

**LAKE COUNTY, FLORIDA
ATTACHMENT 2
EMPLOYEE ASSISTANCE PROGRAM WORKSHEET**

Answer the questions as completely as possible. **Do not** refer the reader to another section of your response.

A. QUALIFICATIONS OF FIRM AND STAFF

1. Provide the following information about your company:

Company Name	ComPsych	Evernorth Care Solutions	Managed Care Concepts
Service Center Location	455 N. Cityfront Plaza Dr. Chicago, IL	Work virtually at home in a designated, secure workspace.	Boca Raton, FL
Primary Contact for RFP	Ed Waisbrot, Business Development Executive	Sharon Stoeckel, Director of Bid Strategy & Execution	Lisa Stewart, Ph.D., LMHC
Contact Person Address	455 N. Cityfront Plaza Dr. Chicago, IL	One Express Way St. Louis, MO 63121	Boca Raton, FL
E-mail Address	ewaisbrot@compsych.com	sharon.stoeckel@evernorth.com	MC2communication@managedcareconcepts.com
Telephone	312-662-9985	804-688-3337	561-750-2240

2. List five (5) current client references of your Company. Public sector groups are preferred but not required.

ComPsych				
Current Clients (1,000+ Subscribers)				
Current Clients (Public Sector Groups Preferred)	Contact Name	Contact Title	Contact Telephone/ Email Address	Years as Client
1. Orange County Government	Shreya Moolchandani	HR, Benefits	shreya.moolchandani@ocfl.net (407) 836-5833	9
2. Lutheran Senior Services	Denis Thien	Director of Benefits and Compensation	Denis.Thien@LSSLiving.org (314) 262-8234	1
3. Austin Independent School District	Christina Shepard	Director of Benefits	Christina.shepard@austinsd.org (512) 414-1700 x55104	3
4. State of South Dakota	Judy Stulken	Director of Benefits	Judy.Stulken@state.sd.us (605) 773-4099	2
5. City of Philadelphia	Robert Bevilacqua	Benefits Administrator	Robert.Bevilacqua@phila.gov (215) 686-2326	5

Evernorth Care Solutions				
Current Clients (1,000+ Subscribers) Current Clients (Public Sector Groups Preferred)	Contact Name	Contact Title	Contact Telephone/ Email Address	Years as Client
1. As a professional courtesy to our clients, we will provide references and detailed contact information at the finalist stage. If references are needed in order to advance to the finalist stage, please let us know and we will provide them upon request.				

Managed Care Concepts				
Current Clients (1,000+ Subscribers) Current Clients (Public Sector Groups Preferred)	Contact Name	Contact Title	Contact Telephone/ Email Address	Years as Client
1. City of Plantation	Beverly Ambrosio	Benefits & Wellness Manager	(954) 797-2244	6
2. Tropical Financial Credit Union	Elizabeth Jimenez	Director of Human Resources	(954) 517-7683	12
3. Tax Collector of Palm Beach County	Marilyn Hannon	Director of Human Resources	(561) 355-3921	17
4. City of Dania Beach	Linda Gonzalez	Chief Human Resource Officer	(954) 924-6800 Ext 3608	16
5. City of Homestead	Ursula Medero	Director of Human Resources	(305) 224-4472	18

3. List the personnel your company will assign to help administer the EAP Program for each component below.

ComPsych				
EAP	Name	Location	Years with Company	Current Work Load
Account Manager	Jaclyn Waluzak	Florida	1.5	9 accounts.
Account Service Contact	Jaclyn Waluzak	Florida	1.5	9 accounts.
EAP Clinical Contact	Dr. Ewa Antonowicz	Chicago HQ	30	N/A
Trainer for Supervisors	Ken Zuckerberg	Chicago HQ	16	N/A

Evernorth Care Solutions				
EAP	Name	Location	Years with Company	Current Work Load
Account Manager	Jill Staloch	Minnesota	13	Jill currently supports 80 clients.
Account Service Contact	Primary operational point of contact	Minnesota	13	Jill currently supports 80 clients.
EAP Clinical Contact	For traditional EAP services, Renee Webster, MSE, LP, CEAP. For enhanced EAP services, Marcy Rydberg.	Both Marcy and Renee are based out of Minnesota.	Renee Webster- 32 yrs. Marcy Rydberg- 18 yrs.	Renee and Marcy are responsible for the implementation of new clients and any issues related to clinical operations for EAP.
Trainer for Supervisors	N/A- Management and supervisor trainings are completed by EAP network providers.	Nationwide	N/A	N/A

Managed Care Concepts				
EAP	Name	Location	Years with Company	Current Work Load
Account Manager	Rebecca Case, M.Ed.	Boca Raton, FL	2	Variable
Account Service Contact	Rebecca Case, M.Ed.	Boca Raton, FL	2	Variable
EAP Clinical Contact	Lisa Stewart, Ph.D., LMHC	Boca Raton, FL	22	Variable
Trainer for Supervisors	Lisa Stewart, Ph.D., LMHC	Boca Raton, FL	22	Variable

