



**VIVACITY, INC.**  
**MASTER SERVICES AGREEMENT**  
**WELLNESS PRODUCTS AND SERVICES**

THIS MASTER SERVICES AGREEMENT (this “Master Agreement”) is entered into by and between Vivacity, Inc., a Washington corporation (“Vivacity”), and the Alaska Railroad Corporation (“the Customer”) (collectively, the “Parties”) for the provision of wellness products and services.

The Parties agree as follows:

1. **Term of this Master Agreement.** The term of this Master Agreement shall begin on the date of the last signature below (“Effective Date”) and shall continue until terminated as stated in this Master Agreement.
2. **Wellness Products and Services and Service Orders.**
  - 2.1 Vivacity agrees to make available to the Customer those wellness products and services (“Wellness Services”) described in the Service Order(s) attached to this Master Agreement per ARRC EAP RFP 19-03-206670 and incorporated herein.
  - 2.2 Vivacity reserves the right to change vendors offering Wellness Services. Vivacity shall provide Customer with a minimum of 90 days advance notice in writing of the change. Customer may reject changes and terminate the Master Agreement.
  - 2.3 A Service Order terminates, and Vivacity will have no obligation to provide Wellness Services upon the earlier of the termination date set forth in the Service Order or any one of the following events:
    - 2.3.1 Termination of the Master Agreement;
    - 2.3.2 By Vivacity for lack of payment by Customer for Wellness Services.
3. **Contact Person.** The Customer agrees to designate a Contact Person who will be responsible for coordinating with Vivacity and any related vendors of these Wellness Services for program billing and implementation as specified in the attached Service Order(s).
4. **Data and Information.**
  - 4.1 Customer authorizes Vivacity to collect data and information, including health care information, directly from Customer, vendors or other third parties to perform the Wellness Services. Customer shall develop and disseminate any required communications to employees regarding use and disclosure of such data and information, including that the information or data may be disclosed to third parties or the employer, as applicable, to administer the employer’s wellness incentive programs or its other wellness programs. Where applicable, Customer shall obtain any necessary authorizations regarding use and disclosure of such data and information. If requested by Customer, Vivacity may provide information relating to Customer’s Wellness Services, including but not limited to, type of programs and participation, to third parties.
  - 4.2 At no cost to Vivacity, the Customer agrees to provide Vivacity or program vendor data and information and access to other items requested by Vivacity to perform



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the Wellness Services. Customer acknowledges that its timely provision of accurate and complete data is necessary for Vivacity to deliver services.

- 4.3 Transmission of data and information shall be in a format and methodology acceptable to Vivacity and Customer.
- 4.4 Unless otherwise provided in writing, Customer represents and agrees that it is entering into this Master Agreement and furnishing information and data in its capacity as the health plan as defined by 45 CFR 160.103.

**5. Fees.**

- 5.1 Vivacity or its agent will bill Customer for Wellness Services as specified in the attached Service Order(s) and Customer agrees to pay such fees within twenty (20) calendar days from an undisputed invoice date. Vivacity will allow an additional 10-day grace period to receive Customer payment. Vivacity reserves the right to impose a late fee if payment is beyond 30 days from the invoice date as permitted by applicable law.
- 5.2 Customer acknowledges and agrees that Wellness Services implementation cycle may vary from billing cycle.
- 5.3 If applicable, any implementation fee under any Service Order following execution of the applicable Service Order is due within twenty (20) calendar days from an undisputed invoice date and shall be non-refundable. Vivacity will allow an additional 10-day grace period to receive Customer payment.
- 5.4 Customer shall be responsible for Vivacity's reasonable and actual travel and living expenses in furnishing any service under this Master Agreement and reimbursement for such expenses are due twenty (20) calendar days from an undisputed invoice date. Vivacity will allow an additional 10-day grace period to receive Customer payment.

**6. Tax, Federal, State or other Local Law Compliance Responsibilities.**

- 6.1 Customer shall be solely responsible for payment or collection of any employment related taxes or reporting with respect to disbursements made in connection with Wellness Services provided. Vivacity shall not have any such payment, collection or reporting obligations.
- 6.2 Customer understands and agrees that each party is responsible for ensuring its own compliance with all applicable federal, state and local laws and regulations, as it applies to that party, including but not limited to the Internal Revenue Code, the Health Insurance Portability and Accountability Act, the Employee Retirement Income Security Act, Americans with Disabilities Act and the Genetic Information Nondiscrimination Act in connection with services covered by this Master Agreement. Vivacity makes no express or implied representation or warranty concerning compliance, and Customer will not rely on any information provided as if it were legal or tax advice. Customer is responsible for reviewing with its legal and/or tax counsel any questions concerning Customer's responsibilities in connection with or arising under this Master Agreement. Vivacity makes no statutory, express or implied representations or warranties concerning compliance



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with such laws of any kind with respect to the services under this Master Agreement and disclaims such representation or warranties.

**7. Termination.**

7.1 This Master Agreement terminates upon any one of the following events:

- 7.1.1 The expiration or termination of all Service Orders;
- 7.1.2 Thirty (30) days written notice by either Party in the event of a material breach of this Master Agreement by the other Party that remains uncured for the thirty (30) day period; or
- 7.1.3 Immediately by giving written notice to the other if a Party becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, or becomes subject to any proceeding under any bankruptcy or insolvency law.
- 7.1.4 Termination of the Master Agreement, in whole or in part, after the first complete plan year, by Customer for its sole convenience, upon giving written notice of its intention to do so. In the event of such cancellation, Vivacity shall not be paid for any work done after receipt of a notice of cancellation or for any costs incurred by Vivacity or its vendors that Vivacity could reasonably have avoided. In no event shall Customer be liable for unabsorbed overhead or anticipatory profit on unperformed services.

7.2 In the event of termination for any reason, Customer shall pay Vivacity for its work performed and reimburse Vivacity for its incurred expenses as of the termination effective date.

**8. Confidentiality and Proprietary Information.**

- 8.1 Each party ("Receiving Party") hereby agrees to keep in strict confidence the Confidential and Proprietary Information provided by the other party ("Disclosing Party") in connection with this Master Agreement. Provided, further, the Receiving Party may not use the Confidential and Proprietary Information for any purpose other than as permitted by the terms and conditions of this Master Agreement. Vivacity understands that the Alaska Railroad Corporation is subject to the Alaska Public Records Act, AS Title 40, Chapter 25; and that the Alaska Railroad Corporation may be required to disclose certain information in response to requests for public information made under the Act.
- 8.2 The term "Confidential and Proprietary Information" shall include any and all data, information, materials, documents, intellectual property, or explanations which are provided by the Disclosing Party, any other information related to the business or



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operations of the Disclosing Party, any Protected Health Information (as defined by Health Insurance Portability and Accountability Act, also referred to as HIPAA), and the terms and conditions of this Master Agreement.

- 8.3 Without the prior written consent of the Disclosing Party or except as otherwise permitted herein, the Receiving Party agrees it will not communicate or disclose, in whole or in part, any of the Confidential and Proprietary Information relating to the Disclosing Party to any third party.
- 8.4 Each party shall promptly report to the other party: (a) any improper use or unauthorized disclosure of Confidential and Proprietary Information; and (b) any disclosure required by compulsory process, prior to making such disclosure.
- 8.5 The parties shall enter into any other agreement, document or other instrument as may be necessary to comply with the requirements of applicable privacy laws, including laws related to Protected Health Information. Prior to the disclosure of any Protected Health Information to Vivacity, Vivacity shall execute a Business Associate Agreement, in a form acceptable to both parties, if applicable.
- 8.6 All Confidential and Proprietary Information will remain the property of the Disclosing Party. No patent, copyright, trademark or other proprietary right is licensed, granted or otherwise transferred by this Master Agreement or any other disclosure hereunder, except for the right to use such information in accordance with the terms of this Master Agreement and for no other purpose than specified herein.
- 8.7 The Receiving Party's obligations hereunder shall not be deemed to restrict its use or disclosure of the Confidential and Proprietary Information which (a) are or become publicly known or within the public domain without the Receiving Party's breach of this Master Agreement; (b) have been or are subsequently disclosed to the Receiving Party or by a third party who is not under an obligation of confidence to the Disclosing Party; or (c) are subsequently ordered to be disclosed by the Receiving Party by a court or governmental authority having jurisdiction over the business or operations of the Receiving Party.
- 8.8 Upon termination of this Master Agreement for any reason, at the written request of the Disclosing Party, the Receiving Party shall promptly return or destroy (and certify destruction of) all Confidential and Proprietary Information which it has received from the Disclosing Party including any copies thereof.
- 8.9 The Receiving Party agrees that monetary damages may be inadequate to compensate the Disclosing Party for breach of the obligations with respect to the Confidential and Proprietary Information and, accordingly, the Receiving Party agrees that the Disclosing Party may obtain injunctive relief without the posting of any bond or surety in addition to any other remedies available to it in law or in equity.



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**9. Relationship of the Parties.**

- 9.1 Vivacity is an independent contractor of Customer and shall not be deemed a partner or joint venture of Customer, and shall not be governed by any legal relationship, vis a vis Customer, other than as an independent contractor.
- 9.2 Neither party shall be responsible for the debts, expenses or other obligations of the other party, except as otherwise provided herein.
- 9.3 Vivacity may perform any of the services describes in this Master Agreement through agents and subcontractors selected by Vivacity. Each Service Order will reflect any current partnership. Vivacity shall provide Customer with a minimum of 90 days advance notice in writing of any change to agents or subcontractors for their services. Customer may reject changes and terminate the Master Agreement.

**10. Non-Exclusive Agreement.** Customer hereby acknowledges and agrees that Vivacity is in the business of offering or providing the Wellness Services and that Vivacity is not precluded from offering or providing such services to any carrier, group or any other party.

**11. References: Marketing Materials.** One Party shall not use the other Party's name or marks in publicity releases or advertising without that party's prior written permission.

**12. Insurance.** Without limiting Vivacity's indemnification, it is agreed that Vivacity shall purchase at its own expense and maintain in force at all times during the performance of services under this contract the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If Vivacity's policy contains higher limits, ARRC shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the ARRC contracting officer prior to beginning work and must provide for a notice of cancellation, non-renewal or material change in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach and grounds for termination of the Contractor's services.

12.1 Comprehensive (Commercial) General Liability Insurance: With coverage limits not less than \$1,000,000 combined single limit per occurrence and annual aggregates where generally applicable and shall include premises-operations, independent contractors, products/completed operations, broad form property damage, blanket contractual and personal injury endorsements. Said policy shall name ARRC as an additional insured and contain a waiver of subrogation against ARRC and its employees.

12.2 Professional Liability (E&O) Insurance: Covering all errors, omissions or negligent acts of the Contractor, its subcontractor or anyone directly or indirectly employed by them, made in the performance of this contract which result in financial loss to



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ARRC. Limits required are per the following schedule:

<u>Contract Amount</u>	<u>Minimum Required Limits</u>
Under \$100,000	\$500,000 per Occurrence/Annual Aggregate
\$100,000-\$499,999	\$1,000,000 per Occurrence/Annual Aggregate
\$500,000-\$999,999	\$2,000,000 per Occurrence/Annual Aggregate
Over \$1,000,000	Negotiable-Refer to Risk Management

**13. Indemnity.** Each party will defend at its own expense and will indemnify and hold the other party harmless from all losses, liabilities, damages and costs, including reasonable attorney fees and court costs, arising out of any third party and/or government claims, suits, proceedings or actions asserted or brought against the other party, arising out of: (a) its own negligence or willful misconduct of any of its employees, agents, officers or subcontractors; (b) its breach of this Master Agreement; (c) its provision of inaccurate, untimely or incomplete information; or (d) its violation of the requirements of applicable state, local and/or federal laws. The obligation to indemnify shall be contingent upon timely notification by the indemnitee to the indemnifying party of any claims; control by the indemnifying party over the conduct and disposition of any claim; and cooperation by the indemnitee in the defense of the claim.

**14. Limitation of Liability.**

14.1 Except for the indemnity obligations in Section 13, under no circumstances and under no theory of liability shall either Party be liable to the other Party for lost profits, lost savings, loss of information or data, business interruption, or any other special, indirect, consequential or incidental damages, however caused, arising in any way out of the sale, license, use or inability to use any product and/or services provided hereunder, even if a Party has been advised of the possibility of such damages, and notwithstanding any failure of essential purpose of any limited remedy.

**15. General Provisions.**

15.1 **Notices.** All notices required to be given under this Master Agreement shall be given in writing and delivered by registered or certified mail, return receipt requested, postage prepaid, or delivered personally or by overnight courier and addressed as follows:

Vivacity, Inc.  
7001 220<sup>th</sup> Street SW, MS 346  
Mountlake Terrace, WA 98043  
Attn: Kristina Simpson

Alaska Railroad Corporation  
PO Box 107500  
Anchorage AK, 99510-7500  
Attn: Mike Humphrey

Any notice provided in accordance with this Section 14.1 shall be deemed effective if mailed three (3) days after deposit with the U.S. Post Office or if by



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personal delivery upon receipt. Either party may change the addressee or address for the delivery of notice by notifying the other party of such change in writing.

- 15.2 **Waiver.** No term or provision of this Master Agreement shall be deemed waived and no breach excused, unless the waiver or consent shall be in writing and signed by the party claimed to have provided such waiver or consent. Any consent or waiver of a breach, whether express or implied, shall not constitute consent to or waiver of any different or subsequent breach.
- 15.3 **Third Parties.** This Master Agreement is between Vivacity and Customer and does not create rights by any beneficiary or participant in a plan or by any other third party with respect to Customer, nor does this Master Agreement create any legal relationships between Vivacity and any such beneficiary or third party.
- 15.4 **Binding Effect.** The provisions of this Master Agreement and obligations arising hereunder shall extend to, be binding upon, and inure to the benefit of the successors and assigns of the parties hereto.
- 15.5 **Assignment.** Neither party shall assign, transfer or delegate any of its rights and obligations under this Master Agreement, whether by operation of law or otherwise, without the prior written consent of the other party; provided, however, Vivacity shall be permitted to subcontract with third parties and affiliates to perform services under this Master Agreement.
- 15.6 **Governing Law.** This Master Agreement shall be performed, construed, and interpreted in accordance with the laws of the state of Alaska, without regard to conflict of laws principles. If, for any reason, all or any part of this Master Agreement is held to be unlawful or unenforceable, then the parties shall reform this Master Agreement to the extent necessary to make it lawful and still preserve the substance of the benefit of the bargain to each party, executing such amended or replacement documents as shall be necessary to accomplish such reformation.
- 15.7 **Jurisdiction.** The parties consent to personal jurisdiction and agree that all judicial proceedings shall be brought in Municipality of Anchorage, Alaska.
- 15.8 **Headings.** The headings of the various sections of this Master Agreement are inserted merely for the purpose of convenience and do not, expressly or by implication, limit, define, or extend the specific terms of the section so designated.
- 15.9 **Entire Agreement.** This Master Agreement (together with all Addenda, Appendices and attachments including the RFP response to ARRC EAP RFP 19-03-206670) hereto contains the entire agreement between the parties in relation to the rights granted and the obligation assumed by this Master Agreement. Any prior agreements, promises, negotiations, or representations relating to the subject matter of this Master Agreement not expressly set forth in this Master Agreement



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are of no force or effect.

15.10 **Survival.** The provisions set forth in Sections 5, 6, 8, 9, 10, 11, 12, 13, 14 and 15 of this Master Agreement shall survive the termination, for any reason, of this Master Agreement.

15.11 **Authority.** Customer represents and warrants that it has the authority to enter into this Master Agreement and to do all acts necessary to fulfill the purposes and terms and conditions of this Master Agreement.

15.12 **Force Majeure:** Failure, delay or default in performance of any obligation of Vivacity or Customer shall be excused to the extent such failure, delay or default arises out of a cause that is beyond the control and without negligence of Vivacity or Customer.

VIVACITY, INC.

By: Dave Young

Title: Chief Executive Officer

05/31/2019

Address:  
Vivacity  
7001 220<sup>th</sup> St. SW, MS 346  
Mountlake Terrace, WA 98043

ALASKA RAILROAD CORPORATION

By:

Signature:

Title: Sr. Contract Administrator

Date: 5/31/2019

Address:  
Alaska Railroad Corporation  
PO Box 107500  
Anchorage, AK 99510-7500



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**Wellness Program Contact:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Billing Contact:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_



**Employee Assistance Program  
REQUEST FOR PROPOSAL #19-03-206670**

**Alaska Railroad Corporation  
March 2019**

Contact: Nicole Horgan  
Vivacity  
7001 220<sup>th</sup> Street Southwest  
Mountlake Terrace, WA 98043  
  
509.252.7386  
Nicole.horgan@vivacity.net

The information contained in this RFP is confidential and proprietary information of Vivacity. It is submitted upon the express understanding that the proprietary information will remain confidential. This information should not be copied or disclosed for use outside of the bid process without prior written approval from an authorized representative of Vivacity.

March 14, 2019

Alaska Railroad Corporation  
Purchasing Department  
327 W. Ship Creek Avenue  
Anchorage, AK 99501

**RE: REQUEST FOR PROPOSAL #19-03-206670**

Dear Mr. Goemer,

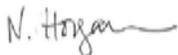
Vivacity's mission is to create and sustain cultures of health. We work with employers, organizations, and health plans to design programs with a personal touch, insight and innovation. We have a significant footprint in Alaska, currently providing services to multiple employers representing approximately 30,000 Alaskan residents. One key component of our offering is our Employee Assistance Programs (EAP). We are delighted to have this opportunity to provide EAP services to Alaska Railroad Corporation.

Clinical costs, mental health issues – even stress – can contribute to negative workplace behaviors, including presenteeism and increased absenteeism. This in turn can increase your company costs through decreased productivity and missed time among affected employees. To address these concerns, EAP services help employees cope with emotional problems, substance abuse issues, relationship and family crises and other everyday worries. These services are provided by Vivacity in partnership with ComPsych, the world's largest and leading provider of employee assistance programs who serves more than 45,000 organizations and 100 million individuals.

Vivacity will work with you to develop and implement a successful EAP strategy that will drive higher utilization and awareness. Our goal is to make 100% of your employees aware of the program. We will work towards that goal by providing a customized communications plan and quarterly reporting that will help us look at the next steps that are right for your employees. You will have direct access to your designated account management team. Your Vivacity client manager provides the overall wellness program management while your ComPsych account manager handles the day-to-day operations. Together, we will work seamlessly to ensure the success of ARRC's EAP services.

Thank you for the opportunity for Vivacity to provide a proposal for wellness services. Vivacity offers an industry-leading, results-oriented approach to wellness program design and development. We are excited to help launch solutions that meet ARRC's needs.

Sincerely,



Nicole Horgan  
Director of Client Services & Sales  
Nicole.Horgan@Vivacity.net  
509-252-7386

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## APPENDIX J

### EMPLOYEE ASSISTANCE PROGRAM QUESTIONNAIRE

All Offerors shall reply to each question in the order listed below. Questions shall be numbered and restated followed by a response. Do not refer to an attached document to answer a question. Supplemental materials may be submitted to enhance understanding of your responses, but answers will be evaluated primarily on the specific written response to each question.

#### **Experience and Qualifications**

**1. Describe your firm, its history and size, locations in which it operates, and the number of employees in total and in Alaska.**

Vivacity, a wholly owned subsidiary of Premera Blue Cross (“Vivacity”) has been founded in February 2009. Our organization has been providing health promotion and wellness services through our parent company, Premera Blue Cross, since 2005. During the past 13 years, Vivacity has developed successful partnerships with and provided impactful services to several large companies, national accounts, and municipalities. We have a staff of 20 employees that are located between our main location in Mountlake Terrace, WA (11), Spokane, WA. (6) and Boise, ID (3). We do not anticipate any changes in ownership.

Vivacity has partnered with ComPsych since 2006 to offer best-in-class EAP and work-life services to our customers, including those in Alaska. We chose ComPsych because of their longstanding reputation as the world’s largest provider of employee assistance programs (EAP) and pioneer in the provision of fully integrated EAP, behavioral health, wellness, healthcare navigation, work-life, FMLA and absence management services under its GuidanceResources® brand. ComPsych has 1,025 staff members, with a worldwide network of more than 67,000 treatment providers. ComPsych is a privately owned and closely held corporation, we do not anticipate any changes in ownership. Please see the Network Section for more detail on our AK network.

Vivacity selected ComPsych as its EAP and work-life partner for several reasons. Chief among them is ComPsych’s ability to over-deliver on expectations—evidenced by individual satisfaction ratings that exceed 98% annually and 99 percent customer retention rates. This, combined with ComPsych’s ability to reach and engage a broad range of participants, creates a positive user experience that encourages program utilization. Equally important are ComPsych’s:

- Extensive global and local provider network—of 67,000 GuidanceExperts (providers) to serve employees and their family members wherever they live, work or travel, including local specialty networks for substance abuse, DOT and critical incident stress management.
- Fully integrated in-house resources—with no outsourcing. All clinical, legal, financial, family related, and personal convenience services are staffed and supported internally. This is an important distinction when comparing vendors—many competitors outsource important services like critical incident and work-life services. ComPsych does not.
- Critical incident expertise—ComPsych has a specialized critical incident response team on staff to provide immediate support for critical events. They maintain a local network of critical incident specialists and have experience establishing traumatic incident response protocols that are customized specifically to the transportation industry.

**2. Describe your EAP philosophy and delivery model.**

Vivacity partners with ComPsych, whose philosophy mirrors our own: that well-promoted and conveniently accessible employee assistance, work-life support and wellness services provide the

best results for employees and employers. One of the reasons we selected ComPsych is their holistic philosophy, which emphasizes early intervention—upstream of problems. Through our relationship with ComPsych, we promote EAP and work-life services to address issues before they escalate into severe problems, such as psychiatric and chemical dependency problems. By addressing the root causes of complex and overlapping issues, ARRC can support employees and minimize unnecessary use of medical benefits.

ComPsych works with each customer to create build-to-suit programs that help employees improve their overall well-being and address the full continuum of life's issues—personal, family and wellness concerns. They help organizations foster high-performing work cultures that attract and retain the best and brightest, resulting in superior productivity.

ComPsych programs have proven effective in resolving issues. In an eight (8) session model, ComPsych typically resolves 86 percent (or more) of issues within the EAP—without referral to the health plan or community resources. In the small number of cases where specialized or long-term care is required, ComPsych and Premera structure a parallel network to ensure continuity of care.

ComPsych services are widely used and highly regarded. The national norm for EAP utilization is three-to-four percent. ComPsych averages six percent, substantiating that a significant number of employees use the services. This produces a significant return on investment for customers. Unlike vendors who charge based on utilization, ComPsych encourages EAP and work-life utilization without charging additional fees or limiting program services. This is in keeping with their holistic approach to employee health and productivity.

