October 18, 2010

State of Nevada, Purchasing Division
Colleen Janes, Purchasing Officer
515 E. Musser Street, Suite 300
Carson City, NV 89701

RE: Request for Proposal No: 1893
Proposal Opening Date: October 26, 2010 @ 2:00 p.m.

To Whom It May Concern:

HealthSCOPE Benefits (HSB) is very pleased to have the opportunity to submit a proposal to The State of Nevada for Third Party Administration Services of Medical, Dental and Vision Plans. HealthSCOPE Benefits is an independent TPA that focuses on our client's needs and desires. We are not owned by an insurance company, and we can make our decisions that are in the best interest of our clients.

Since our inception, we have taken our role as the manager of our client's benefits expenditures very seriously. This means we bring to you a comprehensive portfolio of services and a team that will manage your plan to your financial goals.

Our DataSCOPE product is a powerful information reporting system developed by HSB to help our clients understand and manage the factors that drive cost and quality of healthcare delivery. DataSCOPE compiles data from the client's health plan into valuable reports on factors such as provider performance, employee health status, and disease management. DataSCOPE surpasses other information systems in its ability to apply advanced clinical methodologies to healthcare claim data. Where other systems monitor only cost and utilization, DataSCOPE considers the data from a clinical perspective. As a result, factors such as age, sex, and severity of illness are accounted for when evaluating plan and provider performance. Because of this, DataSCOPE is an extremely accurate and effective tool for provider profiling, benefit plan evaluation and management, and other plan-management activities.

We recognize that the savings gained through effective benefit cost management can easily be lost through decreased productivity caused by even mediocre customer service. For that reason, our biggest investment has always been in people and technology. We do things right the first time; responding to inquiries accurately and quickly. Our associates are trained extensively and empowered to have the knowledge to solve the client's problems.

Managing health benefit plans is a challenging opportunity due to a vast array of complex service options that have emerged over the last several years. For that reason, we have combined services provided by HSB with those offered by several "best of breed" partners to facilitate a "one stop shopping" experience. We integrate with our partners so that service to the client is seamless, including exchanges of information, enrollment and billing.

We have offered a very competitive administrative fee contract. We have worked very hard to ensure that our investments in technology have resulted in a corresponding control of operating expenses and do not increase our clients' overall costs. With the administrative costs truly fixed, we hope we can work together to help the client manage the remainder of their medical program costs.

All TPAs are not the same. HSB is different. We back up our claims, guarantee results and maintain long-lasting relationships with our clients. HSB's partnership with you is founded on three tenets. It is our pledge to work with you to develop an attractive, affordable and customer-friendly benefits plan for your employees.

- **Healthy People.**
  Unlike an insurance company, we are not simply accepting risk on behalf of our clients. Unlike a traditional TPA, we are not simply adjudicating and paying claims for the self-insured. Rather, our company empowers clients to proactively monitor and manage the health of their employee populations.

- **Healthy Business.**
  It's well documented that a healthier workforce is a more productive workforce. But HealthSCOPE Benefits goes beyond the basics to help deliver a healthier bottom line – by assertively controlling healthcare costs through networks, discounts and utilization management. Further, HealthSCOPE's flexible, customized plan design means our client companies are delivering exactly the benefit structure they want.

- **Healthy Futures.**
  HealthSCOPE Benefits is a partner for the long term; the real value of our partnership is unlocked over time. HealthSCOPE creates sustainable benefit programs. By enabling cost trend management dramatically below the industry's average, HealthSCOPE helps its clients create healthier futures.

This is the HSB difference and we proudly stake our reputation on it. HSB is committed to providing the services required by The State of Nevada.

Please find our proposal enclosed for your review and consideration. We thank you for considering our organization for The State of Nevada's need for third-party administrative services.

Sincerely,

Mary Catherine Person
President