B. EAP Administrative Services

1. Provide the following information regarding administrative services:

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Confirm	Deviations	Confirm	Deviations	Confirm	Deviations
1. Confirm that your Company will provide confidential and professional EAP services to benefits-eligible employees and their dependents with up to six (6) in-person sessions per issue for assessment, referral and short term counseling and up to three (3) fifty (50) minute telephonic Life Coaching sessions per issue.	Confirmed.		Confirmed			This EAP model and rate quote includes 24/7 phone consultation and assessment, up to 6 face-to-face EAP counseling sessions (per issue/per year), coordinated health plan referrals (when necessary), case management and follow-up services childcare/eldercare referrals, EAP orientation and training for employees and supervisors, management training seminars, 20 hours of educational training on a variety of topics, Formal Management Referral Program, Drug Free Workplace Program (including Department of Transportation (DOT) approved SAP evaluations for CDL drivers), all EAP promotional materials, <i>unlimited</i> critical incident response and crisis intervention services, and <i>unlimited</i> management consultation. We will provide an additional up to three (3) fifty (50) minute telephonic Life Coaching sessions per issue for an additional charge, outlined in the Assumptions, Limitations, or Exclusions Section.
2. Confirm that your Company will provide EAP services that provide the following counseling and referral services: a. Face to face counseling for, but not limited to: i. Marital and Family Relationships ii. Stress Management iii. Alcohol and Drug Issues iv. Work-related Concerns v. Depression and Anxiety vi. Bereavement vii. Work/Life Balance assistance b. Life Coaching Services for, but not limited to: i. Stress Management and Balance ii. Spirituality and Personal Growth iii. Career Planning and Developments iv. Motivation and Time Management v. Finances and Budgeting vi. Legal Services	a. Confirmed	a.	a. Confirmed	a.	a. Confirm	a.
	b. Confirmed	b.	b. Confirmed	b.	b. See Deviations	b. We will provide an additional up to three (3) fifty (50) minute telephonic Life Coaching sessions per issue for an additional PEPM charge, outlined in the <i>Assumptions, Limitations, or Exclusions Section</i> .
3. Confirm that your Company will provide	Confirmed.		Confirmed		Confirm	

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Confirm	Deviations	Confirm	Deviations	Confirm	Deviations
member tools and online services for obtaining EAP clinical and non-clinical information.						
4. Confirm that your Company will provide EAP telephonic customer service and urgent / crisis response counseling functions, which shall be available twenty-four (24) hours, seven (7) days a week and non-urgent visit within three (3) business days.	Confirmed.		Confirmed	Traditional EAP Non-urgent appointments are typically found within 5 business days, 48 hours for urgent appointments. Enhanced EAP With our enhanced EAP, non-urgent appointments can be found within 2 business days.	Confirm	
5. Confirm that your Company will provide assistance to members in scheduling counseling sessions. The proposed process shall be timely, based on the member's level of care needed and provider services requested.	Confirmed.		Confirmed		Confirm	
6. Confirm network will have sufficient availability to accommodate appointments.	Confirmed.		Confirmed		Confirm	
7. Confirm that your Company will provide referrals that integrate with behavioral health benefits offered through the County's health plan.	Confirmed.		Confirmed		Confirm	
8. Confirm that your Company will record and maintain information regarding service-related or other complaints reported by covered participants.	Confirmed.		Confirmed		Confirm	
9. Confirm that your Company will provide the County with communication materials during the year to educate members and bring awareness to the EAP and Work Life services available.	Confirmed.		Confirmed		Confirm	
10. Confirm that your Company will provide an assigned account manager who shall be available to meet on a quarterly basis with the County and its administrative staff, or more frequently as deemed necessary by the County.	Confirmed.		Confirmed		Confirm	

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Confirm	Deviations	Confirm	Deviations	Confirm	Deviations
<p>11. Confirm that your Company will provide quarterly reports that include the following:</p> <ol style="list-style-type: none"> Employee satisfaction Provider network retention Quarterly and year-to-date services by assistance category to include breakdown by unique individual, number of EAP sessions utilized, work life utilization, online uses, services by provider (group, 1 to 1, telephonic), times from initial call to actual scheduled session, and results of additional services provided 	Confirmed.		Confirmed for Enhanced EAP	<p>Traditional EAP</p> <ul style="list-style-type: none"> program utilization; demographics presentation and assessment profiles; closed case resolution and referrals; web utilization details; a comparison of book-of-business norms; session frequency distribution and average sessions per unique client; and reasons for management consultations and critical incident response services and a summary of employer service hours usage. <p>Enhanced EAP</p> <ul style="list-style-type: none"> quarter-by-quarter utilization results and service details month-by-month utilization graphs book-of-business norms comparisons to the base reporting period demographic analysis life event (work/life) services and demographic analysis presenting issues profile assessment profile EAP resolution rate closed case analysis session frequency distribution and average number of sessions per unique client Web utilization data Organizational Services summary 	Confirm	
<p>12. Confirm that your Company will provide an annual training session for all County supervisory personnel.</p>	Confirmed.		Confirmed		Confirm	
<p>13. Confirm that your Company will provide a minimum of Fifteen (15) hours of onsite EAP seminars for County employees annually to be used for trainings, orientation, etc. These can be virtual at the County's discretion.</p>	Confirmed.		Confirmed	<p>20 employer service hours. The County can utilize these bank of hours at their discretion. The bank of hours can be utilized for critical incident stress management services, employee and manager orientation, management trainings, wellness seminars, and health fairs.</p>	Confirm	(20) hours