At Vivacity, we credit ComPsych's high utilization and case resolution rates in large part to the quality of their in-house clinical, legal, financial and family and personal resources services. ComPsych uses a clinical-first intake model. Calls are answered live, within seconds, by master's level GuidanceConsultants—never an answering service or an automated menu system. In addition to having master's degrees in counseling, social work or other related behavioral areas, these professionals have broad-based clinical skills and experience in assessing issues such as alcohol/drug abuse, suicide, emergency responses and work-life concerns. GuidanceConsultants (first point of contact for the toll-free line) have:

- Minimum of a master's degree in behavioral health or a related field
- At least three years' experience in assessing behavioral health issues and dealing with emergencies – the average ComPsych GuidanceConsultant has five years of experience
- Experience in work-life issues
- Diagnostic and intervention skills
- Ability to use a problem-focused, action-oriented approach for caller issues

They facilitate immediate assistance and handle requests for counseling, family or personal convenience needs, legal information or financial information.

EAP services encourage easy access for any issue, including: adapting to organizational change; anger management; anxiety; behavior problems, including addictive behaviors; blended and step family issues; child and adolescent counseling; chronic illness issues; critical incident debriefing; depression; divorce counseling; domestic violence; effective parenting strategies; family counseling; geriatric and caregiver counseling; loss and grieving; stress management, including strategies for handling job stress and balancing home and work roles; substance abuse counseling.

**3. Identify and describe your company’s relevant experience with administering EAP/Managed Behavioral Health products similar to ARRC’s scope of services in both size and design in Alaska.**

Our experience with the University of Alaska is a perfect example of the opportunity for an EAP to grow in employee trust and program utilization. Since we replaced the University’s longtime incumbent EAP vendor six years ago, program utilization has increased dramatically and the true integration between ComPsych EAP services and the Premera health plan have allowed seamless care for employees and greater resolution of issues through the EAP sessions.

Worth mentioning also, we are equipped to provide services to members who live in smaller communities. For example, employees stationed outside of Anchorage, Fairbanks and the Palmer/Wasilla area will receive the same level and access to services through the dedicated toll-free line 24 hours a day, seven days a week. An expansive network of 46,000 GuidanceExperts ensures that employees and their family members will have access to in-person counseling wherever they live, work and travel. Telephone counseling, video counseling and online resources extend our reach when in person counseling is not preferred or available.

ComPsych provides EAP, work-life and wellness services to customers in transportation, energy, mining and manufacturing industries. We know how to reach, engage and address the distinct needs of a rural population as well as those in urban and suburban areas. ComPsych serves several customers—such as Kinross Gold, Newmont Mining and Schlumberger—with employees in rural areas and defense contractors and other organizations with widely dispersed populations. Our customers’ locations range from densely populated cosmopolitan areas to remote fishing villages with small numbers of people and limited resources.

**4. Provide three current client references similar in size (based on number of participants) in Alaska and/or other transportation industry employers in the U.S. Include the contact name, title, and telephone number.**

- Municipality of Anchorage- Juna Penney- (Benefits Director) - (907) 343-4514
- Nippon Dynawave Packaging Co - Monica Harding- (Benefits Administrator) - (360) 414-3711
- Tri-State Hospital – Terri Tomberlin (Chief HR Officer) - (509) 758-4675

**5. How knowledgeable is your company about Alaska and its local conditions?**

We have 13 years’ experience on the Alaska Market with various types and sizes of employer groups. These include: Cities, Municipalities – public and private.

**6. How will you educate your company and subcontractors about Alaska and the Alaska Railroad?**

Alaska Railroad is currently a client of Premera Blue Cross Blue Shield, our parent company. Additionally, Vivacity and ComPsych are currently serving many other Alaska customers and understand there are unique circumstances for Alaska Railroad members.

**7. What emerging trends in the EAP industry do you see in the market and how could ARRC use them to improve the overall well-being of its employees and their dependents?**

While emerging trends are not always predictable (as with the 2008 financial collapse), we see the following issues as having major implications for employers and employees in the next 3-5 years:

*Financial Wellness*—While the surge in requests related to serious financial issues such as foreclosures, bankruptcy have leveled off since the economy has improved, demand for financial wellness programs remains high. In an annual ComPsych survey (Stress Pulse), when asked what their biggest cause of stress at home was, 35 percent said “financial issues.” A major trend we see is a heightened interest by employers in programs that promote the financial wellness of its workforce. Rising costs for food, gasoline, health care, student loan and credit card debt all contribute to employee stress. ComPsych works with customers to encourage employees to take charge of their financial health by helping them make a realistic budget, manage credit cards and debt, and create a savings plan. We also work with customers to help workers prepare for longer term goals like college or retirement. A new workshop entitled "The Psychology Behind Saving Money and Other Good Financial Habits" is just one of hundreds of tools and resources we offer to help employees achieve their financial goals.

*Mental illness issues in children*—We are seeing a greater prevalence of behavioral health issues impacting young children, including autism, bullying, childhood obesity. Physical and emotional issues are intertwined and challenging to identify at young ages. Nearly 1 in 3 children (ages 2-19) in the United States are overweight or obese. About 1 in 68 children has been identified with autism spectrum disorder (ASD), according to estimates from Centers for Disease Control. Social media related bullying is on the rise. Suicide rates for girls ages 1-14 have increased three-fold. All these issues impact the physical and emotional well-being of employees and families. To combat this trend, ComPsych offers HealthyFamilies wellness services aimed at developing healthy lifestyles and coping strategies. Through the EAP, we provide a variety of online resources for bullying, autism, etc. We have an extensive provider network to offer not only geographic access but choices by clinical specialty that can relate to young children. We actively recruit counselors that are comfortable with video counseling and knowledgeable about social media.

*Aging workforce*—The business impact of an aging population is far reaching and can manifest in multiple ways. With multiple generations in the workforce that have radically different needs and outlooks on life, employers are challenged with finding ways to recruit, retain and motivate these diverse groups. At ComPsych, we are zealous about meeting people where they are. This means breaking down barriers to accessing the program and offering services in ways that resonate with individuals regardless of their age, stage of life, background or culture. For employers with older populations we offer retirement prep services to assist with the emotional, legal and financial issues, 401K distribution, downsizing, travel and grand-parenting. For younger groups, we promote child care, relocation and concierge services.

**8. Provide a sample of your Business Associate Agreement.**

See sample number 1 in appendix V

**9. Provide a sample of the authorization to disclose PHI that you use for mandatory referrals.**

See sample number 2 in appendix V

**10. What is your plan to ensure employees' and family member's understanding of the program?**

Vivacity and ComPsych pride ourselves on providing high-touch services. We adapt outreach strategies and communication vehicles and customize program materials to reach and engage diverse audiences. We will work closely with the Alaska Railroad team throughout implementation to determine the ideal promotional strategies and design appropriate communications to reach your unique employee population.

ComPsych offers separate sessions for employees and management, since each group may interact differently with our service. Employee sessions focus on benefits and features, while management orientations include how our referral processes work and how the EAP complements management strategies.

Employees: These orientation sessions last approximately 30 minutes and cover topics such as:

- Program history, background and purpose
- Access to the benefit
- Employer-specific services
- Reminder that there is no cost to employees and their family members
- Issues that can be addressed by GuidanceResources and work-life services
- Assurance of confidentiality

Employee orientation sessions can be adapted to a wide variety of audiences.

#### **11. What is your plan to ensure ARRC's supervisory staff's understanding of the program?**

Managers and supervisors: These orientation sessions discuss how to use the EAP to support employees and maximize their productivity. The ComPsych program helps managers to identify troubled employees and encourage them to seek help.

The one-hour sessions cover topics such as:

- Types of issues and problems addressed by GuidanceResources
- Issues that can affect productivity and advice on focusing on behavior and performance instead of personal issues
- Process for accessing critical incident response services
- Formal versus voluntary referrals and advice on making a timely, tactful referral

We supplement this training with guides for managers and supervisors, which cover topics such as organizational benefits, the manager's role in the EAP, referral methods and steps to effective management performance. We will provide Alaska Railroad managers and supervisors with an electronic copy of these training manuals.

#### **12. How often does your company measure and evaluate member satisfaction with your EAP?**

Satisfaction with our service delivery will invigorate Alaska Railroad's program and boost utilization. We seek feedback in the following situations:

- Two days after contacting ComPsych, we outreach to the customer (depending on customer preference and permission) to ensure the GuidanceExpert was available, encourage follow-through with the referral recommendation, and determine if they would like any further assistance.
- Five days after a customer contacts ComPsych, we email a satisfaction survey to evaluate their experience with our GuidanceResources Unit.
- Ten days after a customer contacts ComPsych, we email a satisfaction survey to evaluate their experience on either our FamilySource, LegalConnect or FinancialConnect services (depending on the services they received).
- Thirty days after a customer contacts ComPsych, we send a survey to evaluate the customer's experience with their GuidanceExpert.

We also collect feedback on our GuidanceConsultants, FamilySource resource specialists, management consultations, CISM services, internet services, training sessions, program implementation and overall account management. Our reports to Alaska Railroad will include results of satisfaction surveys to identify strengths and areas for improvement.

In addition to account managers' ongoing contact with customers, ComPsych sends a semiannual survey to assess areas such as account manager availability, responsiveness, and follow-through; the handling of crises; the timeliness and value of reports; notification regarding new services; the value of consultations; the effectiveness of promotional literature, training and Internet services; and the satisfaction with program performance.

**13. What have your member satisfaction evaluations revealed?**

Our quality standard for client satisfaction is 95%. For reporting year 2018, we exceeded 97% across our book of business and have exceeded our own quality standard year over year during the history of our company. As society and the Employee Assistance Program (EAP) industry evolves we listen to our client's (like Alaska Railroad) and member survey feedback to implement solutions that will enhance the services provided. We've heard the need for more online tools as well as a phone application (app). We implemented these services but didn't just stop at implementing them; we continue to evolve these services over time. Our dedication to our clients is just one of the reasons ComPsych is the pioneer and leading EAP provider in the industry."

**14. Please describe (briefly) the implementation and rollout process and how long will it take you to be up and running?**

The goal of ComPsych is for complete employee awareness of the GuidanceResources program. The ComPsych account manager will work with Alaska Railroad to develop an employee and leadership communication strategy, factoring in Alaska Railroad's culture and preferences. These will be complemented by other engagement tools, such as GuidanceResources Online, employee and manager training, and on-site support of health fairs and other events. Full implementation will take 30 days to ensure scheduling of needed trainings and delivery of communication materials.

Our tailored programs are designed to ensure successful implementation, maintain high utilization and provide relevant information to employees. Alaska Railroad's program will include:

Launch Campaigns—Launch communications are designed to introduce employees and managers to the GuidanceResources program and its many benefits. They also present important information regarding eligibility and confidentiality. Communication vehicles may include posters, brochures, wallet cards and email campaigns, and highlight all features from clinical counseling, to legal, financial and work-life services.

**15. How will you position the EAP as an integrated component of ARRC health management strategy?**

Vivacity would work with ARRC to identify opportunities to align and communicate EAP services with the needs of employees in ways that fit the cultural norms of the organization. This consultative approach and strategic visioning are an expertise of Vivacity and is a custom experience for each customer we serve. One specific thing we would suggest is the embrace the EAP program as part of the entire benefits package and therefore, place the specific ARRC EAP phone number on Premera member ID cards so that it is easy to access.

**16. How will you create opportunities to identify and refer employees and their family members to the EAP?**

Perhaps the greatest differentiator of the Vivacity/ComPsych services is a spirit of innovation. We take a holistic and integrated approach that is effective in resolving people's issues at the earliest and least costly stage. We continually look for ways to remove barriers to accessing services and find innovative ways to reach and engage reluctant participants. Among the most impactful recent approaches to improve EAP within ComPsych are: the creation of "on demand" online learning modules; the addition of a "chat" feature on our website; the launch of a Crisis Portal as a quick resource for instant access to helpful crisis-related information; and the creation of condition-specific online community / message boards to connect users who have similar issues and concerns—most notably our online centers and communities on the topics of autism, elder care, healthy habits, bullying, and maternity.

We have communications created each year that can be utilized via posters on site, emailed, added to an employee website, or distributed via new-hire training. Each of these communications will be customized with a phone number.

As a reference, please see sample number 7 in appendix V for a sample communication plan.

**17. Is your firm staffed to provide information to plan sponsors on legal and regulatory requirements affecting EAP's, mental health and substance abuse treatment benefits, etc.?**

ComPsych offers expertise with issues like substance use, compliance with the Americans with Disabilities Act and other government regulations, workplace violence and organizational re-engineering. If customers need support for an employee issue, a ComPsych employee relations specialist can provide it, working from extensive knowledge of and experience with workplace regulations and best practices. Our services to the customer will reflect its HR policies and procedures. Many customers that have used this service have commented on the value of an objective third-party perspective on a sensitive situation.

Our legal compliance staff regularly monitors applicable laws and regulations to ensure that we know about all updates to such laws and regulations. Our legal compliance staff monitor and audit compliance with all such laws and regulations. We ensure compliance through comprehensive staff training.

Additionally, Vivacity and ComPsych fully comply with all requirements of the Health Insurance Portability and Accountability Act (HIPAA). In addition, we comply with HIPAA's nondiscrimination requirements relating to wellness programs. We also comply with HIPAA's standardization of health care transactions through electronic data interchange, which requires health plans to accept a series of specific transactions electronically. Independent verification has been conducted certifying all applicable transactions.

**EAP Management**

**18. Does your company provide a dedicated account manager?**

Yes. Please see information below highlighting key staff that would help support ARRC;

**Dave Young**  
**Vivacity, CEO**

**Years and history in the industry:** Dave has over 27 years of experience as a leader in the healthcare industry. He currently oversees the Sales Operations functions within Premera and leads the strategic direction and market expansion of Vivacity, driving integrated health and wellness programs for employers.

**Nicole Horgan**  
**Vivacity, Director of Client Experience**

**Education:** BS in Exercise Physiology, Oregon State University  
MS in Experimental Exercise Physiology, Washington State University

**Years and history in the industry:** Nicole has over 18 years of experience working in health and wellness industry. She has an extensive background in creative wellness program strategy and development, implementation, and analysis for variety of populations. She's also led several national initiatives aimed at improving community health

**Kristina Simpson**  
**Vivacity, Director of Operations**

**Education:** MA Tufts University, BA University of Washington

**Years and history in the industry:** Kristina has over 18 years of experience working in the healthcare industry. She started as a Research Associate with Fred Hutchinson Cancer Research Center and then moved to New England Research Institute as a Field Operations manager. She then started her work as a Research Program Manager with Rhode Island Hospital and has since been with Vivacity/Premera as an Operations Director since 2007.

**Sherrill Miller**  
**Vivacity, Client Manager**

**Education:** Edmonds Community College in business

**Years and history in the industry:** Sherrill is a Vivacity Client Manager with knowledge in wellness and over 35 years the Healthcare Industry with Premera. She has a passion for people along with her Part-time Fitness instructor job, health and wellbeing and making a difference. She makes it a priority to identify with the customer to establish the needs and build on a relationship and partnership.

**Julie Roegele**  
**Vivacity, Product Lead**

**Education:** BA, Eastern Washington University

**Years and history in the industry:** Julie brings 11 years of operations and project management experience to her role with Vivacity. The five years prior to joining Vivacity she served as a manager within multiple departments at Premera Blue Cross where she developed a strong passion for process improvement and customer experience. In her current role Julie serves as the liaison between the Vivacity Client Manager and our partner, ComPsych.

**Jennifer Bozich**  
**ComPsych, Account Manager**

**Education:** BA, University of Missouri

**Years and history in the industry:** Jennifer has been with ComPsych since 2015. Jennifer is responsible for managing the overall fulfillment of her customers and implementing strategic communication, program reporting, and issue resolution. With six years of progressive experience in account management, she manages a variety of accounts, both global and domestic, which include wholesale partnerships, student assistance programs for several colleges, and customers in the public sector, healthcare, and manufacturing industries. Prior to her role at ComPsych, Jennifer spent six years with Gallagher Bassett Services.

**19. How long has the account manager that will be assigned to ARRC been with your company?**

39 years

**20. How often will your account manager review the quality and effectiveness of the EAP with ARRC?**

ARRC will receive quarterly reports, including data on utilization and presenting issues, with metrics. The ComPsych reports contain the following information:

- All services requested
- Organizational trends
- Demographic data
- Utilization trends
- Intervention and promotion strategies
- Recommendations for program direction

Our reports will support ARRC's efforts to gain the most value from its benefits investment. The ComPsych ResourceCenter—HR portal—offers online access to up to two years of utilization reports.

**21. Please list the promotional vehicles used to drive awareness of the program.**

Vivacity and ComPsych's goal for every customer is to make 100 percent of its employees aware of the program. We work toward that goal by combining printed and electronic materials. Communication materials remind employees how to access the program and the benefits of doing so. During program implementation, we will work with ARRC to prepare an employee communication package, factoring in the railroad's culture and practices. This may include a combination of print and electronic communication such as brochures, posters and wallet cards.

Please see sample numbers 6, 7 and 8 in appendix V

- Flyers
- Posters
- Help sheets
- Mailings
- Trainings

The following examples are a testament to their ability to drive program utilization through a combination of creative communications, aggressive promotion and customized training:

**Chesapeake Energy**—Chesapeake Energy selected ComPsych as its new EAP vendor and as a partner to help rebrand its program and reduce the stigma of seeking mental health counseling

among its younger, heavily male employee population. An employer of about 10,000 people, Chesapeake's previous vendor had not proactively worked to improve very low utilization levels. In year prior to moving to ComPsych, fewer than 100 calls were made to the previous EAP vendor and overall engagement was very low.

ComPsych and Chesapeake Energy worked collaboratively to rebrand the program under a wider corporate campaign called "Your Life Matters," which leveraged ComPsych services and a highly-visible communications campaign – including customized materials, ComPsych trainers, Chesapeake senior management, and notable experts and local celebrities. In addition, ComPsych partnered with Human Resources and other Chesapeake health and wellness vendors to ensure protocol were in place for cross-referral and outreach to employees with potential risks for depression and other mental health issues.

After the first year of the Your Life Matters program, over 2,200 calls were made to ComPsych and case utilization was over 10%. Chesapeake reported a 15% reduction in absenteeism rates, higher productivity, and stabilization of health care costs. Consistently high utilization has continued due to a close partnership between ComPsych and Chesapeake.

Customers attribute strong utilization to ComPsych's in-house communications team and flexible training options. Their posters are imaginative and eye-catching in high-traffic areas, like lunchrooms. They promote topics related to behavioral health and wellness, such as work-life balance, while reminding employees about ComPsych's services. Posters are updated periodically to give employees a fresh view of program benefits and keep the services top of mind.

ComPsych's training staff is comprised of curriculum developers and organizational behavior specialists, who have written the 160+ personal development topics included in our catalog. ComPsych trainers also go beyond information-sharing. ComPsych training sessions engage participants in the process through interactive exercises and/or takeaway modules.

### **Professional Facilitators Conduct Training**

All ComPsych training content is written by professional trainers who hold advanced degrees in communication, adult learning, training and development or organizational behavior. The topics are designed to accommodate all types of adult learning styles, as well as to be presented to a variety of audience types.

ComPsych has a panel of more than 2,697 contracted facilitators to ensure local coverage for training sessions. These facilitators include counselors, professional trainers and financial experts; we screen these facilitators for their experience before they become members of the panel. In addition, our professional staff coach individual facilitators before they facilitate a session for ComPsych.

**Options for Delivering Training:** Four training formats are available for training delivery. ARRC's preference and circumstances will determine their use:

- Face-to-face delivery—Our local facilitators can conduct the personal development/lunch-and-learn sessions, as well as employee and manager/supervisor orientations to GuidanceResources services.
- Remote delivery—For groups and individuals in different locations, ComPsych offers employee and manager/supervisor orientation sessions online. In addition, we can offer most personal development/lunch-and-learn topics via live webinar or teleconference.
- Train-the-trainer delivery—If ARCC wishes to have its local HR or benefits staff facilitate employee orientation sessions either to new hires or as a review, ComPsych can help ARRC's

representative prepare to conduct these sessions. We will supply the PowerPoint presentation, coach its staff on the main points of the content and advise them on effective facilitation.

- On-demand training—Users can also access on-demand learning modules through GuidanceResources Online at any time at no additional cost. These 5–10 minute podcasts cover our most frequently requested topics in a user-friendly interactive format that includes quizzes and engaging questions.

**22. Please present a plan that ensure awareness and participation in your programs.**

Please see sample number 7 in appendix V

**23. Does your company provide the following services as part of your EAP program? If the answer is yes to any item, list the additional price per service on your Rate Response Form (if applicable). Do not list price information in the questionnaire responses.**

<i>PROGRAM/SERVICE</i>	<b>YES</b>	<b>NO</b>
Posters & brochures	x	
Monthly employee articles	x	
Wallet cards	x	
Ongoing employee orientations seminars or webinars	x	
Ongoing supervisory orientations seminars or webinars	x	
Monthly HR e-mailers	x	
Employee wellness seminars or webinars	x	
Work-Life seminars (child care, elder care, parenting, and lifestyle)	x	
Can your Web site be customized by client?		x
Can ARRC co-brand with your website?	x	
Can ARRC co-brand communications with your company?	x	
Does your company provide life cycle kits (i.e., new baby, child safety, college bound, senior health)?	x	
Does your company provide EAP and/or Work-Life-related HR policy review and recommendations?	x	
Does your company provide translation services when English is not the member's primary language?	x	

**24. Does your company have a mobile app, can it be co-branded and what features does it have for communicating with members?**

Our GuidanceResources Online mobile app, GuidanceNow, enables users to browse content (Help Sheets, assessments, Q&As, podcasts, etc.) and news articles by topic, as well as find local legal, child care and elder care providers. In addition to enabling one-click capability to reach our call center, via the customer-dedicated phone number, users can also access mobile-specific features such as click-to-call (to dial a phone number) and location-based mapping.

**25. Please describe (briefly) your network credentialing standards.**

The ComPsych credentialing process includes reviewing malpractice claims, pending legal cases, license actions and sanctions by Medicare or Medicaid. In addition, we verify that GuidanceExperts have expertise in specialties essential to EAP, such as critical incident support and management referrals.

To be admitted to our network, a GuidanceExpert must possess the following minimum criteria:

- 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
- Malpractice insurance (\$1 million per occurrence/\$3 million aggregate)
- Advanced education in a related specialization—for example, substance use, children or eating disorders
- Willingness to participate in the ComPsych quality oversight and assurance programs

**26. How often does your company review providers currently in your Alaska network?**

The ComPsych network services department re-credentials all GuidanceExperts every two years, exceeding the requirement of the National Committee for Quality Assurance to re-credential every three years. Through this process, we:

- Verify current license and certificate of insurance
- Examine any malpractice claims or licensure actions
- Analyze clinical care reviewer documentation from quality oversight activities
- Review composite individual satisfaction survey and performance review results

Once our network services specialists have performed these tasks, our credentialing committee will meet monthly to review all candidates for re-credentialing or inclusion into our network. The committee comprises directors of network, clinical and GuidanceResources services; the ComPsych medical director; and privacy and clinical managers.

