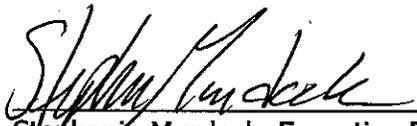
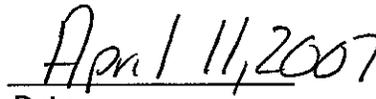


*Answers to RFP Questions:*

1. The Medcenter One Employee Assistance Program had its beginnings as an internal program for Medcenter One employees. After about 15 years gaining experience in the EAP field it began offering services to external companies as well in October 1988.
2. EAP is a service offered by the Medcenter One Occupational Health Clinic, a department of Medcenter One Inc., a private non-profit facility, in Bismarck, ND,. Medcenter One began as Bismarck Hospital in 1907 and has also been known as Medcenter One Health Systems.
3. Medcenter One has also been known by the names of Bismarck Hospital and Medcenter One Health Systems. The EAP is part of the Medcenter One Occupational Health Clinic, which prior to January 2006 was, known as Career Care. The name was changed to reflect expanded occupational health services available at one location.
4. There have been no claims, pending litigation or judgments entered against Medcenter One directly related to its provision of an EAP in the past five years.
5. All individuals using the EAP complete a "Statement of Understanding" form that clearly states that "payment for any services provided beyond your contracted sessions, or beyond the contracted services" are the responsibility of the individual. Providers also communicate this as they make the referrals.
6. The EAP provides a 24/7 phone line to deal with crisis and emergency situations. Emergency admissions i.e. hospitalizations etc. are not a covered service through the EAP and would be referred to the nearest hospital ER.
7. The focus of the EAP is short-term counseling and resolution. To accomplish this we recommend 3-6 sessions. We offer 6 sessions per individual, per issue, per year. The individual determines, in conjunction with their counselor based on the identified problem and its severity, the number of sessions necessary.
8. Statistics show that roughly 95% of the cases are resolved within the EAP, thus 5% are referred for other services.
9. If outside services are warranted the referral is usually made after 3-4 visits.
10. The primary service provided through the Medcenter One EAP is face to face for issues such as: depression, anxiety, relationship problems – marital, child, peers, workplace stress, etc. There is also phone counseling available for the same types of concerns and the 24/7 crisis line. These services are provided through all of our locations.
11. Educational courses for supervisors would include a basic "how to use" orientation session from a management perspective. Others commonly requested topics are substance abuse, workplace violence, conflict resolution/communication skills, stress management. We offer up to two 1-hour presentations per agency, per year free of charge. There will be a charge for any travel costs and there would be a charge for any extra presentations requested.

12. The Medcenter One Employee Assistance Program provides quarterly professional/supervisory newsletters. These are available for download through our website. We will provide hard copy to agencies upon request. Employee "how to use" EAP brochures are provided at least annually and upon request. Other promotional materials such as payday stuffers, posters, stress cards, etc. are also available and are periodically sent to agencies. *See Attachment D for samples.*
13. Written materials and communications can be customized with at least 60 days notice. There will be a small set up fee for customized pieces.
14. A session is typically 50 minutes in length with an extra 10 minutes allowed for counselor documentation.
15. Management training is restricted to two sessions per agency per year. There is no restriction on the number of management consultations available to an agency. Both the consultation and training are available upon request and as needed.
16. Drug free workplace training for both employees and supervisors can be done through the EAP upon request as part of the covered presentations. A free drug/alcohol assessment is provided per eligible individual through the EAP. Employee drug testing is available in the Bismarck/Mandan area through the Medcenter One Occupational Health Clinic at the cost of \$45.00 per test with analysis. Breath alcohol testing is also available for \$25.00 per test. Outside of the Bismarck/Mandan area referrals to testing sites are available.

  
Stephanie Murdock, Executive Director  
Medcenter One Occupational Health Clinic

  
Date