

A photograph of a family of four standing in a field of tall, golden-brown grass at sunset. The sun is low on the horizon, creating a warm, golden glow. A woman in a striped shirt is standing on the shoulders of a man in a red shirt. A young girl in a striped shirt is standing in front of them, and a baby in a hat is being held by the man. The background shows rolling hills under a clear sky.

Employee Assistance Program Proposal

City of Madison
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About Behavioral Health Systems, Inc (BHS)



In 1989, BHS recognized the need to address the full range of mental health and substance abuse-related services. For more than 30 years, BHS has managed behavioral health through a 100,000-member preferred provider organization (PPO) to employer groups **across 48 states**.

BHS' advantages include the **open network PPO model**, ensuring maximum freedom of choice for patients; **continuity of care for patients** accessing EAP benefits and needing more long-term treatment; and the **fee-for-service approach**, which provides maximum cost savings and coverage flexibility.

BHS programs include:



Behavioral Health

BHS' programs include solutions for all mental health, substance abuse and EAP needs. Under the "carve-out" program, BHS seamlessly integrates its services for employers and their members. Enhanced programs include Behavioral Comp Management and Rx Management.



EAP & Work-Life

Tailored work-life solutions include BHS' stand-alone employee assistance program (EAP) services; Wellness First®, a program to support each employer's unique goals; and robust education/training services. BHS' well-being programs assist employees in managing personal issues while maintaining focus at work.

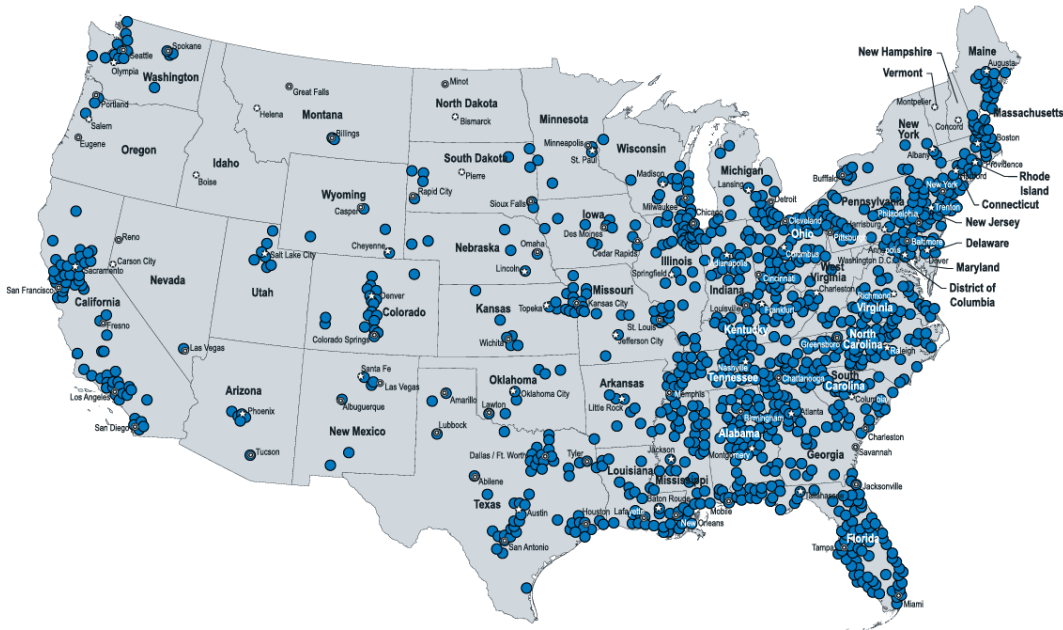


Drug Testing

Safety First, BHS' drug testing division, conducts pre-employment, random, post-accident, reasonable suspicion and return-to-work drug screening. All claims processing, MRO, billing and management reports are provided through one source. The program can be stand-alone or integrated with BHS.

Provider Network

The BHS preferred provider network is the platform allowing BHS to offer its behavioral health solutions. BHS' PPO network includes 100,000+ contracted providers representing a full continuum of care and a geographical saturation across the nation, as well as representation by all levels of expertise and specialty. As it stands, BHS' network is the largest specialty network in the United States. BHS has the ability to expand as needed to uniformly serve all employer locations.