We also regularly review and oversee quality and ask GuidanceExperts for feedback about our quality oversight policies, referral process and claims management. Their responses help us to improve our GuidanceExpert-focused services.

**27. Please provide a copy of your company’s standard management report.**

See sample number 13, appendix V.

**28. Does your company maintain an online library for clinical, legal and financial issues? Please provide copies of, or links to, representative materials.**

Yes, we do. Please feel free to access our demo website and explore these.

Demo Login- <https://www.guidanceresources.com/groWeb/login/login.xhtml>

Month	Username	Password
March	Vivacity0319	demo19
April	Vivacity0419	demo19

**29. Does your company use the Automated Clearing House (ACH) Wire transfer system?**

Yes, we do.

**30. Describe transition/implementation process and time table when you are the gaining firm and when you are the losing firm.**

The account manager assigned to Alaska Railroad's program will be the main contact from implementation throughout the relationship. An expert in managing EAP and work-life services, the account manager will ensure that the implementation is successful. The following graphic highlights the account manager's activities during each phase. It will take 30 days to schedule training events and ensure communication deliverables arrive to the customer.

**Clinical Services**

**31. Does your company have telephonic and in person access to clinical services that include access to a customer service specialist who is trained in clinical issues 24-hours a day, 365 days a year? And how is this line answered?**

Yes, our calls are always answered by a live Masters Level Clinician 24 hours a day/7 days a week/ 365 days a year. The call is answered "Thank you for calling GuidanceResources, how may I help you?"

**32. What percentage of cases include a follow-up call to the member after the referral?**

100%

**33. Are all of these post-referral follow-up calls handled by a licensed behavioral health clinician?**

Yes

**34. Please describe the process by which an EAP case is closed.**

When our EAP network provider reports successful resolution of an individual's issue, or if the individual does not seek treatment for the same presenting problem within one year of the follow-up period, we consider the case closed.

**35. What is the turnover rate of your company's clinical customer service representatives in the last twelve months?**

7%

**36. What are your company's toll-free telephone average answer time and abandonment rate for the last twelve months?**

For the past year, ComPsych has had the following telephonic service results:

- Average speed of answer: 9.8 seconds
- Abandonment rate: 2.7%

**37. Does your company have the clinical staff necessary for up to eight in person sessions per issue?**

Yes, we have a network requirement to have two providers per employee within a specific radius. Please see the Geo Access report as sample number 9 in appendix V. This is true report to the service availability for Alaska Railroad employees. We also provide video and telephonic counseling to our participants.

**38. Does your company have telephonic counseling for service areas of Alaska where there are no site-based clinical services available?**

Yes, we pride ourselves on being able to meet the needs of even your most remote employees. Please see sample 10 in appendix V as a communication targeted specifically to video counseling options for our most remote members.

**39. Please (briefly) explain how your company will coordinate comorbid referrals with a member's PCP or TelaDoc.**

In the small percentage of cases that cannot be resolved within the EAP, such as when long-term or specialized care is needed, GuidanceExperts will consult with ComPsych clinical care reviewers. Together, GuidanceExperts and clinical care reviewers will examine the diagnosis, treatment plan, employee motivation and support system. Using a comprehensive assessment and information about employee benefit plans, they will identify appropriate and cost-effective treatment for the individual.

Clinical care reviewers offer expertise, workplace sensitivity and an employee-centered perspective, while recognizing that health plans are ultimately responsible for determining employees' level of care. ComPsych objectively recommends appropriate care for individuals and is not financially affiliated with any GuidanceExpert, group or facility.

As a standard part of our EAP services, ComPsych proactively coordinates with our customers' benefits vendors—behavioral health care, medical carrier, disease management, wellness, disability, group life insurance, FMLA administration, pharmacy management—to ensure optimal usage of all resources. During implementation, we will enter the customer's information into our database and establish cross-referral protocols, and GuidanceConsultants will have access to that information at intake.

We promote and encourage use of the EAP to address issues at the earliest point, before they become problems and spur more costly benefits such as health care and disability. When an EAP case has a medical component, ComPsych will coordinate care between primary care physicians and health plan managers to encourage information sharing. Our clinical care reviewers will communicate with primary care physicians (with employee permission) regarding the treatment plan. We also encourage primary care physicians to contact the treating GuidanceExpert with questions or concerns about the treatment plan.

For example, an employee undergoing treatment for a medical condition such as cancer may require individual and family counseling to address the emotional effects of the condition. When a case has medical and psychosocial aspects, GuidanceExperts will coordinate care to focus treatment on the individual's physical and emotional needs.

**40. Does your company provide the following services as part of your EAP program? If the answer is yes to any item, list the additional price per service on your Rate Response Form (if applicable). Do not list price information in the questionnaire responses.**

<b>PROGRAM/SERVICE</b>	<b>YES</b>	<b>NO</b>
Addictive Behaviors Management	X	
Anxiety Management	X	
Anger Management	X	
Depression Management	X	
Family and Marital Counseling	x	
Organizational Change	x	
Stress Management	X	
Substance Abuse Management	X	
Web-based Chat Access to Professionals	X	

**41. What resources do you use to provide the above services?**

Because most callers have not previously contacted an EAP service, our services go beyond intake and triage. We take the necessary time to educate callers on the ComPsych services. We engage them in the program, increase their comfort with our services and encourage utilization.

These professionals have master’s degrees in counseling, social work or other related behavioral areas. In addition, they have broad-based clinical skills and experience in assessing issues such as alcohol/drug use, suicide, emergency responses and work-life concerns. GuidanceConsultants (intake clinicians) have at least three years of experience, as well as training to provide support, facilitate immediate assistance and handle requests for counseling, family or personal convenience needs, legal or financial information.

Our staff members speak multiple languages, including Spanish, French, Italian, Polish, Arabic, Tagalog and others to accommodate multilingual, multicultural individuals. We also offer translation capabilities for more than 150 languages and maintain a 24-hour toll-free TDD line for hearing-impaired individuals.

As GuidanceConsultants talk to individuals, they will document details such as the following:

- Presenting problem, symptoms and family history
- Risk—individuals’ thoughts of hurting themselves or others including plans, actions, history, potential victim
- Alcohol/substance use—drug of choice, amount of use, use frequency, date of onset, date of last use, treatment history
- Domestic violence—the most recent occurrence, the frequency and history, medical attention needed currently or in the past, police or legal involvement currently or in the past, safety plan
- Current treatment—level of care, facility name and address, therapist name and phone number, medication and dosage
- Psychiatric treatment history
- Work or school-related issues—performance, attendance, peer relationships, unprofessional behavior, workplace violence

**Accessing the EAP with Ease**

ComPsych believes in-person care is valuable, which is why we refer callers to in-person sessions. For routine matters, individuals can schedule an appointment in an average of three days. These routine face-to-face appointments are available six days a week. If employees have an urgent request, we will provide care through a referral to a GuidanceExpert (network provider) within 48 hours. During emergency calls, the ComPsych GuidanceConsultants use their crisis intervention skills to implement crisis protocols immediately. They coordinate face-to-face services with a hospital emergency room or an EAP GuidanceExpert.

We also strive to make arrangements to avoid waiting-room encounters and maintain client confidentiality. Our providers can stagger appointments made for individuals with the same employer. We call each provider within two hours of every request to inform them of the referral and share the individual's information. Our providers are sensitive to individuals' desire for privacy and make appointments with this in mind. Second, our providers commonly have an alternative exit in case another person is awaiting an appointment, helping to protect an individual's privacy and anonymity.

Telephone counselors can assist if employees need counseling but cannot or do not want to schedule a face-to-face visit because of their schedules, a lack of child care or transportation, or an illness or injury. Telephone counseling involves the same procedures as in-person counseling, including assessment and treatment.

### **In-Person Counseling and Follow-Up**

Rather than build our network on contingency, ComPsych has structured it to accommodate the needs of our existing customers. This way, our GuidanceExperts regularly receive referrals, and their active participation deepens their understanding of our EAP services.

During in-person counseling sessions, GuidanceExperts will:

- Evaluate the individual's situation and symptoms
- Work with the individual to identify the primary issue and set achievable treatment goals
- Determine an appropriate treatment plan

GuidanceExperts will typically evaluate individuals during the first and second sessions and treat them in the remaining ones. If necessary, they will recommend ongoing treatment under the medical plan or through community resources and help with the transition.

ComPsych uses the professional judgment that comes from deep experience to monitor care throughout the process, from initial intake through post-care satisfaction surveys. For routine referrals, ComPsych will contact the employee within two days of the first call to make sure a suitable appointment was available. For urgent and emergency cases, we will follow up within one day. During any call, we encourage the individual to follow through with our referral recommendation. We want to know what employees thought of their experiences, so we will send surveys via email (with employee permission) within 30 days.

### **Pinpointing GuidanceExperts and Resources**

During intake calls, our GuidanceConsultants will match employees with a local GuidanceExpert. Using our proprietary system, we will use GuidanceExperts' specialization, geographic accessibility, cultural considerations and the caller's stated preference (for example, for a female counselor) to pinpoint a suitable GuidanceExpert. GuidanceConsultants can either give employees the office location and phone number or transfer them directly for appointment scheduling. ComPsych will contact GuidanceExperts within four hours of an initial request to inform them of the referral and employee information.

## Experienced Professionals for GuidanceResources

Our comprehensive services are seamlessly integrated under one umbrella for a uniquely holistic experience. Through the toll-free line, employees and their family members can get help for emotional, personal, family, legal and financial issues—without calling multiple vendors and repeatedly telling their story. The ComPsych EAP, critical incident and work-life services are 100 percent internally developed and supported. Unlike our competitors, we do not subcontract any aspect of the EAP or work-life program.

Across our organization, the ComPsych team is composed of experienced professionals. The following table highlights what various teams do and details requirements of each position:

Team	Qualifications
Account managers	<p>Work closely with the customer to set and meet program goals</p> <ul style="list-style-type: none"> <li>• Minimum of a bachelor's degree in a related field such as business, psychology or communications</li> <li>• At least five years' professional experience</li> <li>• Experience in the benefits industry (such as EAP, behavioral health, work-life, wellness or disease management)</li> <li>• Experience in customer service, business communications and/or corporate training</li> </ul>
GuidanceConsultants	<p>First point of contact for the toll-free line</p> <ul style="list-style-type: none"> <li>• Minimum of a master's degree in behavioral health or a related field</li> <li>• At least three years' experience in assessing behavioral health issues and dealing with emergencies</li> <li>• Experience in work-life issues</li> <li>• Diagnostic and intervention skills</li> <li>• Ability to use a problem-focused, action-oriented approach for caller issues</li> </ul>
Clinical care reviewers	<p>Review cases and interact with GuidanceExperts to provide guidance on treatment plans</p> <ul style="list-style-type: none"> <li>• Minimum of a master's degree</li> <li>• At least five years' direct experience in behavioral health care</li> </ul>
Critical incident stress management (CISM) coordinators	<p>Provide immediate phone consultation and coordinate critical incident response activities</p> <ul style="list-style-type: none"> <li>• Minimum of a master's degree</li> <li>• At least two years' direct experience providing CISM services</li> <li>• Expertise in crisis intervention and trauma assessment</li> </ul>
Employee relations specialists	<p>Provide consultation to managers in accordance with the employer's policies and procedures</p> <ul style="list-style-type: none"> <li>• Minimum of a bachelor's degree</li> <li>• At least five years' experience in direct HR consulting</li> <li>• Extensive knowledge of organizational and employment-related issues</li> </ul>

Team	Qualifications
Formal referral specialists	Assist managers in making formal referrals (including substance use) to the EAP <ul style="list-style-type: none"> <li>• Minimum of a master's degree</li> <li>• At least three years' direct experience in assessing substance use and dealing with chemical dependency treatment issues</li> <li>• Extensive knowledge of EAP and its application in with the workplace</li> </ul>
Resource specialists (FamilySource)	Research family care and personal convenience needs and issues <ul style="list-style-type: none"> <li>• Minimum of a bachelor's degree</li> <li>• Relevant work-life and research skills</li> <li>• Experience in a setting such as a school or a day care or elder care setting</li> </ul>
Legal services attorneys (LegalConnect)	Provide information regarding legal matters <ul style="list-style-type: none"> <li>• Minimum of a Juris Doctor degree and passing of bar exam</li> <li>• Experience in assisting with practical and emotional aspects of legal concerns</li> <li>• Minimum of five years' direct experience</li> <li>• No judgments for legal malpractice</li> </ul>
Financial services specialists (FinancialConnect)	Provide information and resources regarding financial issues <ul style="list-style-type: none"> <li>• Minimum of a bachelor's degree</li> <li>• Professional certification such as CPA or CFP</li> <li>• Minimum of five years' experience in financial planning</li> </ul>

**42. What utilization rates do you see for the above services?**

ComPsych services are widely used and highly regarded. Across our book of business, the ComPsych average annual utilization rate for counseling services is 6 percent, exceeding the industry standard of 3 to 4 percent. In addition, we track the annual utilization rate for work-life services, which include dependent care resources and referrals, legal information, and financial information and education. When other forms of utilization are added (such as website usage, on-site critical incident services, and training sessions), our average utilization increases to 20 percent and higher.

**43. Does your company provide the client reporting on the number of face-to-face consultations?**

Yes, quarterly.

**44. Describe how your firm might assist patients who are transitioning from EAP- provided treatment to treatment covered by the ARRC's health plan.**

With an 8-session program model we see an 86% resolution rate (or higher). In the small percentage of cases that cannot be resolved within the EAP, such as when long-term or specialized care is needed, GuidanceExperts will consult with ComPsych clinical care reviewers. Together, GuidanceExperts and clinical care reviewers will examine the diagnosis, treatment plan,

employee motivation and support system. Using a comprehensive assessment and information about employee benefit plans, they will identify appropriate and cost-effective treatment for the individual.

Clinical care reviewers offer expertise, workplace sensitivity and an employee-centered perspective, while recognizing that health plans are ultimately responsible for determining employees' level of care. ComPsych objectively recommends appropriate care for individuals and is not financially affiliated with any GuidanceExpert, group or facility.

As a standard part of our EAP services, ComPsych proactively coordinates with our customers' benefits vendors—behavioral health care, medical carrier, disease management, wellness, disability, group life insurance, FMLA administration, pharmacy management—to ensure optimal usage of all resources. During implementation, we will enter ARRC's information into our database and establish cross-referral protocols, and GuidanceConsultants will have access to that information at intake.

**45. Describe your consulting services for supervisors/managers and the use of the job-jeopardy (mandatory) referral of problem employees.**

ComPsych offers expertise with issues like substance use, compliance with the Americans with Disabilities Act and other government regulations, workplace violence and organizational re-engineering. If Alaska Railroad needs support for an employee issue, a ComPsych employee relations specialist can provide it, working from extensive knowledge of and experience with workplace regulations and best practices. Our services to Alaska Railroad will reflect its HR policies and procedures. Many customers that have used this service have commented on the value of an objective third-party perspective on a sensitive situation.

We recommend that before meeting with the employee to make a formal referral, the HR manager and the manager contact the EAP. We will discuss the referral process, provide a consent form for release of information and agree to a timetable for informing HR of the employee's attendance, progress and compliance with the treatment plan. Due to confidentiality, we do not disclose clinical and/or personal information. We receive excellent ratings on our formal referrals—100 percent for response time and 99 percent for overall experience with our service.

**46. Describe your firm's ability to provide the SAP services required for drug and alcohol rehabilitation programs and mandated referrals in accordance with:**

We can provide SAP services for all four of the below areas. Please see process below.

- a. Department of Transportation (DOT) Workplace Drug and Alcohol Testing Programs, 49 CFR Part 40,
- b. Federal Railroad Administration (FRA) Control of Alcohol and Drug Use, 49 CFR Part 219,
  - i.
- c. Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing, 49 CFR Part 382
- d. As outlined in ARRC's Drug and Alcohol Policy 64-3.

Substance use affects employee productivity, compromises the quality of work and increases the risk of work-related accidents. ComPsych can help customers to tackle those problems through our EAP substance-use services. Furthermore, ComPsych offers comprehensive services to assist with substance use training and education, development of policies and procedures, and

compliance with government regulations such as the Drug-Free Workplace Act and department of transportation regulations.

During implementation of our services, the ComPsych account manager will review drug and alcohol policies and procedures, and formal referrals. The account manager will also clarify the referral process regarding government regulations that could affect the employer's policies.

### **Drug-Free Workplace Program Workflow**

Once an employee tests positive for illegal substances or alcohol, the HR manager can contact the ComPsych GuidanceResources unit to initiate the formal referral process and, if needed, consult with the formal referral specialist (FRS) who oversees the case. When the employee calls, the GuidanceConsultant will explain the referral process, gather information about drug/alcohol use, and refer the caller to a local specialist for a substance-use assessment. Employees can use a toll-free number to contact ComPsych 24 hours a day.

Our services are strictly confidential. ComPsych can communicate with the employee representative only after the employee signs a release of information form provided by ComPsych. Upon referral, we will contact the GuidanceExpert to confirm that an appointment can be scheduled within three business days and to provide complete referral information and contact information for the FRS who will oversee the case.

During the initial appointment, the GuidanceExpert will conduct a substance-use assessment, recommend treatment and refer the employee to the most appropriate level of care. Once the employee enrolls in the treatment program, the ComPsych FRS will follow up regularly with the treatment GuidanceExpert regarding the employee's compliance with treatment recommendations. When treatment is complete, an after-care plan is developed, if needed. The ComPsych FRS will notify the customer representative of the employee's progress and compliance, and any after-care recommendations. The customer's HR manager will make the final decision regarding the employee's duties after returning to work.

ComPsych has nearly 35 years of experience providing DOT services.

ComPsych's DOT specialists have expertise in managing DOT-regulated cases. They hold at least a master's degree in the mental health field and three years of post-graduate experience in providing direct care. All DOT specialists thoroughly understand DOT regulations as well as chemical dependency treatment issues and treatment planning.

The ComPsych network of credentialed SAPs possesses specific knowledge and clinical experience in the diagnosis and treatment of substance use related disorders. They are required to:

- Complete DOT-mandated training
- Successfully pass an SAP exam
- Complete 12 hours of continuing education requirements every three years

For employees who are regulated by DOT regulations, like those of ARRC, we can provide both professional oversight of these cases and a network of credentialed substance abuse professionals (SAP) to manage those cases.

A ComPsych DOT specialist will provide oversight at every step in the referral process, ensuring that all documentation is consistent with DOT requirements and submitted in a timely fashion. Our

DOT specialist will also perform follow-up monitoring activities for up to 5 years and provide access to community resources and/or cost-effective treatment facilities or services.

ComPsych can also help ARRC develop policy, provide supervisory DOT-mandated drug and alcohol education and management consultation about performance issues related to substance abuse. Our training and health education will increase awareness of alcohol or drug use at the workplace. ComPsych provides Drug-free workplace and DOT policy consultation, substance use assessments and case oversight for many safety-sensitive customers.

Our formal referral specialists are intimately familiar with variations in DOT regulations and are experienced in working with transit agencies to manage the process in accordance with their safety standards.

When ARRC needs to refer your employees to ComPsych due to DOT violation of a substance-abuse problem, the following are the steps in our referral process:

1. When an employee tests positive for drugs/alcohol or refuses to test, ARRC's designated representative (DER) contacts the ComPsych DOT specialist for a referral consultation or to initiate the referral process.
2. The employee follows up with a call to ComPsych via the 24-hour toll-free number. He or she will speak with a GuidanceConsultant<sup>SM</sup>, who gathers information about the employee's use of substance(s) and refers the employee to a local substance abuse professional (SAP). The ComPsych DOT specialist will follow up with the SAP to provide additional referral information and DER contact information.
3. The employee will sign a *Statement of Understanding* authorizing the SAP to communicate with the ComPsych DOT specialist, the DER and all treatment providers about treatment recommendations, progress, compliance and discharge planning.
4. The SAP will conduct an initial evaluation of the employee and recommend the most appropriate level of treatment. The SAP will discuss assessment findings and treatment recommendations with the ComPsych DOT specialist to address and resolve the employee's substance abuse issue.
5. The SAP will coordinate the administrative details of the referral to a treatment provider. DOT rules mandate that the SAP does not self-refer for the actual treatment.
6. The SAP will inform the DER, in writing, of treatment recommendations, compliance with those recommendations, completion of treatment, recommendations for aftercare services, and recommendations for follow-up testing frequency.
7. The DER is responsible for the employee's return-to-duty determination. If the decision is made that the employee can return to safety-sensitive job duties, the DER will arrange for the employee to have a return-to-duty drug/alcohol test. Please note that all provider costs associated with fitness for duty evaluations are borne by the employer.
8. ComPsych will follow up with the DER and the employee, through completion of all recommended services, including aftercare services.

**47. Describe your firm's experience with voluntary referrals, co-worker referrals and mandatory referrals for drug and alcohol issues as outlined in Exhibit A (the other labor contracts have similar language).**

When Alaska Railroad needs to refer employees to the EAP, the ComPsych formal referral specialists will assist managers or HR professionals throughout the process. Referrals can be either voluntary or formal:

- Voluntary referrals—an employee comes to their manager with an issue or a manager identifies an issue during initial discussions regarding performance and discipline. The manager reminds the employee that the EAP can help them, and the employee’s use of the EAP is optional.
- Formal referrals—a manager directs the employee to use EAP services after informing the employee that performance or behavior issues are hindering productivity or a policy such as drug-free workplace has been violated. Managers formally refer employees after taking disciplinary steps.

Please see sample 2 in appendix V for this release form. Also see sample number 11 in appendix V as the Drug Free Workplace Program Workflow.

**Financial Counseling, Child/Elder Care, and Health Management Services**

Provide a yes or no response to each of the following questions.

