



Mercer Marketplace EAP Option Proposal

2015



Why Beacon Health Options?

Beacon Health Options (Beacon), the nation's largest independent behavioral health care company, serves public and private sector employers, labor organizations, state and county agencies, and health plans representing more than 47 million individuals. Our 35 plus years of experience enables us to deliver industry-leading EAP and Work/Life services.

Our expert behavioral health specialists are devoted to providing exceptional mental health services. As behavioral health specialists, we help our clients implement world-class programs utilizing established clinical protocols, responsive customer service and progressive technology.

Over 35 years of experience enables us to provide exceptional local service supported by extensive national experience.

In short, we provide exceptional local service supported by deep national experience.

Organizationally Aligned EAP Services

To best serve our clients and their employees, our EAP strategy focuses on both organizational workplace issues of our customers as well as on the individual employee. Our holistic member-focused approach to care enhances morale, increases productivity, and improves quality of life.

Our EAP services support the needs of employees and their families, as well as our client organizations. Our programs have been designed to complement the other services offered by your organization and the current methods used to communicate with your employees and their families. We will work with you to make recommendations on program design that best meets your needs and to identify opportunities to maximize utilization of available resources and return on investment.

Immediate Access to Quality Services 24/7, 365 Days a Year

Beacon believes the most important phase in improving quality of life is providing access to the first step towards help. Because anything that inhibits that first step may be discouraging, we maintain access 24 hours a day, seven days a week through a dedicated toll-free EAP number as well as our EAP web resource, Achieve Solutions. Beacon uses a clinician-first answer model; your employees' calls will be answered by a master's-level EAP Care Manager. This convenient, immediate access ensures continuity of care from the initial assessment through treatment and aftercare coordination. Together, our telephone and Web services ensure that participants taking the first step toward help receive it—no matter how they reach out.

We continually monitor the quality of our staff and programs to assure assessments and care are appropriate and outcomes are positive. Our quality methods encompass a range of activities such as staff audits, utilization analysis, and participant, client, and provider satisfaction surveys.

Account Management

Beacon's account management extends far beyond traditional services. We provide each of our clients with account management service focused on maintaining customer satisfaction and providing in-depth consultation on a variety of issues to meet customers' needs. We achieve superior programs through the following account management functions:

- Maintaining a very high degree of flexibility
- Listening carefully to each client
- Analyzing the way we deliver services and the types of services we deliver
- Creating new products and services to meet the needs of very mobile and diverse populations
- Evaluating and re-evaluating the effectiveness of the services we provide
- Maximizing our positive impact on each client and their valued employees and families

All of these functions are accomplished through your Account Executive who holds responsibility for creating comprehensive plans that assure seamless implementations and/or transitions from previous programs. Our Account Executives are continuously trained to analyze all aspects of our clients' programs. Consultation services available to our clients can be provided on benefit design, organization development, risk management strategies, behavioral health care industry trends, and technological advancements.

National Network of Quality Providers

Beacon offers a mature, national provider network consisting of more than 100,000 providers throughout the United States, along with a sub-network of providers specifically trained and experienced in handling EAP and workplace related issues. One of the true benefits of Beacon' comprehensive national network is that our clients' employees can access care no matter where they are. Each member of our provider network is a licensed healthcare professional within appropriate clinical disciplines, credentialed and re-credentialed.

Array of Communication Materials

Our goal is to establish ongoing communication efforts that will inform employees and their families about their EAP services, and encourage them to seek assistance when the need arises. Communication materials include:

- Introductory EAP and Achieve Solutions announcement
- EAP brochures and wallet cards
- EAP posters
- Tip sheets on timely topics of choice
- Monthly and quarterly electronic newsletters
- Orientation DVD

EAP Session Models Available

Beacon is pleased to offer both a 1-5 and a 1-8 EAP model to meet the specific needs of your organization. Both options include unlimited telephonic counseling. In addition, we also provide ancillary services, such as Work/Life and Legal/Financial and Mediation services to further enhance the EAP.

Regardless of the session model chosen, when a participant requires services beyond the scope of the EAP, Beacon will assist with referral resources and provide follow-up through the end of treatment.

All of our EAP clients and their employees and family members have access to Achieve Solutions. Achieve Solutions is our award-winning, dynamic online resource with information, tools, and other resources on more than 200 topics, including depression, stress, anxiety, alcohol, marriage, grief and loss, child/elder care, and work/life balance. Its mission is to help participants find credible information, access behavioral health services, and resolve personal concerns in a convenient, confidential manner. It also supports our organizational commitment to reduce the stigma around mental health issues. In recognition of meeting these goals, Achieve Solutions has consistently won eHealthcare Leadership Awards, most recently the Platinum Award – Best Overall Internet Site in 2014, and Web Health Awards, most recently the Merit Award in 2013. You are invited to explore Achieve Solutions by following the link provided: <https://www.achievesolutions.net/xyzeap>

Scope of EAP Services

SHORT TERM COUNSELING

Participants may speak with a licensed, master's-level EAP Care Manager, 24 hours a day, seven days a week. We conduct a thorough assessment by phone to determine the problem and the most appropriate level of help. Participants are assessed for depression, level of risk, substance abuse problems, suicidal ideation, and homicidal ideation. Psychosocial, cultural and linguistic, and occupational factors are also included in these assessments.