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Confirm	Deviations	Confirm	Deviations	Confirm	Deviations
				We are pleased to offer a discounted pre-purchase rate of \$250 per employer service hour before the County exceeds its bank of employer service hours. If/when the County exceeds its bank of employer service hours, the following purchase rates apply: Critical Incident Stress Management (CISM) - \$285 per hour Wellness Seminars or Management Trainings - \$255 per hour		
14. Confirm that your Company will participate and attend the County's Annual Benefits Open Enrollment sessions and Employee Health Screenings. Typically there is an average of five (5) Open Enrollment/Employee Health Screening sessions scheduled. These can be virtual at the County's discretion. These meetings should not be included in the 15 hour onsite bank referenced in 13.	Confirmed.		Confirmed		Confirm	
15. Confirm that you Company will include the ability for self-referral and supervisor referrals.	Confirmed.		Confirmed		Confirm	
16. Confirm that your Company will provide consultation to Supervisors to assist them in resolving workplace issues and in making necessary referrals.	Confirmed.		Confirmed		Confirm	
17. Confirm that you Company will include Fitness for Duty exams for employees, if necessary to be billed separately.	Confirmed.		Confirmed		Confirm	
18. Confirm that you Company will include Substance Abuse Professional (SAP) services following DOT and Florida Drug-Free regulations to be billed separately.	Confirmed.		Confirmed		Confirm	
19. Confirm that your Company will provide unlimited on-site intervention incidents (e.g., Critical Incident Stress Debriefing or Emotional Incidence Stress Debriefing).	Confirmed.		Confirmed	For the County we are proposing 20 employer service hours. The bank of hours can be utilized for critical incident stress management services, employee and manager orientation, management trainings, wellness seminars, and health fairs. We are pleased to offer a discounted pre-purchase rate of \$250 per employer service	Confirm	

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Confirm	Deviations	Confirm	Deviations	Confirm	Deviations
				hour before the County exceeds its bank of employer service hours. If/when the County exceeds its bank of employer service hours, the following purchase rates apply: Critical Incident Stress Management (CISM) - \$285 per hour Wellness Seminars or Management Trainings - \$255 per hour		

C. Employee Assistance Program Provider Network

1. List your Company's number of EAP providers in your network having offices in each County. **Count a provider with multiple offices only once.**

ComPsych				Evernorth Care Solutions				Managed Care Concepts			
County	LCSW	Psychologists	Psychiatrists	County	LCSW	Psychologists	Psychiatrists	County	LCSW	Psychologists	Psychiatrists
Lake	4	7	2	Lake	43	11	N/A	Lake	38	4	N/A
Sumter	3	0	0	Sumter	10	3	N/A	Sumter	8	2	N/A
Marion	4	2	6	Marion	36	13	N/A	Marion	22	6	N/A
Volusia	12	5	3	Volusia	53	7	N/A	Volusia	26	8	N/A
Seminole	12	10	3	Seminole	63	18	N/A	Seminole	28	5	N/A
Orange	51	34	21	Orange	228	70	N/A	Orange	100	22	N/A
Osceola	12	20	7	Osceola	32	21	N/A	Osceola	12	1	N/A
Polk	21	3	8	Polk	66	10	N/A	Polk	59	8	N/A
Total	119	81	50	Total	531	153	N/A	Total	293	56	N/A

2. List your Company's number of EAP providers in your network who provide Fitness For Duty and DOT Substance Abuse Professional Evaluations in each County. **A provider with multiple offices may be listed more than once.**

ComPsych				Evernorth Care Solutions				Managed Care Concepts				
County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations	County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations	County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations	
Lake	N/A for FFD and DOT services. We have a limited direct network, however, we contract with a national agency that specialize in both FFD and DOT services. ComPsych can ensure we can provide the proper care and services for the County.			Lake	Evernorth utilizes a vendor, PsyBar, for fitness for duty services. PsyBar has 32 psychologists and psychiatrists servicing the state of Florida, many	We will provide a further breakdown at finalist stage.	0	Lake	Please note that MC2 regularly locates providers across the country to perform fitness for duty evaluations and SAP evaluations. These services are contracted for on an as needed basis and the provider utilized is dependent upon the clinical issues being evaluated. Therefore, we would assess the individualized needs of the member and			
Sumter				Sumter				0				Sumter
Marion				Marion				0				Marion
Volusia				Volusia				0				Volusia
Seminole				Seminole				0				Seminole
Orange				Orange				1				Orange
Osceola				Osceola				2				Osceola