- 48. Does your company provide the following services as part of your EAP program? If the answer is yes to any item, list the additional price per service on your Rate Response Form (if applicable). Do not list price information in the questionnaire responses.**

PROGRAM/SERVICE	Telephonic		Video		In person	
	Yes	No	Yes	No	Yes	No
Estate Planning	X			X		X
IRS Matters	X			X		X
Financial Counseling	X			X		X
Credit Management	X			X		X
Budget Analysis and Planning	X		X (Pre-recorded online)			X
Tax Preparation and Tax Planning	X		X ( Pre-recorded online)			X
Eldercare	X			X		X
Childcare	X			X		X
Health Management Programs/ Smoking Cessation	X (Provided through another partner, Optum)			X		X

- 49. What resources do you use to provide the above services?**

**ComPsych Work-Life Resources**

**FamilySource® for Family and Personal Convenience Services**

ComPsych’s FamilySource program offers unlimited access to help for child care, adoption, education, elder care, pet care and personal convenience needs. FamilySource support includes:

- Assistance identifying preschools, elementary schools, high schools, colleges, and graduate and professional programs
- Consultation, coaching and qualified, prescreened referrals regarding parenting, child care and aging concerns
- Customized research, tailored educational materials and referrals
- Education regarding the adoption process and referrals to qualified agencies
- Information regarding general health and wellness topics
- Resources and referrals for personal convenience service providers including event planning, home improvement, moving and shopping

**ComPsych Staff Attorneys Provide LegalConnect® Services**

When individuals call ComPsych’s legal assistance program, LegalConnect, our lawyers will provide insightful coaching and guidance to help individuals address their unique challenges. Our legal assistance program provides unlimited telephone access to our in-house team of dedicated attorneys, as well as the following:

- Articles applicable to the caller’s issue
- Free 30-minute assessment and 25 percent discount off fees when in-person representation is necessary
- Unlimited post-referral support for additional questions
- Referrals to self-help resources, legal aid organizations, government resources and other low cost or free legal provider options

**FinancialConnect® Assists with Financial Matters**

ComPsych’s FinancialConnect program provides assistance with financial and insurance issues through unlimited telephone access to certified public accountants (CPA) and certified financial planners® (CFP®) on staff at ComPsych. Features of FinancialConnect include:

- Unlimited telephone access to certified financial specialists on staff at ComPsych
- Information on household budgeting, financial planning and investments
- Online access to contact information for qualified, certified Financial GuidanceExperts
- Online tools and resources for common financial issues

**50. What utilization rates do you see for the above services?**

ComPsych services are widely used and highly regarded. Across our book of business, the ComPsych average annual utilization rate for counseling services is 6 percent, exceeding the industry standard of 3 to 4 percent. In addition, we track the annual utilization rate for work-life services, which include dependent care resources and referrals, legal information, and financial information and education. When other forms of utilization are added (such as website usage, on-site critical incident services, and training sessions), our average utilization increases to 20 percent and higher.

**Legal Counseling Services**

Provide a yes or no response to each of the following questions.

**51. Does your company provide the following services as part of your EAP program? If the answer is yes to any item, list the additional price per service on your Rate Response Form (if applicable). Do not list price information in the questionnaire responses.**

PROGRAM/SERVICE	Telephonic		Video		In person	
	Yes	No	Yes	No	Yes	No
Civil, consumer, personal, family, business, real estate, identity theft and IRS issues	X		X (pre-recorded online)		X	
Wills and simple trusts and the drafting of those documents		X	X (guided online documents)		X	
Power of attorney services and drafting	X			X	X	
Emergency access 24-hours a day, 365 days a year to assist with issues such as arrests, evictions, restraining order violations, and child custody interference	X (during standard business hours)			X	X (during standard business hours)	
Discounted legal services if the participant needs to continue beyond plan's coverage levels	X			X	X	

**52. What resources do you use to provide the above services?**

The ComPsych LegalConnect® legal assistance program will provide employees with access to our in-house team of dedicated attorneys. LegalConnect covers all legal issues except employment-related matters and is immediately available to all employees and their family members. Employees can make an unlimited number of phone calls per issue on an unlimited number of issues.

Our lawyers are dedicated to providing legal information, education and resources. These attorneys do not perform other types of work for ComPsych or other employers. When individuals call, our lawyers provide insightful coaching and guidance to help individuals address their unique and challenging needs. In many cases, our attorneys research local information and send it to individuals to provide a more complete and valuable service. In addition, ComPsych has developed a rapid response process whereby individuals can speak with one of our licensed attorneys in as little as 10 seconds after making their call.

Individuals can obtain information on issues such as:

- Bankruptcy
- Contracts
- Credit
- Estate planning
- Identity theft
- Real estate
- Wills

When individuals need legal representation or advice, we will refer them to one of our local Legal GuidanceExperts. Lawyers who belong to our network offer a free 30-minute consultation and a 25

percent reduction in fees thereafter. To participate in the ComPsych network, attorneys must be licensed and in good standing with the state bar, have at least five years' experience and have no record of public discipline. ComPsych re-credentials our Legal GuidanceExpert Network annually.

**53. What utilization rates do you see for the above services?**

ComPsych services are widely used and highly regarded. Across our book of business, the ComPsych average annual utilization rate for counseling services is 6 percent, exceeding the industry standard of 3 to 4 percent. In addition, we track the annual utilization rate for work-life services, which include dependent care resources and referrals, legal information, and financial information and education. When other forms of utilization are added (such as website usage, on-site critical incident services, and training sessions), our average utilization increases to 20 percent and higher.

**Special Services**

Provide a yes or no response to each of the following questions.

**54. Does your company provide the following services as part of your EAP program? If the answer is yes to any item, list the additional price per service on your Rate Response Form (if applicable). Do not list price information in the questionnaire responses.**

PROGRAM/SERVICE	Telephonic		Video		In person	
	Yes	No	Yes	No	Yes	No
Access to translation services for non- English speaking or hearing-impaired individuals when they call seeking	X				X	
Parenting Services	X				X	
Identity Theft Services	X				X	
Information for Employee Orientations	X		X (online webinars)		X	
Information for Supervisory Orientations	X		X (online webinars)		X	
Lunch-and-Learn Programs	X		X (online webinars)		X	
Online (Internet) Webinars		X	X (online webinars)			X
Online (Internet) Services		X	X (online)			X
Identity Theft Recovery Services	X				X	
Wellness-related Consultation	X		X		X	

**55. What resources do you use to provide the above services?**

Our intake staff members speak multiple languages, including Spanish, French, Italian, Polish, Arabic, Tagalog and others to accommodate multilingual, multicultural individuals. We also offer translation capabilities for more than 150 languages and maintain a 24-hour toll-free TDD line for hearing-impaired individuals.

During intake calls, our GuidanceConsultants will match employees with a local GuidanceExpert (network provider). Using our proprietary system, we will use GuidanceExperts' specialization, geographic accessibility, cultural considerations and the caller's stated preference (for example, for a female counselor) to pinpoint a suitable GuidanceExpert.

ComPsych's FamilySource program offers unlimited access to help for child care, adoption, education, elder care, pet care and personal convenience needs. FamilySource support includes:

- Assistance identifying preschools, elementary schools, high schools, colleges, and graduate and professional programs
- Consultation, coaching and qualified, prescreened referrals regarding parenting, child care and aging concerns
- Customized research, tailored educational materials and referrals
- Education regarding the adoption process and referrals to qualified agencies
- Information regarding general health and wellness topics
- Resources and referrals for personal convenience service providers including event planning, home improvement, moving and shopping

Employees can access a LegalConnect attorney when they believe that they may have been a victim of identity theft. Our attorneys will assess the employee's situation and if it is determined that the employee's identity has been compromised, our attorneys will walk them through the steps that need to be taken and offer any additional resources. For example, the attorney will discuss steps for the employee to take, such as obtaining credit reports; contacting the merchant or creditor involved; placing a fraud alert with the credit reporting agencies; and contacting the local authorities. Employees can also receive referrals to local attorneys where they will receive a free 30-minute consultation and 25% discount if representation is required. If the employee's identity has not been compromised, then our attorneys will discuss the various ways to protect their identity. Employees have unlimited access to LegalConnect attorneys, so they are always encouraged to call back if necessary.

We are committed to informing employees about the GuidanceResources program. To support this goal, our quoted rates include training hours per contract year. Our average satisfaction rating for these training sessions is high: 4.5 out of 5.

ARRC can use its training hours by mixing and matching the following types:

- Employee orientation
- Manager/supervisor orientation
- Personal development workshops: behavioral wellness seminars, brown bags or lunch and learns
- Health and enrollment fairs

During implementation, we will discuss specific training requirements and build a program to suit ARRC's needs.

**Orientation Sessions**

ComPsych offers separate sessions for employees and management, since each group may interact differently with our service. Employee sessions focus on benefits and features, while management orientations include how our referral processes work and how the EAP complements management strategies.

Employees: These orientation sessions last approximately 30 minutes and cover topics such as:

- Program history, background and purpose
- Access to the benefit
- Employer-specific services
- Reminder that there is no cost to employees and their family members
- Issues that can be addressed by GuidanceResources and work-life services
- Assurance of confidentiality

Employee orientation sessions can be adapted to a wide variety of audiences.

Managers and supervisors: These orientation sessions discuss how to use the EAP to support employees and maximize their productivity. The ComPsych program helps managers to identify troubled employees and encourage them to seek help.

The one-hour sessions cover topics such as:

- Types of issues and problems addressed by GuidanceResources
- Issues that can affect productivity and advice on focusing on behavior and performance instead of personal issues
- Process for accessing critical incident response services
- Formal versus voluntary referrals and advice on making a timely, tactful referral

We supplement this training with guides for managers and supervisors, which cover topics such as organizational benefits, the manager's role in the EAP, referral methods and steps to effective management performance. We will provide ARRC managers and supervisors with an electronic copy of these training manuals.

### **Workshops for Behavioral Wellness and Personal Development**

Once orientation sessions lay the foundation, ARRC can use personal development workshops and behavioral wellness seminars to add depth and interest to our GuidanceResources services. ComPsych offers training to help employees manage daily challenges including managing emotions in the workplace and balancing work and life responsibilities and goals—160 topics are available.

### **Options for Delivering Training**

Four training formats are available for training delivery. ARRC's preference and circumstances will determine their use:

- Face-to-face delivery—Our local facilitators can conduct the personal development/lunch-and-learn sessions, as well as employee and manager/supervisor orientations to GuidanceResources services.

- Remote delivery—For groups and individuals in different locations, ComPsych offers employee and manager/supervisor orientation sessions online. In addition, we can offer most personal development/lunch-and-learn topics via live webinar or teleconference.
- Train-the-trainer delivery—If ARRC wishes to have its local HR or benefits staff facilitate employee orientation sessions either to new hires or as a review, ComPsych can help ARRC’s representative prepare to conduct these sessions. We will supply the PowerPoint presentation, coach its staff on the main points of the content and advise them on effective facilitation.
- On-demand training—Users can also access on-demand learning modules through GuidanceResources Online at any time at no additional cost. These 5–10 minute podcasts cover our most frequently requested topics in a user-friendly interactive format that includes quizzes and engaging questions.

**Industry-Leading Online Information and Tools**

ComPsych’s award-winning GuidanceResources Online site will provide employees with comprehensive online guidance, information, advice and helpful tools covering thousands of topics. Components of GuidanceResources Online include:

- Interactive tools and assessments such as financial calculators, budgeting spreadsheets, language translator and personal issue quizzes
- Customized child care provider/facility lookup and mapping for more than 500,000 resources by location and preference, availability verification based on specific criteria
- Comprehensive elder care facility lookup by location, with ratings and rankings research, and current availability and information on more than 100,000 providers
- Information regarding colleges and universities, career schools, graduate programs, scholarships and testing information; searchable by detailed criteria
- Attorney resource lookup and mapping by ZIP code and proximity for more than 6,300 firms and 15,000 practitioners
- Link to economically create simple, legally binding wills
- Financial planner lookup and mapping by ZIP code and proximity for more than 18,000 financial professionals
- On-demand training—Users can also access On-demand learning modules through GuidanceResources Online at any time at no additional cost. These 5-10 minute podcasts cover our most frequently requested topics in a user-friendly interactive format that includes quizzes and engaging questions. Examples of on-demand training topics include Stress - A Way of Life or Fact of Life?, Managing Personal Finances, and Time Management Tools & Principles.
- Online Centers and Communities for issues such as autism, elder care, healthy habits, bullying, maternity and more. These community hubs include “Resources for Caregivers and Loved Ones”; Videos, HelpSheets and Links to External Resources. For example, the autism hub includes topics such as: “What are Some Common Signs of Autism Spectrum Disorder?” and “Is Autism Spectrum Disorder Inherited.”

**56. What utilization rates do you see for the above services?**

ComPsych services are widely used and highly regarded. Across our book of business, the ComPsych average annual utilization rate for counseling services is 6 percent, exceeding the industry standard of 3 to 4 percent. In addition, we track the annual utilization rate for work-life services, which include dependent care resources and referrals, legal information, and financial information and education. When other forms of utilization are added (such as website usage, on-site critical incident services, and training sessions), our average utilization increases to 20 percent and higher.

## Network

- 57. Provide the total number of Psychiatrist/Ph.D. and Master's Degree-level psychologists and MSW's in your network in Anchorage, Fairbanks and Wasilla/Palmer (Mat-Su area).**

Please see attached GEO access report which illustrates current network coverage based on ARRC's employee census information. ComPsych has a local network established to support ARRC and will work during program implementation to invite any ARRC preferred providers, not already participating, to join our network. We also standardly perform network analysis during program implementation and will look to fill any necessary provider gaps to ensure, as network resources may exist, that ARRC employees have adequate access to network providers.

Current network numbers:

### LCSW

- Anchorage – 4 providers
- Fairbanks – 3 providers
- Palmer – 2 providers
- Wasilla – 1 provider

### Masters Level Clinicians

- Anchorage – 14 providers
- Fairbanks – 9 providers
- Palmer – 2 providers
- Wasilla – 3 providers

### Psychologist / PHD – Not applicable to EAP services

- 58. Provide the total number of Psychiatrist/Ph.D. and Master's Degree-level psychologists and MSW's in your Alaska network outside of Anchorage, Fairbanks and Wasilla/Palmer (Mat-Su area) with their locations.**

Please see attached GEO access report which illustrates current network coverage based on ARRC's employee census information. Rather than build our network on contingency, ComPsych has structured it to accommodate the needs of our existing customers. This way, our GuidanceExperts (network providers) regularly receive referrals, and their active participation deepens their understanding of our EAP services.

Current network numbers outside of ARRC's service area are as follows across the State of Alaska:

- LCSW - 9 providers
- Masters Level Clinicians – 22 providers
- Psychologist / PHD – Not applicable to EAP services

- 59. Do you refer members to Premera in-network providers once the number of visits is reached and how does your company ensure the member is provided information about the medical carrier's in-network providers after the eight face-to-face sessions?**

As a standard part of our EAP services, ComPsych proactively coordinates with our customers' benefits vendors—behavioral health care, medical carrier, disease management, wellness, disability, group life insurance, FMLA administration, pharmacy management—to ensure optimal usage of all resources. During implementation, we will enter Alaska Railroad's information into our database and establish cross-referral protocols, and GuidanceConsultants will have access to that information at intake.

We promote and encourage use of the EAP to address issues at the earliest point, before they have a medical component, ComPsych will coordinate care between primary care physicians and health plan managers to encourage information sharing. Our clinical care reviewers will communicate with primary care physicians (with employee permission) regarding the treatment plan. We also encourage primary care physicians to contact the treating GuidanceExpert with questions or concerns about the treatment plan.

For example, an employee undergoing treatment for a medical condition such as cancer may require individual and family counseling to address the emotional effects of the condition. When a case has medical and psychosocial aspects, GuidanceExperts will coordinate care to focus treatment on the individual's physical and emotional needs.

**60. Provide resumes of the experience and qualifications of the personnel who would provide Substance Abuse Professional (SAP) services for this contract.**

ComPsych's fully credentialed substance abuse professionals and Department of Transportation specialty networks comprise specialists whose training and experience demonstrates expertise in the assessment and treatment of substance use and DOT requirements. To provide these services to individuals, our providers must meet our specific credentialing requirements. To complement their thorough substance abuse evaluation, both ComPsych staff and our network providers use SASSI, CAGE, DAST-20, MAST questionnaires and our own substance use assessment form.

**61. What is the average number of clients being seen by EAP counselors at a given time? Is there a maximum number of clients who can be assigned to each counselor?**

As ComPsych uses a network model rather than a staff model, there are no set limits on average number of clients being seen by EAP counselors at any given time. Providers see clients based on their office hours and availability. If any type of limitation should occur, ComPsych will add to the network to ensure availability and access to services.

With each referral, ComPsych will contact the provider to ensure appointment availability. ComPsych's desired caseload per EAP provider is 25 to 35 percent of the provider's full-time practice. This varies further during the seasonal peaks seen in the EAP.

ComPsych occupies about 27 percent of our contracted providers' weekly schedules. They monitor the availability of providers and always verify this before referring an individual to a provider. ComPsych will follow up with each individual to assess satisfaction with ComPsych's intake and network provider, and their ability to accommodate them with an appointment.

## Cost and Fee Proposal

<b>To</b>	<b>December 31, 2019</b>	<b>Total</b>	<b>Total</b>	
	<b><u>Per Month (PEPM)</u></b>	<b><u>Monthly Cost</u></b>	<b><u>Annual Cost</u></b>	
	\$4.15 PEPM	\$2,656	\$31,872	
	<p><u>Includes 20 hours CISM/Training per year. If there are more than 20 CISM/Training hours needed annually, additional hours will be billed at a fee of \$225.00 per additional hour. Travel fees for CISM/Training will be deducted from the bank of 20 hours per year.</u></p>			
<b>To</b>	<b>December 31, 2020</b>	<b>Total</b>	<b>Total</b>	
	<b><u>Per Month (PEPM)</u></b>	<b><u>Monthly Cost</u></b>	<b><u>Annual Cost</u></b>	
	\$4.15 PEPM	\$2,656	\$31,872	
	<p><u>Includes 20 hours CISM/Training per year. If there are more than 20 CISM/Training hours needed annually, additional hours will be billed at a fee of \$225.00 per additional hour. Travel fees for CISM/Training will be deducted from the bank of 20 hours per year.</u></p>			

To	December 31, 2021	Total	Total
	<u>Per Month (PEPM)</u>	<u>Monthly Cost</u>	<u>Annual Cost</u>
	<p><b>\$4.15</b> PEPM</p> <p><i><u>Includes 20 hours CISM/Training per year. If there are more than 20 CISM/Training hours needed annually, additional hours will be billed at a fee of \$225.00 per additional hour. Travel fees for CISM/Training will be deducted from the bank of 20 hours per year.</u></i></p>	<b>\$2,656</b>	<b>\$31,872</b>
	<b>THREE YEAR TOTAL COST</b>		<b>\$95,616</b> <i>Based on 640 employees per month. The overall cost will fluctuate based on the actual employee count provided to Vivacity monthly.</i>
	<b>Optional EAP Service Available:</b>		
	<p><b>Estate Guidance</b></p> <p><i>Note: Employees can pay for our Estate Guidance will preparation services online for a nominal fee at any time via the Compsych website.</i></p>		<p><b>Current Prices:</b></p> <p>Last Will &amp; Testament: <b>\$19.99</b></p> <p>Living Will: <b>\$19.99</b></p>
	<b>Tobacco Cessation:</b>		<p><b>\$450.00</b> Per Participant Per Quit Attempt</p> <p><i>Note: In addition to rate, a service fee on product package will be charged based on location of NRT shipment.</i></p>

NAME AND ADDRESS:

Vivacity

\_\_\_\_\_  
COMPANY NAME

7001 220<sup>th</sup> St SW

\_\_\_\_\_  
COMPANY ADDRESS

Mountlake Terrace, WA 98043

509-252-7386

\_\_\_\_\_  
CONTACT PHONE NUMBER

*N. Horgan*

\_\_\_\_\_  
SIGNATURE BY AND FOR THE OFFEROR

Nicole Horgan

\_\_\_\_\_  
PRINTED NAME

March 14, 2019

\_\_\_\_\_  
DATE OF OFFER

Nicole.horgan@vivacity.net

\_\_\_\_\_  
CONTACT E-MAIL

**ALASKA RAILROAD CORPORATION  
SERVICE BID FORM of**

**NAME** Vivacity  
**ADDRESS** 7001 220<sup>th</sup> Str. SW  
Mountlake Terrace, WA 98043

**To the CONTRACTING OFFICER, ALASKA RAILROAD CORPORATION:**

In compliance with your Invitation for Bids No. 19-03-206670, dated March 12, 2019, the Undersigned proposes to furnish and deliver all the services and perform all the work required in said Invitation according to the specifications and requirements contained therein and for the amount and prices named herein as indicated on the Cost Schedule, which is made a part of this Bid.

The Undersigned hereby agrees to execute said contract and bonds, if any, within **Ten (10) Calendar Days**, or such further time as may be allowed in writing by the Contracting Officer, after receiving notification of the acceptance of this Bid, and it is hereby mutually understood and agreed that in case the Undersigned does not, the accompanying bid guarantee, if any, shall be forfeited to the Alaska Railroad Corporation as liquidated damages, and said Contracting Officer may proceed to award the contract to others.

The Undersigned agrees to commence performance within **Ten (10) Calendar Days** after the effective date of the Notice to Proceed and to complete performance by the effective date, unless extended in writing by the Contracting Officer.

The Undersigned acknowledges receipt of the following addenda to the requirements and/or specifications for this Invitation for Bids (give number and date of each).

Addenda Number	Date Issued	Addenda Number	Date Issued	Addenda Number	Date Issued
1	February 28, 2019	2	March 12, 2019		

**NON-COLLUSION AFFIDAVIT**

The Undersigned declares, under penalty of perjury under the laws of the United States, that neither he/she nor the firm, association, or corporation of which he/she is a member, has, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this Bid.

The Undersigned has read the foregoing proposal and hereby agrees to the conditions stated therein by affixing his/her signature below:



Nicole Horgan – Director Client Experience

Name and Title of Person Signing

Signature

509-252-7386

425-918-5075

Telephone Number

Facsimile Number

BIDDERS QUESTIONNAIRE

Note: Failure to provide the information requested in this questionnaire may be cause for rejection of your bid or offer on the grounds of non-responsiveness and/or non-responsibility.

Project REQUEST FOR PROPOSAL #19-03-206670

Name of Your Business: Vivacity

Street Address: 7001 220<sup>th</sup> St. SW

Mailing Address if Different: \_\_\_\_\_

City: Mountlake Terrace State: WA Mailing Zip: 98043

Telephone: 1-877-276-9953 Fax: 425-918-5075 E-Mail: Hello@vivacity.net

Date Firm Established: We were founded in February of 2009

**1** How many years has the business been under the above name? 10 Years

Previous business name(s)if any: Providing health and wellness services through our parent company (PREMERA) since 2005.

**2** Federal Tax ID Number: 26-4402130

**2.1** Business License Number: F193566-9

Bid Acceptance Period 60 Days. (Bids providing less than sixty-days (60) calendar days for acceptance may be considered nonresponsive and may be rejected.)

Discount for prompt pay 0% days.

The bidder shall list any variations from or exceptions to the Terms, Conditions or Specifications of the Solicitation

**List the three most recent contracts performed by your company where the commodity or service requested in this solicitation was the primary commodity or service supplied. Include the client's name, contract amount, contract date, person to contact regarding performance, their telephone, facsimile number and e-mail.**

Clients name, Contact person, Contact info.  
Contract Amount (telephone, and email)

Description of Work and

Municipality of Anchorage Juna Penney – Benefits Director 907-343-6882	EAP - \$50K- \$100K/Year
Tri-State Hospital Terri Tomberlin – Chief HR Officer 509-758-4675	EAP - \$10K - \$25K/Year
Teamsters - Charlene Lind – Account Manager 206-726-3281	EAP - \$560K/Year
<u>List any other business-related experience:</u>  Number of Termed groups past 3/years = 13	Reasons – 10-Tsf to new carrier, 1-purchased by parent company, 1 – costs, 1- low utilization

Are you acting as a broker or the primary supplier in this transaction?

