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**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise
indicated, all other terms and conditions of the Solicitation
remain the same.

Ce document est par la présente révisé; sauf indication contraire,
les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Health Services Project Division (XF)/Division des
projets de services de santé (XF)
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Title - Sujet PSHCP ASO Retender	
Solicitation No. - N° de l'invitation 24062-180558/D	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 24062-180558	Date 2020-10-09
GETS Reference No. - N° de référence de SEAG PW-\$\$XF-002-38428	
File No. - N° de dossier 002xf.24062-180558	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-11-02	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: You, Soun	Buyer Id - Id de l'acheteur 002xf
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Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

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Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

SOLICITATION AMENDMENT 003

This amendment is raised to answer questions received from Industry and to update the RFP where applicable.

QUESTIONS & ANSWERS

Q58: REFERENCE: SOW article 4.14.2 c)

Can Canada provide clarity on the requirement for a (SOC)2 type II for the trust of all 5 principles? Would Canada deem a (SOC) 2 Type II which would include 2 principles (security and availability) along with the requirement under 4.6.8 External Audit of Controls 3416 (which includes processing integrity) and the requirement 4.13.3 Privacy Audits, Privacy Impact Assessment and Threat and Risk assessments (which tests privacy and confidentiality) as appropriate solution?

A58: The five trust principles are security; availability; processing integrity; confidentiality; and privacy. A SOC2 Type 2 shows that an organization conforms over a period of time directly to controls relating to IT security; the other referenced audits are not comparable and do not provide an appropriate solution.

Q59: REFERENCE: SOW article 4.14.21 i. and ii.

Can Canada elaborate on the business need they are trying to achieve with this requirement?

A59: The data referenced is data that belongs to Canada, which it must have the ability to retrieve and secure this information for any purpose it sees fit, including, but not limited to, internal audits and reporting.

Q60: REFERENCE: SOW article 4.14.37 d)

Can Canada elaborate on their expectation by further elaborating on the level of information they are seeking?

A60: See list of required information elaborated in SOW Article 4.14.37 a) and Appendix 8 to Annex A – GC Event Logging Strategy.

Q61: REFERENCE: SOW article 4.14.38 iii. and v.

If a bidder engages a 3rd party to execute the Penetration and Vulnerability scan and agrees to share the report with Canada, would this satisfy Canada's requirement of conducting their own independent assessment?

A61: The Contractor may use third-party firm to conduct penetration testing and vulnerability testing, however this does not preclude Canada's ability to conduct its own independent testing, as stipulated in articles 4.14.38 iii. and v. Refer to RFP Revision 23 below.

Q62: REFERENCE: SOW article 4.14.31

Can Canada confirm the frequency of this requirement?

A62: This would be done on an ad-hoc basis at Canada's discretion.

Q63: REFERENCE: SOW article 4.14.6 i. i)

Can Canada confirm what is the definition of "telework sites"?

A63: Telework sites could primarily be homes but could be from anywhere.

Q64: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria
With respect to M-2.3, Service Delivery Manager, and the two Customer Reference Projects under B) c), please confirm that two very different project assignments with the same customer would fulfill this requirement.

A64: No, the customer for each Customer Reference Project must be different. Refer to RFP Revision 24 below.

Q65: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria
With respect to M-2.4, Start Up Phase Project Manager, for B) c), please confirm that projects managed across the Contractor's block of business, as opposed to projects managed for a specific customer, would be sufficient to meet this requirement. If so, please also confirm that specific external customer references do not need to be supplied, or alternatively, that internal Contractor references would suffice.

A65: The corporate experience of the Bidder with projects managed across the Contractor's block of business will not sufficiently meet this requirement. To clarify, the Customer Reference Projects cited in response to M-2.4 B) c) are intended to demonstrate the resource's experience on specific projects, and with different customers - the Bidder cannot reference itself as a customer. Refer to RFP article 4.1.4.1 b) x.3. and RFP Revision 25 below.