Many of BHS' competitors utilize a traditional EAP model for assessment, outpatient treatment and care management. By contrast, BHS utilizes an open network model offering various cost options. Below is an overview of the two approaches:

<u>BHS' Open Network Model</u>	<u>Traditional EAP Models</u>
<ul style="list-style-type: none"> Assessment & treatment coordination with independent providers across the U.S. 	<ul style="list-style-type: none"> Assessment by staff professionals
<ul style="list-style-type: none"> Ability to see a provider face-to-face or virtually 	<ul style="list-style-type: none"> Telephonic, slim network for face-to-face
<ul style="list-style-type: none"> Access to highest quality area providers due to BHS' carve-out core service Ability to do case-specific contracts 	<ul style="list-style-type: none"> Limited freedom of choice for patient due to capitated, EAP only services
<ul style="list-style-type: none"> Coverage for psychologists as well as psychiatrists (if the plan prefers) 	<ul style="list-style-type: none"> Only Master's-level included
<ul style="list-style-type: none"> Ability to expand to accommodate client needs Low corporate overhead due to pricing options 	<ul style="list-style-type: none"> Strict program limitations; limited personalization for client plan

BHS A.S.S.I.S.T.

The BHS Employee Assistance Program (BHS A.S.S.I.S.T.) is a professional service which provides confidential assessment, referral and short-term counseling services to employees for behavioral problems including substance abuse.



BHS offers stand-alone Employee Assistance Programs (EAP), or can provide a fully integrated EAP-Managed Care approach. When an EAP is integrated with a PPO and Care Management Program, maximum benefits are realized by the employee and employer.

We offer a uniform program approach across all employee locations, and with our preferred unique pricing plan, you only pay when services are rendered. Plus, your employees have maximum flexibility in provider choice since all treatment services are provided through independent expert clinicians. (Complimentary services include Education & Training, CISD support, supervisory referrals, community resource support, online work/life, posters, newsletters and benefit communications.)

The BHS EAP can help with the following issues:

Stress Management	Depression & Anxiety	Coping After a Tragedy
Personal Relationships	Work-Related Problems	Eating Disorders
Marital/Family Issues	Alcohol & Drug Abuse	Legal
Parent-Child Conflict	ADD/ADHD	Financial
Grief & Loss	Elder & Childcare	Life Transition

Fee-For-Service Projection

ESTIMATED COST BASED ON INCURRED CLAIMS

Ten (10) Sessions Per Plan Year: \$1.90 per employee per month (PMPM)

Standard program features include:

- Outpatient treatment and work/life consultation including claims processing
- Treatment at appropriate level of care (Master's level and Psychologists included)
- Licensed Master's-prepared Care Coordinator assigned to City of Madison
- Expert referral and care coordination with medical plan
- National credentialed provider network
- Professional supervisory referral resources
- National credentialed crisis intervention provider network
- 2 sessions of onsite or virtual implementation support sessions (employee orientation or corporate education/training)
- Telephonic management consultation
- 24-hour toll-free access with live voice reception at all times
- Legal, Financial and Eldercare consultation
- Website resources at www.behavioralhealthsystems.com
- Comprehensive management reports
- Benefits communication and promotional materials
- Online Work/Life resources included at no charge

Note: Projection based on 400 employees plus dependents

Employee Assistance Program Components Fee-For-Service Rate Schedule for City of Madison

SERVICE

FEES ⁽¹⁾

Includes claims processing, QA, and utilization reports

Initial Patient Consult/Treatment Plan Development

\$175 per intake

Includes BHS intake, explanation of benefit plan, chart set-up, eligibility verification; assessment provider/specialty/level of care determination & referral.

OUTPATIENT TREATMENT ⁽¹⁾

BHS Assessment

\$185 per assessment

Includes face-to-face assessment. Evaluation performed by a Licensed Counselor/Therapist or Clinical Psychologist.

Short-term Counseling Services

Comprehensive counseling services, when deemed appropriate, in areas listed above, performed by most appropriate level of qualified professional.

Licensed Clinical Psychologist or
Masters level Counselor

\$130 per hour

Interactive Complexity Add-on Code (2013 APA)
Psychiatric Add-on Code (2013 APA)

\$25 - 50
\$50 - 100

⁽¹⁾ On a case-specific basis, additional charges may apply to ensure prompt treatment referrals in certain geographic or specialty areas where low provider availability/extended wait times exist.