- Broker  
 Primary Supplier

Business Information (Please check all that apply):

- The business is Individual  
 The business is a Partnership  
 The business is a Non-Profit  
 The business is a Joint-Venture  
 The business is a Corporation incorporated under the laws of the State of Washington  
 The business is full-time  
 The business is part-time  
 The business is not a certified Disadvantaged Business (DBE)  
 Business is a certified DBE  
 DBE was certified by State of Alaska, DOTPF  
 DBE was certified by the Municipality of Anchorage, AK  
 Business is an 8(a)/WBE/MBE and is certified by SBA  
 Business was certified by \_\_\_\_\_  
 DBE Certification # is \_\_\_\_\_

Firms Annual Gross Receipts:

- <\$500,000  
 \$500,000 - \$999,999  
 \$1,000,000 - \$4,999,999  
 \$5,000,000 - \$9,999,999  
 \$10,000,000 - \$16,999,999  
 >\$17,000,000

Completed by: Nicole Horgan

Title: Director –Client Experience

Signature



Date: 3/1/2019

## CONTRACTUAL REQUIREMENTS

Following is a list of requirements that offerors should meet or fulfill to be considered a prospective vendor. Failure to comply with or meet any one of the following items may be considered a deficiency (at the Railroad’s sole discretion), or the Offeror’s proposal may be removed from further consideration (at the Railroad’s sole discretion).

Indicate “Yes” or “No” as to your organization’s ability to meet the minimum requirements. **Failure to complete this form and include it with your response may result in elimination from consideration.**

A “YES” response shall result in the provision being adopted in the final contract. No deviations will be accepted for “YES” answers in this section.

CONTRACTUAL REQUIREMENTS	YES	NO
1. <b>Proposal, Interview, and Best and Final Responses Become Part of Contract:</b> Do you agree that your written response to this RFP, written information provided as part of a finalist interview (if requested by Alaska Railroad Corporation) and written responses provided during a Best and Final negotiation become part of the contract between your organization and the Alaska Railroad Corporation (ARRC)?	Yes	
2. <b>Effective Date of Offer:</b> Proposal terms are guaranteed for at least 120 days from the proposal due date.	Yes	
3. <b>Variance Provision:</b> Any provisions relating to a reevaluation of proposed rates due to variation in enrollment or other contingencies of the quote must be clearly noted in the financial section of your proposal.	Yes	
4. <b>Proper Licensure:</b> Do you agree to maintain proper licensure as required by state law where it relates to the services that you will be performing for the ARRC?	Yes	
5. <b>Prior Notice of Major Operational Changes:</b> Do you agree to provide no less than 30-day’s notice to the ARRC for any changes involving the sale, merger, data breaches, large layoffs, consolidation or outsourcing of services to foreign workers that will impact the ARRC?	Yes	
6. <b>Subcontracting:</b> Unless otherwise explained in this RFP, do you agree that you will disclose all subcontractor arrangements and any additional fees associated with the subcontractor arrangements, that involve the services provided to the ARRC?	Yes	
7. <b>Mutual Indemnification:</b> Do you agree that the contract will contain a mutual indemnification/hold harmless provision?	Yes	

<p><b>8. HIPAA Compliance:</b> Vendor and its subcontractors attest to meeting all applicable HIPAA EDI, Privacy, Security, and HITECH requirements and agree to hold the ARRC harmless for breaches that are the result of vendor or its subcontractor's actions. As it relates to this arrangement, for the service specified in this proposal, vendor, and its subcontractors will become a HIPAA Business Associate of the ARRC.</p>	Yes	
<p><b>9. No Member Communication Without Alaska Railroad Corporation Consent:</b> The vendor will not automatically enroll the ARRC in any programs that involve any type of communication with members, without express written consent from the ARRC.</p>	Yes	
<p><b>10. In the event of contract termination,</b> and related to contract termination, the vendor will be required to cooperate with the ARRC, or their representative, in the prompt, accurate, and orderly transfer of the ARRC's plan, information to the ARRC or its designated succeeding vendor at no added fee.</p>	Yes	
<p><b>11. Termination Provisions:</b> The ARRC may terminate the contract at any time after the first complete plan year without cause. The ARRC can terminate with cause with 30-day's notice unless a proper remedy is provided by the vendor. The vendor may only terminate for cause with proper legal minimum notice requirements.</p>	Yes	
<p><b>12. Assignment or Transfer of Rights:</b> Do you agree that you will not assign or transfer the rights or obligations of the contract or any portion thereof, without the prior written approval of the ARRC?</p>	Yes	
<p><b>13. Contract Performance:</b> Confirm that you acknowledge that the firm will perform all duties contracted for in accordance with the standard of care for a professional with expertise in all areas contracted for.</p>	Yes	
<p><b>14. Accept Responsibility:</b> Confirm that you will accept responsibility for all damages caused by proposer's own negligence, gross negligence, willful misconduct and/or breaches of the contract. The proposer will not require the ARRC to indemnify proposer for its own negligence.</p>	Yes	
<p><b>15. Contract Content:</b> Confirm that the contract shall represent the complete contractual understanding of the parties and changes must be signed by both parties. The contract shall not incorporate policies or documents that are subject to unilateral change or are not agreed to in advance.</p>	Yes	

<b>16. The successful Offeror (“Contractor”)</b> agrees to match ARRC’s current Employee Assistance Program (EAP) plan and provisions, at a minimum per the plan informational flyers included in this RFP. Suggestions or recommendations for improvements to the current program are welcome but must be clearly described in the Offeror’s proposal.	Yes	
<b>17. The Contractor must have an existing EAP provider network in Alaska in</b> Anchorage, Fairbanks, and the Palmer/Wasilla (Mat-Su area), and must also have a national network.	Yes	
<b>18. The Contractor must have available</b> a 24-hour per day 365 days per year, a toll-free telephone number for ARRC employees’ and dependent use.	Yes	
<b>19. The Contractor shall assist with</b> review of ARRC’s Benefits Journal which will be prepared (text and production) by ARRC.	Yes	
<b>20. The Contractor shall annually conduct</b> at least two home mailings (ARRC will provide a list of home addresses of ARRC employees) publicizing the EAP. The date of the mailings and distribution will be decided by ARRC. The costs of any brochures, posters, letters, mailing and/or other materials necessary to publicize the EAP will be the responsibility of the successful Contractor.	Yes	
<b>21. The Contractor shall</b> provide quarterly statistical reports stating the number of individuals participating in the program. The minimum reporting information must include age, employee, spouse and dependent breakdowns, referral source, the category of problem treated, and status (e.g. open, closed, etc.).	Yes	
<b>22. The Contractor shall</b> annually produce a narrative and statistical report describing program experience during the previous year. The report shall include recommendations for revisions and improvements to ARRC’s EAP.	Yes	
<b>23. The Contractor shall</b> accept ARRC’s payments based on ARRC’s reporting of participants.	Yes	
<b>24. The Contractor agrees</b> that reports and/or information, which in any fashion identifies ARRC or its enrolled population, will not be sold, distributed, or published without the express written permission of ARRC.	Yes	
<b>25. The prospective Contractor must</b> be willing to make an oral presentation in person or by audio or video conference to the proposal evaluation committee if requested.	Yes	

<b>CONTRACTUAL REQUIREMENTS</b>
If you answered “No” to any of the questions above, please provide an explanation below

# BUSINESS ASSOCIATE AGREEMENT

BETWEEN  
VIVACITY INC  
AND

**CLIENT NAME**

**EFFECTIVE: DATE OF SERVICES**

This Business Associate Agreement (the "Agreement") shall be entered into by and between Vivacity, Inc. ("Vivacity"), and the group named above (the "Plan Sponsor" and the "Group Health Plan (GHP)" (as defined below). The Agreement shall be effective on the date shown above.

## Recitals.

1. In 1996, Congress enacted the Health Insurance Portability and Accountability Act ("HIPAA"), which required, among other things, the promulgation of privacy rules governing the use and disclosure of protected health information ("PHI") (as defined below), and the protection of electronic protected health information ("EPHI") (as defined below).

In February 2009, Congress enacted the Health Information Technology for Economic and Clinical Health Act (the "HITECH Act"), which amended HIPAA and its implementing regulations codified at 45 CFR Parts 160 and 164.

2. In pertinent part, the implementation regulations for HIPAA, codified at 45 C.F.R. Parts 160, 162 and 164, and as amended (collectively referred to as the "HIPAA Rules") require covered entities, such as the GHP, to maintain a written agreement with specific provisions concerning PHI and EPHI with its Business Associates (as defined in 45 C.F.R. 160.103 and as amended).
4. Vivacity has adopted the term "protected personal information" or "PPI" (as defined below) to encompass PHI and the additional information protected by other state and federal privacy laws, which protect personal financial, health and other information (the "Privacy Laws"), and will apply the requirements of the HIPAA privacy rules to PPI.
5. Vivacity and GHP have entered into a contract for wellness services (the "Contract").

NOW, THEREFORE, in consideration of these premises and the mutual promises and agreements hereinafter set forth, the Plan Sponsor, the GHP and Vivacity hereby agree as follows:

1. **Definitions.** The following definitions shall apply in interpreting this Agreement. Capitalized terms used, but not otherwise defined herein, shall have the same meaning as those terms in the HITECH Act or 45 CFR Parts 160 and 164:
  - 1.1 **E PHI.** “E PHI” (Electronic Protected Health Information) shall mean any and all PHI transmitted by or maintained in electronic media.
  - 1.2 **Group Health Plan or GHP.** “GHP” shall be defined consistent with 45 CFR 164.103, and as amended.
  - 1.3 **Individual.** “Individual” shall mean the person who is the subject of the PPI or their personal representative (as defined in 45 CFR 164.502(g)).
  - 1.4 **PHI.** “PHI.” (Protected Health Information) shall mean information that meets the requirements in 45 CFR 160.103 or as amended.”
  - 1.5 **Protected Personal Information or PPI.** “PPI” shall mean PHI and any and all information created or received by Vivacity from or on behalf of GHP that identifies or can readily be associated with the identity of an Individual, whether oral or recorded in any form or medium, that directly relates to: the past, present or future finances of an Individual, including, without limitation, an Individual’s name, address, telephone number, Social Security Number, subscriber number or wage information.
  - 1.6 **Secretary.** “Secretary” shall mean the Secretary of the Department of Health and Human Services or his duly appointed designee.
  - 1.7 **Security Incident.** “Security Incident” shall have the same meaning as the term “security incident” in 45 CFR 164.304, including any subsequent modifications thereto.
2. **GHP.** Vivacity and the Plan Sponsor and GHP all agree that the signature of the Plan Sponsor to this Agreement shall be agreed to be the signature of the GHP and binding on behalf of both the Plan Sponsor and the GHP.
3. **Permitted Uses and Disclosures of PPI by Vivacity.**
  - 3.1 **Functions and Activities on the GHP’s Behalf.** Vivacity shall be permitted to use and disclose PPI for (a) the management, operation and administration of the GHP and (b) as otherwise necessary to provide the services set forth in the Contract, including, but not limited to activities related to Payment and Health Care Operations, including Data Aggregation Services, as defined in 45 CFR 164.501.
  - 3.2 **Disclosures to the Plan Sponsor, the GHP or other Business Associates of the GHP.** Except as otherwise permitted by written directive from GHP, Vivacity will not disclose PPI to the Plan Sponsor, the GHP or to another business associate of the GHP. Vivacity may disclose PPI only to those individuals employed by the GHP or business associates of the GHP, including, without limitation, the GHP’s producer, identified in writing by the GHP as individuals to whom PPI can be disclosed. The GHP must provide this written directive to Vivacity as soon as

possible but in any event no later than the effective date of the Contract. The GHP must promptly notify Vivacity of any changes to the written directive.

3.3 **Functions and Activities on Vivacity's Behalf.** Vivacity shall be permitted to use PPI as necessary for Vivacity's management and administration or to carry out its legal responsibilities as permitted or required by law. Vivacity shall also be permitted to disclose PPI to its Business Associates, subcontractors or other third parties as necessary for proper management and administration of Vivacity, or to carry out Vivacity's legal responsibilities (a) if the disclosure is required by law or (b) if before the disclosure is made, Vivacity, obtains a contract from the entity to which the disclosure is to be made containing reasonable assurances that the entity will also comply with the HIPAA Rules' business associate requirements.

4. **Minimum Necessary.** The GHP and the Plan Sponsor will make reasonable efforts to request from Vivacity only the minimum amount of PPI necessary for its needed purpose. In addition, the GHP and the Plan Sponsor will make reasonable efforts to only disclose to Vivacity the minimum amount of PPI necessary for Vivacity to perform the services identified in the Contract and other functions and activities referenced in Section 3 of this Agreement. Finally, Vivacity will make reasonable efforts to use, disclose, or request only the minimum amount of PPI necessary from any third party to perform the services identified in the Contract and other functions and activities referenced in Section 3 of this Agreement. When feasible, as determined by the party maintaining PPI, the parties shall create, use or disclose a Limited Data Set.

5. **Other Privacy Obligations of Vivacity.** Vivacity shall:

- 5.1 Not use or further disclose PPI other than as permitted or required by the Contract, the Agreement, the HIPAA Rules or Privacy Laws and use appropriate safeguards to prevent any unauthorized use or disclosure of PPI;
- 5.2 Implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the EPHI that Vivacity creates, receives, maintains, or transmits on behalf of the GHP;
- 5.3 Report to GHP any actual use or disclosure of PPI concerning GHP's members not permitted or required by the Contract, the Agreement or law of which it becomes aware;
- 5.4 Notify the GHP of any Security Incident of which it becomes aware; provided, however, the obligation to report a Security Incident shall not include immaterial incidents, such as unsuccessful attempts to penetrate Vivacity's information systems.
- 5.5 Ensure that any agents, including a subcontractor, to whom it provides PPI and/or EPHI received from, or created, received or maintained by Vivacity on behalf of, the GHP, agree in writing to the same restrictions, conditions and requirements as outlined in the HIPAA Rules that apply to a Business Associate with respect to such information;

- 5.6 Make available PPI in a Designated Record Set, in either paper or electronic format, as required by 45 CFR 164.524;
  - 5.7 Make available PPI for amendment and incorporate any amendments to PPI as required by 45 CFR 164.526;
  - 5.8 Make available the information required to provide an accounting of disclosures as required by 45 CFR 164.528;
  - 5.9 Make its internal practices, policies, procedures, books, and records relating to the use and disclosure of PPI or PHI and/or the protection of EPHI received from, or created or received by Vivacity on behalf of, the GHP available to the Secretary for purposes of determining the GHP's compliance with the HIPAA Rules, including documentation sufficient to meet the administrative requirements of 45 CFR §164.414 for breach notifications described in subsection 5.11, below;
  - 5.10 Restrict the use and disclosure of PPI in accordance with 45 CFR 164.522 and consistent with Vivacity's policies, procedures and practices;
  - 5.11 Report promptly information to the GHP about any use or disclosure of Unsecure PHI of the GHP's members not permitted or required by the Contract, the Agreement, or law caused by Vivacity or one of its subcontractors for which it becomes aware and that Vivacity determines Compromises the Security or Privacy of the PHI (collectively referred to as a "Vivacity Breach");
  - 5.12 Notify, or direct its subcontractor to notify, an Individual as required by 45 CFR §164.404, the media as required by 45 CFR §164.406 and the Secretary as required by §164.408(b), for a Vivacity Breach reported to the GHP under subsection 5.11 above;
  - 5.13 Provide the GHP with the information necessary about any Vivacity Breach in order for the GHP to include such information in the GHP's log of Breaches that must be filed annually with the Secretary as required by 45 CFR §164.408(c);
  - 5.14 Comply with the following HIPAA provisions: Subpart C of 45 CFR Part 164, and Business Associate requirements (45 CFR §164.502(e)(2) and 45 CFR §164.504(e)); and
  - 5.15 Comply with Accounting for Disclosure (45 CFR §164.528) in the event that Department of Health and Human Services rules clarify that the GHP has one or more Electronic Health Records that Vivacity creates, accesses, uses or maintains.
- 6. Vivacity's Privacy-Related Services Regarding Requests by Individuals.** Upon receipt, the GHP shall immediately provide notice to and forward any and all individual requests received pursuant to 45 CFR Sections 164.522, 164.524, 164.526 or 164.528 of the HIPAA Rules (collectively referred to as the "Requests") consistent with Exhibit D-1. Upon Vivacity's receipt of the Requests, either from the GHP or directly from the Individual, Vivacity shall:
- 6.1 Evaluate each request consistent with the HIPAA Rules and Vivacity's policies, procedures and practices;

- 6.2 For Requests that may affect the policies, procedures or practices of the GHP, coordinate with the GHP about evaluation of the Requests and mutually agree on the result;
- 6.3 For Requests that may involve the GHP's other Business Associates, request information from the Business Associates identified by the GHP necessary for fulfilling the Requests;
- 6.4 Communicate the result of the evaluation directly to the Individual within the legal timeframes established for each type of request; and
- 6.5 Notify the GHP of the outcome of each Request identified by the GHP at the time of notice to Vivacity; and
- 6.6 Implement each Request that is granted.

Such services shall be included in Vivacity's Administration Fee set forth in Attachment C in the Contract.

## **7. Obligations of GHP.**

- 7.1 Requests by GHP. Neither GHP nor the Plan Sponsor shall request Vivacity to use, disclose or maintain PPI in any manner that would not be permissible under HIPAA if done directly by GHP.

## **8. Term and Termination.**

- 8.1 Term. The Term of this Agreement shall begin as of the Effective Date contained herein and shall remain in effect for the duration of the Contract, including any runout period required under the Contract. This Agreement shall automatically renew for the additional terms of any Contract renewal or subsequent Administrative Services Contract between Vivacity and the Plan Sponsor.
- 8.2 Termination for Breach of Privacy Obligations. Either Party shall have the right to terminate the Contract as outlined in the Contract if the other party has engaged in a pattern of activity or practice that constitutes a material breach or violation of its obligations regarding PPI under this Agreement, the Contract or law.
- 8.3 Effect of Termination.
  - a. *Return or Destruction of PPI Upon Termination of Contract.* Upon cancellation, termination, expiration or other conclusion of the Contract, Vivacity will, if feasible, return to the GHP or else destroy PPI, in whatever form or medium that Vivacity, created or received for or from the GHP, including all copies of and any data or compilations derived from such PPI that allow identification of any Individual. Vivacity will complete such return or destruction as promptly as practical, but not later than sixty days after the effective date of the cancellation, termination, expiration or other conclusion of the Contract.
  - b. *Reimbursement.* The Plan Sponsor will reimburse Vivacity's reasonable costs and expenses incurred in returning or destroying such PPI.



All notices required under Section 6 of this Agreement shall be given in writing, delivered by facsimile or in person, and addressed as follows:

**CLIENT NAME (GHP):**

Name:

---

Department:

---

Telephone  
Number:

---

Fax Number:

---

**Vivacity:**

Name: Kristina Simpson

---

Department: Vivacity Operations Director

---

Telephone 425-918-3240  
Number:

---

Fax Number: 425-918-5075

---



**AUTHORIZATION FORM**

I, the undersigned (“Client”), hereby authorize ComPsych Corporation’s Privacy Official to release to:

\_\_\_\_\_  
(Name of Individual or Entity)

\_\_\_\_\_  
(Address of Individual or Entity)

the following information contained in Client’s clinical record maintained by ComPsych:

- Entire clinical record maintained by ComPsych; or
- Other

If Other, please describe the specific records and/or other information to be disclosed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My authorization for the release of the above information is effective on the date I sign this form and will remain effective for a period of one (1) year from such date.

The purpose of the disclosure by ComPsych to the recipient is:

\_\_\_\_\_  
\_\_\_\_\_

I understand that ComPsych will not condition treatment or payment or the eligibility of my receiving services on the basis of my providing authorization for the requested use or disclosure, and that I may refuse to sign this authorization. To the extent that I do sign this authorization, I do so voluntarily. I understand that I have the right to inspect and copy the information that I have authorized to be used or disclosed as provided for under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) regulations found at 45 C.F.R. § 164.524.

I understand that the information used or disclosed pursuant to this authorization may be subject to redisclosure by the recipient and may no longer be protected by law.

I understand that this authorization is valid until it expires, unless revoked by me before then. I understand that I may revoke this authorization at any time by sending written notice of my desire to do so to ComPsych. I understand that if I revoke this authorization such revocation will not be effective to the extent ComPsych has already relied on it to disclose the information.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

If you are not the client, please specify your relationship to the client: \_\_\_\_\_.