Q66: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria
With respect to M-2.4, Start Up Phase Project Manager, for B) d), please confirm that experience implementing new products & services broadly across the Contractor's block of business would be sufficient to meet this requirement, providing that (a) and (b) are met. If so, please also confirm that specific external customer references do not need to be supplied, or alternatively, that internal Contractor references would suffice.

A66: Refer to the answer for Q65 above.

Q67: Intentionally left blank

Q68: For the biennial positive enrolment process, is Canada's expectation that claims are not processed for members until they have completed the process?

A68: Yes, refer to SOW Articles 3.4.2 i. and 4.4.1.

Q69: Is it possible for Canada to provide the percentage split of claims by submission type for 2019 and 2020 year-to-date?

A69: Refer to the attachment of this amendment for the requested supplementary volumetric data.

Q70: REFERENCE: SOW article 3.2.3 iv. o), and Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria
The Integrated Schedule for the Start-Up Phase stipulates SOW article 3.17 Veterans Affairs Canada (VAC) Remittance Administration Services Set-Up as a mandatory requirement. However, this SOW article does not appear as a requirement in article M-3.1 a) of the Mandatory Technical Evaluation Criteria. Please clarify.

A70: Yes, VAC Remittance Administration Services Set-Up should be included in the Integrated schedule as per SOW Article 3.2.3 iv. O). See RFP Revisions 26-28 below.

Q71: REFERENCE: SOW article 3.2.3 iv. o), and Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria
Article M-3.10 refers to SOW article 3.16, however SOW article 3.16 describes Data Migration and not Security Set-Up. Should the reference be to SOW article 3.15, and not 3.16?

A71: Yes. See RFP Revision 29 below.

Q72: REFERENCE: SOW articles 3.2.3 iv., and 3.14
SOW article 3.14 (Technical and Administrative Documentation Development) does not appear in any of the items listed under SOW article 3.2.3 iv. Can Canada confirm that this omission is intentional and correct?

A72: The omission of Technical and Administrative Documentation Development from SOW 3.2.3 iv. is intentional and correct. The technical documentation is completed in support of the other major activities identified in the Integrated Schedule for Start-Up Phase (SOW 3.2.3 iv.).

Q73: Is it possible for Canada to provide e-Claims volumes for 2016, 2017 and 2018 broken down by the following two categories: Pharmacy and Electronic Medical Supplies Providers, and Members?

A73: The requested data is contained in Attachment 2.1 to Par 2 – PSHCP Volumetric Data (starts on page 531 of 709 of the RFP). Refer to charts 78, 79 and 80 for the number of Pay Direct Drug (PDD) claims in 2016, 2017 and 2018, respectively. Refer to chart 81 for statistics on Member Digital services in 2018. (**Note:** Digital services were introduced in April 2018, therefore there is no Member Digital claims data for previous years.)

Q74: Is it possible for Canada to provide daily call volumes for 2019?

A74: Canada does not have daily call volume data. However, the attached supplementary volumetric data to this amendment does include monthly call volume data for 2019.

Q75: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria, and Appendix 2 to Attachment 3.1 to Part 3 - Point-Rated Technical Evaluation Criteria
Point-rated criteria R-2.3 Financial Management Services and Controls Solution refers to M-4.3, however M-4.3 describes Proposed Provider Registration & Management Services Solution. Please clarify.

A75: Refer to RFP Revision 20 and 21 of Amendment 002.

Q76: For new members completing Positive Enrolment during the Operations Phase, please confirm that Canada's intent is for members themselves to initiate the PE process in their preferred modality (i.e., on-line, paper form).

A76: Yes that is Canada's intent. However, the Contractor will finalize its PE solution and program, and communicate the established PE process to Members as set out in SOW Articles 3.4.1. and 3.4.9.

Q77: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria, and Appendix 2 to Attachment 3.1 to Part 3 - Point-Rated Technical Evaluation Criteria
When proposing a resource that does not meet the stated minimum years of experience required, would Canada be willing to consider a candidate if the supplier can demonstrate the candidate's ability to meet the qualifications through similar work related experience?

A77: No. The Bidder must demonstrate that each proposed resource meets the minimum mandatory requirements.

