

## Attachment C

**MEDCENTER ONE EMPLOYEE ASSISTANCE PROGRAM  
2005-2007**

<b>EAP FEATURES</b>	<b>MINIMUM</b>	<b>PROVIDER</b>
EAP Established	1 year	15 years as internal EAP then in Fall 1988 began doing both internal & external EAP
Number of Annual Sessions Per Individual	6	6 (per eligible person, per issue, per calendar year)
Number of Annual Sessions Per Incident	6 (Full Individual Minimum)	6
Coverage	Family in Home & Out of House Dependents	Employee, Spouse, Dependents In & out of Home
Staffing	Licensed Social Workers	Range from licensed social workers(LSW) to licensed independent clinical social workers(LICSW) to clinical psychologist ( <b>majority are LICSW</b> )
Appointment Timing	Within 72 hours	See below *
Emergency Appointments	Within 24 hours	See below *
Weekend/Holiday Appointments	Emergency	Rely on the phone counseling/crisis lines
1-800 Numbers	Minimum one line	866-310-5222 ext. 8879 (EAP Coordinator) 800 # also for provider finder line, crisis line, and phone counseling
Phone Counseling	Minimum one staffed line	One phone line – more than one counselor
24 hr. Crisis "hot" line Staffing	Minimum one staffed line by LSW	One phone line – more than one counselor
On-site Employee Orientation	1 per year (smaller groups may be combined)	1 per year (1 session can be scheduled for every 100 employees, not to exceed 1 hour and done in a group setting)
On-Site Seminars	None	By request (limit of 2 per year – charge for travel costs)
Off-Site Seminars	None	By request (limit of 2 per year – charge for travel costs)
Management Training	Minimum Requirements: Stress, Conflict, Crisis	Stress, Conflict, Crisis, Communication, Substance Abuse, Workplace Violence, etc.
Management Consulting	Available to all supervisory/management staff	Available to all supervisory/management staff
Additional/Specialty Services Available	@ additional cost	Email consults @ additional cost Worksite Wellness services for reduced prices
Employee Newsletter, Supervisory Newsletter, Internal Marketing Materials (i.e. payroll stuffers, posters, etc.)	Quarterly Biannually As Needed	Monthly Employee & Supervisory Newsletter available on Web Page – Hard Copy distributed upon request  Brochures sent yearly and upon request, posters etc. available upon request
Agency Reporting – Utilization	Quarterly with Annual to Date	Quarterly with Annual to Date
Price	\$1.42 maximum	<b>\$1.40 per employee</b>
Other Unique Features		1 hour free legal consultation yearly 1 drug/alcohol assessment per employee per year Financial counseling/money management (limited area) Fitness Testing Consultation yearly (employees only) <b>ALL AT NO ADDITIONAL COST</b> No pre-approval needed from the main office – just call local provider and give your agency name, EAP name and presenting issue

\*Our Medcenter One site can guarantee this however many of our network providers are individual counseling agencies and state they make every effort to meet this however may not always be able to do so. As an EAP we then encourage individuals to utilize either the crisis line or the phone counseling.



## Medcenter One Occupational Health Clinic

medcenterone.com

April 27, 2007

North Dakota PERS  
ATTN: Bryan T. Reinhardt  
PO Box 1657  
Bismarck, ND 58502-1657



Hello Mr. Reinhardt:

The following is the clarification you requested for responses in the minimum program features matrix.

1. A call to the 24-hour crisis line will reach a clinically skilled individual with a master's degree in a mental health discipline. The agency we are contracting with is in a state that doesn't require licensure however these individuals would be at a LCSW or LPC level – which is over and above the LSW minimum requirement of PERS. This is 24 hours a day – seven days a week.
2. Travel costs, i.e. round trip mileage, would be charged outside of Bismarck/Mandan city limits.
3. A PERS agency would request hard copy of the newsletter upon onset of the contract and then all subsequent newsletters would automatically be sent hard copy. The PERS agency would provide the number of eligible employees to Medcenter One and that number of newsletters would be sent.
4. A guaranteed 24-hour emergency face-to-face appointment during the workweek is available at Medcenter One Outpatient Mental Health. This cannot be "guaranteed" throughout the provider network. There is high likelihood that an employee can be seen within this time frame with their local provider of choice. However, yes, for a guaranteed appointment in 24 hours the employee would have to travel to Bismarck. Another option is for the employee it to utilize the phone counseling service for an appointment in 24 hours – again this is during the workweek.

There was one grievance in August of 2004 of a delay in scheduling. Upon follow up it was due to the individual wanting a specific counselor and not accepting the appointments available. Otherwise this has not been an issue in the past 3 1/2 years.

I trust that these responses provide the needed clarification. Please contact me at 323-5222 if you have any further questions or comments.

Sincerely,

Karla Backman  
Health & Wellness Coordinator  
Medcenter One Occupational Health Clinic