ComPsych				Evernorth Care Solutions				Managed Care Concepts			
County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations	County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations	County	Fitness for Duty Level One	Fitness for Duty Level Two	DOT-SAP Evaluations
Lake				Lake	with multiple office addresses. We will provide a further breakdown at finalist stage.		2	Lake	employer and then locate a suitable provider that would meet those needs.		
Total				Total			3	Total			

Please respond to the following:

	ComPsych	Evernorth Care Solutions	Managed Care Concepts
Issue	Response	Response	Response
1. Confirm that your Company will provide licensed, professional EAP counselors of varying degrees of professional licensing (certified psychiatrist, psychologist, family and marriage counselors) experience in providing EAP services.	Confirmed. Following minimum criteria: <ul style="list-style-type: none"> A master's degree in a behavioral health-related field and a doctorate for psychologists A license to practice in the state at the highest level of independent license granted by the state licensing board Three years of post-graduate experience Confirmed availability for our referrals Malpractice insurance (\$1 million per occurrence/\$3 million aggregate) Advanced education in a related specialization Willingness to participate in the ComPsych quality oversight and assurance programs 	Confirmed	Please note that the MC2 provider network does include psychiatrists who participate. However, EAP benefits do not typically include psychiatric services.
2. Confirm that your Company will provide comprehensive EAP National and Statewide provider networks.	Confirmed. We have more than 91,000 providers in our EAP network to serve customers across the U.S. and in more than 190 countries. We maintain an open network policy and are willing to expand our network to include recommended providers who meet our credentialing criteria.	Confirmed	Confirmed
3. Confirm that your Company will provide access to quality licensed providers throughout the geographic boundaries of Lake County, and surrounding counties with high provider retention. Surrounding counties are comprised of Sumter, Marion, Volusia, Seminole, Orange, Osceola, and Polk Counties.	Confirmed.	Confirmed	Confirmed

D. EAP Program Cost, MINIMUM EAP Services & Performance Guarantees

1. EAP fees are to be guaranteed for a minimum of three (3) years. Claims administration for incurred but not reported run out claims following termination of the contract are to be included in the proposed fees.

ComPsych	Employees	EAP Fees				
		2023-2024	2024-2025	2025-2026	2026-2027 Optional	2027-2028 Optional
All Eligible Employees (Per Employee Per Month Fee)	1335	\$1.17 pepm	\$1.17 pepm	\$1.17 pepm	\$1.17 pepm	\$1.17 pepm
Total Annual Premium		\$18,743.40	\$18,743.40	\$18,743.40	\$18,743.40	\$18,743.40

Evernorth Care Solutions	Employees	EAP Fees				
		2023-2024	2024-2025	2025-2026	2026-2027 Optional	2027-2028 Optional
All Eligible Employees (Per Employee Per Month Fee)	1335	\$2.20	\$2.20	\$2.20	\$	\$
Total Annual Premium		\$35,244	\$35,244	\$35,244	\$	\$

Managed Care Concepts	Employees	EAP Fees				
		2023-2024	2024-2025	2025-2026	2026-2027 Optional	2027-2028 Optional
All Eligible Employees (Per Employee Per Month Fee)	1335	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50
Total Annual Premium		\$40,050	\$40,050	\$40,050	\$40,050	\$40,050

a. Please provide the following information.

Issue	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Response	Response	Response	Response		
1. Confirm that the limit increase for years 4 and 5 shall not exceed 3%.	Confirmed.	Confirmed	Confirmed	Confirmed		

2. Confirm the EAP Minimum Services included in your Company's guaranteed EAP fees by checking YES below. List any additional fees for services that exceed the minimum services that are not included in your Company's EAP fees in the column to the right.