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**Client Name:**

**Date of Birth:**

**Client Address:**

\_\_\_\_\_  
\_\_\_\_\_

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>Overview</b>												
<b>Access to Services</b>												
<b>Telephone Access</b>												
EAP	608	81%	636	78%	584	81%	563	85%	2391	81%	2379	79%
FamilySource	61	8%	88	11%	50	7%	38	6%	237	8%	236	8%
FinancialConnect	30	4%	33	4%	30	4%	11	2%	105	4%	104	3%
LegalConnect	51	7%	55	7%	60	8%	51	8%	217	7%	293	10%
<b>Sub-Total</b>	<b>750</b>		<b>811</b>		<b>725</b>		<b>663</b>		<b>2949</b>		<b>3012</b>	
<b>Online Access</b>												
EAP	396	24%	393	25%	468	24%	359	21%	1616	24%	1608	24%
FamilySource	631	39%	648	42%	799	41%	621	37%	2699	40%	2686	40%
FinancialConnect	283	17%	198	13%	296	15%	301	18%	1078	16%	1073	16%
LegalConnect	314	19%	306	20%	408	21%	398	24%	1426	21%	1419	21%
<b>Sub-Total</b>	<b>1624</b>		<b>1545</b>		<b>1971</b>		<b>1679</b>		<b>6819</b>		<b>6785</b>	
<b>Combined Access</b>												
EAP	1004	42%	1029	44%	1052	39%	922	38%	4007	41%	3987	41%
FamilySource	692	29%	736	31%	849	32%	659	27%	2936	30%	2921	30%
FinancialConnect	313	13%	231	10%	326	12%	312	13%	1183	12%	1177	12%
LegalConnect	365	15%	361	15%	468	17%	527	22%	1721	17%	1712	17%
<b>Total</b>	<b>2374</b>		<b>2356</b>		<b>2696</b>		<b>2420</b>		<b>9846</b>		<b>9797</b>	
<b>Special Services</b>												
Critical Incident Events <i>(excluded from utilization)</i>	5		6		6		4		21		21	
Debriefing Sessions <i>(excluded from utilization)</i>	18		27		14		11		70		70	
Debriefing Participants	39		96		17		29		181		180	
Training Sessions <i>(excluded from utilization)</i>	29		23		21		4		77		77	
Training Session Participants	462		226		238		81		1007		1002	
Health Fairs <i>(excluded from utilization)</i>	0		4		8		0		12		12	
<b>Total Utilization</b>	<b>2875</b>		<b>2678</b>		<b>2951</b>		<b>2530</b>		<b>11034</b>		<b>10979</b>	
<b>Utilization Results</b>												
<b>Total Utilization Rate (% - Annualized)</b>	<b>32.8%</b>		<b>36.3%</b>		<b>39.0%</b>		<b>39.0%</b>		<b>39.0%</b>		<b>38.4%</b>	
<i>Based on Quarterly Average employees</i>	<i>35050</i>		<i>26074</i>		<i>26074</i>		<i>26074</i>		<i>28318</i>		<i>28556</i>	
<b>Satisfaction Results</b>												
% of Clients reporting satisfaction with the program	98.9%		98%		99%		99%		99%		99%	

	Q1		Q2		Q3		Q4		Year to Date		Last Year		
<b>Toll Free Number Statistics</b>													
Call Volume	2887		2623		2551		2411		10472		3833		
Average Speed of Answer (seconds)	6		4		5		5		5		3		
Abandonment Rate (%)	1.1%		0.9%		1.1%		1.1%		1.1%		1.7%		
<b>Case Closure (only EAP cases)</b>													
Resolved within EAP	523	86%	569	90%	549	94%	518	92%	2152	90%	2117	89%	
Referred to Benefit Resource									0		0		
	Inpatient	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%
	Outpatient	85	14%	64	10%	35	6%	45	8%	239	10%	262	11%
<b>Total</b>	<b>608</b>		<b>636</b>		<b>584</b>		<b>563</b>		<b>2391</b>		<b>2379</b>		
<b>Referral Source</b>													
Brochure	82	11%	105	13%	73	10%	53	8%	354	12%	181	6%	
Email	0	0%	0	0%	7	1%	7	1%	29	1%	30	1%	
Family	67	9%	57	7%	65	9%	53	8%	236	8%	331	11%	
FMLASource	7	1%	8	1%	0	0%	0	0%	0	0%	0	0%	
Human Resources	64	9%	65	8%	73	10%	60	9%	265	9%	181	6%	
Internet / Local Website	7	1%	0	0%	7	1%	13	2%	29	1%	30	1%	
Mailing	7	1%	0	0%	0	0%	0	0%	0	0%	0	0%	
Management Referral - formal	30	4%	41	5%	22	3%	27	4%	118	4%	361	12%	
Management Referral - informal	30	4%	8	1%	15	2%	7	1%	59	2%	0	0%	
Onsite Medical Department	7	1%	8	1%	15	2%	13	2%	29	1%	30	1%	
Other	47	6%	81	10%	65	9%	73	11%	265	9%	241	8%	
Other Vendor	0	0%	0	0%	7	1%	0	0%	0	0%	30	1%	
Peer	30	4%	0	0%	7	1%	7	1%	29	1%	30	1%	
Posters	7	1%	8	1%	0	0%	0	0%	29	1%	0	0%	
Previous EAP	71	9%	65	8%	87	12%	99	15%	324	11%	241	8%	
Training/Seminar	0	0%	16	2%	7	1%	7	1%	29	1%	0	0%	
Unknown	119	16%	195	24%	203	28%	186	28%	708	24%	783	26%	
Wallet Card	172	23%	154	19%	73	10%	60	9%	442	15%	542	18%	
<b>Client Status</b>													
Employee	465	62%	470	58%	479	66%	431	65%	1828	62%	1898	63%	
Dependent	165	22%	178	22%	109	15%	113	17%	560	19%	693	23%	
Other	7	1%	8	1%	0	0%	0	0%	0	0%	0	0%	
Spouse	123	16%	162	20%	138	19%	119	18%	560	19%	422	14%	
Unknown	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
<b>Client Gender</b>													
Female	465	62%	503	62%	450	62%	404	61%	1828	62%	1837	61%	
Male	285	38%	308	38%	276	38%	259	39%	1121	38%	1175	39%	

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>Client Age Group</b>												
0 - 12	37	5%	57	7%	87	12%	66	10%	236	8%	211	7%
13 - 19	150	20%	114	14%	116	16%	73	11%	383	13%	361	12%
20 - 29	112	15%	105	13%	80	11%	46	7%	324	11%	331	11%
30 - 39	127	17%	130	16%	102	14%	133	20%	560	19%	512	17%
40 - 49	157	21%	195	24%	152	21%	152	23%	708	24%	663	22%
50 - 59	135	18%	170	21%	138	19%	139	21%	560	19%	753	25%
60 +	22	3%	32	4%	44	6%	46	7%	147	5%	151	5%
Unknown	7	1%	8	1%	7	1%	7	1%	29	1%	30	1%
<b>Employee Job Category (employee data only)</b>												
Laborer	33	7%	28	6%	29	6%	26	6%	128	7%	114	6%
Management	42	9%	42	9%	43	9%	34	8%	183	10%	190	10%
Office/Clerical	28	6%	33	7%	33	7%	26	6%	110	6%	133	7%
Professional	135	29%	132	28%	124	26%	116	27%	494	27%	531	28%
Sales	28	6%	28	6%	29	6%	26	6%	110	6%	114	6%
Service	60	13%	66	14%	67	14%	65	15%	238	13%	285	15%
Technical	28	6%	28	6%	29	6%	26	6%	110	6%	133	7%
Unknown	112	24%	113	24%	124	26%	112	26%	457	25%	398	21%
<b>Employee Job Tenure (employee data only)</b>												
Less than 1 year	51	11%	56	12%	57	12%	52	12%	219	12%	228	12%
1 - 5 years	116	25%	118	25%	115	24%	103	24%	457	25%	512	27%
5 - 9 years	74	16%	80	17%	81	17%	69	16%	293	16%	323	17%
10 - 14 years	51	11%	42	9%	43	9%	39	9%	165	9%	171	9%
15 - 19 years	19	4%	19	4%	19	4%	17	4%	73	4%	76	4%
20+ years	28	6%	28	6%	29	6%	26	6%	110	6%	133	7%
Unknown	126	27%	127	27%	134	28%	125	29%	512	28%	455	24%
<b>Customer Structure Detail</b>												
AAAAAA	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
BBBBBB	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
CCCCCC	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
DDDDDD	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
EEEEEE	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
FFFFFF	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
GGGGG	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
HHHHHH	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
JJJJJJ	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
KKKKK	75	10%	81	10%	73	10%	66	10%	295	10%	301	10%
<b>Total</b>	<u>750</u>		<u>811</u>		<u>725</u>		<u>663</u>		<u>2949</u>		<u>3012</u>	

	Q1	Q2	Q3	Q4	Year to Date	Last Year
<b>Employee Assistance Program</b>						
<b>Primary Issues</b>						
Alcohol Related	18	32	18	17	84	71
Chemical Dependency Related	18	13	12	11	54	71
Child Abuse	0	0	6	6	11	0
Depressive Disorder	30	32	18	28	108	143
Domestic Violence	0	0	0	0	0	0
Family-Child	79	51	35	39	204	262
Medical	0	0	0	0	0	0
Occupational	24	13	18	23	77	119
Partner/Relationship	79	89	88	79	334	285
Psychological Symptoms	322	362	356	327	1367	1237
Relocation	0	6	0	0	6	24
Stress	36	38	35	34	143	167
Workplace Trauma	0	0	0	0	0	0
<b>Sub-Total Issues</b>	<b>608</b>	<b>636</b>	<b>584</b>	<b>563</b>	<b>2391</b>	<b>2379</b>
<b>Consultation Type</b>						
Face-to-Face Cases	602	623	572	552	2349	2331
Telephonic Cases	6	6	6	6	24	24
Management/Supervisor Cases	0	6	6	6	18	24
Behavioral Expert (online)	0	0	0	0	0	0
Community Resource	0	0	0	0	0	0
<b>Sub-Total - Consultations</b>	<b>608</b>	<b>636</b>	<b>584</b>	<b>563</b>	<b>2391</b>	<b>2379</b>
<b>Total Number of Issues</b>	<b>608</b>	<b>636</b>	<b>584</b>	<b>563</b>	<b>2391</b>	<b>2379</b>
<b>Online Services</b>	<b>396</b>	<b>393</b>	<b>468</b>	<b>359</b>	<b>1616</b>	<b>1608</b>
<b>Total Product Utilization</b>	<b>1004</b>	<b>1029</b>	<b>1052</b>	<b>922</b>	<b>4007</b>	<b>3987</b>
<b>Employee Count</b>						
<b>Total Product Utilization Rate (% - Annualized)</b>	<b>11.5%</b>	<b>12.8%</b>	<b>12.0%</b>	<b>15.4%</b>	<b>10.6%</b>	<b>8.1%</b>
<i>Based on Quarterly Average employees</i>	<i>35050</i>	<i>26074</i>	<i>26074</i>	<i>26074</i>	<i>28318</i>	<i>28556</i>

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>FamilySource<sup>®</sup></b>												
<b>Primary Issues</b>												
Child Care	10	17%	19	22%	19	37%	14	37%	64	27%	40	17%
Education Services	9	14%	7	8%	3	5%	2	5%	19	8%	9	4%
Elder Care	18	29%	33	38%	16	32%	12	32%	81	34%	101	43%
Government Services	1	2%	0	0%	3	5%	2	5%	5	2%	2	1%
Healthcare Information	15	25%	10	11%	5	10%	4	10%	33	14%	54	23%
Home Improvement	1	2%	0	0%	0	0%	0	0%	2	1%	0	0%
Insurance information	1	2%	1	1%	0	0%	0	0%	2	1%	2	1%
Moving	0	0%	3	3%	4	8%	3	8%	9	4%	12	5%
Other	4	7%	3	3%	2	3%	1	3%	9	4%	2	1%
Pet Care	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Shopping	0	0%	4	4%	0	0%	0	0%	2	1%	0	0%
Support Groups	1	2%	8	9%	0	0%	0	0%	9	4%	12	5%
<b>Total Number of Issues</b>	<b>61</b>		<b>88</b>		<b>50</b>		<b>38</b>		<b>237</b>		<b>236</b>	
<b>Online Services</b>	<b>631</b>		<b>85</b>		<b>98</b>		<b>98</b>		<b>912</b>		<b>150</b>	
<b>Total Product Utilization</b>	<b>692</b>		<b>173</b>		<b>148</b>		<b>136</b>		<b>1149</b>		<b>386</b>	
<b>Employee Count</b>												
<b>Total Product Utilization Rate (% - Annualized)</b>	<b>7.9%</b>		<b>2.6%</b>		<b>2.3%</b>		<b>2.1%</b>		<b>5.4%</b>		<b>6.2%</b>	
<i>Based on Quarterly Average employees</i>	<i>35050</i>		<i>26074</i>		<i>26074</i>		<i>26074</i>		<i>28318</i>		<i>28556</i>	

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>LegalConnect<sup>®</sup></b>												
<b>Primary Issues</b>												
Adoption	2	3%	2	3%	0	0%	0	0%	4	2%	0	0%
Advanced Directives	1	1%	2	3%	0	0%	0	0%	2	1%	0	0%
Bankruptcy	3	5%	3	5%	4	6%	3	6%	13	6%	12	4%
Child Custody/Support	8	15%	9	17%	7	11%	6	11%	26	12%	32	11%
Civil	6	11%	3	5%	8	13%	7	13%	24	11%	32	11%
Consumer	2	3%	0	0%	0	0%	0	0%	2	1%	0	0%
Criminal	2	3%	3	5%	7	12%	7	13%	17	8%	12	4%
Divorce/Separation	8	15%	18	32%	12	20%	10	19%	43	20%	56	19%
Education	2	3%	0	0%	0	0%	0	0%	2	1%	0	0%
Eldercare Law	2	3%	3	5%	4	6%	3	6%	11	5%	0	0%
Employment	0	0%	2	3%	0	0%	0	0%	2	1%	6	2%
Estate Planning	2	3%	4	7%	4	6%	3	6%	13	6%	38	13%
Family Law	12	23%	2	3%	4	7%	4	7%	20	9%	59	20%
ID Theft Services	0	0%	0	0%	0	0%	0	0%	0	0%	6	2%
Immigration	0	0%	2	3%	0	0%	0	0%	2	1%	6	2%
Other	2	3%	2	3%	4	6%	3	6%	11	5%	6	2%
Personal Injury	0	0%	2	3%	0	0%	0	0%	2	1%	6	2%
Real Estate - Landlord issues	5	9%	0	0%	5	9%	5	9%	15	7%	12	4%
Traffic	0	0%	0	0%	2	4%	2	4%	4	2%	6	2%
Wills	0	0%	2	3%	0	0%	0	0%	2	1%	6	2%
<b>Sub-Total Issues</b>	<b>51</b>		<b>55</b>		<b>60</b>		<b>51</b>		<b>217</b>		<b>293</b>	
<b>Consultation Type</b>												
Consultation and referral (CP lawyer)	14	27%	23	42%	26	43%	22	43%	87	40%	103	35%
Consultation and referral (other resource)	1	2%	0	0%	0	0%	0	0%	0	0%	12	4%
Consultation Only	30	59%	24	43%	32	53%	28	55%	113	52%	141	48%
Legal Expert (online)	6	12%	8	15%	2	4%	1	2%	17	8%	38	13%
<b>Sub-Total - Consultations</b>	<b>51</b>		<b>55</b>		<b>60</b>		<b>51</b>		<b>217</b>		<b>293</b>	
<b>Consultation Type</b>												
Consultation and referral (CP lawyer)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Consultation and referral (other resource)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Consultation Only	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Sub-Total - Consultations</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>	
<b>Total Number of Issues</b>	<b>51</b>		<b>55</b>		<b>60</b>		<b>51</b>		<b>217</b>		<b>293</b>	
<b>Online Services</b>	<b>314</b>		<b>85</b>		<b>98</b>		<b>98</b>		<b>595</b>		<b>150</b>	
<b>Total Product Utilization</b>	<b>365</b>		<b>140</b>		<b>158</b>		<b>149</b>		<b>812</b>		<b>443</b>	
<b>Employee Count</b>												
<b>Total Product Utilization Rate (% - Annualized)</b>	<b>4.2%</b>		<b>2.1%</b>		<b>2.4%</b>		<b>2.3%</b>		<b>5.7%</b>		<b>2.0%</b>	
<i>Based on Quarterly Average employees</i>	<i>35050</i>		<i>26,074</i>		<i>26,074</i>		<i>26,074</i>		<i>28318</i>		<i>28556</i>	

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>FinancialConnect<sup>®</sup></b>												
<b>Primary Issues</b>												
Assist with major purchase decision/affordability	0	0%	0	0%	2	7%	1	7%	3	3%	4	4%
Budgeting techniques & discipline	6	20%	3	10%	2	7%	1	7%	13	12%	38	37%
College Planning, 529 Plans	2	6%	0	0%	0	0%	0	0%	2	2%	7	7%
Credit Card Debt	2	6%	8	25%	9	29%	3	25%	22	21%	7	7%
Credit History & issues	0	0%	3	10%	0	0%	0	0%	3	3%	4	4%
Estate Planning (wills, etc.)	2	6%	0	0%	0	0%	1	7%	2	2%	4	4%
Hardship call - requesting financial assistance	2	6%	2	5%	0	0%	0	0%	3	3%	4	4%
Income Tax issues	2	6%	7	20%	2	7%	1	7%	11	11%	4	4%
Insurance	2	6%	0	0%	0	0%	0	0%	2	2%	4	4%
Investment options & risk return	2	6%	0	0%	0	0%	0	0%	2	2%	0	0%
Medicaid, Medicare & SSDI Benefits	2	6%	3	10%	0	0%	0	0%	5	5%	4	4%
Mortgages debt	6	20%	3	10%	13	43%	4	40%	26	25%	14	13%
Other	2	6%	2	5%	0	0%	0	0%	3	3%	4	4%
Retirement planning	2	6%	2	5%	2	7%	1	7%	6	6%	4	4%
Student Loans	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Sub-Total Issues</b>	<b>30</b>		<b>33</b>		<b>30</b>		<b>11</b>		<b>105</b>		<b>104</b>	
<b>Consultation Type</b>												
Consultation and referral (CP network)	2	6%	3	10%	2	7%	1	9%	8	8%	9	9%
Consultation and referral (other resource)	2	6%	2	5%	2	7%	1	9%	7	6%	9	9%
Consultation with Literature	4	13%	20	60%	2	7%	1	9%	27	26%	28	27%
Consultation Only	19	62%	2	5%	15	50%	4	37%	40	38%	48	46%
Financial Expert (online)	4	13%	7	20%	9	29%	4	36%	23	22%	9	9%
<b>Sub-Total - Consultations</b>	<b>30</b>		<b>33</b>		<b>30</b>		<b>11</b>		<b>105</b>		<b>104</b>	
<b>Total Number of Issues</b>	<b>30</b>		<b>33</b>		<b>30</b>		<b>11</b>		<b>105</b>		<b>104</b>	
<b>Online Services</b>	<b>283</b>		<b>85</b>		<b>98</b>		<b>91</b>		<b>557</b>		<b>150</b>	
<b>Total Product Utilization</b>	<b>313</b>		<b>118</b>		<b>128</b>		<b>102</b>		<b>662</b>		<b>254</b>	
<b>Employee Count</b>												
<b>Total Product Utilization Rate (% - Annualized)</b>	<b>3.6%</b>		<b>1.8%</b>		<b>2.0%</b>		<b>1.6%</b>		<b>3.1%</b>		<b>4.3%</b>	
<i>Based on Quarterly Average employees</i>	<i>35050</i>		<i>26,074</i>		<i>26,074</i>		<i>26,074</i>		<i>28318</i>		<i>28556</i>	

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
<b>GuidanceResources Online<sup>®</sup></b>												
<b>Online Issues</b>												
Adjusting to move	0	0%	1	0%	0	0%	0	0%	1	0%	2	0%
Adoption	4	0%	4	0%	4	0%	4	0%	16	0%	3	0%
Adult Daycare	4	0%	3	0%	1	0%	1	0%	9	0%	3	0%
After school programs	9	0%	1	0%	3	0%	3	0%	16	0%	0	0%
Aging and Elder health	6	0%	0	0%	3	0%	3	0%	12	0%	5	0%
Alcohol Abuse	5	0%	4	0%	3	0%	3	0%	15	0%	25	1%
Alcohol - Drug usage	27	1%	17	1%	2	0%	2	0%	48	1%	22	1%
Allergies	1	0%	1	0%	0	0%	0	0%	2	0%	1	0%
Alternative Dispute Resolution	2	0%	4	0%	0	0%	0	0%	6	0%	7	0%
Alzheimer's Disease	14	1%	1	0%	1	0%	1	0%	17	0%	6	0%
Anger	43	2%	108	7%	23	1%	23	1%	197	3%	94	4%
Annuities	2	0%	1	0%	0	0%	0	0%	3	0%	0	0%
Anxiety	5	0%	5	0%	3	0%	3	0%	16	0%	11	0%
Audits-Appeals	4	0%	1	0%	0	0%	0	0%	5	0%	0	0%
Banking	2	0%	8	1%	2	0%	2	0%	14	0%	25	1%
Bankruptcy	10	1%	1	0%	6	0%	6	0%	23	0%	31	1%
Behavior and Development	11	1%	0	0%	16	1%	16	1%	43	1%	20	1%
Bipolar Disorder	5	0%	6	0%	4	0%	4	0%	19	0%	9	0%
Budgeting	32	2%	32	2%	23	1%	23	1%	110	1%	156	6%
Budgets	5	0%	3	0%	0	0%	0	0%	8	0%	5	0%
Bulimia Nervosa	0	0%	0	0%	2	0%	2	0%	4	0%	23	1%
Buying and Selling	10	1%	15	1%	12	1%	12	1%	49	1%	10	0%
Cancer	2	0%	21	1%	7	0%	7	0%	37	1%	5	0%
Caring for Pets	13	1%	53	4%	6	0%	6	0%	78	1%	21	1%
Chemical Dependency	13	1%	7	0%	5	0%	5	0%	30	0%	22	1%
Child Abuse	2	0%	0	0%	0	0%	0	0%	2	0%	0	0%
Child Care	137	7%	146	10%	133	7%	133	7%	549	7%	178	7%
Child Custody - Support	1	0%	11	1%	1	0%	1	0%	14	0%	12	0%
Children with Special Needs	7	0%	13	1%	9	0%	9	0%	38	1%	40	2%
Cold and Flu	3	0%	2	0%	78	4%	78	4%	161	2%	0	0%
Communicating with your partner	121	6%	70	5%	109	5%	109	5%	409	6%	158	7%
Compulsive spending	4	0%	0	0%	6	0%	6	0%	16	0%	14	1%
Coping with Addicts	6	0%	2	0%	1	0%	1	0%	10	0%	1	0%
Coping with Anger	5	0%	0	0%	0	0%	0	0%	5	0%	0	0%
Coping with stress	18	1%	13	1%	13	1%	13	1%	57	1%	15	1%
Credit Card & History Issues	20	1%	17	1%	17	1%	17	1%	71	1%	65	3%
Cultural Assimilation	6	0%	5	0%	1	0%	1	0%	13	0%	2	0%
Dating	28	1%	4	0%	32	2%	32	2%	96	1%	28	1%
Day care	2	0%	0	0%	4	0%	4	0%	10	0%	3	0%
Death	5	0%	7	0%	20	1%	20	1%	52	1%	17	1%
Debt	29	2%	9	1%	32	2%	32	2%	102	1%	1	0%
Depression	45	2%	28	2%	41	2%	41	2%	155	2%	93	4%
Diet ad Weight Loss	4	0%	8	1%	45	2%	45	2%	102	1%	25	1%
Discrimination and Harassment	3	0%	1	0%	3	0%	3	0%	10	0%	0	0%
Divorce	53	3%	14	1%	36	2%	36	2%	139	2%	31	1%
Domestic violence	4	0%	0	0%	0	0%	0	0%	4	0%	6	0%
Dress code	3	0%	0	0%	2	0%	2	0%	7	0%	6	0%
Education issues	4	0%	29	2%	29	1%	29	1%	91	1%	5	0%