Employee Assistance Program Services Fee-For-Service Rate Schedule City of Madison

OPTIONAL MANAGEMENT SERVICES

FEES ⁽¹⁾⁽²⁾

<u>Consultation/Technical Assistance</u> – Assistance in the benefit plan design, development and implementation of written corporate policies and procedures (sexual harassment, workplace violence, drug-free workplace, etc.); pharmacy/other claims analyses.	\$250/hour
<u>Critical Incident/Crisis Response</u> – Coordination with onsite contact(s) and local authorities, assessment of incident needs, development of response plan, locating/securing trained clinicians, printed materials for employees, evaluation and follow-up (24/7 onsite response within 2 hours of call).	\$250-\$450/hour ⁽³⁾
<u>Conflict Mediation</u> – Communication with involved parties, assessment of situation, recommendations for response, onsite consultation, counselor-led mediation session and follow-up.	\$250/hour
<u>Employee Health Fairs/Other Onsite Representation</u> – Includes BHS representative, promotional material (magnets, pens, etc.), resource information and brochures.	\$150/hour
<u>Employee Wallet Cards/Member Guides/Promotional Materials</u>	As quoted
<u>Online Work/Life</u> – Online work/life service which includes unlimited access to a comprehensive website with searchable databases and education materials (topics include, but not limited to: Child Care, Adult Care, Adoption Assistance, Education Assistance, Health and Well-Being and Daily Living).	Included
<u>Employee Wellness Program</u> – Full complement of wellness-related services. Refer to Wellness Program details.	As quoted
<u>Telephone Management Consultation</u> – (one hour per incident)	No charge
<u>Management Support Other</u> – Upon client request/court order re employee/client legal action: records review, deposition preparation, testimony appearance, subpoena response, external legal counsel, consultation with client.	\$200/hour (plus OOP reimbursement)
<u>Statistical Reporting</u> – Standard BHS quarterly reports detailing utilization, referral source, costs, etc.	No charge for Standard; \$200/hr. non-standard

SUPERVISORY SERVICES

<u>Supervisory Follow-up (incident-specific)</u> – Meetings with supervisors to assist in problem resolution, quality assurance procedures, etc.	\$250/hour
<u>Manager/Supervisory Training</u> – Initial/on-going training/workshops focusing on implementation of the EAP, how to identify a distressed employee, confrontation techniques, or other topic-specific training; includes all customized presentation materials (training outline, participant handouts, overhead/PowerPoint slides), locating/scheduling providers, participant certificates and evaluations, confirmation letters, and evaluation results.	\$350 and up ⁽⁴⁾
<u>Peer Support/Focus Groups</u>	\$250/hour

SUPERVISORY REFERRALS

Supervisory Referral Initial Patient Consult/Treatment Plan Development

Includes BHS intake, explanation of benefit plan, chart set-up, eligibility verification; assessment provider/specialty/level of care determination & referral. \$250 per intake

Pre-Certification Screenings/Case Management – In concert with employer’s utilization review procedures, determines/recommends need for residential/inpatient/outpatient treatment and assists in referral process. \$100/hour

Supervisory Referral BHS Gatekeeping/Assessment

Includes face-to-face assessment. Evaluation performed by a clinical Psychologist or Masters prepared therapist as deemed appropriate. (May include minimal psychological testing as needed.) \$185/hr (non-MD)

Supervisory Referral PPO Network Access (Inpatient /PHP/IOP)

(Per episode of care)
Access to BHS PPO network/facility rate savings; new provider identification/negotiation/credentialing; open network provider requests; case-specific agreements; emergency facility affiliations; new location network development. \$1,500

Supervisory Referral Short-term Counseling Services

Comprehensive counseling services when deemed appropriate in areas listed above, performed by most appropriate level of qualified professional.