EAP Minimum Services Included in EAP Fee	ComPsych			Evernorth Care Solutions			Managed Care Concepts		
	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums
1. Confirm that program rates shall include the services outlined in the scope of services.	X			Yes			X		
2. Confirm that program rates shall be guaranteed for a minimum of three (3 years)	X			Yes			X		

EAP Minimum Services Included in EAP Fee	ComPsych			Evernorth Care Solutions			Managed Care Concepts		
	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums
3. Confirm that your Company will be responsible for all costs of producing, printing, and mailing/distributing adequate quantities of posters, brochures and flyers as designated by the County. The format and content of all materials used must be satisfactory to the County.	X		we also offer materials in different languages to support our multilingual customers.		No- see additional costs below.	Traditional EAP printed trifold EAP brochures and posters. For additional printed materials, or home mailing, additional costs will incur. Enhanced EAP \$10,000 communication fund to be used for the County's communication strategy	X		
4. Confirm that your Company will provide confidential and professional EAP services to Eligible Employees and their dependents (spouse, children and family members within their household) with up to six (6) sessions per issue for assessment, referral and short term counseling.	X			Yes			X		
5. Confirm that your Company will provide EAP services that will include the ability for self-referral and supervisor referrals.	X			Yes			X		
6. Confirm that your Company will provide EAP services that will include group counseling, telephonic and one to one counseling.	X			Yes- Additionally, our Enhanced EAP includes an on-demand 24hour digital coaching tool via mobile app	Group therapy is outside the scope of EAP services. However, for those seeking counseling with other people, such as family or relationship counseling, that is		Yes		We will provide up to 3 telephonic Life Coaching Sessions for an additional \$0.50/PEPM.

EAP Minimum Services Included in EAP Fee	ComPsych			Evernorth Care Solutions			Managed Care Concepts		
	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums
					included within our EAP services.				
7. Confirm that your Company will provide EAP telephonic customer service and urgent counseling functions that will be available 24 hours 7 days a week.	X			Yes			Yes		
8. Confirm that your Company will provide EAP services that will include counseling and referral services including but not limited to: a. Work/Life Balance assistance b. Coping with change c. Child and elder care services d. Eating disorders e. Health and Wellness f. Community resources g. Psychological/Emotional problems h. Marital/divorce issues i. Anger j. Domestic violence k. Anxiety/Stress Management l. Depression m. Gambling addiction n. Substance Abuse and Recovery o. Financial Assistance p. Legal Problems	a. X	a.		a. Yes	a.		a. Yes	a.	
	b. X	b.		b. Yes	b.		b. Yes	b.	
	c. X	c.		c. Yes	c.		c. Yes	c.	
	d. X	d.		d. Yes	d.		d. Yes	d.	
	e. X	e.		e. Yes	e.		e. Yes	e.	
	f. X.	f.		f. Yes	f.		f. Yes	f.	
	g. X	g.		g. Yes	g.		g. Yes	g.	
	h. X	h.		h. Yes	h.		h. Yes	h.	
	i. X	i.		i. Yes	i.		i. Yes	i.	
	j. X	j.		j. Yes	j.		j. Yes	j.	
	k. X	k.		k. Yes	k.		k. Yes	k.	
	l. X	l.		l. Yes	l.		l. Yes	l.	
	m. X	m.		m. Yes	m.		m. Yes	m.	
	n. X	n.		n. Yes	n.		n. Yes	n.	
o. X	o.		o. Yes	o.		o.	o. NO	Additional \$0.50/PEPM	
p. X	p.		p. Yes	p.		p.	p. NO	Additional \$0.50/PEPM	
8. Unlimited Critical Incident assistance to the County.	X			Yes		our onsite/virtual services are included at no-cost by utilizing the County's annual bank of employer service hours. We standardly provide the number of hours based on employee headcount, and can offer additional hours on a fee-for-service basis (pre-purchase [prior to bank depletion] and post-purchase [once the bank has been depleted] costs vary dependent upon the aforementioned stipulations.	Yes		

EAP Minimum Services Included in EAP Fee	ComPsych			Evernorth Care Solutions			Managed Care Concepts		
	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums	YES	NO	Additional Fees for Services Exceeding the Minimums
9. Confirm that your Company will provide EAP services that will include participation and attendance at the County's annual health fairs.	X			Yes		our onsite/virtual services are included at no-cost by utilizing the County's annual bank of employer service hours.	Yes		
19. Confirm that your Company will educational materials, including EAP brochures, instruction on accessing EAP, newsletters and posters to promote and encourage participation in EAP services.	X			Yes			Yes		
20. Confirm that your Company will effective educational materials and consumer web tools to assist employees and dependents with EAP related conditions including online EAP provider network.	X			Yes				No	Our company will provide effective educational materials and consumer web tools However, in order to obtain the most appropriate referrals members are instructed to call intake counselors at the 24/7 800#.
21. Confirm that your Company will provide participants with alternative options to EAP services as appropriate.	X			Yes			Yes		
22. Confirm program rates include claims administration for incurred but not reported run out visit charges following termination of the contract.	X			Yes			Yes		