	Q1		Q2		Q3		Q4		Year to Date		Last Year	
Effective Communication	9	0%	2	0%	55	3%	55	3%	121	2%	28	1%
Eldercare - Adult daycare	8	0%	9	1%	10	1%	10	1%	37	1%	3	0%
Estate Planning	5	0%	8	1%	2	0%	2	0%	17	0%	24	1%
Event planning	10	1%	9	1%	32	2%	32	2%	83	1%	40	2%
Exercise & Fitness issues	36	2%	9	1%	55	3%	55	3%	155	2%	33	1%
Experiencing culture differences	4	0%	0	0%	0	0%	0	0%	4	0%	3	0%
Financial Issues	8	0%	1	0%	6	0%	6	0%	21	0%	1	0%
Gambling	2	0%	2	0%	1	0%	1	0%	6	0%	0	0%
Gay, Lesbian, Bisexual and Transgender issues	0	0%	1	0%	1	0%	1	0%	3	0%	1	0%
Government Benefits	10	1%	3	0%	4	0%	4	0%	21	0%	4	0%
Government Services	1	0%	0	0%	5	0%	5	0%	11	0%	9	0%
Home Health	8	0%	18	1%	9	0%	9	0%	44	1%	9	0%
Home Improvements	7	0%	0	0%	4	0%	4	0%	15	0%	2	0%
Home Loans	6	0%	4	0%	5	0%	5	0%	20	0%	10	0%
Hospice Care	3	0%	1	0%	8	0%	8	0%	20	0%	7	0%
Income Tax issues	14	1%	6	0%	16	1%	16	1%	52	1%	25	1%
Insurance issues	7	0%	2	0%	4	0%	4	0%	17	0%	14	1%
Investing Options	22	1%	2	0%	4	0%	4	0%	32	0%	23	1%
Job Loss	31	2%	15	1%	3	0%	3	0%	52	1%	11	0%
Lawsuits and Court procedures	1	0%	14	1%	0	0%	0	0%	15	0%	6	0%
Life Improvement	10	1%	6	0%	16	1%	16	1%	48	1%	6	0%
Living Trusts	1	0%	3	0%	3	0%	3	0%	10	0%	12	0%
Loans	9	0%	8	1%	11	1%	11	1%	39	1%	27	1%
Marital Relations	11	1%	8	1%	17	1%	17	1%	53	1%	10	0%
Medical related issues	20	1%	97	7%	150	8%	150	8%	417	6%	56	2%
Medication, treatment and therapies	1	0%	2	0%	3	0%	3	0%	9	0%	6	0%
Mental Health Issues - General	30	2%	4	0%	17	1%	17	1%	68	1%	18	1%
Nannies - Au Pairs	14	1%	3	0%	1	0%	1	0%	19	0%	1	0%
Nursing Homes	2	0%	1	0%	6	0%	6	0%	15	0%	3	0%
Nutrition	36	2%	23	2%	47	2%	47	2%	153	2%	3	0%
Obsessive-compulsive disorders	0	0%	0	0%	2	0%	2	0%	4	0%	1	0%
Other	24	1%	104	7%	62	3%	62	3%	252	3%	163	7%
Parenting	46	2%	36	2%	44	2%	44	2%	170	2%	82	3%
Parenting after divorce	0	0%	0	0%	13	1%	13	1%	26	0%	2	0%
Patient Rights	7	0%	0	0%	1	0%	1	0%	9	0%	1	0%
Paying for School	24	1%	9	1%	16	1%	16	1%	65	1%	15	1%
Performance reviews	3	0%	2	0%	23	1%	23	1%	51	1%	6	0%
Personal Finance	35	2%	39	3%	57	3%	57	3%	188	3%	75	3%
Personal Safety	9	0%	2	0%	11	1%	11	1%	33	0%	28	1%
Phobias	4	0%	0	0%	0	0%	0	0%	4	0%	2	0%
Planning career	16	1%	6	0%	0	0%	0	0%	22	0%	10	0%
Property Division	6	0%	10	1%	15	1%	15	1%	46	1%	10	0%
Psychological trauma	7	0%	0	0%	8	0%	8	0%	23	0%	0	0%
Rape and Assault	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Real Estate - Tenant rights	3	0%	0	0%	7	0%	7	0%	17	0%	1	0%
Relationships - friends, neighbors, others	65	3%	26	2%	40	2%	40	2%	171	2%	45	2%
Relocating	1	0%	0	0%	0	0%	0	0%	1	0%	5	0%
Retirement Issues	48	3%	5	0%	2	0%	2	0%	57	1%	12	0%
Schizophrenia	4	0%	4	0%	0	0%	0	0%	8	0%	2	0%
Seasonal Affective Disorder	1	0%	1	0%	0	0%	0	0%	2	0%	10	0%

	<u>Q1</u>		<u>Q2</u>		<u>Q3</u>		<u>Q4</u>		<u>Year to Date</u>		<u>Last Year</u>	
Self-esteem	14	1%	10	1%	24	1%	24	1%	72	1%	1	0%
Self-help topics	6	0%	10	1%	0	0%	0	0%	16	0%	19	1%
Shopping	25	1%	7	0%	1	0%	1	0%	34	0%	22	1%
Sleep Disorders	0	0%	0	0%	0	0%	0	0%	0	0%	6	0%
Special diets	11	1%	3	0%	10	1%	10	1%	34	0%	4	0%
Stress	101	5%	55	4%	38	2%	38	2%	232	3%	82	3%
Suicide	8	0%	1	0%	11	1%	11	1%	31	0%	21	1%
Time Management	3	0%	0	0%	12	1%	12	1%	27	0%	0	0%
Ways to save money	15	1%	9	1%	29	1%	29	1%	82	1%	0	0%
Weight Management	7	0%	4	0%	2	0%	2	0%	15	0%	1	0%
Wills	11	1%	9	1%	18	1%	18	1%	56	1%	19	1%
Women's conditions	1	0%	19	1%	5	0%	5	0%	30	0%	3	0%
Working with Professionals	287	15%	145	10%	267	13%	267	13%	966	13%	139	6%
Work-life balance	17	1%	8	1%	4	0%	4	0%	33	0%	0	0%
Workplace relationships	35	2%	10	1%	45	2%	45	2%	121	2%	15	1%
	<u>1909</u>		<u>1471</u>		<u>2000</u>		<u>2000</u>		<u>7366</u>		<u>2404</u>	
<b>Online Activity Type</b>												
Articles	853	45%	839	57%	1177	59%	1177	59%	4046	55%	1097	46%
Assessment tools	498	26%	256	17%	345	17%	345	17%	1444	20%	541	23%
Company information	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Guidance Expert material	145	8%	211	14%	268	13%	268	13%	892	12%	411	17%
Merchandise	411	22%	165	11%	198	10%	198	10%	972	13%	356	15%
Multimedia	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
News	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Newsletter archives	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quotes/calculators	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Search database	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Survey	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total Activity Types</b>	<u>1909</u>		<u>1471</u>		<u>2000</u>		<u>2000</u>		<u>7366</u>		<u>2404</u>	
<b>Total Product Utilization</b>	<b>1909</b>		<b>1471</b>		<b>2000</b>		<b>2000</b>		<b>7366</b>		<b>2404</b>	

# EAP Intake Satisfaction Survey

Thank you for contacting the information and assistance services provided to you by your organization's benefits program. We hope our services will be helpful to you. To help us further improve our services, please complete the following survey based on the interaction with your Intake Specialist. We appreciate your time and input.

Employer: \_\_\_\_\_ Referral/GRA Number (If known, optional) \_\_\_\_\_

Your Name (Optional) \_\_\_\_\_ Status:  Employee  Spouse  Dependent  Other

**Please use the following scale to rate the services:**

1 (Unacceptable)      2 (Unsatisfactory)      3 (Satisfactory)      4 (Good)      5 (Excellent)      N/A

**How would you rate:**

- 1. Your access to the telephone intake services?  1  2  3  4  5  N/A
- 2. The friendliness and courtesy of the Intake Specialist?  1  2  3  4  5  N/A
- 3. The Intake Specialist's ability to listen and understand your concerns?  1  2  3  4  5  N/A
- 4. The Intake Specialist's ability to explain the services and benefits?  1  2  3  4  5  N/A
- 5. Overall quality of the Intake Specialist?  1  2  3  4  5  N/A

**General Information:**

- 1. Is this the first time you've sought either counseling or assistance?  Yes  No
- 2. Based on your intake call, would you recommend this service to other co-workers?  Yes  No
- 3. Do you feel better for having sought assistance?  Yes  No
- 4. Do you consider this service a valuable benefit?  Yes  No

Feel free to leave any additional comments. You may use the backside of this survey if necessary:

Please return this survey to the QM Department by fax to 312.705.1521 - e-mail to [surveys@compsych.com](mailto:surveys@compsych.com) or Mail to: Intake Survey – QM Dept. 455 N. Cityfront Plaza Drive, 13th Floor Chicago, IL 60611

# EAP Counselor Satisfaction Survey

Thank you for contacting the information and assistance services provided to you by your organization's benefits program. We hope our services have been helpful to you. To help us further improve our services, please complete the following survey based on the sessions-to-date you have had with your provider. We appreciate your time and input.

Employer: \_\_\_\_\_ Referral/GRA Number (If known, optional): \_\_\_\_\_

Counselor's name: \_\_\_\_\_ Your Name (Optional) \_\_\_\_\_

Status:  Employee  Spouse  Dependent  Other

**Please use the following scale to rate the services:**

1 (Unacceptable)      2 (Unsatisfactory)      3 (Satisfactory)      4 (Good)      5 (Excellent)      N/A

**How would you rate:**

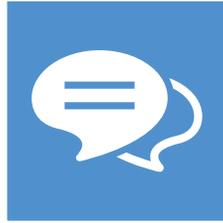
- 1. The EAP counselor's availability to schedule an appointment?  1  2  3  4  5  N/A
- 2. The appearance of the EAP counselor's office?  1  2  3  4  5  N/A
- 3. The EAP counselor's ability to listen and understand your concerns?  1  2  3  4  5  N/A
- 4. The EAP counselor's ability to help you reach your goals?  1  2  3  4  5  N/A
- 5. Overall satisfaction with the EAP counselor?  1  2  3  4  5  N/A

**General Information:**

- 1. Is this the first time you've sought either counseling or assistance?  Yes  No
- 2. Based on your intake call, would you recommend this service to other co-workers?  Yes  No
- 3. Do you feel better for having sought assistance?  Yes  No
- 4. Do you consider this service a valuable benefit?  Yes  No

Feel free to leave any additional comments. You may use the backside of this survey if necessary:

Please return this survey to the QM Department by fax to 312.705.1521 - e-mail to surveys@compsych.com or Mail to: Intake Survey – QM Dept. 455 N. Cityfront Plaza Drive, 13th Floor Chicago, IL 60611



# Sample Engagement Materials

## Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.



### Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts



### Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care



### Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.



### Financial Resources

Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more



### Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert"

Your GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: XXX.XXX.XXXX

TDD: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant™, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceResources® Now

Web ID: XXXXXX

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.

## 24/7 Support, Resources & Information

### Contact Your GuidanceResources® Program

Call: XXX.XXX.XXXX

TDD: 800.697.0353

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceResources® Now

Web ID: XXXXXX

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## Your GuidanceResources® Program

Contact us anytime for confidential assistance.

24/7 Support, Resources & Information

GuidanceResources®

## THE EMOTIONAL ROLLERCOASTER



Sometimes our emotions can get the best of us. Our program offers free, confidential counseling to help you take charge of your life, physically and emotionally. Available 24 hours a day, 7 days a week to you and your loved ones.

### We have the tools you need

Call: XXX.XXX.XXXX  
TDD: 800.697.0353  
Online: [guidanceresources.com](http://guidanceresources.com)  
App: GuidanceResources® Now  
Web ID: XXXXXXX

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GuidanceResources®

## Direction

We all need it. But even the most driven among us can lose the way from time to time. That's where your GuidanceResources program can help. Our experienced, caring counselors are available 24 hours a day, seven days a week with a plan to get you back on track.

### We can point the way.

Call: XXX.XXX.XXXX  
TDD: 800.697.0353  
Online: [guidanceresources.com](http://guidanceresources.com)  
App: GuidanceResources® Now  
Web ID: XXXXXXX



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## 2017 Communications Campaigns

GuidanceResources®

### Family Well-being

#### Building Better Family Communication

**HelpSheet™:** Being able to express positive and negative feelings and solving problems together are keys to a successful, happy family.

#### Benefits of Family Meals

**Flyer:** Squeezing in the time to eat meals together has both physical and mental benefits.

#### Car Safety for Children

**Poster:** Protect your children by following these basic rules.

**GuidanceResources® Online:** Use the child care search to find day care centers and other resources near you.



### Career Well-being

#### Planning for Your Performance Review

**HelpSheet:** These tips can help you learn to discuss achievements and challenges candidly with your manager and make the most of your next review.

#### Building Workplace Resilience

**Flyer:** The key to developing resilience at work is to find ways to neutralize stress or turn it into positive motivation.

#### Creating an Effective Daily Work Routine

**Poster:** A routine will keep you focused and organized.

**GuidanceResources Online:** Have a couple of minutes? Watch "Managing Personal Finance" in the video library.



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### Mental Well-being

#### Fostering Resilience

**HelpSheet:** How resilient resilience can be strength

#### A Serious Weapon to

**Flyer: Humor:** Did you kn stress, fight illness and pr

#### 5 Tips for Boosting En

**Poster:** Learn natural lifes the energy rollercoaster.

**GuidanceResources Onl Relax™** in the On-Demand

GuidanceResources®

### Fostering Resilience

How resilient are you? During a personal crisis, some people are more resilient than others. Resilience is more than coping; it's about confronting crises and difficult situations without getting overwhelmed by them. Resilient people are better able to handle life's stressors and adapt to changing situations. Being resilient can help protect you from depression, stress and anxiety, too.

Resilience can be strengthened and nurtured in adults and children by improving self-esteem, developing a strong system of social support and taking care of your physical and mental health.

#### Maintain Strong Connections With Family and Friends

Having strong, positive relationships with others provides a cushion of acceptance and support that can help you weather tough times.

#### Avoid Viewing Problems as Insurmountable

You have probably handled and survived difficult situations in the past. Learn from these experiences and be

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### Finding Your Resilience

The death of a loved one, loss of a job, serious illness or being a victim of violent crime are all challenging life events. People react to these types of events differently. Some people may even become temporarily incapacitated. However, some kinds of stressors and even thrive in spite of them. These i

#### What are the characteristics of resilient peo

- Strong relationships
- Self-motivation
- A positive view of yourself and confidence in your streng
- Skills in communication and problem solving
- Self-awareness
- Emotional control

#### Ways to Build Resilience

- Make connections
- Avoid seeing crises as insurmountable problems
- Accept that change is a part of living
- Move towards your goals
- Take decisive actions
- Look for opportunities for self-discovery
- Maintain a hopeful outlook
- Take care of yourself

#### Here when you need us.

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Web ID: XXXXXX

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u respond to the situation.

g goals for yourself so that  
that you have a direction

y diet and get adequate  
or reduce consumption.

rogram  
and strategies for improving  
gling and other services.

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### Building Resilience

Resilience is more than coping—it's about confronting crises and difficult situations without getting overwhelmed by them. Resilient people are better able to handle life's stressors and adapt to changing situations. Being resilient can help protect you from depression, stress and anxiety, too.

Resilience can be strengthened and nurtured in adults and children in numerous ways:

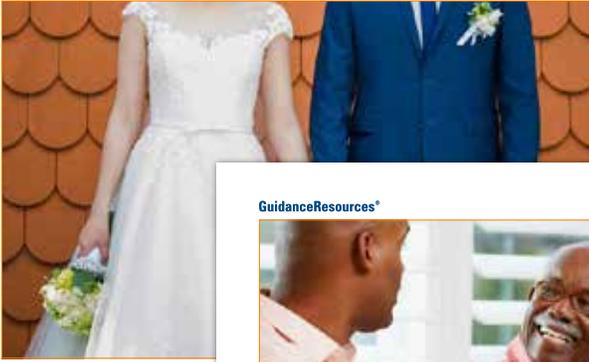
- Maintain strong connections with family and friends
- Avoid viewing problems as insurmountable
- Accept that change is part of living
- Keep a long-term perspective and hopeful outlook
- Take care of your physical and mental health
- Get support and resources from your Employee Assistance Program

#### Here when you need us.

Call: XXX.XXX.XXXX  
TDD: 800.697.0353  
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App: GuidanceResources® Now  
Web ID: XXXXXX

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## Getting Married

Getting married is a joyous occasion. It's also a time that can lead to a number of questions and concerns. Our GuidanceResources Employee Assistance Program can help with your mind.

Our experienced clinicians, financial experts and staff attorneys offer confidential counseling, planning tools and other resources to address any issues you may have. These services are provided at no cost to you and your household members and are available 24 hours a day, seven days a week online or by calling a toll-free number.

### Here when you need us

Call: XXX.XXX.XXXX  
TDD: 800.697.0353  
Online: [guidanceresources.com](http://guidanceresources.com)  
App: GuidanceResources® Now  
Web ID: XXXXXX

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GuidanceResources®



## Planning for Retirement

Retirement has changed dramatically. Today's retirees are healthier, living longer and more active, which makes planning for retirement more important.

The financial experts at your GuidanceResources Employee Assistance Program can help. This assistance is available to you and your household members seven days a week online or via a toll-free number.

### Here when you need us

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## Dealing With Bullying

According to the American Academy of Child and Adolescent Psychiatry, as many as half of all children experience bullying during their school years. If your child is being bullied, threatened, harassed or physically abused, it is important to respond properly. Our GuidanceResources Employee Assistance Program can help.

Online or on the phone, a GuidanceResources Employee Assistance Program counselor can help you anytime to put you in touch with the people you need to tackle bullying before it gets worse. These services are provided at no cost to you and your household members and are available 24 hours a day, seven days a week online or by calling a toll-free number.

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## A Growing Family

Having a newborn is an exciting time for parents. It's also a challenging time, especially when it comes to returning to the workforce. Your GuidanceResources Employee Assistance Program can help with these transitions.

Our experienced clinicians, financial experts and staff attorneys offer confidential counseling, planning tools and other resources to address any issues you may have. These services are provided at no cost to you and your household members and are available 24 hours a day, seven days a week online or by calling a toll-free number.

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#### Call anytime for concerns such as:

- Diet and pregnancy
- Childproofing your home
- Coping with postpartum depression
- Returning to work after leave
- Adjusting to parenthood



GuidanceResources®

## Legal Guidance

### Get the Legal Help You Need

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant<sup>SM</sup> who will talk with you about your situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be connected to an attorney directly.

### Our attorneys can help you with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure questions
- Immigration concerns
- Wills and living wills

24/7

### Anytime, Anywhere.

Your GuidanceResources® program—we're here whenever you need us  
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Contact your GuidanceResources® program 24/7 for resources and support.  
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### Protect Your Future

GuidanceResources® knows how much money matters. Call us to speak with one of our in-house CPAs, Certified Financial Planners or other financial experts. Get free confidential information and resources on a wide range of financial issues, including:

- Getting or staying out of debt
- Qualifying for a mortgage
- Budgeting
- Tax questions
- Saving for retirement

*We're your life assistant.*

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## DOLLARS AND SENSE



## January - New Year, New You

**HelpSheet<sup>SM</sup>:** Steps to a Healthy Lifestyle

**Flyer:** Making Your New Year's Resolutions Count

**Poster:** Achieving Resolutions With Resilience

**On-Demand Training:** Manage Your Personal Finances



## February - Healthy Heart

**HelpSheet:** American Heart Month

**Flyer:** Exercise for Cardiovascular Health

**Poster:** Simple Steps to Heart Health

**Online Quiz:** Are you at risk for heart disease?



## March - Personal Finances

**HelpSheet:** Budgeting for Financial Success

**Flyer:** Tips for Living Within Your Means

**Poster:** Budgeting as a Family

**Training Topic:** The Psychology Behind Saving Money



## April - Work-Life Balance

**HelpSheet:** Finding a Balance Between Work and Family

**Flyer:** Tips for Better Work-Life Balance

**Poster:** Achieving Balance

**Training Topic:** Balancing Work and Life



## May - Mental Health Awareness

**HelpSheet:** Are you emotionally overwhelmed?

**Flyer:** Suicide Awareness

**Poster:** How to Get Help

**On-Demand Training:** How to Cope With a Crisis or Trauma



## June - Family Togetherness

**HelpSheet:** Building Relationships That Matter

**Flyer:** Benefits of Family Meals

**Poster:** Improving Family Communication

**Training Topic:** Building Your Child's Self-esteem



## July - Summer Safety

**HelpSheet:** Staying Safe This Summer

**Flyer:** Tips for Beating the Sun and Heat

**Poster:** Healthy Travel Tips

**Online Quiz:** Am I safe in the summer?



## August - Back to School

**HelpSheet:** Handling Bullies

**Flyer:** Back to School Prep

**Poster:** National Immunization Month

**On-Demand Training:** No Such Thing as the Perfect Parent



## September - Mindfulness

**HelpSheet:** Beating Stress With Mindfulness

**Flyer:** Practicing Mindfulness

**Poster:** Mindful Eating

**Online Slideshow:** Restorative Yoga Poses



## October - Empathy and Advocacy

**HelpSheet:** Talking to and About People With Disabilities

**Flyer:** Breast Cancer Awareness Month

**Poster:** How to Act Around Service Animals

**Training Topic:** Parenting a Child With Special Needs



## November - Diabetes Awareness Month

**HelpSheet:** What is diabetes?

**Flyer:** Diabetes Awareness Month

**Poster:** Simple Ways to Improve Your Numbers

**Online Podcast:** Diabetes Awareness



## December - Healthy Holidays

**HelpSheet:** Handling Holiday Stress

**Flyer:** Bringing Cheer to the Season

**Poster:** Healthy and Happy for the Holidays

**On-Demand Training:** How to Manage Holiday Stress



## 2019 Personal Development/Work-Life Topics

ComPsych® workshops provide valuable learning for employees and increase visibility and utilization of the GuidanceResources benefit. Topics are designed and written by our internal staff of psychologists and adult learning experts. These 45-60 minute programs are informative and engaging.

A minimum of 30 days is requested for scheduling sessions to ensure the training date is available and to secure the most qualified facilitator for the selected topic. A minimum of eight participants and a maximum of 35 participants are recommended.

### GuidanceResources Program Orientation

Employee and supervisory orientations are an integral part of the ComPsych program. Based upon customer needs, employee locations, population concentration, along with HR policies, ComPsych will help facilitate a smooth schedule for program roll-out or to reintroduce the services. The purpose of these orientations is to introduce the services, stress the professional and confidential nature of the benefit, and relate the methods of accessing help.

