



PURCHASING DEPARTMENT

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Addendum #2 Questions and Answers---Wellness Clinic RFP #17-0406

1. Does Floyd County have an EAP? Yes
2. Will the clinic services be provided to retirees? No
3. The RFP requested Psychological Profiles, is that currently provided? Yes, for police Officers.
4. Can you differentiate the Disease Management provided by BCBS and the services currently provided by Floyd Medical Center? BCBS provides information, literature, and data and Floyd provides lab draws, HRAs, Biometrics, and Coaching. BCBS provides "disease management" to our population in the broadest sense.
5. What is meant by Call Support? The 24 hour nurse line that BCBS provides where you can call and give symptoms and a nurse will advise on whether to go to the ER.
6. Does Floyd County currently have a Call a Nurse or Consult a Nurse through BCBS? Yes.
7. Will the BCBS service continue or are you looking for a replacement service? Yes, BCBS call support will continue. However it is used very little by employees. We are not looking for a replacement, we are looking for a call support service that will be promoted to encourage utilization by county employees.

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