Individual therapy (non-MD) \$130
Interactive Complexity Add-on Code (2013 APA) \$25 – 50
Psychiatric Add-on Code (2013 APA) \$50 – 100

Lab/Testing/Neuropsych/ECT/ER/Transportation/Non-PPO OP Services

≤ UCR, QPA or as negotiated

DOT SA and Return to Work Evaluations

\$250 - \$450 per hour

EMPLOYEE SERVICES (OTHER)

Employee Workshops (Groups up to 50) – Includes all customized presentation materials: workshop outline, participant handouts, overhead PowerPoint presentation, location/scheduling providers, participants certificates and evaluation, confirmation letter, and evaluation results. \$350 and up ⁽⁴⁾

Downsizing/Outpatient Counseling – Includes onsite counselor(s) for group or individual counseling, written materials, resource information, and follow-up. \$200/hour

Employee Orientation (Groups up to 100) – Employee in-services to inform all employees of EAP benefits. \$350 and up ⁽⁴⁾

Employee Awareness and Education – On-going distribution of posters, payroll stuffers, newsletter articles and employee letters related to EAP benefits. As quoted ⁽⁴⁾

Online Training Programs – A series of discipline-specific training sessions designed to maintain requirements for CEU credit(s). As quoted ⁽⁴⁾

NOTIFICATION POLICY: There may be an additional fee of \$100 per hour for any employer onsite service that is requested with less than 72 hours’ notice (non-critical incident).

CANCELLATION POLICY: A cancellation fee may be billed for any onsite service(s) cancelled with less than 72 hours’ notice.

⁽¹⁾ Travel expenses shall be billed separately, as applicable.

⁽²⁾ On a case-specific basis, additional charges may apply to ensure prompt treatment referrals in certain geographic or specialty areas where low provider availability/extended wait times exist.

⁽³⁾ Prices may vary depending upon type of crisis, location, number of counselors needed to respond, and date/time onsite services are requested.

⁽⁴⁾ Fee variables include: new topic design vs. inventoried, resources req’d, # participants, location, advance notice period, etc.

Sample Implementation Timeline

TIMELINE	ACTIVITY	RESPONSIBILITY	
		BHS	CLIENT
60 days	Formal Implementation Meeting	✓	✓
	Execute mutually acceptable agreement and attachments	✓	✓
	Initiate network expansion/case-specific as needed	✓	
	Finalize benefit plans	✓	✓
45 days	Finalize communication/orientation plans and materials	✓	✓
	Implement plan for EAP communications	✓	✓
30 days	Order benefit plan materials (i.e., cards, inserts)	✓	
	Finalize technical set-up and conversion (eligibility)	✓	✓
7-14 days	Begin conversion and data transfer	✓	✓
	Final preparatory meeting	✓	✓
	Effective date		
+30 days post	1st follow-up meeting	✓	✓

BHS Benefit Communications

Wallet Cards



Customized cards for both Managed Care and EAP Members.

Monthly Newsletter



E-Mailed monthly to your designated contacts to distribute. Article topics range from family communication, mental health awareness, financial planning and current topical events.

EAP Posters



Mailed Semi-Annually and emailed quarterly to help promote EAP benefits to members.

Fact Sheets



BHS has a wide library of topics are available upon request to help assist members that might need guidance. A topical fact sheet is also mailed to your designated contact monthly.

Custom Mailers



Designed in-house at BHS with collaboration with clients to communicate benefits to members.

Supervisory Toolkits



Resources for supervisors and leaders to help communicate EAP benefits to members.

Infographics



Provided quarterly to provide visibility of benefits on screens & monitors in the workplace or on company social media & web portals.

