



ABOUT FAMILY SERVICE MADISON

<p>What We Offer</p>	<p>Family Service Madison (FSM) is a private, non-profit mental health clinic licensed by the state of Wisconsin. We have been in the community since 1910. We have multiple programs serving individuals and families across the entire life span from children to older adults.</p> <p>FSM is also an Employee Assistance Program (EAP) provider for more than fifty businesses in the area. These businesses range from small non-profits with fewer than twenty-five employees to larger organizations with over 900 employees. Our EAP provides counseling, consultation, brief therapy, and legal and financial services for individuals; a specialized website with articles, newsletters, and webinars; and other services at the organizational level including staff training and crisis response.</p>
<p>Personalized Care</p>	<p>FSM works to meet the needs of each individual client. Our therapists have expertise in a variety of areas, and we connect individuals with therapists who match their needs. Our therapists maintain licensure and certifications including continuing education requirements.</p>
<p>Service Experience</p>	<p>FSM serves organizations from both the private and public sectors including several city municipalities. FSM has worked with several EAP accounts for over fifteen years.</p>
<p>Staff Experience</p>	<p>All of our outpatient therapists are properly credentialed. Therapists who are part of the EAP team will have minimum of Masters degree and working toward their clinical licensure. The primary contact for the EAP program is the Director, a licensed clinician who has been with Family Service Madison for over twenty years. All therapists have malpractice and liability coverage.</p>
<p>24-Hour Accessibility</p>	<p>Our EAP has a cell phone number for crisis/emergency situations. The phone is typically carried by the EAP Director.</p>
<p>Continuity of Care</p>	<p>Since FSM is a licensed mental health clinic, we are considered in-network and are an approved provider for many Insurance plans. This allows clients to begin services under their EAP and transition into services covered by their health plan. They can remain at same agency with the same therapist if they choose. This creates a safe, easy, and smooth transition for the client.</p> <p>Insurances that FSM is currently an approved provider for include, but are not limited to Dean, GHC, Quartz, WPS, Anthem (BC/BS), The Alliance, Medicare, and Medicaid.</p>

FAMILY SERVICE MADISON EMPLOYEE ASSISTANCE PROGRAM

EAP Component	Description of Services
Counseling	Our EAP offers up to five in-person or video telehealth appointments for all employees and family members per issue, per contract year. Additional sessions may be permitted under the EAP benefit on a case by case basis. We utilize HIPPA-compliant services for telehealth visits. We also provide an unlimited number of brief telephonic consultations.
Additional Counseling	FSM will contact the client's health insurance carrier to collect information about their plan (i.e., deductible, copay, etc.). Family Service Madison will also assist with prior approvals for the client to obtain and continue with services. Clients will be informed of this information so they can decide whether to continue services under the plan. FSM is an approved provider for many of the area health plans so this allows for smooth transition from EAP into the health plan.
Substance Abuse Referrals	Our EAP offers substance abuse screening/assessment and provides necessary referrals. Our EAP can also provide employer-mandated substance abuse screenings.
Time Frame for Appointments	Routine EAP appointments are offered to clients within seventy-two hours of their initial call. Evening appointment times are available. Special arrangements, including same day appointments are available for urgent needs. This can include an on-site response.
Call Center	Clients can call/email the EAP Director directly or call the reception/scheduling number to schedule an appointment. Family Service Madison's typical business hours are Monday through Thursday from 8am to 6pm and Friday from 8am to 12pm. As a reminder, the EAP has a toll-free cell phone number available for crisis/emergency situations.
Case Management	We follow up with clients to ensure their needs were met.
Legal Services	Family Service Madison provides one thirty-minute consultation with an attorney per issue, per contract year. These services are provided through a national EAP provider/network based in Milwaukee that we contract with who maintains a national data base of attorneys. These attorneys will provide a 25% discount on their hourly rate for any ongoing legal representation. (See separate flier attached.) Consultation topics include, but are not limited to bankruptcy, setting up a will, sale of a home, family law/divorce, traffic accidents, rental/lease questions, property disputes, and DUIs.
Financial Consultation	Family Service Madison provides one thirty-minute consultation with a financial counselor per issue, per contract year. These services are provided through a national EAP provider/network based in Milwaukee that we contract with. (See separate flier attached.) Consultation topics include, but are not limited to debt consolidation, rebuilding credit, budgeting/spending plan, college funding analysis, identity theft and wage garnishment.
Website	Family Service Madison offers a specialized website that includes articles, newsletters, and monthly webinars on a variety of topics. Each webinar is archived so that clients can access them at their convenience.
Management Consultation	Unlimited consultations with the organization's HR/management regarding employee performance or safety concerns, and possible mandatory EAP referral.
Reporting	Family Service Madison provides quarterly de-identified utilization reports.
Eligibility	All employees and family members are eligible for EAP services. EAP benefits are separate from those provided under the employee's health plan. Any family member is eligible to utilize this service.
Benefits Fair	Family Service Madison will attend and participate in employee benefit fairs.
Trainings	Family Service Madison EAP will provide on-site and/or virtual trainings for management and/or employees. These trainings could include an EAP introduction or reminder, or trainings on a variety of wellness and education topics.
Critical Incident/Trauma Response	Family Service Madison can provide on-site response for staff following a critical incident. This may include grief counseling following the death of an employee, first responder de-briefings, etc. This would likely be done in a group setting followed by individual support.

Mediation

Family Service Madison can provide on-site response to address employee conflicts. This is typically done via individual meetings followed by a group meeting.

EAP Promotional Materials	Brochures and fliers are provided at time of contract detailing all services. These are provided electronically so the employer can access and share them.	
Annual Cost	Family Service Madison offers an annual, “all inclusive,” capitated rate. The cost is determined by the number of employees (both full and part-time) who will have access to services. The number of employees will only be reviewed annually at the time of contract renewal. There is no additional charge for on-site response. Our capitated rates make it is easy for employers to budget for EAP services.	
	<ul style="list-style-type: none"> • Employers with 45 or fewer will be at our minimum rate 	\$1,000.00
	<ul style="list-style-type: none"> • Employers with 46-500 employees 	\$22 per employee
	<ul style="list-style-type: none"> • Employers with more 500+ employees 	Determined on a case-by-case basis