Q78: REFERENCE: RFP article 1.2

Is there any Health pooling in place? If so, what is the arrangement and have there been any pooled claims over the past 3 years?

A78: No, the PSHCP does not have Health pooling.

Q79: REFERENCE: SOW article 3.5

Is the current provider registry a customized solution where the PSHCP has final decision on the providers to be included/excluded under the program or is the provider registry the current carrier's standard provider registry?

A79: Canada is using the current contractor's Provider Registration solution. Refer to SOW Articles 3.5 and 4.5 for the requirements around registration, deregistration, and creation of a solution.

Q80: REFERENCE: SOW article 3.5

Are the existing agreements with the current provider to be grandfathered to a potential new carrier or is the take-over carrier required to develop and implement all new agreements? Can you please provide a sample of the various provider agreements currently in place?

A80: The existing Provider Agreements belong to the contractor and therefore cannot be provided. Refer to SOW Articles 3.5.2 and 4.5.5.

Q81: How long has the current carrier been the carrier for this program?

A81: The incumbent contractor has been providing administrative services to the PSHCP, under the current contract, since 2009.

Q82: REFERENCE: SOW article 4.14

Should a carrier not have a SOC2 Type II report in place by the Operations Ready Date, will they be automatically be disqualified based on this requirement?

A82: Refer to SOW Article 3.15.2. Failure by the Contractor to meet the requirement by the Operations Ready Date will be regarded as failure by the Contractor to perform the Work

Q83: REFERENCE: SOW article 4.14

Should a carrier not have an ISO certification in place by the Operations Ready Date, will they be automatically be disqualified based on this requirement?

A83: Refer to SOW Article 3.15.2. Failure by the Contractor to meet the requirement by the Operations Ready Date will be regarded as failure by the Contractor to perform the Work

Q84: Will this RFP exercise include a finalist presentation? If yes, do you have a proposed timeline for when this presentation will happen?

A84: Presentations are not required for this solicitation process.

Q85: REFERENCE: Appendix 1 to Attachment 3.1 to Part 3 - Mandatory Technical Evaluation Criteria, and Appendix 2 to Attachment 3.1 to Part 3 - Point-Rated Technical Evaluation Criteria

Please confirm how Canada would like bidders to provide responses to the Mandatory Technical Evaluation Criteria and the Point-Rated Technical Evaluation Criteria.

A85: Refer to the answer from Q54 of Solicitation Amendment 002.

Q86: REFERENCE: Appendix 1 to Annex A, page 7

There is mention of dental coverage (specifically oral surgical procedures only) covered under this program if they are not covered under the Public Services Dental Plan. Can more details be provided as to why only these specific dental procedures are covered under the Health plan (outside of Accidental Dental) when a Dental program is already in place with separate carrier? Additionally, can Canada provide details on how many claims for oral surgical procedures have been paid (and the dollar amount) in 2016, 2017 and 2018?

A86: Refer to the Dental Benefit section of the PSHCP Directive for the description of this benefit and its coverage. Canada is able to provide PSHCP Dental Benefit data (see table below). As detailed dental procedure codes under the PSHCP are not available, Canada cannot provide information specific to oral surgical procedures only.

PSHCP Emergency Dental Benefit

	2016	2017	2018
Number of Billable Services	65,824	65,464	63,424
Number of Paid Services	21,500	20,495	21,951
Paid Amount	\$ 947,222	\$ 911,245	\$ 815,615

Q87: REFERENCE: Solicitation Amendment 002, Q&A 50

Further the response provided for Q50, we would like to request further clarification. Both spots (e.g. M-4.1 and R-2.1 Claims Processing and Claims Payment Services) ask for a description of the solution, based on the same SOW sections. Is the expectation that bidders provide a detailed written overview of their solution in both spots? We see that the Point-Rated section has additional elements in b) and c) but a) in the Point-Rated section appears to ask for the same write-up as the Mandatory Technical Evaluation Criteria.