Custom Table Tents



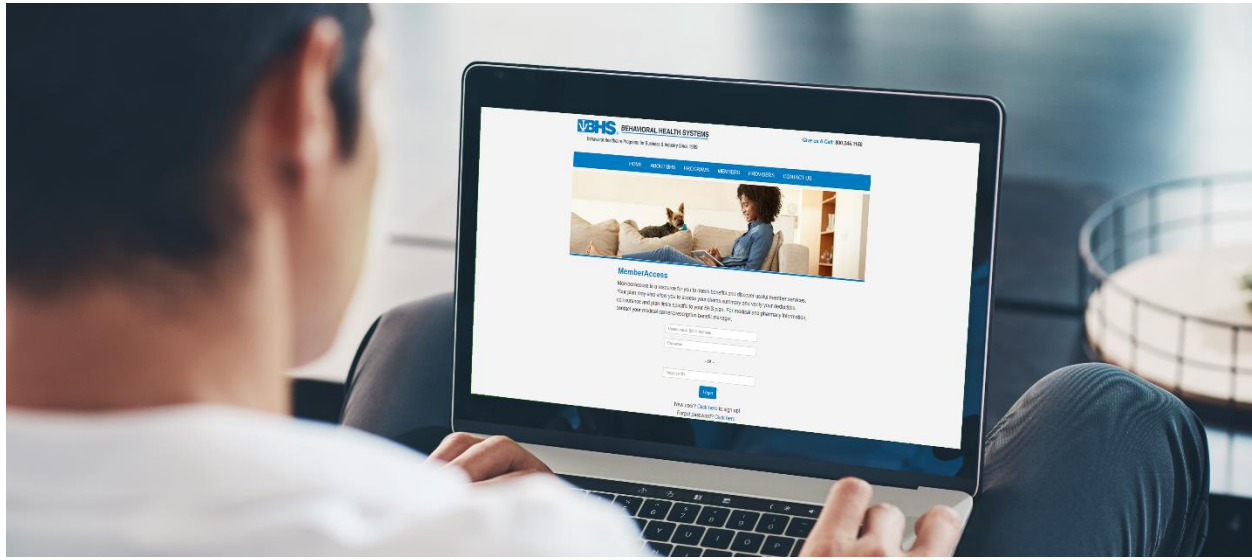
Placed in common areas around the workplace for quick & effective communication of benefits, collaboratively designed & distributed by BHS.

Insurance Cards w/ BHS Info



Many insurance providers are able to place BHS' contact info on their wallet cards.

Digital Resources & MemberAccess



BHS' Digital Resources include an array of behavioral health, work/life and personal development services. Through BHS' robust member portal, MemberAccess, members can find essential EAP tools as well as access to relevant topics, self-assessments, benefits communications and more. Members can also use online appointment requests and reimbursement forms.

BHS Digital Resources include:

BHS' General Website — BHS' website includes BHS MemberAccess, the BHS Spotlight Blog, provider resources as well as how to contact BHS.

MemberAccess — BHS' unique member portal, BHS MemberAccess, includes the ability to create a unique member log-in and password or utilize a general company ID (see above). Members can log in to view monthly newsletters and fact sheets, find self-assessment tools and general benefit information. Also, BHS' member reimbursement form can also be found here. You also can download the "BHS MemberAccess" app from your preferred app store.



BHS MemberAccess portal and app includes the ability to request an appointment that is sent directly to the company-designated BHS Care Coordinator. As an optional service, Online Work/Life ASSIST is a comprehensive well-being platform that details self-study articles, media as well as community resources.

Claims Information — Through MemberAccess members can keep track of their specific claims as well as cost sharing. This includes EOBs, deductibles and out-of-pocket amounts. This is an optional add-on that can be requested by the employer on behalf of the plan.

Demo BHS MemberAccess web portal or app using Member ID: XYZCORP

Corporate Education & Training



BHS and Safety First offer comprehensive training solutions to meet the unique needs of our clients. Whether you are planning lunch-n-learns, professional workshops or required compliance sessions, our education & training program is uniquely designed to support current employment trends and respond to the specific needs of your industry.

We provide clients across the country with a strategic and innovative approach to onsite and webinar-based training and development to promote personal and professional development. Every client requires a different training solution, and to ensure we meet the needs of our clients, we offer both pre-developed and customized approaches.

Delivery

Live, on-site training provides an interactive, educational approach to training that enables each participant to walk away with topic-specific knowledge and skills. BHS also offers web-based trainings and prerecorded, audio-enhanced trainings. Commonly used platforms include Zoom, Microsoft Teams and Cisco Web-Ex.

BHS trainings address topics such as:

Professional Development – Trainings that provide basic, intermediate and advanced supervisory and leadership skills.

Work/Life – Trainings that will help employees learn how to effectively manage multiple responsibilities at home, work and in their community.

Well-Being – Trainings to teach employees how to manage all aspects of wellness and make positive lifestyle choices.

A few BHS' most requested topics include:

- Do's and Don'ts of Effective Communication
- Focus on Mental Health: Keys to a Healthy Workplace
- Power of Positivity
- Stronger Together: Managing Workplace Conflict & Confrontation
- Stress Management & Coping with Life's Challenges
- Employee Assistance Programs—A Resource for Challenging Issues