One outcome of the assessment is the assignment of a "risk-rating," a scale of one through four that helps determine the urgency of a clinical intervention. In the case of an emergency situation, our EAP Care Managers maintain contact with the participant until he or she is safely transported to a local facility and has begun receiving clinical services.

For routine care, Beacon will complete a telephone assessment and will either complete the counseling within the session model of the EAP or make a referral for service needs. Factors to consider in identifying providers include, but are not limited to, the participant's specific clinical and/or non-clinical problem, workplace issues, need for a provider specialist, geographic location, and gender preference.

MANAGEMENT SERVICES

Management Consultation

We believe that the thoroughness and effectiveness of our management consulting capabilities is central to the EAP's success. Managers and supervisors are faced daily with problems related to employee concerns in the workplace. Beacon recognizes that these issues can be complicated and difficult to manage. We strive to build the type of relationship with our clients where managers and supervisors recognize the EAP as the first point of contact in relation to all employee issues in the

workplace. Management is encouraged to observe, confront and take action as needed. Close contact is maintained with management throughout the case and checkpoints are designated where progress can be measured.

Training For Supervisors, Employee Benefits Staff and Employees

Employee orientations create an awareness of the EAP and familiarize employees on the effective utilization of their EAP benefit. In addition to employee orientations, Beacon recommends conducting supervisor training to create an awareness of the EAP and familiarize supervisors with how they can more effectively assist the employee in the utilization of the EAP benefit. We offer orientations and training for all levels of management. It is also recommended that employee benefits staff are oriented to the mechanics of the program and involved in the initial planning, implementation and continuing management of the EAP program. Training sessions are structured presentations from one to two hours in duration on such key areas as the benefits of the EAP, the role of the supervisor in addressing job performance problems, how to identify job performance decline, and how to make a referral to the EAP. Beacon has experience in delivering a wide range of worksite-based supplemental training that may also be of interest. Among the topics covered in these training sessions are: anger management; balancing work and family; coping with loss; depression; effective communications in the workplace; sexual harassment; and time management.

ORGANIZATIONAL SERVICES

Critical Incident Response Services

Beacon has provided crisis response services to clients from various industries including banking and financial services, retail, aerospace, oil, health care, and manufacturing. In 2014, Beacon conducted 918 critical incident responses, providing services for 19,000 employees and managers. More than 60 percent of these events involved a death affecting the workplace.

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We responded to the needs of clients affected by critical incidents by offering onsite services including group sessions, individual sessions, and management consultations. We helped survivors cope with the loss of family members, colleagues, and friends, or even their homes. We also helped responders cope with the discovery of loss of life, loss of home, and loss of place of business. In addition, we helped our clients provide effective leadership during crisis events.

The types of Crisis Response Services included as part of our EAP are:

- Critical incident response services, including debriefing and grief support
- Sudden deaths in the workplace
- Threat assessment and workplace violence
- Regulatory agency (e.g., DOT) assessments

We are prepared to coordinate and respond to any critical incident. Our EAP Workplace Consultants will work with the designated organizational crisis team to effectively plan, coordinate, and respond to a particular crisis in a timely manner. We will collaborate with you to develop a comprehensive crisis management plan through organizational and management consultations, policy development, and training, as well as a full array of critical incident response services.

Whether the critical incident involves a threat of violence or a traumatic incident, our coast-to-coast network of master's-level trauma response clinicians are always available.

Ancillary Services Included in Program

LEGAL, MEDIATION, FINANCIAL AND IDENTITY THEFT PROTECTION

Legal Services

As part of the EAP, participants will receive a free legal consultation of up to 30 minutes. This face-to-face or telephonic consultation allows the participant to speak with a professional experienced in general law in their geographical area and/or in the jurisdiction of the matter. If the participant retains the attorney to provide further services, these services are discounted by 25 percent off the attorney's usual hourly rate. Participants may obtain assistance with such issues as divorce, adoption, debt collection, bankruptcy, the purchase or sale of a home, traffic violations, juvenile court matters, and subpoenas.

Mediation

As part of the legal benefit, participants can receive a free, 30-minute mediation consultation in which a mediation professional will listen to their issue and determine if mediation is the appropriate method for resolving the matter. If the participant opts to use mediation, Beacon offers a 25 percent discount from the mediator's standard hourly or fixed fee rates. Our nationwide network of mediators includes licensed attorneys and other subject matter experts who hold advanced degrees and have professional mediation experience. Examples of the types of issues for which participants can use mediation services include divorce and child custody, contractual and consumer disputes, real estate, landlord/tenant issues, and elder/disability matters.

