



ALASKA RAILROAD CORPORATION
327 W. Ship Creek Ave.
Anchorage, AK 99501.

March 12, 2019

Addendum 2

RFP # 19-03-206670

ARRC Employee Assistance Program Services

Addendum number is issued for additional questions and information.

The Closing Date for this has not changed. This ITB will close as follows:

Proposals will be received until Thursday March 21, 2018 @ 3:00 PM local Alaska time.

Questions:

- Who currently provides EAP services to **ARRC**? For how many years? **Magellan; ARRC has contracted with them for over ten years.**
- What is **ARRC** currently paying for their EAP services? Based on how many employees? **\$4.30 PEPM annual average number of employees 632.**
- What was the total dollar spent for the EAP in the most recent contract year? **For 2018 - \$32,645.60**
- Is **ARRC** currently receiving Work-Life Services, i.e., telephonic consultation and referral for Child Care, Elder Care, etc.? **Yes, see promotional flyers.**
- Is **ARRC** currently receiving Legal Consultation Services, i.e., 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount? **Yes, see promotional flyers.**
- Is **ARRC** currently receiving Financial Consultation Services, i.e., telephone-based financial advisory services provided by qualified financial planners? **Yes, see promotional flyers.**
- Can you provide recent utilization reports or provide utilization statistics? **Yes, see the 2018 annual report.**

- In an effort to be a “green” company, we generally provide promotional materials electronically. Recognizing **ARRC** does desire to have some printed materials included; could you provide details regarding how many printed brochures and how many printed posters are requested annually? **For the rollout of a new vendor, we will need about 1,000 brochures for 2019 and 50 posters. For 2020 we would need about 250 brochures and no additional posters. For ARRC’s population email is not an effective way to communicate.**
- Can you provide the number of training hours provided in the most recent contract year? How many of those hours were provided in-person? **ARRC did not use any training hours in 2018. The current contract allows 10 hours per year and they may be used for on-site employee orientations, supervisor orientations, workplace behavioral health, and wellness educational seminars, or alcohol and drug presentations. We are also very interested in what a vendor has available for webinar training and presentations.**
- Can you provide the number of orientation hours provided in the most recent contract year? How many of those were provided in-person? **ARRC did not use any orientation hours in 2018. HR does all the new employee orientation sessions and introduces new employees to the EAP. We are also very interested in what a vendor has available a webinar type orientation.**
- How many Critical Incident events were responded to in the most recent contract year? **ARRC did not use any critical incident hours in 2018.**
- How many Critical Incident events were responded to in the prior contract year? **Zero**
- How many hours of Critical Incident support were provided in the most recent contract year? **Zero**
- How many hours of Critical Incident support were provided in the prior contract year? **Zero**
- How many hours of on-site Critical Incident support are currently provided in the contracted rate? **On-Site Critical Incident - 10 hours per year.**
- Can you provide information regarding the number of SAP referrals conducted in the most recent contract year and the prior contract year? **If an employee test positive for drugs or alcohol, they are terminated and sent a letter informing them of substance abuse services they can access. If the terminated employee did access services, they would need to pay for the service.**

- Does **ARRC** prefer to have SAP referrals included in the PEPM, or would you prefer to have them billed on a fee for service basis? **If an employee test positive for drugs or alcohol, they are terminated and sent a letter informing them of substance abuse services they can access. If the terminated employee did access services, they would need to pay for the service.**
- The Table of Contents indicates an Appendix J, but this is not found anywhere in the document. Can you please advise on how this should be handled? **That Appendix has now been published on the procurement website.**
- Will the “summer season” employees be eligible for the EAP program? **Yes**
- The first paragraph of the Appendix B Scope of Services uses the phrase Behavioral Health Management. Can **ARRC** provide additional meaning to requirements of Behavioral Health Management? (our general assumption is that this would refer to assistance in connecting people to services beyond the EAP benefit, but not actual administration of such services.) **We are using “Behavioral Health” as the preferred term to “mental health.”**
- Does **ARRC** expect bidders to provide direct responses/answers to the items listed in Appendix B Scope of Services? If yes, where should this be included in the proposal layout? (Our current assumption is responses/answers are not required for the Scope of Services, but that responses/answers are required for the criterion within Appendix D.) **Bidders need to respond to the questions in Appendix J.**
- How many health fair hours were covered in the most recent contract year? **Zero, ARRC does not run its own health fairs.**
- How many counseling sessions should we include in our proposal. **One to Eight sessions. We are also interested in a vendor with telephonic counseling services.**
- How many onsite hours (training and crisis hours) should we include in our proposal. **ARRC did not use any training hours in 2018. The current contract allows 10 hours per year and they may be used for on-site employee orientations, supervisor orientations, workplace behavioral health, and wellness educational seminars, or alcohol and drug presentations. We are also very interested in what a vendor has available for webinar training and presentations.**
- Should we include any DOT cases in our proposal or leave those as a fee for service. **Fee for service.**

What is the current compensation structure? **Self bill Per Employee Per Month.**

CURRENT EAP CONTRACT INCLUDES:

- 24 hour access/immediate & crisis telephone assessment
- Face-to-face clinicians: 1 to 8 sessions (Brief Therapy model)
- Legal and Financial resources and referrals
- The ability to refer to our Premera Blue Cross Preferred Provider network
- Unlimited supervisor telephone consultations and monitoring of mandatory referrals
- Service Hours - 10 per year. These may be used for on-site employee orientations, supervisor orientations, Workplace behavioral health and wellness educational seminars, or alcohol and drug presentations.
- Sharpening Supervisory Skills (SSS) courses
- On-Site Critical Incident Debriefings - 10 hours per year.
- Unlimited access to www.Magellanhealth.com website
- Magellan Self Screening System (MSSS) - anonymous self-assessments for depression or alcohol, audio library, video library
- Annual program promotion posters and brochures – number to be agreed upon
- Quarterly statistical utilization reports

All other terms and conditions remain unchanged.
If there are any questions regarding this addendum please let me know.

Thank you,



Greg Goemer
Sr. Contract Administrator
Alaska Railroad Corporation

Work-Life Services

Magellan's work-life services bring together, in one program, the latest information, resources and referrals to help balance your busy work schedule and personal life.

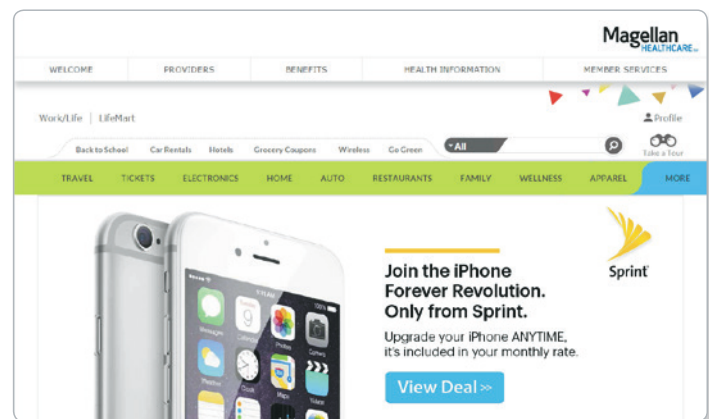
Work-life services are available to help you and your family members find practical solutions to the challenges you face throughout all life stages. These issues can include:

- Prenatal care
- Education resources
- Adoption
- Retirement planning
- Infant and child care
- Senior care

Your work-life services offer:

Our Bachelor's and Master's level specialists are accessible 24/7 to provide personal assistance every step of the way.

- **Personalized referrals with confirmed availability**—Specialists prescreen potential resources to ensure they meet your specifications and then match providers that best fit your needs and have confirmed availability.
- **Online tools and information**—Access the work-life portal through MagellanHealth.com/member and you'll find educational articles, an expanded work-life library, webinars, and podcasts.
- **LifeMart® Discount Center**—Your program provides access to an exclusive discount program with a variety of products and services including:
 - Computers and electronics
 - Travel, car rentals and hotels, theme parks
 - Shopping and restaurants
 - Movie tickets, books and DVDs
 - Fitness centers
 - Child and elder care
 - New cars



Work-life services are available at any time and any where. You and your family members can access these work-life consultations and resources. Simply call your program toll-free number or visit MagellanHealth.com/member.

*Work-life services have saved members on average **10.2 hours** with finding the help they needed and **it reduced their stress level by 46%!***

Employee Assistance Program 1-800-478-2812

A Program Designed for Alaska Railroad Employees
Confidential in-person or telephone counseling
or crisis services, available 24 hours a day,
7 days a week.

Magellan Self-Screening: 1-866-688-9953

Work-Life Services

From treasured moments to major milestones to tricky transitions, Work-Life Services helps you live life smarter and gives you insight and inspiration for the journey with Life Event Collections.



New Baby

Your bundle of joy comes with a bunch of challenges. Here you'll find to-dos for nearly every "What should I do?"



Parenting

From the toddler years to the turbulent teens, we will help guide you as you balance the pleasures and pitfalls of parenthood.



Special Needs

Turn to us for support and understanding as you go through the trials and triumphs of raising a child with special needs.



Pet Ownership

They're more than pets; they're family! Bone up on choosing, feeding, insuring, grooming, and caring for a pet.



Moving

Say goodbye to moving stress. Whether you move across town or across the country, we will help you get organized and save time.



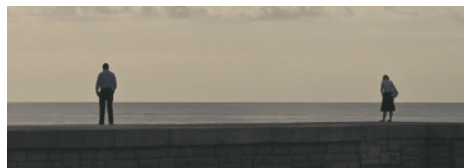
Marriage

Your road to wedded bliss starts here, with ideas, resources and recommendations to help you plan for the big day and beyond.



Aging Loved One

We simplify caregiving by helping you make informed decisions on housing, healthcare, finances, safety and more.



Divorce

Get the information and assistance you need to make divorce quicker, simpler and less costly—both financially and emotionally.



Grief and Loss

Get compassionate and informed perspectives that shed light on how to cope during a dark time, heal and move forward.

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Legal assistance, financial coaching, identity theft resolution

Help for simple to complex problems

When you or your family members need help with legal, financial or identity theft issues you can talk to an expert or research the matter using the extensive array of personal services and education.

✓ Legal assistance

- Free 60-minute consultation on the phone or in person
- Discounted fees for services needed beyond 60 minutes
- Online tools, education and resources for help with:
 - Debt and credit
 - Divorce
 - Real estate
 - Taxes and audits
 - Trusts
 - Wills

✓ Financial coaching

- Two free 30-minute telephone consultations
- Discounted fees if you elect to continue working with a financial coach beyond initial consultations
- Online tools, education and resources for help with:
 - Budget planning
 - Debt and credit
 - College and retirement planning
 - Taxes and audits
 - Loan and mortgage assistance

✓ Identity theft resolution

- Free 60-minute telephone consultation with a highly-trained Fraud Resolution Specialist™ (FRS) who conducts seven emergency response activities, listens to issues, answers questions and gives directions and tools to help resolve the situation
- Free ID Theft Emergency Response KitSM

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Focus on You

Providing you with the right tools, wherever you are in life

From simple questions like quick ways to de-stress or how to find more time in your schedule, to more difficult issues like finding support after the loss of a loved one, your program is there to work with you and offer suggestions, options and information.

A Confidential & Important Resource

Your program provides useful tools and resources that can help make the most out of your day or guide you through a difficult time. All confidential and at no cost to you. Some of the topics we can help with include:

- **Resiliency**—overcoming stress and crisis at home and at work.
- **Emotional Wellness**—addiction, depression, anxiety and assistance with other emotional wellness issues.
- **Workplace success**—career goals, team conflict, crisis, management support.
- **Wellness and balance**—work-life balance, stress, relaxation, personal well-being.
- **Personal and family goals**—relationship, children and teen or aging loved ones. Changes in finances or personal situations.

Your program includes up to 8 counseling sessions for you and your eligible dependents or household members at no cost to you.

Step into Action

It's quick and easy. You can access your program's tools and resources in many ways. And remember its completely confidential. We will connect you with the right resources or professionals to help you with your questions, challenges or needs. No situation is too big or too small.



Call your program's toll-free number to speak with a professional.



Visit MagellanHealth.com/member for online tools, articles, resources and more.

Additional Resources and Information

Health and Wellness Program

Our program makes it easy to bring healthy habits into your busy life. You can set daily goals and track progress online, via mobile app and through integration with fitness trackers. You can even get help and motivation from health coaches and peers.

Legal & Financial Consultation

Your program offers you quick and confidential access to help with legal or financial questions and services you may need. Legal and financial experts are available to help with any questions you may have, or access the online library for helpful tools and resources.

Employee Assistance Program 1-800-478-2812

A Program Designed for Alaska Railroad Employees
Confidential in-person or telephone counseling
or crisis services, available 24 hours a day,
7 days a week.

Magellan Self-Screening: 1-866-688-9953



2016 Webinar Calendar

Click the links below to register for the 2016 webinars

Date	Title Member	Links
January 13, 2016	It's My Budget, and I'm Sticking to It!	http://magellanhealth.adobeconnect.com/e2ydwv177a/event/registration.html
February 10, 2016	Keeping Seniors and Yourself Safe from Scams.	http://magellanhealth.adobeconnect.com/e1vqz06qayj/event/registration.html
March 9, 2016	Mindfulness in Motion	http://magellanhealth.adobeconnect.com/e2c1z43ykrc/event/registration.html
April 13, 2016	Is Your Child Safe on the Internet?	http://magellanhealth.adobeconnect.com/e7hfxzvznm/event/registration.html
May 11, 2016	Techniques for Managing Anger & Communicating with Influence	http://magellanhealth.adobeconnect.com/e6dqpwmr3ej/event/registration.html
June 8, 2016	Trauma and PTSD	http://magellanhealth.adobeconnect.com/e7xe6pn8psa/event/registration.html
July 13, 2016	Restorative Practices to Well-being	http://magellanhealth.adobeconnect.com/e3xh8vwayrb/event/registration.html
August 10, 2016	Back to School Survival for Parents	http://magellanhealth.adobeconnect.com/e8peat5zfms/event/registration.html
September 14, 2016	Substance Use Awareness with Teens and Young Adults	http://magellanhealth.adobeconnect.com/e6szfu00f9z/event/registration.html
October 12, 2016	Identity Theft: Prevention & Resolution	http://magellanhealth.adobeconnect.com/e7ngvot3oc2/event/registration.html
November 9, 2016	Well-being for a Healthier Body and Mind	http://magellanhealth.adobeconnect.com/e1p0iiyuan7/event/registration.html
December 14, 2016	Using Self Coaching to Achieve Your Health and Wellness Goals	http://magellanhealth.adobeconnect.com/e658ggjyd62/event/registration.html



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Employee Assistance Program ALASKA RAILROAD CORPORATION

Data Summary

	2018			2017			2016		
	Total	Annualized*	%	Total	Annualized*	%	Total	Annualized*	%
Overall Utilization	151	251.3	25.1%	131	203.9	20.4%	197	286.5	28.6%
Utilization									
Counseling and Consultation Cases	53	88.2	8.8%	48	74.7	7.5%	76	110.5	11.1%
EAP Counseling Cases	41	68.2	6.8%	40	62.2	6.2%	66	96.0	9.6%
MagellanHealth.com Online User Sessions	98	163.1	16.3%	83	129.2	12.9%	121	176.0	17.6%
Service Activity									
Legal/Financial Services	5	8.3	0.8%	3	4.7	0.5%	2	2.9	0.3%

Please click on your selection to highlight, then click Finish to run the report.

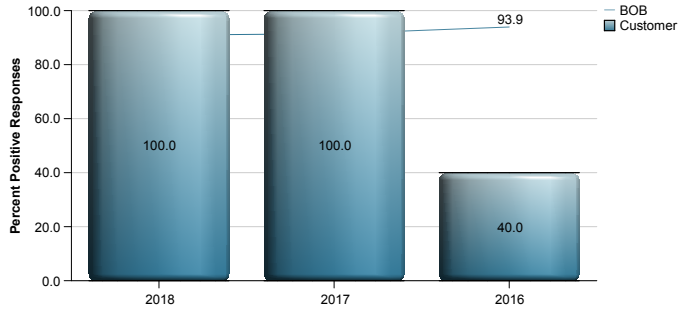
Customer Selection

Unique User Summary

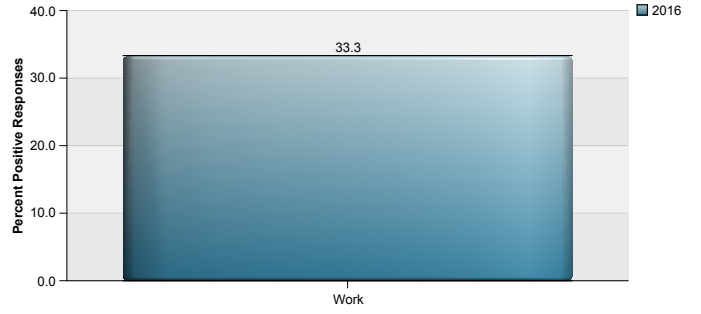
	2018			2017			2016		
	EE Count	Unique Users	%	EE Count	Unique Users	%	EE Count	Unique Users	%
	601	42	7.0%	643	35	5.4%	686	49	7.1%

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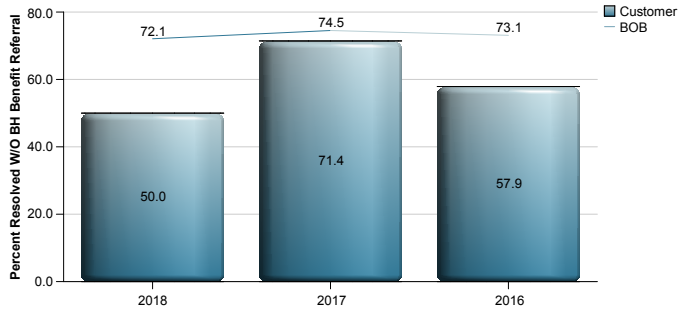
Overall Satisfaction



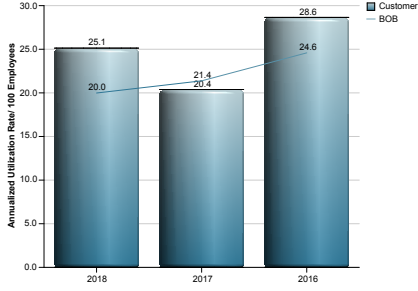
Improvement in Work



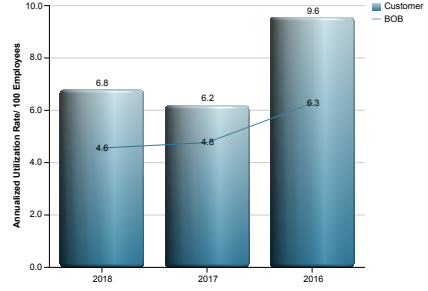
Counseling Cases Resolved Within the EAP



Overall Utilization



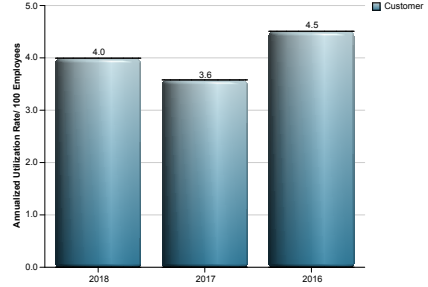
EAP Open Cases (Registrations)



Session Frequency (Closed Confirmed)

	2018		2017		2016		BOB YTD
	Count	% of Total	Count	% of Total	Count	% of Total	
001	2	8%	4	16%	3	12%	11%
002	1	4%	4	16%	3	12%	11%
003	2	8%	5	20%	1	4%	11%
004	1	4%	1	4%	3	12%	10%
005	2	8%	3	12%			8%
006	6	24%			3	12%	9%
007	2	8%					8%
008	8	32%	7	28%	10	42%	31%
009	1	4%	1	4%	1	4%	2%
Total	25	100%	25	100%	24	100%	100%

Confirmed Case Counts



Reason for Seeking EAP Services

Top 5 Company	Top 5 BOB
Marital	Marital
Anxiety	Anxiety Disorders
Adjustment Disorders	Adjustment Disorders
Depression	Anxiety
	Depression

Critical Incident Stress Management
No Data Available

CISD/Training
No Data Available

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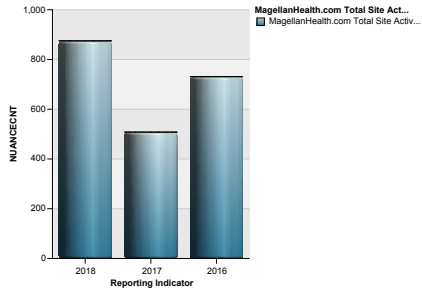
Web Utilization Library Topics

Suicide
Fitness
Natural Disaster
Weight Management
Young Adult and College

Tools Used

Body Mass Index Calculator
Depression Screening
Depression Screening Results
Webinar Recordings and Podcasts

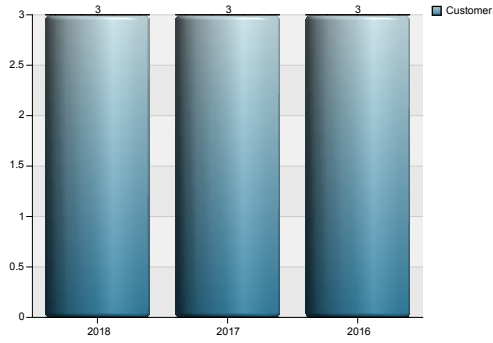
Page Views



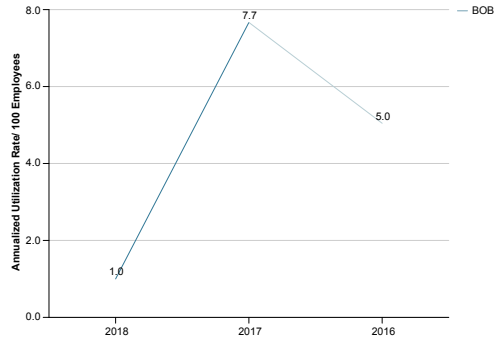
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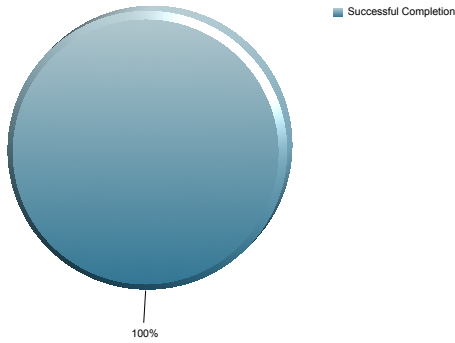
Workplace Support Consultations and Referrals



Workplace Support Average Contacts Per Case



Workplace Support Closing Resolution

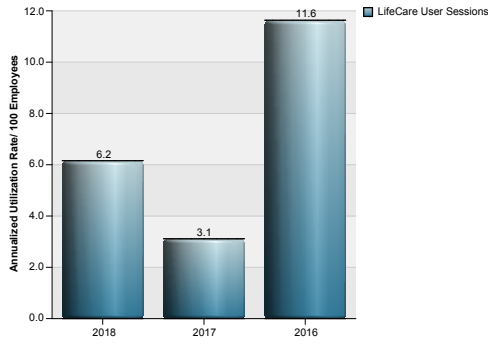


Workplace Support Reason for Referral

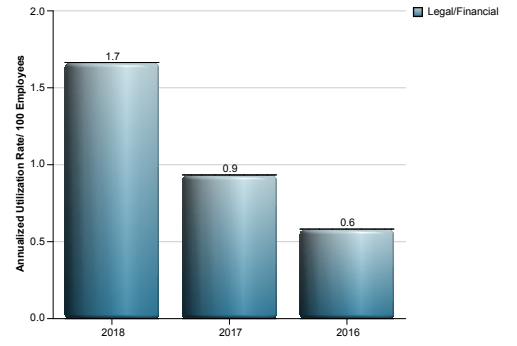
	2018
	NUANCECNT.
Positive Drug Screen	1
Last Chc Work Agree/Job Jeoprd	1
Other Perform Related Issue	1

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Work Life Overall Utilization



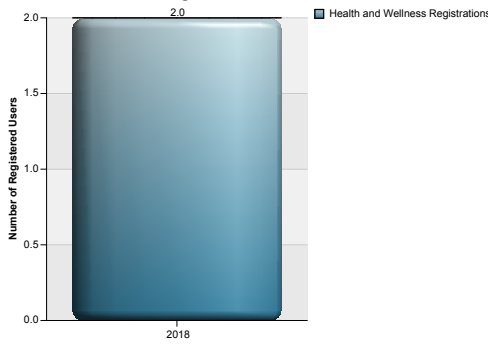
Legal/Financial Overall Utilization



Work Life Provider Searches
No Data Available

Legal/Financial Overall Utilization
No Data Available

Health and Wellness Registrations

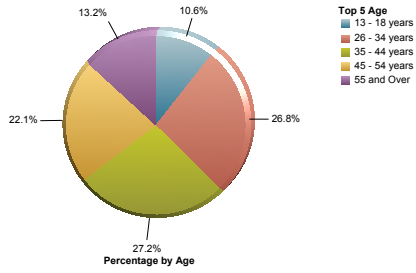


Health and Wellness Participation
No Data Available

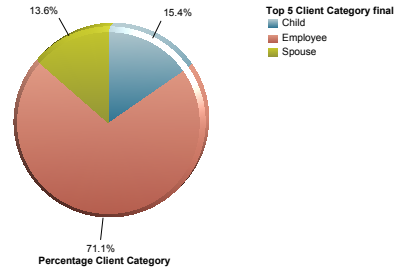
Legal/Financial
Domestic Relations

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EAP Age Distribution



EAP Client Category



Referral Tracking - Referral From
No Data Available

Referral Tracking - Referral To
No Data Available

Information Source

	2018	
	Number	% of Cases
Manager/Supervisor	13	25%
Other	4	8%
Family/Friend	3	6%
Brochure	2	4%
Co-Worker	1	2%

How can I save this report?

Click on the HTML Page in the upper right tool bar. Choose PDF or Excel 2007 Format. Follow the instructions on your screen to open the report in the new format. Then use the native options to save as you wish.

Can I view my report for a different time period?

You can drill down or up in time on your report. Right click on the Year label (for ex., 2016) and choose drill down to view quarter over quarter for the year. Right click on a quarter and choose drill down to view month over month. Right click and choose drill up to step up to quarter, year, or all available history.

It looks like my list got cut off before the bottom?

Long lists may sometimes extend beyond the viewable portion of the page. Look for a Page Down option at the bottom left of the page.

I clicked on something and now I am lost. How do I start over?

No problem! Press F5 to refresh your browser.

Glossary**General****Book of Business/Magellan Norm**

This measure provides a comparison point based on Magellan's group of customers. For measures other than Work-Life, Legal/Financial and Workplace Support, the measure includes customers with the same EAP session model type. For these three areas, the Magellan group of customers includes all customers with the specialty service. Note that at this time, the book of business may include customers of varying size, demographics, industry and practices for EAP program promotion – all factors that impact how this group of customers compares to an individual customer.

F2F/TEAP

These abbreviations refer to "Face to Face" counseling and "Telephonic Employee Assistance Program" counseling.

Utilization Percentage

A utilization percentage or rate is a calculation of utilization based on users/100 employees. The calculation is detailed below. This calculation is used as a means of leveling the data to make comparisons across different sample sizes and time periods. (Sum of Utilization Requests in Report Period) / (Sum Employee Count in Report Period) * 365 / (# of Days in Report Period) * 100

Outcomes**Overall Satisfaction**

Positive responses to the Overall Satisfaction question for each program divided by the total number of surveys returned for each program, displayed as a percent. Data is included based on receipt of the survey results during the reporting period, regardless of service date. Surveys are distributed to all EAP registered users via email blast from Magellan, hard copy authorization packet, and surveys submitted via the Magellan website. The Summary View is all positive responses for all programs divided by the total number of all survey responses for all programs. The Detail and Crosstab views show each program's positive responses divided by each program's survey responses.

Improvement in Work and Home

Percent of members reporting Improved or Much Improved ability to function at work or home as indicated by participant survey response. Members who agree to participate receive an email with a link to the survey after their initial contact and then 30 days later.

Counseling Cases Resolved within EAP

Percent of completed counseling cases resolved without referral to benefit covered behavioral health treatment such as outpatient counseling. Number of completed counseling cases resolved without benefit covered referral/Total number of counseling cases where resolution was identified.

Utilization**Overall Utilization**

Overall Utilization will be displayed as an annualized utilization rate per 100 for comparison purposes. Overall utilization includes the following data points:

Counseling and Consultation (Cases)

Count of requests for assistance with emotional, family, relationship or work-related issues including counseling cases, computerized cognitive behavioral therapy (CCBT) cases, supervisor consultations, legal/financial cases, health and wellness participants, work-life cases and any other specialty program cases except International.

Training and CISM

Count of participants attending Critical Incident Stress Management (CISM) or Training events.

Website User Sessions

Count of unique user initiated sessions.

Legal

Count of services related to personal legal issues.

EAP Open Cases(Registrations)

Count of active counseling cases with at least one request for EAP Services.

Session Frequency Distribution

Count of total number of F2F or TEAP sessions attended per counseling case for cases closed during the reporting period. Data is displayed as a percent of the whole for clarity.

Confirmed Case Counts

The number of cases where the first face-to-face or telephonic counseling session occurred within the reporting period.

Web Utilization Library Topics

Count of page views for the fiscal year to date aggregated by library topic.

Reason for Seeking Services

Self-reported reason for initial call to the EAP. Includes counseling, legal, financial, and other services offered via the EAP.

Critical Incident Stress Management

Annualized utilization of employees attending CISM group and individual sessions plus management consultations as part of a coordinated CISM response.

Workplace Support Services

Workplace Support Consultations and Referrals

Open counseling cases with an initial contact via management consultation or employee mandatory or voluntary referral.

Workplace Support Average Contacts per Case

The average of all types of workplace support contacts, including face-to-face counseling sessions, TEAP sessions, management consultations, follow-up calls, and others, divided by the number of workplace support cases closed during the reporting period. Workplace support cases generally require more contacts per case than other types of counseling cases.

Workplace Support Reason for Referral

Count of workplace support cases displayed by reason for initial referral for workplace support cases opened within the reporting period.

Workplace Support Closing Resolution

Count of workplace support cases, as a percentage of the whole, by reason for discharge. Cases must be discharged within the reporting period.

Special Services

Work Life Overall Utilization

Annualized utilization rate of all telephonic work life service requests and web user sessions.

Work Life Provider Searches

Annualized utilization rate of work life provider searches by provider type.

Wellness Registrations

Total of users registered for the wellness website since inception.

Wellness Participation

Annualized utilization rate of users who enrolled in a module or participated in an online group coaching session on the wellness website. Examples of modules include The Read a Book Challenge, The Stair Step Challenge, and The Eight Glasses of Water per Day challenge.

Demographics

Demographic Data may be suppressed based on membership count and/or utilization level to protect members' personal health information.

Age

The self-reported age of the member at initial request, as a percentage of all. Members may opt out.

Client Category

The self-reported type of member (employee, child, etc.) collected at initial request, as a percentage of all.

Information Source

Count of how the member learned of the EAP.

Date	Title Manager	Links
March 30, 2016	Maximizing Your Workplace Support Services for Managers	http://magellanhealth.adobeconnect.com/e39di44p2qn/event/registration.html
June 22, 2016	Crisis Management for Managers	http://magellanhealth.adobeconnect.com/e4zeo07ix9e/event/registration.html
September 28, 2016	Bullying and Harassment in the Workplace for Managers	http://magellanhealth.adobeconnect.com/e28v4khrh2w/event/registration.html
December 7, 2016	Workplace Violence Awareness for Managers	http://magellanhealth.adobeconnect.com/e59oqf6sba6/event/registration.html