A87: Bidders may provide detailed responses (even if they are identical) in both the Mandatory Technical Evaluation Criteria and the Point-Rated Technical Evaluation Criteria sections of their technical bid. Alternatively, bidders may also provide a detailed response in the Mandatory Technical Evaluation Criteria section of their technical bid, and just a cross reference (to where the response can be found in the Mandatory Technical Evaluation Criteria) in the Point-Rated Technical Evaluation Criteria section of their technical bid. If bidders select the second option, they are strongly encouraged to ensure that their response in the Mandatory Technical Evaluation Criteria also addresses the requirements of the Point-Rated Technical Evaluation Criteria. In either scenario, it should be clear for evaluators to determine where the required information for each criterion can be found.

Q88: REFERENCE: SOW articles 3.4.7 and 4.4.4

What is Canada's intention if Members do not respond to the biennial confirmation and consent? Is the biennial confirmation and consent voluntary for Members to complete? If it is mandatory, what are the next steps in the case of a Member who does not respond?

A88: Refer to Q&A 68 above.

Q89: REFERENCE: SOW article 3.4.9 ii.

It is stated that an objective of at least 85% of PSHCP members must complete the Positive Enrolment confirmation prior to the Operations Ready date. In order to facilitate this, would the successful bidder be provided with (or allowed to collect) email addresses prior to enrolment?

A89: Refer to Data Migration SOW Article 3.16.5 ii. b). The Contractor will receive all available information for all Members.

Q90: REFERENCE: SOW article 3.15.13 b) i.

What type of Government Furnished Equipment (GFE) will Bidders be required to have on their sites?

A90: Passive network taps, as stated in the requirement, along with the one 42u rack, the specified monitoring equipment, and telecommunications circuit(s) identified in 3.15.13 b) ii.

Q91: REFERENCE: SOW article 3.15.13 b) ii., iii., iv., v., vi., vii., viii., & ix.

Does Canada anticipate needing to install anything in the Bidder's system?

A91: No, Canada does not anticipate needing to install anything in the bidder's system.

Q92: REFERENCE: SOW article 3.15.14

How does Canada currently use Application Programming Interfaces (APIs) to support the PSHCP solution?

A92: An Application Programming Interface (API) provides a common interface to different software applications to consolidate information such as Positive Enrolment, Member profile, Claims Processing and others. Use of an API to support the proposed PSHCP solution is not mandatory. However, if the Contractor elects to use one, it must conform to the referenced standards.

Q93: REFERENCE: SOW article 3.15.17

Please describe the current EDI in place for the PSHCP solution and the security features.

A93: Canada is unable to divulge specific details on the existing EDI in place. Regardless, the existing solution and security features are immaterial to the requirements specified in the SOW. Please refer to SOW article 4.14.18, which details the requirements of an EDI solution.

Q94: REFERENCE: SOW article 4.3

Please provide definitions and examples of benefits that fall into the four claim categories used in the RFP:

- Non-DIN
- Non-medical supplies
- DIN
- Medical supplies

A94: To clarify:

- Non-DIN and Non-Medical Supplies claims refer to claims that do not fall into the Drug and Medical Supplies benefit categories, respectively. Examples include Vision Care, Medical Practitioner, Hospital, Medical Equipment, Travel Assistance and Out of Canada expenses.
- DIN and Medical Supplies claims refer to claims for Drugs and Medical Supplies, respectively. Examples of Medical Supplies include diabetic supplies, test strips, catheters, dressing/bandages, and ostomy supplies.
- All of these claim categories can be submitted electronically and/or by paper.

Q95: REFERENCE: SOW article 4.3

Please provide Canada's definition of each claim line status. Do the definitions include all of the below?

- Paid
- Denied
- New
- Adjusted
- Reversed

A95: To clarify:

- Paid: Claimed service that is accepted for payment as billed or paid to comply with PSHCP pricing rules.
- Denied: Claimed service that is rejected due to ineligibility or insufficient information.
- New: Claimed service that is submitted as part of a new Claim submission.
- Adjusted: A change to the original Claim adjudication decision.
- Reversed: A Claim that is reversed after having been previously submitted and paid or partially paid.

