

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

EAP FEATURES	MINIMUM	PROVIDER
EAP Established	1 year	15 years as internal EAP plus 16 years as both internal & external EAP
Number of Annual Sessions Per Individual	8	8 (per person, per issue, per year)
Number of Annual Sessions Per Incident	8	8
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 (majority are LICSW)
Appointment Timing	Within 72 hours	Within 72 hours *
Emergency Appointments	Within 24 hours	Within 24 hours *
Weekend/Holiday Appointments	Emergency	Emergency
1-800 Numbers	Minimum one line	800-932-8758 ext. 8879 (EAP Coordinator) 800-526-8648 (Appointments)
Phone Counseling	Minimum one staffed line	800-526-8648
24 hr. Crisis "hot" line Staffing	Minimum one staffed line by LSW	On Call Psychiatrist
On-site Employee Orientation	1 per year (smaller groups maybe 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)
Off-Site Seminars	None	By request (limit of 2 per year)
Management Training	Minimum Requirements: Stress, Conflict, Crisis	Stress, Conflict, Crisis, Communication, Substance Abuse, Workplace Violence, etc.
Management Consulting	Available to all supervisors/management staff	Available to all supervisors/management staff
Additional/Specialty Services Available	@ additional cost	1 hour free legal consultation yearly 1 drug/alcohol assessment per year Financial counseling/money management (limited area) Fitness Testing Consultation yearly (employees only) ALL AT NO ADDITIONAL COST
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, posters etc. sent yearly and upon request
Agency Reporting – Utilization	Quarterly with Annual to Date	Quarterly with Annual to Date
Price	\$1.42 maximum	\$1.36 per employee
Other Unique Features		No pre-approval needed from the main office – just call local provider and give your company name, EAP name and presenting issue

* Some of our outlying providers/subcontractors cannot guarantee these time frames. See Attachment A.