Question	ComPsych Response	Evernorth Care Solutions Response	Managed Care Concepts Response
23. Describe the steps your company would take to resolve an access to care issue (i.e. a provider is unable to be assigned to a member in a timely manner).	<p>If our network services department receives a complaint about a provider, a specialist will research the complaint to learn what happened and will work to resolve the issue. Procedural issues (such as billing) are most frequent and easily resolved. Quality of care issues are escalated to ComPsych's clinical director, who will speak with the provider directly. We further escalate the issue to ComPsych's credentialing committee for final resolution. During the process, we do not give the provider new referrals until the issue is resolved.</p> <p>We track all complaints about providers, monitoring each provider for any repeats of complaints/issues, which could result in termination. Should the complaint pertain to a quality of care issue or general dissatisfaction with the provider, we will offer the individual a new referral.</p>	<p>Through our Find a Provider service, personal advocates work to determine provider availability for the member. The personal advocate contacts the member with the names of providers that have confirmed availability to match their specific needs. Members are given the most up-to-date contact information to reach out to the provider and schedule an appointment time that is most convenient for them. Through our enhanced EAP, care navigators offer to call the provider with the member to secure the appointment.</p> <p>unable to identify an available in-network EAP provider, we execute a single case agreement with an out-of-network provider.. When completing a one-time case agreement, we aim to provide an update to the employee within our standard timeframe of two business days. If the provider would like to receive additional referrals from us as a network provider, we would initiate the full credentialing process and add them to our network, a process that may take 30 to 90 days. Evernorth's</p>	<p>We will seek out community-based providers in the necessary region and conduct direct outreach to expand our network to be able to serve benefits eligible employees. Additionally, we will take steps to work with any identified provider that the member may wish to see.</p> <p>We further guarantee our provider network by ensuring that any member who meets with a provider and is not satisfied with the level of service provided can request a new provider without penalty to their EAP total number of sessions per issue per year.</p>

		network is open. Any outpatient behavioral health provider can join our network as long as each meets our credentialing criteria. If a member has a provider they would like to see through EAP, we will invite them to join our network.	
24. What is the average wait time for a coach, therapist, and/or psychiatrist? Provide the average wait time by month in the last 12 months.	For routine matters, individuals can schedule an appointment in an average of three days. These routine appointments are available six days a week. If employees have an urgent request, we will provide care through a referral to a GuidanceExpert within 48 hours. During emergency calls, the ComPsych GuidanceConsultants use their crisis intervention skills to implement crisis protocols immediately. They coordinate in-person services with a hospital emergency room or an EAP GuidanceExpert.	Evernorth does not capture this data for all modalities of care. Access to virtual care or support through our telephonic or triage clinicians can be immediate. Through our traditional EAP services, a face-to-face appointment is typically found within 5 business days (within 48 hours for urgent needs). Using our enhanced EAP's appointment search service, a face-to-face appointment can be found within 2 business days. Coaching can be accessed within 2 minutes via our coaching partner. Members also have access to support immediately with our licensed telephonic clinicians (unlimited- 50 minute calls).	The average wait times varies according to provider availability. However, we are typically able to provide service within 72 hours of the request being submitted. We will provide excellent communication throughout the process, so the member receives frequent updates regarding our progress.

3. List any assumptions, limitations, or exclusions that are conditions of the EAP fees your Company is proposing. Indicate any impact to your proposed fees if any of these conditions are not met.

ComPsych		Evernorth Care Solutions		Managed Care Concepts	
Assumptions, Limitations, or Exclusions	Impact	Assumptions, Limitations, or Exclusions	Impact	Assumptions, Limitations, or Exclusions	Impact
1. Grant Funding (page 3): ComPsych requests the opportunity to discuss this Section.		1. Effective 10/1/2023	N/A	(3) fifty (50) minute telephonic Life Coaching sessions per issue/per employee	Additional \$0.50/per employee per month Total Annual Premium: \$667.50
2. Non-Exclusivity (page 5): Splitting the contract among multiple bidders may impact pricing.		2. Proposal is valid for 90 days from its original date of release	N/A	Legal services with 30-minute consultation	Additional \$0.50/per employee per month Total Annual Premium: \$667.50
3. Deficiencies in Work to be Corrected By the Contractor (pgs. 5-6): ComPsych requests the opportunity to discuss the applicability this Section to services provided by ComPsych.		3. Rates guaranteed for 36 months	N/A	Financial services with 30-minute consultation	Additional \$0.50/per employee per month Total Annual Premium: \$667.50
4. Acceptance of Goods and Services (page 6): ComPsych requests the opportunity to discuss the applicability this Section to services provided by ComPsych.		4. Pricing based on a population of 1,336 employees	enrollment changes by 10 percent, may adjust their rates accordingly	(3) fifty (50) minute telephonic Life Coaching sessions per issue/per employee	Additional \$0.50/per employee per month Total Annual Premium: \$667.50
5. Responsibility as Employer (page 8): ComPsych requests the opportunity to discuss limiting the requirement related to removing an employee to Account Management employees.		5. 15 hours per 1,000 employees of employer service hours per year, or 20 actual hours based on 1,336 employees	exceeds this annual allotment, the following rates apply: CIR Services are \$285 per onsite hour, and wellness seminars or management trainings are \$255 per onsite hour	5.	
6. Termination for Convenience (page 9): ComPsych requests the opportunity to discuss the third sentence of this Section for clarification.		6. 0% Commission is included in the above rate	N/A	6.	
7. Termination for Default (pgs. 9-10): ComPsych requests the opportunity to discuss this Section.		7. This quote assumes the contract situs is FL	N/A	7.	