Q96: REFERENCE: SOW article 4.3.1

The requirement is noted as ensuring that proof of payment has been received for all expenses claimed. Does this mean that a receipt is required for all online claims submitted via the PSHCP Member Website?

A96: Yes. See also Q&A 27 contained in Amendment No. 002.

Q97: REFERENCE: SOW article 4.7

Please provide further clarification around the difference between delisted and deregistered – an example of how those two processes work today would be very helpful.

A97: Refer to RFP Revisions 18 and 19 contained in RFP Amendment No. 002.

Q98: REFERENCE: SOW article 4.11

Please confirm whether (under today's model) a provider calling about plan member eligibility would contact the Provider Call Centre or the Plan Member Call Centre.

A98: It is at the Bidder's discretion, based on their expertise and/or that of their applicable subcontractors, to propose the optimal Member Contact Centre and Provider Contract Centre solutions in order to meet the requirements stipulated in SOW Articles 4.10 and 4.11.

Q99: REFERENCE: SOW article 4.14.2 i. a) and b)

Would Canada accept the equivalent/similar National Institute of Standards and Technology (NIST) standard for these certifications? We noted that NIST best practices are an option in SOW, 4.14.14 Supply Chain Risk Management, part iii., sub-part b).

A99: No, the SOC 2 Type 2 and ISO 27001, ISO 27017 cannot be substituted.

Q100: As an addition to Attachment 2.1 to Part 2 PSHCP Volumetric Data, would it be possible for Canada to provide 2019 volumetric data for claims?

A100: Refer to the attachment of this amendment for the supplementary 2019 volumetric data. Canada is providing 2019 PSHCP Claims Processing Statistics by Benefit Type (similar to charts 38-40 provided for 2016 – 2018, respectively).

- Q101:** As an addition to Attachment 2.1 to Part 2 PSHCP Volumetric Data, would it be possible for Canada provide available email and chat volumes for call centre support?
- A101:** Refer to the attachment of this amendment for the supplementary Member Call Centre volumetric data. Reporting of click to chat began in July 2018; and as such the supplementary data includes Member Call Centre Chat Volumes from July 2018 through August 2020 (only). Canada does not have email volume data.
- Q102:** REFERENCE: Appendix 4 to Annex A - PSHCP Data Elements
Can Canada provide an example of a Region and what it would be used for? Is it something beyond what is captured in the address information (i.e. address line, province, postal code)?
- A102:** Regions could be used for analysis of PSHCP experience. Examples of a Region for the PSHCP could include; the National Capital Region (NCR); Central (ON); Central (QC); East (NL, PE, NS and NB); West (MB, SK, AB and BC); North (YT, NT, and NU).

RFP REVISION

23. At Annex A, SOW, Article 4.14.38

DELETE: Article i. in its entirety; and

INSERT: i. The Contractor must conduct, or have an independent third party security firm conduct, yearly penetration tests, on the solution environment and apply remedial action to address any deficiencies identified during testing.

24. At Appendix 1 to Attachment 3.1- Mandatory Technical Evaluation Criteria, M-2.3 Service Delivery Manager B) c)

DELETE: The Bidder must demonstrate, using a minimum of two Customer Reference Project descriptions, that the proposed resource has experience acting on behalf of a service provider to manage the day to day business relationship between a Health care claims processing service provider and the service provider's client. At least one of the two Customer Reference Projects must have supported a minimum of 10,000 Participants under the applicable Health care plan.

INSERT: The Bidder must demonstrate, using a minimum of two Customer Reference Project descriptions, that the proposed resource has experience acting on behalf of a service provider to manage the day to day business relationship between a Health care claims processing service provider and the service provider's client. The customer for each Customer Reference Project must be different. At least one of the two Customer Reference Projects must have supported a minimum of 10,000 Participants under the applicable Health care plan.

