY: Cathy Aguirre Digitally signed by Cathy Aguirre
Date: 2020.07.28 12:32:55 -04'00'
Authorized Signature

Cathy Aguirre
Authorized Signature Printed Name

Market Head of Service and Sales

Authorized Signature Title

CORPORATE SEAL: