

Alliance Alert

The Public Employee Benefits Alliance (PEBA) was created by a group of Texas Government leaders working together for over a year to develop strategies to manage the rising costs of healthcare benefits. PEBA was established in January of 2006 and was created pursuant to Chapter 791 of the Texas government Code, the Purchasing Program Chapter 271 of the Texas Local government Code and all other applicable provisions of Texas Law. PEBA membership is open to all Texas local governments who pay an annual membership fee and execute a PEBA Participating Interlocal Agreement. However, local governments who are members of one of the political subdivision Pools will receive automatic annual PEBA membership through the participating Pool. An additional per proposal fee will be established for proposal participation for all non-Pool members.

PEBA's mission is to support the individual members by providing: negotiation services to manage the spiraling cost of healthcare and related benefits, working together through the alliance procurement model to purchase healthcare and related benefits a competitive price, and provide contractual negotiations which will include vendor service accountability requirements. In order to accomplish this mission, PEBA makes a commitment to negotiate on behalf of the membership affordable, high-quality healthcare and related benefits and services.

The Public Employee Benefits Alliance (PEBA) Board met on January 22, 2010 to review the Deer Oaks Employee Assistance Program (EAP) benefit extension agreement. The Board made the decision to extend the PEBA Alliance agreement with Deer Oaks effective 10/01/10. The Deer Oaks Alliance agreement will continue to be available to all active PEBA member groups who are current with their annual membership and proposal fees or are members of one of the Pools.

Below is an overview of the products and pricing that PEBA is offering through our Alliance with Deer Oaks. **If you are interested in accessing this contract or want to obtain more details on this opportunity, contact PEBA at (512) 719-6768.**

Deer Oaks offers EAP services with a primarily based staff model of providers, which ensures the highest level of savings.

Cost: October 2010-2013

Tiered Cost	3 sessions	6 sessions	Gatekeeper
1,000-9,999 PEBA employee lives	\$1.05 PEPM	\$1.37 PEPM	Level 1: \$0.40 PEPM Level 2: URAC - \$0.78 PEPM
10,000-14,999 PEBA employee lives	\$0.99 PEPM	\$1.31 PEPM	Level 1: \$0.38 PEPM Level 2: URAC - \$0.74 PEPM
15,000-20,000 PEBA employees lives	\$0.94 PEPM	\$1.25 PEPM	Level 1: \$0.38 PEPM Level 2: URAC - \$0.74 PEPM

Level 1: \$0.40 PEPM - Behavioral Health Gatekeeper Triage Service

Deer Oaks will receive the call from the covered individual and verify eligibility and then conduct a telephone triage to determine if the covered individual's presenting problems can be handled in the EAP or if there is a need for a referral to the behavioral health and/or substance abuse benefit. If the covered individual requires longer term or more intensive treatment than what can be offered through the EAP, then an appropriate referral to the employer's behavioral health plan will be made. The fee for Level 1 is in addition to the three (3) or six (6) session EAP fees.

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Level 2: \$0.78 PEPM - Managed Mental Health/Chemical Dependency Program

Deer Oaks is able to assist the employer group in realizing even greater savings through management of the entire mental health and chemical dependency benefits. The program includes and provides initial assessments, clinical treatment recommendations, authorizations for in-plan behavioral health and chemical dependency providers, pre-certifications, concurrent reviews and follow-up monitoring of any referrals to the health plan. Authorizations and pre-certification of behavioral health inpatient and outpatient services are issued through URAC accredited and licensed Utilization Management services. Additionally, if requested, Deer Oaks is able to review claims submitted by providers and work with the claims administrator to ensure the billing and payments are appropriate. The fee for Level 2 is in addition to the three (3) or six (6) session EAP fees.

Comprehensive Scope of Services

Deer Oaks also offers a more comprehensive benefit for a greater value than most other EAP vendors. This is a particularly attractive combination for most employer groups who seek to improve their employee benefits while simultaneously coping with limited budgets or fiscal cutbacks. Deer Oaks knows that a strong and effective EAP can make a significant difference in recruiting and retention as well in reducing workplace violence, morale/attitude problems, turnover, absenteeism, high medical claims dollars, substance abuse, and workplace accidents. As a result, Deer Oaks has designed a very comprehensive EAP and Work/Life program that has helped many employer groups throughout the nation to manage and improve their workplace culture, well-being and productivity.

- **Confidentiality** - The EAP is completely confidential and HIPAA Compliant.
- **Implementation and Orientation** - Deer Oaks recognizes that transitioning to a new EAP can be difficult for some. Therefore Deer Oaks offers employees currently active in EAP counseling to complete counseling with their current provider at Deer Oaks' expense or to begin with a new set of EAP visits in order to begin counseling again with a new provider. Deer Oaks also develops a customized EAP program via a Comprehensive Needs Assessment.
- **Access and Eligibility** - Availability 24 hours per day, 7 days per week, 365 days per year; Toll-Free Phone Number: 1-866-EAP-2400; All employees, dependents, and household members are eligible, inclusive of retirees and employees who terminate their employment. EAP services will be available to them for a period of six (6) months following the end of their employment.
- **Signature Series Account** - Clinical and Administrative Account Management to ensure prompt service delivery and problem resolutions.
- **Telephone Triage** - Telephone Triage conducted by trained Care Coordinators to assess initial care management needs and appropriate referrals.
- **Telephonic Assessments** - EAP specialists conduct comprehensive telephonic assessments to determine history, severity, and factors contributing to the problem areas and to suggest a treatment plan and recommendations for referrals.
- **Telephonic Counseling** - EAP specialists provide telephonic counseling to employees and their dependents regarding a wide variety of issues or concerns that may be interfering with the employee's work performance and/or contributing to poor morale, health, wellness, or family well-being.
- **Crisis Counseling** - EAP Specialists are available for immediate telephonic crisis counseling for members who are experiencing suicidal ideation, homicidal ideation, violent behavior, substance abuse related emergencies, need for in-patient psychiatric hospitalization, and/or child/elder abuse.
- **Face-to-Face Assessments** - Deer Oaks offers a network of over 12,000 EAP specialists throughout the United States who are available for face-to-face assessments with employees and their family members.
- **Domestic Violence Assessments** - Deer Oaks provides Domestic Violence Screening, Assessments, and Referrals.

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- **Referrals** - EAP Specialists provide referrals to the employer group's health plan, community resources, legal resources and attorneys, child/elder care resources, and financial counselors/planners.
- **Short-term Counseling** - Deer Oaks offers a network of over 12,000 EAP specialists throughout the United States who are available for short-term face-to-face counseling with employees and their family members. Grief, family, chemical dependency, marital and individual counseling are included.
- **Legal Counseling & Resources**
 - ✓ Free initial 30-minute consultation with an in-plan attorney
 - ✓ 25% reduction in legal fees, following retainer
 - ✓ Discounted mediation services
 - ✓ Free Simple Will Kit
 - ✓ Free Legal Document Review, up to six (6) pages
 - ✓ Extensive online library of legal resources & forms
 - ✓ Up to Four (4) Legal Seminars
- **Financial Counseling & Resources**
 - ✓ Free initial 30-minute consultation with an in-plan financial counselor/planner
 - ✓ Free credit counseling and 25% reduction in financial planning fees
 - ✓ Extensive online library of legal resources & forms
 - ✓ Up to Four (4) Financial Seminars
- **Work/Life Balance** - Childcare/Eldercare Referrals/Resources; Tools for Balancing Work and Family
- **Maternity at Work Program** - Telephonic case management to help assist working mothers with the challenges associated with being pregnant while working and then returning to work after the delivery of her baby.
- **Retiree Assistance Program** - Up to six (6) months after retirement, Deer Oaks will provide retirees with short-term counseling, referrals to community resources, and access to online resources in order to help retirees cope with the transition.
- **Program Promotion Online Tools and Resources** - Specialized online EAP services available at www.deeroaks.com, including topical libraries, health and wellness articles & presentations, child/eldercare resources, legal and financial tools, personal plan programs, monitored chat rooms, & discussion boards.
- **Promotional Materials** - Electronic Brochures, Wallet Cards, Posters and Payroll Stuffers advertising the EAP benefit, its confidentiality, and means of accessing services.
- **Orientation DVDs** - Employee and Supervisor Orientation DVDs detailing the benefits included in the EAP and how to access the confidential benefit.
- **Management Assistance Program**
- **On-site Workplace Employee Wellness Seminars** - An EAP specialist provides on-site psycho-educational Employee Wellness Seminars on a wide variety of topics including stress management, substance abuse, time management, healthy communication patterns, coping with the challenge of change, and more.
- **Prevention & Education Newsletters** - Monthly Employee/Supervisor Electronic Newsletters are distributed. Topics included for employees: stress management, health and wellness, legal and financial issues, work/life balance; and for supervisors: tips on being an effective supervisor, leadership, motivating employees and conflict resolution.
- **Prevention/Education**

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- ***On-site Workplace Supervisor Training Seminars*** - An EAP specialist provides on-site Supervisor/Manager Training Seminars. An extensive array of workplace training topics is available to help train supervisors and managers to become more effective in their positions.
- ***Management Consultation & Organizational Interventions*** - Provide telephonic consultation to supervisors and managers on issues pertaining to the supervision and management of their employees, targeting specific departmental and organizational interventions as needed.
- ***Performance Improvement Program*** - Deer Oaks can serve as a consultant to managers when facing departmental or employee performance problems, helping with individual interventions, team building, or organizational interventions.
- ***HR & Departmental Support*** - Incorporate the HR's vision of the EAP into the overall plan design and provide support and consultation to HR Directors and EAP Benefit Managers as needed with resources and newsletters specifically for HR Managers.
- ***Management-Directed Referrals*** - Deer Oaks works with Management on all Management Directed/Mandatory Referrals to the EAP
- ***Health & Wellness***
- ***Supervisor Supplement E-Newsletter*** - Electronic newsletter with tools, tips, resources for supervisors and managers.
- ***Matters of the Heart Program***
 - ✓ Online tools and resources pertaining to smoking cessation, healthy weight management, disease management, and stress management Educational Articles in Employee Newsletter
 - ✓ Tele-Health Behavior Management Coaching Programs (additional charge)
 - ✓ Tele-Health Disease Management Psychological Support (additional charge)
- ***Optional NurseLine*** - 24/7/365 URAC accredited NurseLine available to provide telephonic advice from registered nurses regarding medical problems and health related questions (additional charge).
- ***On-site Group 8-week Psychotherapy Courses*** - An EAP Specialist conducts an 8-week psychotherapy course at the workplace on topics such as smoking cessation, healthy weight management, and stress management. (additional charge)
- ***Optional management of Mental Health Benefit via "Gatekeeper Role"*** - EAP Specialists in the Gatekeeper Role accept all calls from participants wanting to access their mental health and/or substance abuse benefit under their health plan. The EAP clinicians conduct a triage to determine the most suitable treatment plan, make appropriate referrals to in-patient facilities and out-patient providers, issue authorizations, and monitor utilization of care under the benefit to ensure medically necessary and appropriate care is provided. (additional charge)
- ***Employer Group Services On-site Critical Incident Stress Debriefings*** - An EAP specialist is available within 24-48 hours of the critical incident or trauma to provide group and individual critical incident stress debriefing with recommendations for follow-up treatment.
- ***Department of Transportation Substance Abuse Services (DOT SAP)*** - Coordinated referrals to a Department of Transportation (DOT) Substance Abuse Professional (SAP); SAP Evaluations with Recommendations and Follow-up Case management; Required DOT Drug and Alcohol Education Training Seminars; Required DOT Supervisor Reasonable Suspicion Training Seminars; Information to assist Employee in Understanding/Implementing Drug-Free Workplace.
- ***Violence Prevention*** - Workplace Seminars for Prevention of Violence in the Workplace as well as issues pertinent to Domestic Violence Prevention.
- ***Diversity Training*** - Workplace Seminars for Diversity in the Workplace as issues pertinent to cultural awareness and etiquette.

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- ***Fitness-for-duty Evaluations/Case Management*** - Conduct initial triage assessments to establish case management plan for fitness for duty evaluation and provide follow-up return to work recommendations (additional charge)
- ***Utilization Review Reports*** - Quarterly, Annual, or Bi-annual Reports to analyze trends in utilization of the EAP benefits.
- ***Program Evaluation*** - Deer Oaks evaluates the efficacy of the EAP via multiple surveys including Participant Satisfaction Surveys and Training Surveys.

Options

- ***Program Promotion***, including:
 - ✓ Wallet cards
 - ✓ Tri-fold EAP Brochures
 - ✓ Camera-Ready Topical Brochures
 - ✓ Promotional Posters encouraging access to the EAP
 - ✓ Orientation & Supervisor DVDs
 - ✓ Monthly Electronic Newsletters(mind-body connection, legal, supervisor and parenting newsletters; financial and human resources) for distribution to employees as the employer representative sees fit
 - ✓ Electronic Articles that may be used in each agency's internal newsletter
 - ✓ Electronic Payroll stuffers to be distributed in conjunction with employee payroll checks.
 - ✓ Electronic Topical Flyers
 - ✓ CD containing camera-ready promotional and implementation materials that each agency may use at its convenience
- ***Up to 12 hours of On-site Services per participating agency.*** These hours may be used at each agency's convenience for Personal, Professional, & Wellness Seminars; Supervisory Training; Employee Orientations; DOT Reasonable Suspicion Referral Training; Drug & Alcohol Education Seminars; Health Fair participation, and On-site Management Consultations.
- ***Management Assistance Program*** consisting of:
 - ✓ Monthly Supervisor Newsletters
 - ✓ Unlimited Telephonic Management Consultation Services
- ***Unlimited Critical Incident Stress Debriefings*** with on-site counseling within 24-48 hours
- ***Department of Transportation Services***
 - ✓ **Four (4) Substance Abuse Evaluations** conducted by certified Substance Abuse Professionals
 - ✓ Recommendations for Substance Abuse Education/Treatment/Testing
 - ✓ Return to Work Evaluations
 - ✓ Case Management
 - ✓ **DOT Drug and Alcohol Education Seminars** (included within bank of 12 training hours)
 - ✓ **DOT Reasonable Suspicion Referral Training for Supervisors** (included within bank of 12 training hours)
- ***Legal Assist Program***
 - ✓ Referrals for legal and mediation services up to three (3) times per year per issue
 - ✓ Free 30-minute Initial Visit with an In-plan Attorney
 - ✓ 25% reduction in attorney's fees for subsequent visits with same attorney
 - ✓ Free first visit to mediator; 25% reduction in rates for subsequent mediation
 - ✓ Online Legal Library & Resources
 - ✓ Free Simple Will Kit
 - ✓ Three (3) free legal document review, up to six (6) pages

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- ✓ Monthly article on legal topics in Employee Newsletter
- ✓ **Four (4) On-site Legal Seminars**
- ***Be Frank About Finances Program***
 - ✓ Referrals for financial counseling and planning services up to three (3) times per year
 - ✓ per issue for legal and financial issues
 - ✓ Free 30-minute Initial Visit with a Financial Counselor/Planner
 - ✓ 25% reduction in rates for subsequent visits with certified financial planner
 - ✓ Online Financial Tools and Resources
 - ✓ Monthly financial article in Employee Newsletter
 - ✓ Online financial tools and resources
 - ✓ **Four (4) On-site Financial Seminars**
- ***Utilization Review Reports***, provided quarterly, annually or bi-annually as required
- ***Work-Life Services*** including:
 - ✓ Legal & Financial Referral Services & Online Resources
 - ✓ Childcare/Eldercare Referral Services
 - ✓ Tools for Balancing Work and Family Life
 - ✓ Maternity at Work Program
 - ✓ Take the High Roads on the Highway
 - ✓ Retiree Assistance Program
- ***Health and Wellness Resources***
 - ✓ Online Resources for Smoking Cessation, Healthy Weight Management, and Stress Management
 - ✓ Monthly article on the Mind-Body Connection in the Employee Newsletter
- ***Level 1 & Level 2 CORE Gatekeeper Managed Mental Health Program (additional cost)***

Value Added Services

Service	Cost
Fitness –for Duty Evaluations	\$850.00 per Evaluation
DOT SAP Evaluations	\$350.00 per Evaluation
Diversity Training	\$150.00 per Hour
Additional, Seminars, Health Fair Participation, Workplace Trainings, On-Site Management Consultations beyond the 12 hours included within the PEPM	\$150.00 per Hour
Additional On-Site Employee Orientations	\$75.00 per Hour
Health Risk Assessments	\$5.00 per HRA
24-Hour NurseLine	\$0.50 PEPM
Matters of the Heart Program	\$0.25 PEPM
Enhanced Work/Life Program	\$0.15 PEPM

If you are interested in accessing this contract, you will need to sign and return the Letter of Intent.

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Public Employee Benefits Alliance

LETTER OF INTENT

Enter your group's name here intends to access the PEBA Alliance agreement with Deer Oaks. Enter your group's name here realizes the Alliance Agreement is a three year term and to access Deer Oaks and PEBA Alliance Agreement the employer must continue to be an active member of PEBA with appropriate annual membership and proposal fees paid in full. Each group will be required to enter into a separate agreement with Deer Oaks.

Signature

Printed Name

Title

Employer