25. At Appendix 1 to Attachment 3.1- Mandatory Technical Evaluation Criteria, M-2.4 Start-Up Phase Project Manager B) d)

DELETE: The Bidder must demonstrate that the proposed resource has experience on a minimum of two Customer Reference Projects, planning and executing the implementation (i.e. start-up or transition-in) of a Health care claims processing service solution on behalf of

a service provider. At least one of the two Customer Reference Projects must have supported a minimum of 10,000 Participants under the applicable Health care plan.

INSERT: The Bidder must demonstrate that the proposed resource has experience on a minimum of two Customer Reference Projects, planning and executing the implementation (i.e. start-up or transition-in) of a Health care claims processing service solution on behalf of a service provider. The customer for each Customer Reference Project must be different. At least one of the two Customer Reference Projects must have supported a minimum of 10,000 Participants under the applicable Health care plan.

26. At Appendix 1 to Attachment 3.1 – Mandatory Technical Evaluation Criteria, M-3.1 Integrated Schedule for Start-Up Phase, a)

INSERT: 15) VAC Remittance Administration Services Set-Up (SOW Article 3.17)

27. At Annex A, SOW, Article 3.2.1 i. b)

DELETE: vi. Provider Registration solution (Refer to SOW Article 4.3);

28. At Annex A, SOW, Article 3.2.1 i. e)

INSERT: x. Detailed Work Plan for Financial Management Services and Controls Set-up.

29. At Appendix 1 to Attachment 3.1 – Mandatory Technical Evaluation Criteria, M-3.10 Security Set-Up

DELETE: 3.16

INSERT: 3.15

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

ATTACHMENT TO AMD003

SUPPLEMENTARY VOLUMETRIC DATA (2019 & 2020 YTD)

PSHCP Claims Data by Category, 2019 & YTD August 2020		
Calendar Year 2019		
Claim Type Category	Count of Billable Services	Count of Paid Services
Paper Claims	4,033,033	2,728,812
Pay Direct Drug Claims	21,468,863	21,467,643
Digital Claims	2,929,847	1,905,661
Total	28,431,743	26,102,116
Claim Type Category	% of Billable Services	% of Paid Services
Paper Claims	14.2%	10.5%
Pay Direct Drug Claims	75.5%	82.2%
Digital Claims	10.3%	7.3%
Total	100.0%	100.0%
2020 Year to Date (YTD) August		
Claim Type Category	Count of Billable Services	Count of Paid Services
Paper Claims	1,985,911	1,357,234
Pay Direct Drug Claims	14,973,158	14,971,398
Digital Claims	1,707,320	1,175,695
Total	18,666,389	17,504,327
Claim Type Category	% of Billable Services	% of Paid Services
Paper Claims	10.6%	7.8%
Pay Direct Drug Claims	80.2%	85.5%
Digital Claims	9.1%	6.7%
Total	100.0%	100.0%
Note : Pay Direct Drug Claims include drugs and medical supplies		

Solicitation No. - N° de l'invitation
24062-180558//D
Client Ref. No. - N° de réf. du client
24062-180558

Amd. No. - N° de la modif.
003
File No. - N° du dossier
002xf 24062-180558

Buyer ID - Id de l'acheteur
002xf
CCC No./N° CCC - FMS No./N° VME

2019 PSHCP Monthly Call Volumes									
Period	Provider Call Centre Volumes			Member Call Centre Volumes			Member Comprehensive Call Volumes		
	English	French	Total	English	French	Total	English	French	Total
Jan-19	2,394	279	2,673	65,535	20,988	86,523	359	40	399
Feb-19	1,725	251	1,976	52,272	18,142	70,414	294	21	315
Mar-19	1,698	274	1,972	57,485	19,757	77,242	270	34	304
Apr-19	1,920	227	2,147	57,361	18,133	75,494	267	25	292
May-19	2,001	303	2,304	55,233	17,519	72,752	279	43	322
Jun-19	2,165	260	2,425	48,699	14,718	63,417	257	39	296
Jul-19	2,229	333	2,562	54,078	16,209	70,287	303	47	350
Aug-19	2,135	269	2,404	51,533	15,901	67,434	253	34	287
Sep-19	2,099	226	2,325	52,951	15,937	68,888	304	36	340
Oct-19	3,342	333	3,675	62,305	20,084	82,389	332	31	363
Nov-19	2,804	268	3,072	59,866	19,162	79,028	279	40	319
Dec-19	2,875	232	3,107	60,158	18,385	78,543	314	36	350
Year: 2019 Total	27,387	3,255	30,642	677,476	214,935	892,411	3,511	426	3,937

