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. Employees are eligible for EAP services on their date of hire.

Minimum Performance Requirements Required by this Request.

SECTION 1 – CONTRACTOR RESPONSIBILITIES

1. Provide EAP services that provide the following counseling and referral services:
2. Face to face counseling for, but not limited to:
3. Marital and Family Relationships
4. Stress Management
5. Alcohol and Drug Issues
6. Work-Related Concerns
7. Depression and Anxiety
8. Bereavement
9. Work/Life Balance Assistance
10. Life Coaching Services for, but not limited to:
11. Stress Management and Balance
12. Spirituality and Personal Growth
13. Career Planning and Developments
14. Motivation and Time Management
15. Finances and Budgeting
16. Legal Services
17. Provide member tools and online services for obtaining EAP clinical and non-clinical information.
18. 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.
19. 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.
20. Ensure network has sufficient network availability to accommodate appointments.
21. Provide referrals that integrate with behavioral health benefits offered through the County’s health plan.
22. Record and maintain information regarding service-related or other complaints reported by covered participants.
23. Provide the County with communication materials during the year to educate member and bring awareness to the EAP and Work Life services available.
24. 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.
25. Provide quarterly reports that include the following:
26. Employee satisfaction
27. Provide network retention:
28. 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.
29. Provide an annual training session for all County supervisory personnel.
30. 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.
31. 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 Fifteen (15) hour onsite bank referenced in item L.
32. The Proposer is 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.
33. Provide licensed, professional EAP counselors of varying degrees of professional licensing (e.g., certified psychologist, family, and marriage counselors) and experience in providing EAP services.
34. Provide comprehensive EAP National and Statewide provider networks.
35. 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.
36. Include the ability for self-referral and supervisor referrals.
37. Provide consultation to Supervisors to assist them in resolving workplace issues and in making necessary referrals.
38. Include Fitness for Duty exams for employees, if necessary to be billed separately.
39. Include Substance Abuse Professional (SAP) services following DOT and Florida Drug Free regulations to be billed separately.
40. Provide unlimited on-site intervention incidents (e.g., Critical Incident Stress Debriefing or Emotional Incidence Stress Debriefing).

SECTION 2 – COSTS

1. Program rates shall include the services outlined in the Scope of Services.
2. Program rates shall be guaranteed for a minimum of three (3) years.
3. Program rates shall include claims, administration for incurred but not reported run out visit charges following termination of the contract.
4. Proposers shall provide Performance Guarantees in the following areas:
5. Provider Network
6. Customer Service
7. Reporting
8. Account Management
9. Employee Satisfaction