

Section J -1 : Service/Study Dog Population Matrix

Q.1 Which dogs are the study dogs in the PDF file?

A.1 Dogs listed as 599-647

Q.2 Can you release claims history for dogs, including current year? Loss ratios, expenses etc? This will assist with competitive pricing for the program.

A.2 See Tables Below:

Service Dogs:

Month	Number of Service Dogs for the past 12 months	Number of Claims for the past 12 months
15-Jan	546	225
15-Feb	555	225
15-Mar	569	208
15-Apr	575	274
15-May	599	250
15-Jun	600	226
15-Jul	601	520
15-Aug	607	262
15-Sep	612	307
15-Oct	588	288
15-Nov	595	227
15-Dec	604	291

Study Dogs:

Month	Number of Study dogs for the past 12 months	Number of Claims for Study Dogs over the past 12 months
15-Jan	20	15 claims
15-Feb	20	no report
15-Mar	30	no report
15-Apr	30	no report
15-May	30	25 claims
15-Jun	31	no report
15-Jul	32	no report
15-Aug	32	20 claims
15-Sep	38	26 claims
15-Oct	42	20 claims
15-Nov	43	18 claims
15-Dec	47	pending

Q.3 What date did the schedule come out: We'd like to review the date of schedule to determine current age of dogs.

A.3 01/08/2016

Q.4 There is some missing data on PDF file with some dog ages missing (DOB). Will you provide that information to bidders?

A.4 The information provided in J-1 Service/Study Dog Population Matrix represents all the information that is available to the government at this time.

Section 5.4.1.4 Communication

Specifically concerning the 24/7 Emergency hotline:

Q. 5 Can you advise number of calls received annually and duration of the call if available? We are trying to understand staffing needs and volumes to price appropriately and competitively.

A.5 See Table below:

2015 Call Report:

Call Group	Call Type	Calls Received	Percent of Calls	Total Group %
Hospital	Hospital Question/Claim	812	41.79%	44.31%
	Hospital Updated Info	49	2.52%	
Veteran	Veteran Claim	325	16.73%	55.69%
	Veteran Question	610	31.39%	
	Veteran Updated Info	147	7.57%	
Total:		1943	100.00%	

*The average time for each call received was 4 minutes; for a total of 130 hours for incoming calls for the year 2015.

Comment 1.

I would like to call to your attention the need for dog medical histories or some relief for the all-inclusive medical expenses regardless of the pre-existing conditions. Without this information the bids will be unrealistically high as we will have to enlist in a non-existing data bases of potential pre-existing conditions. Without the medical histories on each dog, it is impossible to come up with competitive proposals. Some of these conditions can add thousands of dollars per year to the cost of maintaining an animal.

A.6

See VA Claimed Condition Random Sample

See VA Service Dog Health Insurance Annual Report