### Personal Development/Work-Life Workshops

#### Communication Skills

- Becoming a Better Listener
- Bringing Out the Best in Others
- Civility in the Workplace
- Deescalating Potentially Violent Situations\*
- Effective Communication
- Friendly Persuasion: How to Get the Things You Want & Need
- Giving Effective Feedback in Personal or Work Situations
- How to Deal With a Difficult Person
- Initiating Difficult Conversations
- Learning to Say "No"
- Practicing Assertiveness
- Responding To Behavior That Makes You Feel Uncomfortable\*
- Using Reason to Resolve Conflict

#### Parenting

- Building Strong Relationships With Your Adult Children
- Building Your Child's Self-Esteem
- Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex and Peer Pressure
- Discipline That Works
- The Emotionally Healthy Teen: Dealing With Issues of Substance Abuse, Depression, Suicide and Eating Disorders
- Encouraging Kids to Be Active
- Engaging in Creative Play With Children
- Establishing Bedtime Routines That Work
- Extracurricular Activities: How Much Is Too Much
- Getting Through the Stages of Pregnancy

- Helping Children Cope With Grief
- Helping Children Develop Strong Ethics and Values
- Helping Your Child Set Goals for the Future
- Kids and the Internet: Becoming a Cyber-Savvy Parent (Webinar Only)
- Kids and Meals: It Doesn't Have to Be a Battleground
- No Such Thing as Perfect Parent
- The Parent as Role Model
- Parenting a Child With Special Needs
- Parenting Toddlers
- Parenting Your College Age "Kids"
- School's Out: Getting Everyone Through the Summer
- Sibling Rivalry
- Standing Tall: Handling Bullies at School
- Talking to Your Child About Tough Issues Affecting the Family
- The Successful Single Parent
- Teaching Your Kids How to Manage Money
- Teenage Rebellion

#### Older Adult Care

- Caring From a Distance
- Helping Your Senior Loved One Be Independent and Safe (webinar only)
- The Sandwich Generation: Balancing Your Personal Life With the Needs of Your Older Parents or Loved Ones
- Supporting Others Through End of Life
- Talking About the Tough Subjects With Your Parent or Older Loved One
- Understanding How Your Emotions Impact Interactions With Older Loved Ones

- When Someone You Love Has Alzheimer's

#### Personal Development

- The Art of Patience
- Awakening the Passion in Your Life
- Being A Socially Responsible Person\*
- Being Accountable in Work and Life
- Being Part of a Multigenerational Team
- Becoming a Team Player
- Building Trust
- The Confident You: Taking Charge of Your Life
- Cutting Through the Clutter
- Developing Creativity
- Emotional Intelligence
- Forgiving Yourself and Others
- Gratitude: A Skill for Happier Living
- How to Be More Engaged at Work
- How to Make a Habit of Success
- Improving Your Memory
- Journaling and Writing For Personal Growth\*
- Know Before You Go: How to Prepare for a Visit to the Doctor (webinar only)
- Laughter, Humor and Play to Reduce Stress and Solve Problems
- Living Simply: Simplify Your Life
- Loving...You: Boosting Self-esteem and Acceptance
- Managing Anger at Home and at Work
- Managing Your Emotions in the Workplace
- Mindfulness: Being Present in Your Work and Life
- Moving From School to Career
- Navigating Life's Big Decisions

\*New for 2019

- Mental Fitness for Optimal Brain Power
- Overcoming Procrastination
- Overcoming Shyness
- Overcoming Your Distorted Negative Thinking
- Reading For Fulfillment\*
- Sailing On: A Guide to Transitioning Into Retirement
- Secrets to Self-Motivation
- Staying Engaged And Advancing Your Career As A Remote Employee\*
- Strengthening Your Ability to Empathize
- Time Management Principles
- Time Management Tools: To-Do Lists, Calendars, Etc.
- Using Kindness to Achieve Personal Success and Happiness
- Where Are You Going? Goal Setting for Personal and Professional Success
- Working Through Mistakes

## Resilience

- Coping With a Traumatic Event
- How to Receive Criticism and Make it Work for You
- Living With Change
- Moving Through Grief and Loss
- Preparing for Financial Emergencies
- Reinventing Yourself
- Resiliency: Bouncing Back After a Setback
- Stress: A Way of Life or a Fact of Life
- The Impact of Attitude on Work and Life
- Where Are You Going? Goal Setting for Personal and Professional Success

## Legal And Financial

- 10 Strategies for Improving Your Finances
- After the Holidays: Managing That Debt
- Are You Financially on Track for Retirement?

- Basics of Estate Planning
- Distribution Options for Retirement Plans
- The Finances of Purchasing Your Own Home
- Financial Planning for Life
- The Five Pillars of Personal Finance
- Getting the Best Value out of Your Health Benefits (webinar only)
- The Impact of Foreclosure
- The Importance of Participating in Your Employer's Retirement Plan
- Managing Personal Finances
- New Realities in Home Ownership
- Options for Financing College
- Paying Off Debt While Building Wealth
- The Psychology Behind Saving Money and Other Good Financial Habits
- Understanding the Importance of Credit in Today's Economy

## Behavioral Health and Wellness

- Balancing Work and Life
- Connecting Mind and Body for Healthy Living
- Coping During Uncertain Times
- Coping With Compassion Stress
- Counseling and Therapy, Demystified
- Developing Will Power and Self Control to Change Behavior
- Drinking Responsibly
- Eating Healthy on a Budget
- Emotional Eating: The Connection Between Mood and Food
- From Smoker to Smoke Free (Webinar Only)
- Get Moving, An Introduction to Exercise (webinar only)
- Happiness: A Key to Life's Satisfaction
- Healthy Food Choices on the Go
- Healthy Lifestyles: Changing the Way You Think About Diet and Exercise

- Hobbies for Mental and Physical Health
- Learning to Relax
- Letting Go of the Things That Hold You Back
- Loneliness and Social Isolation In Today's World\*
- Managing Holiday Stress
- Mental Health Awareness
- Running on E: Adding Energy and Passion to Your Work and Life
- Sleep: An Essential Component of Health and Well-Being
- Staying Young Through the Years
- Suicide Awareness
- The Impact Of A Difficult Childhood On Your Adult Life\*
- Understanding Depression
- Walking For Mental Health\*

## Family and Relationships

- Communicating Without Conflict With Your Significant Other
- Communication Skills for Families
- Domestic Violence Awareness\*
- Enjoying Your Empty Nest
- Helping a Loved One Through Difficult Times
- The Impact of Substance Abuse on the Family
- Life After Divorce: Landing on Your Feet
- Making the Most of Family Occasions
- Planning a Family Vacation
- Rewards and Challenges of the Blended Family
- Single Again After All These Years
- Staying Connected: Keeping the Spark Alive in Your Relationship
- Transitioning Home: Relationships (for Veterans) (webinar only)
- When Mom and Dad Move in With You

## Guidelines and Policies

- All sessions are designed to be 45-60 minutes in length.
- Face-to-face sessions are designed for a minimum of 8 participants and a maximum of 35 participants. Webinar sessions can accommodate up to 1,000.
- Same-day training sessions must run consecutively, unless otherwise mutually agreed.
- Sessions are available from 7 a.m. to 7 p.m., Monday through Friday.

\*New for 2019

Alaska Railroad

# **Accessibility Analysis**

February 27, 2019

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A report on the accessibility of the

**ComPsych Network**

for the employees of

**Alaska Railroad**

## Accessibility summary

Accessibility analysis specifications	
Provider group:	<b>ComPsych Network</b> 16,419 providers at 12,911 locations (based on 19,837 records)
Employee group:	<b>Urban Employees</b> 91 employees
Access standard:	<b>2 Providers within 10 miles</b>
Employees with desired access:	91 (100.0%)

Average distance to a choice of providers for employees with desired access					
Number of providers	1	2	3	4	5
Miles	1.1	1.8	2.4	2.6	2.9

Key geographic areas				
City	Total number of employees	Employees with desired access		
		Number	Percent	Average distance to 2 providers
ANCHORAGE	91	91	100.0	1.8

## Accessibility summary

Accessibility analysis specifications	
Provider group:	<b>ComPsych Network</b> 16,419 providers at 12,911 locations (based on 19,837 records)
Employee group:	<b>Suburban Employees</b> 90 employees
Access standard:	<b>2 Providers within 15 miles</b>
Employees with desired access:	90 (100.0%)

Average distance to a choice of providers for employees with desired access					
Number of providers	1	2	3	4	5
Miles	1.8	2.9	3.3	3.4	3.6

Key geographic areas				
City	Total number of employees	Employees with desired access		
		Number	Percent	Average distance to 2 providers
ANCHORAGE	88	88	100.0	2.9
NORTH LAS VEGAS	1	1	100.0	7.7
RENTON	1	1	100.0	3.4

## Accessibility summary

Accessibility analysis specifications	
Provider group:	<b>ComPsych Network</b> 16,419 providers at 12,911 locations (based on 19,837 records)
Employee group:	<b>Rural Employees</b> 328 employees
Access standard:	<b>2 Providers within 30 miles</b>
Employees with desired access:	304 (92.7%)

Average distance to a choice of providers for employees with desired access					
Number of providers	1	2	3	4	5
Miles	5.7	7.2	8.6	11.5	12.6

Key geographic areas				
City	Total number of employees	Employees with desired access		
		Number	Percent	Average distance to 2 providers
WASILLA	82	82	100.0	4.9
FAIRBANKS	46	46	100.0	4.2
ANCHORAGE	40	40	100.0	3.7
PALMER	34	33	97.1	5.5
EAGLE RIVER	32	32	100.0	12.0
CHUGIAK	20	20	100.0	13.6
NORTH POLE	15	15	100.0	11.7
BIG LAKE	8	8	100.0	12.7
ESTER	4	4	100.0	3.7
GIRDWOOD	4	4	100.0	27.8

## Accessibility summary

Accessibility analysis specifications	
Provider group:	<b>ComPsych Network</b> 16,419 providers at 12,911 locations (based on 19,837 records)
Employee group:	<b>Rural Employees</b> 328 employees
Access standard:	<b>2 Providers within 30 miles</b>
Employees without desired access:	24 (7.3%)

Average distance to a choice of providers for employees without desired access					
Number of providers	1	2	3	4	5
Miles	54.7	56.5	58.5	60.4	62.6

Key geographic areas				
City	Total number of employees	Employees without desired access		
		Number	Percent	Average distance to 2 providers
TALKEETNA	12	12	100.0	54.8
SEWARD	4	4	100.0	60.1
CANTWELL	2	2	100.0	100.5
MOOSE PASS	2	2	100.0	34.9
WHITTIER	2	2	100.0	47.9
PALMER	34	1	2.9	39.8
ANDERSON	1	1	100.0	50.9

## ZIP Codes not meeting the access standard

Rural Employees						
City	ZIP Code	Total number of employees	Employees without desired access			
			Number	Pct	Average distance to providers	
					1	2
ANDERSON	99744	1	1	100.0	49.7	50.9
CANTWELL	99729	2	2	100.0	98.9	100.5
MOOSE PASS	99631	2	2	100.0	30.1	34.9
PALMER	99645	34	1	2.9	38.4	39.8
SEWARD	99664	4	4	100.0	60.1	60.1
TALKEETNA	99676	12	12	100.0	53.6	54.8
WHITTIER	99693	2	2	100.0	42.6	47.9

Provider group: ComPsych Network

Access standard:

2 Providers within 30 miles



# Virtual Counseling: Flexible Solutions for a Healthier Life

Which of us wouldn't be healthier if we just had more time? With flexible telehealth solutions from your GuidanceResources program, that's no longer a problem. The tools available from your GuidanceResources program give you options for how, when and where you access services.

## Counseling Options

As an alternative to traditional face-to-face counseling:

**Telephone Counseling:** If in-person counseling is not possible or not appealing to you, counseling services can be provided over the phone. Get all the benefits of speaking with a highly qualified clinician without the hassle of an office appointment.

**Video Counseling:** Scheduled as easily as face-to-face sessions, video counseling appeals to those who desire an alternative to in-person counseling.

To access either service, contact your GuidanceResources program 24/7 toll-free number. A GuidanceConsultant<sup>SM</sup> will answer your call, discuss your issue and arrange for an appointment for telephonic counseling with a ComPsych<sup>®</sup> clinician or video counseling with a local counselor from our network.

## Online Tools

**Online Chat:** Accessible online, Chat is staffed by master's-level intake clinicians and is conducted in real-time, giving you immediate help.

**Online Tools:** Our award-winning website offers users a customized online experience designed to engage you through a variety of cutting-edge, interactive tools and other resources, including:

- Personal Development Training Modules for managing stress, parenting, healthy living and more.
- Topic-Specific Online Communities featuring message boards designed to connect individuals who have similar issues and concerns. Portal topics include autism, elder care, maternity and others.
- Articles, podcasts, videos, slide shows and other tools covering thousands of topics important to you.

## Here when you need us.

Call:

TTY: 800.697.0353

Online: [guidanceresources.com](https://guidanceresources.com)

App: GuidanceResources<sup>®</sup> Now

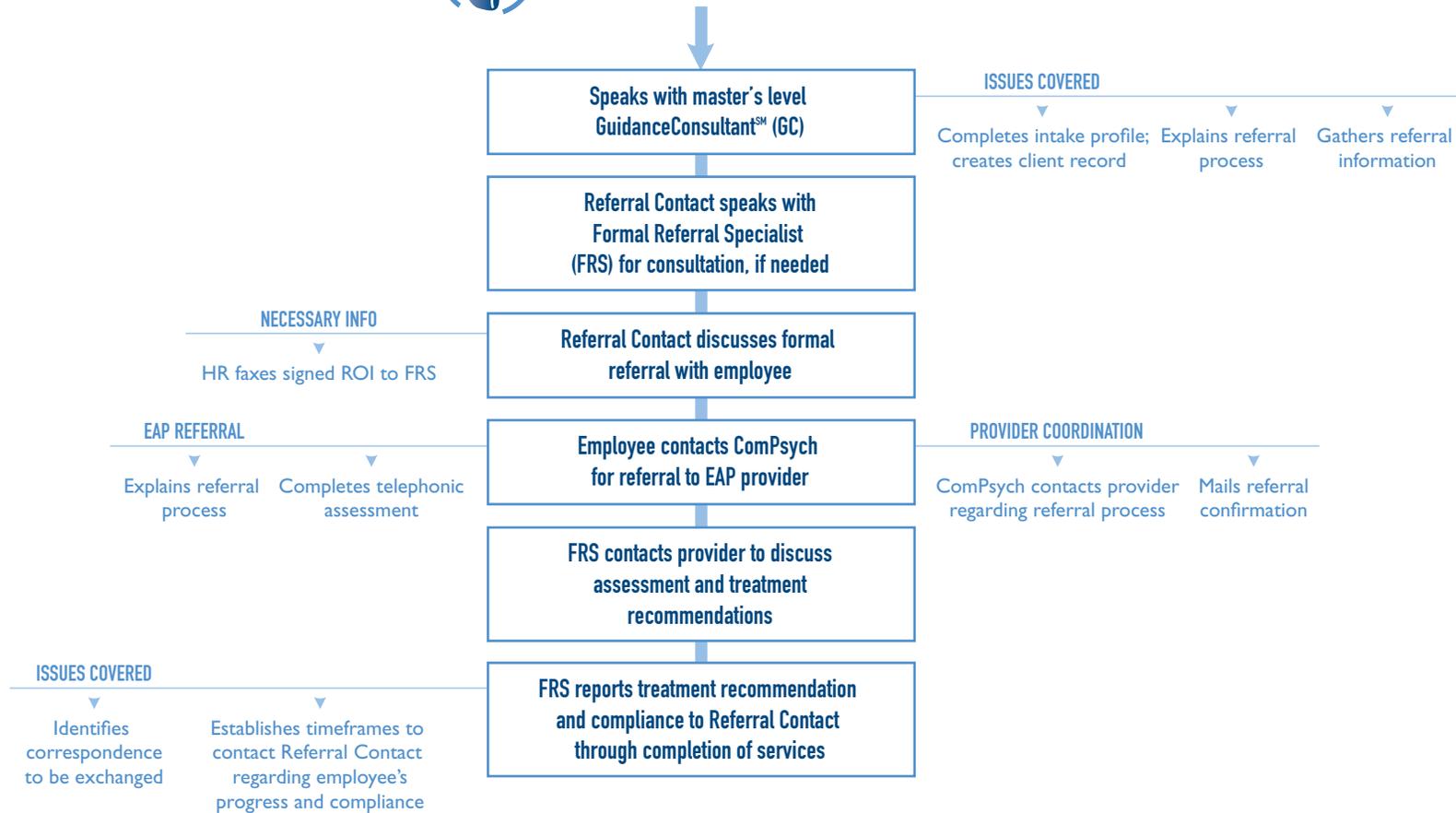
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# Formal Referral Process

## Formal Referral Requested

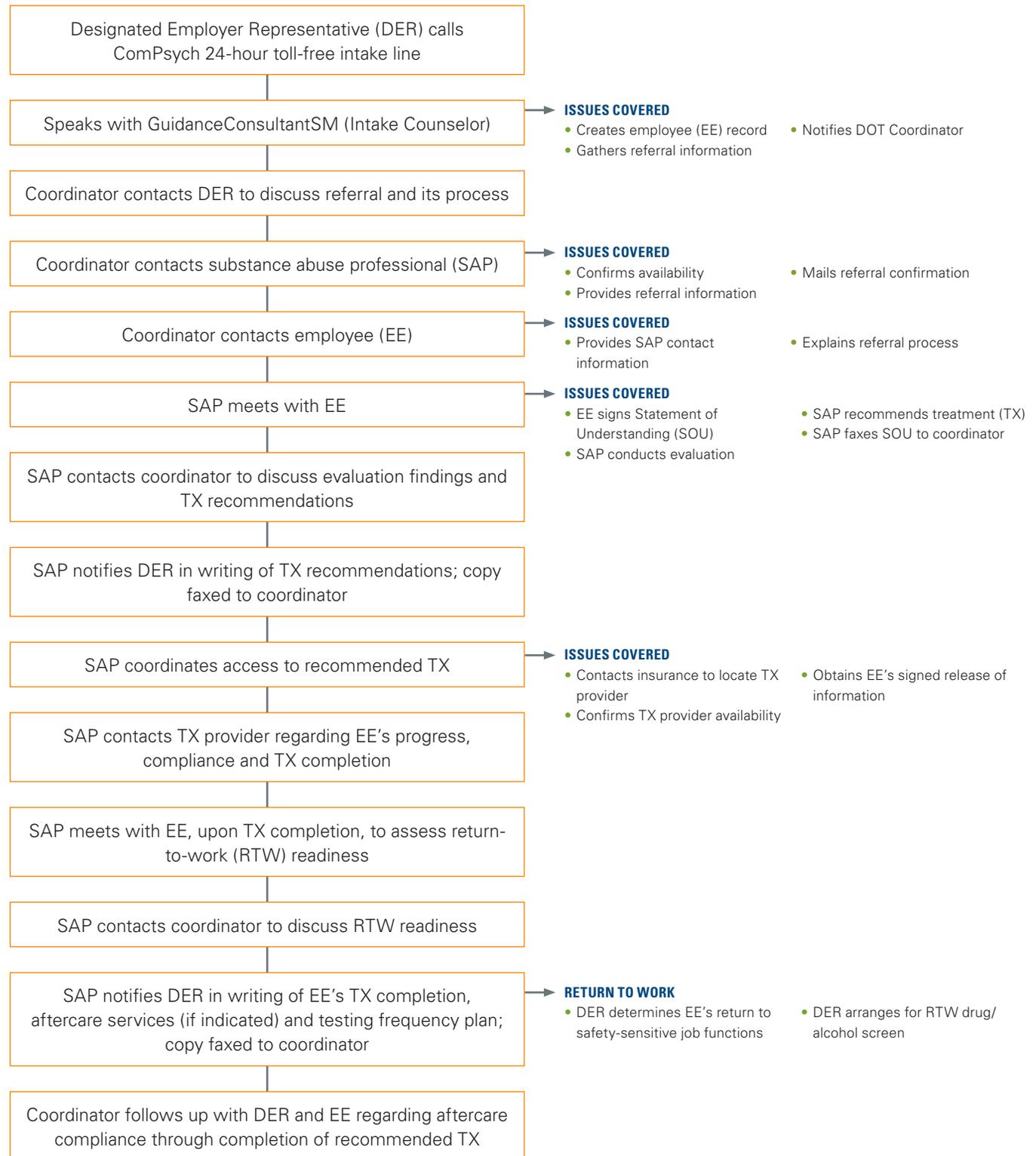


HR manager calls ComPsych 24-hour toll-free line prior to meeting with employee

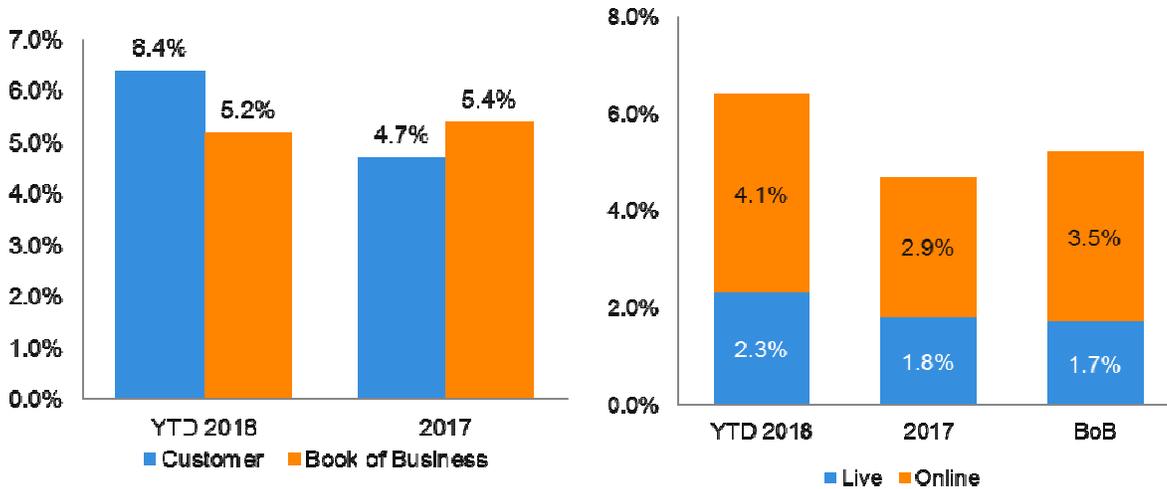


# DOT-Regulated Referral

## Alcohol/Drug Evaluation Due to Positive Screen



## Customer Utilization Highlights – Q4 2018



### Overall Utilization (Annualized)

Total Utilization Rate: 6.4%

- Live Utilization Cases: 45
- Online Utilization Services: 99

### Utilization Highlights & Opportunities

- Both live and online utilization have increased over the previous year, and have exceeded our BoB rates in both categories.
- Opportunity to promote alternative counseling options, such as phone and video counseling, in 2019.

### ComPsych Updates & Highlights

#### New Resource Guides:

ComPsych continues to develop resource guides to educate employees and managers on important workplace matters. In Q4 ComPsych released two new guides: **Teacher Resource Guide and Student Loan Guide**. These are great resources to help your employees based on specific issues:

- **Teacher Resource Guide**  
This guide contains a variety of helpful resources and information focused on helping teachers with finances, stress, work-life balance and emotional issues tied to being a teacher.
- **Student Loan Guide**  
This guide contains a variety of helpful resources and information focused on helping recent college graduates with student loan debt address questions such as repayment options, debt consolidation and forgiveness programs.

#### GuidanceResources Online Update:

In December we released an update to our employee portal GuidanceResources Online. The updated portal includes a fresh new look with enhanced features and functionality to give a more intuitive user experience while offering a variety of ways for the employee to interact with EAP resources and services.

### Top Presenting EAP Issues

#### Live:

- Depression Related
- Anxiety Related
- Partner/Relationship

### Most Accessed Topics Online

#### Online:

- Debt & Bankruptcy
- Emotional Well-Being
- Personal Finance

Contact us anytime for confidential assistance.