ComPsych		Evernorth Care Solutions		Managed Care Concepts	
Assumptions, Limitations, or Exclusions	Impact	Assumptions, Limitations, or Exclusions	Impact	Assumptions, Limitations, or Exclusions	Impact
8. Right to Audit (page 10): ComPsych requests the opportunity to discuss this Section.		8. Any federal or state legislative changes impacting benefit levels or funding arrangements may require revisions to proposed rates. In the event that it is determined that the program is not in compliance with state or federal law, the proposed program and pricing may be modified.	Evernorth may adjust rates accordingly.	8.	
9. Public Records Law, Subsection D (pgs. 10-11): ComPsych requests the opportunity to discuss this Section.		9. The traditional or enhanced EAP is administered by Evernorth Care Solutions, Inc.	N/A	9.	
10. Copyrights (page 12): County specific reports are the only item created specifically for County.					

4. List the **Performance Guarantees** your Company has included in your proposal.

Issue/Service	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee
1. Provider Network	Involuntary provider turnover less than 3% annually	1%	At this time, we are unable to calculate specific performance metrics for clients with fewer than 5,000 employees. Our policy requires clients to have more than 5,000 employee lives to be creditable with performance guarantees. We base our metrics on book-of-business reporting, which we are happy to share regularly with clients. Although we are not currently offering a performance guarantee, our minimum network access standards are as follows: <ul style="list-style-type: none"> - urban/suburban members - two health care providers within 10 miles - one facility within 25 miles - rural members - one health care provider within 25 miles 		Our Employee Assistance Program staff consists of experienced mental health professionals and a network of sub-contracted affiliate counselors with appropriate licensure and credentials that meet the EAP industry's highest standards. All network providers are required to have the following: <ul style="list-style-type: none"> • Minimum of five years clinical or psychiatric experience • Active mental health professional license or certification • Minimum of a Master's degree for counselors • On-going training and professional development • Demonstrated commitment to working within our philosophy and goals • Demonstrated commitment to working with our clients and organizations 	Our Employee Assistance Program staff consists of experienced mental health professionals and a network of sub-contracted affiliate counselors with appropriate licensure and credentials that meet the EAP industry's highest standards. Clinicians must demonstrate excellent customer service skills, work to facilitate client problem resolution and increased personal and professional productivity. We further guarantee our provider network by ensuring that any member who meets with a provider and is not satisfied with the level of service provided can request a new provider without penalty to their EAP total number of sessions per issue per year. Please note that our provider credentialing and onboarding model to expand our current network is

Issue/Service	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee
			- one facility within 45 miles		<ul style="list-style-type: none"> • Documented proof of Malpractice insurance • Up to date resume with references • Completed Formal application and Affiliate and HIPAA compliance agreements • Full compliance with all required EAP case management processes • Quality results All staff and affiliated providers are thoroughly trained in brief counseling techniques and results-oriented, goal-directed treatment.	streamlined and efficient, and as a result, we can locate, negotiate and onboard new providers in a very timely manner. We pride ourselves on ensuring that we meet the individualized needs of members and will even approach their current mental health service providers to see if they want to become credentialed with us. This allows us to seek out the providers who meet the parameters desired and ensures that our providers.
2. Customer Service	ASA: Answer within an average of 20 seconds or less Call Abandonment Rate: 3% or less of calls to intake	1% 1%	At this time, we are unable to calculate specific performance metrics for clients with fewer than 5,000 employees. Our policy requires clients to have more than 5,000 employee lives to be creditable with performance guarantees. We base our metrics on book-of-business reporting, which we are happy to share regularly with clients. Although we are not offering a performance guarantee, we use call standards (goals) related to both quality and quantity. Our goals are as follows: <ul style="list-style-type: none"> • Average Speed of Answer (ASA) - 45 seconds • Abandonment Rate - 3.5% • Number of Calls Received - No goal (informational) • Average Length/Average Handle Time - 780 seconds • Average Hold Time - 80 seconds 		All staff and affiliated providers are thoroughly trained in brief counseling techniques and results-oriented, goal-directed treatment. Clinicians must demonstrate excellent customer service skills, work to facilitate client problem resolution and increased personal and professional productivity. Client calls are not recorded due to confidentiality, but all contact is documented to ensure that the highest quality of care is being administered. Managed Care Concepts EAP continually strives to maintain the highest level of client care and customer service. Numerous formal and informal methods of quality assurance are utilized within the organization including customer satisfaction surveys, formal complaint and grievance logs, chart audits, site reviews, and internal communication mechanisms.	Our client companies view us as the <i>right arm</i> of their management and human resource team. They know the equation and the results: by helping employees identify and solve personal concerns, Managed Care Concepts EAP counselors create the opportunity for employees to focus and perform at their highest levels, which maximizes the return for employers.
3. Reporting	Quarterly, within 30 days of each quarter	1%	At this time, we are unable to calculate specific performance metrics for clients with fewer than 5,000 employees. We base our metrics on book-of-business		Our EAP utilization reports offer the following information:	Within the confines of confidentiality, we agree to provide Lake County reports on Employee Assistance Program utilization. Reporting of client utilization information is