PSHCP Claims Processing Statistics by Benefit Type, 2019								
Benefit Type	Billable Services (#)	Eligible Services (#)	Paid Services (#)	Amount Submitted (\$)	Amount Eligible (\$)	Amount Paid (\$)	Avg. Amount Eligible per Eligible Service (\$)	Avg. Amount Paid per Paid Service (\$)
Hospital	54,313	39,987	39,987	113,006,514	65,146,539	67,105,140	1,629	1,678
Out of Canada	60,683	57,559	57,559	22,639,352	13,053,103	12,815,355	227	223
Drugs - Electronic	21,135,859	21,135,859	21,134,639	1,531,743,664	1,116,250,770	933,364,591	53	44
Drugs - Paper	880,101	629,960	629,432	55,550,445	34,417,608	28,592,563	55	45
Medical Supplies - Electronic	332,948	332,948	332,948	37,637,593	28,173,676	22,639,628	85	68
Medical Supplies - Paper	67,670	54,935	54,928	12,781,556	9,056,228	7,068,881	165	129
Equipment/Other Medical	275,514	195,074	195,065	126,567,575	74,516,311	55,280,022	382	283
Paramedical Practitioners	4,604,744	3,208,084	3,054,400	414,385,896	259,875,311	177,983,667	81	58
Vision Care	713,949	599,956	599,956	207,836,784	104,793,840	80,783,531	175	135
Travel Assistance	1,991	1,418	1,418	4,903,506	3,958,467	4,003,856	2,792	2,824
Miscellaneous ₁	134,812	1,638	1,638	17,598,347	255,830	-13,053,645	156	-7,969
Other	169,159	146	146	27,493,265	61,849	46,227	424	317
Total	28,431,743	26,257,564	26,102,116	\$2,572,144,498	\$1,709,559,532	\$1,376,629,815	\$65	\$53
₁ The paid amount figure for the Miscellaneous category is a result of an adjustment from multiple years								

Solicitation No. - N° de l'invitation
24062-180558//D
Client Ref. No. - N° de réf. du client
24062-180558

Amd. No. - N° de la modif.
003
File No. - N° du dossier
002xf 24062-180558

Buyer ID - Id de l'acheteur
002xf
CCC No./N° CCC - FMS No./N° VME

Member Call Centre Chat Volumes, July 2018 to August 2020

	2018 Number of Chats Received ¹			2019 Number of Chats Received			YTD August 2020 Number of Chats Received		
	English	French	Total	English	French	Total	English	French	Total
Period									
January	N/A	N/A	N/A	5,370	1,066	6,436	3,029	636	3,665
February	N/A	N/A	N/A	10,833	2,502	13,335	7,746	1,827	9,573
March	N/A	N/A	N/A	10,934	3,012	13,946	4,103	965	5,068
April	N/A	N/A	N/A	9,771	2,280	12,051	5,183	1,394	6,577
May	N/A	N/A	N/A	10,249	2,304	12,553	4,756	1,220	5,976
June	N/A	N/A	N/A	9,137	2,092	11,229	6,927	1,690	8,617
July	6,726	1,557	8,283	10,248	1,816	12,064	7,630	1,817	9,447
August	7,614	1,666	9,280	9,365	1,946	11,311	7,714	2,101	9,815
September	7,374	1,496	8,870	9,926	2,222	12,148			
October	8,743	2,161	10,904	12,067	2,658	14,725			
November	8,826	1,803	10,629	11,849	2,697	14,546			
December	8,451	1,675	10,126	3,726	682	4,408			
Total	47,734	10,358	58,092	113,475	25,277	138,752	47,088	11,650	58,738

¹ Reporting of chat volumes began in July 2018.