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	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee
			reporting, which we are happy to share regularly with clients. Although we are not offering a performance guarantee, we post quarterly reports to a secure website by the 15th business day following the end of each reporting period. Reports are also available in PowerPoint format.		<ul style="list-style-type: none"> • Number of clients (employees, spouses and children) served • Types of problems addressed • Age range of those served • Type of jobs held by employees • Actions taken • Number of referrals • Number of open and closed cases 	important not only to ensure that employees know about and feel comfortable accessing the EAP, but also to identify utilization patterns and employee problems or presenting issue trends. This data may be helpful to inform Managed Care Concepts and Lake County staff to plan responsive education and training programs and guide EAP promotion efforts.
4. Account Management	Organization will maintain experience, dedicated account service contacts to provide timely service to Lake County Human Resources personnel	1%	At this time, we are unable to calculate specific performance metrics for clients with fewer than 5,000 employees. We base our metrics on book-of-business reporting, which we are happy to share regularly with clients. Although we are not offering a performance guarantee, Evernorth conducts an account management satisfaction survey quarterly to ensure we are meeting client needs.		Managed Care Concepts will conduct on-site orientation sessions as needed to clarify EAP access and the confidential and professional services we provide. The objectives of our supervisory training programs include introducing the EAP as a self-referral resource <i>and as an important performance management tool</i> . Supervisors and managers are taught to identify patterns of performance decline, to document, take action by meeting with employees and giving meaningful feedback, initiate informal (“suggested”) or formal management referrals (FMR) and to follow up regularly to monitor improvement.	<p>Managed Care Concepts representatives will work with Lake County to design an effective process to maximize EAP awareness. we will provide additional EAP promotional materials as requested.</p> <p>Managed Care Concepts is also committed to ensuring that supervisors and the senior leadership team know how to initiate job performance-based management referrals and how our EAP collaborates with Human Resources to report employee compliance and progress.</p>
5. Employee Satisfaction	95% of all participants who respond to the survey will report satisfaction with services	1%	At this time, we are unable to calculate specific performance metrics for clients with fewer than 5,000 employees. We base our metrics on book-of-business reporting, which we are happy to share regularly with clients. Although we are not offering a performance guarantee, We, with participant consent, obtained during the initial EAP call, we contact the participant via phone, assess		<p>Monitoring is accomplished through:</p> <ul style="list-style-type: none"> • Follow-up telephone calls to employees and family members who have been served seeking feedback on the quality and usefulness of the help they received. • Regularly requested feedback from management. • Performance evaluations after each training 	<p>We will work diligently to both provide you with all necessary information to ensure your covered employees are receiving an exemplary level of care at the same time that we will ensure member confidentiality to the highest of standards.</p> <p>We further guarantee our provider network by ensuring that any member who meets with a provider</p>

Issue/Service	ComPsych		Evernorth Care Solutions		Managed Care Concepts	
	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee	Performance Standard	Performance Guarantee
			<p>satisfaction with our services, and offer additional help, if needed. We complete the follow-up survey within 45 days of an EAP referral and document the feedback in our online system.</p> <p>Additionally, with our enhanced EAP service, we provide 100% follow up with the member to gauge satisfaction and will measure our provider matching accuracy, time to care and quality care provided and match to satisfaction. There is 100% follow up on all non-clinical and clinical interactions with a member. Members are engaged and identified based on their initial outreach to the Confide team via telephone and chat interactions. We follow-up via a telephone, email or letter based on member's indication of preferred modality on the initial intake call. Customers are offered Telephonic Clinical support in real-time to assist the member, or scheduled if desired. This clinician will remain with the customer for all clinical and non-clinical interactions</p>		<ul style="list-style-type: none"> • Peer supervision before, during and after client contact • Random quality assurance checks Client calls are not recorded due to confidentiality, but all contact is documented to ensure that the highest quality of care is being administered. Managed Care Concepts EAP continually strives to maintain the highest level of client care and customer service. Numerous formal and informal methods of quality assurance are utilized within the organization including customer satisfaction surveys, formal complaint and grievance logs, chart audits, site reviews, and internal communication mechanisms. 	<p>and is not satisfied with the level of service provided can request a new provider without penalty to their EAP total number of sessions per issue per year.</p>