Financial Services

Participants will receive a free telephonic financial consultation of up to 30 minutes with a CPA, financial planner, budget specialist, certified credit counselor, certified divorce financial analyst, or licensed securities broker. This consultation is available for personal financial issues including wage garnishments, tax preparation, child support, saving for college, retirement planning, and many others. The result of this initial consultation will generate further activities designed to enhance financial stability for the participant, such as family budgeting programs, debt consolidation, or, in some cases, referral to an attorney. Participants will incur additional costs only when a financial professional is retained.

Identity Theft Protection/Counseling

Identity theft is one of the most pervasive crimes in the world. According to Javelin Strategy and Research's 2013 Identity Fraud Report, the number of identity fraud incidents increased by one million consumers over the past year, which equates to one incident of identity fraud every three seconds. Identity theft is a crime that usually falls on the shoulders of the victim to resolve thereby making it an employer problem. The Federal Trade Commission reports that U.S. consumers spend up to 130 hours and an average of \$1,200 in resolving identity theft. In addition, on average, an identity theft victim is affected by credit-related problems resulting from the identity theft for between two and five years.

Our identity theft protection/counseling program helps participants resolve fraud-related issues when time is not on their side. We offer fraud resolution services at the inception of a fraud-related emergency. When participants call the toll-free number, they will receive:

- A 60-minute, free consultation with a Fraud Resolution Specialist who will conduct seven emergency response activities
- Help restoring their identity and good credit
- A free "Identity Theft Emergency Response Kit," in the event of an identity breach
- Support for administering the costly steps to dispute fraudulent debts as a result of identity theft

Our fraud resolution program not only focuses on the immediate fraud-related issues that participants face, but also educates the participant on preventive steps to ensure that they will not be victimized again. With this program, a trained Fraud Resolution Specialist will assist participants to expedite their fraud claims and restore their good credit.

WORK/LIFE SERVICES

Beacon believes that a successful Work/Life program offers national breadth as well as the ability to drill down to local resources—all being accessible via a toll-free telephone line integrated with the EAP and the Web site. The benefits of having integrated EAP and Work/Life services include streamlined service delivery, cross-referral opportunities, and early problem intervention to create better outcomes, centralized account management, consistent employee promotions, seamless implementation, and one utilization report.

The Work/Life program is designed to help with the growing number of employees who are single parents or are in households where both spouses work. Some employees are responsible for the care of both children and elders. Work/Life issues, such as dependent care problems, can often turn into bigger, more costly issues if they are not effectively addressed at their onset. Beacon's innovative solutions and comprehensive strategies to address Work/Life needs are more than exercises in good will—they provide economic necessities for the workplace.

The table below outlines the services included in the Work/Life offering:

Work/Life Services
<p>Caller can access via the web, or request by phone:</p> <ul style="list-style-type: none"> • Exhaustive searches • Customized matches • Referrals verified every time • Minimum of three referrals • Detailed profiles <p>Web content includes:</p> <ul style="list-style-type: none"> • Work/Life publications/full content provided through Achieve Solutions • Content reflects self-empowerment emphasis, especially directions covering child care/elder care self-search • Online library of educational materials • Archived monthly webinars • Links to trusted resources • Older Adults care search tool • Child Care search tool • Self-search locators <ul style="list-style-type: none"> ◦ Adoption providers ◦ Camps ◦ Child care providers ◦ Colleges ◦ Adult care services ◦ Flu clinics ◦ Pet services • Volunteer opportunities <p>Telephone consultation with trained Work/Life Specialists includes:</p> <ul style="list-style-type: none"> • Customized referrals and educational materials for a wide range of life events: <ul style="list-style-type: none"> ◦ Academic and educational services ◦ Adoption

Work/Life Services

- Adult care
- Back up care (without subsidy)
- Balancing work and family
- Care for children with special needs
- Child care
- Convenience services (household services, travel, sports and recreation, entertainment, dining)
- Elder care
- Emergency child, adult, or elder care
- Grandparenting
- Parenting
- Pet care
- Post-natal care
- Prenatal care
- Sick child, adult, or elder care
- Summer care
- Temporary or back-up care
- Wellness and fitness resources
- Referrals and education packets emailed within 12 business hours or mailed within 24 hours of request
- Emergency referrals and education packets emailed within six business hours or mailed overnight

Reporting and Outcomes

STANDARD REPORTING AND INTELLIGENCECONNECT EAP Utilization Reporting

Clients receive comprehensive EAP utilization reports on a semi-annual basis. The annual report includes a year-end analysis and recommendations by our Account Executives. Our Information Technology systems are flexible in their data element programming, utilization statistic retrieval, and normative trending capabilities, allowing analysis of data on as broad or as focused a scope as required to effectively measure program and treatment effectiveness. Reports are blinded and do not contain any individual identifying information; instead, reports provide such demographics as gender, ethnicity, age categories, and problem categories.

IMPROVING EMPLOYEE HEALTH AND PRODUCTIVITY

Beacon knows that employee mental health has a direct bearing on the cost of doing business, as well as the quality and quantity of work produced. Research shows that employees with an untreated or under-treated mental illness may add to employer costs via absenteeism, lower productivity (presenteeism), turnover, retraining expenses, poor morale, conflict among employees, injury and compensation costs, and increased medical costs. Coping with a family member who is experiencing difficulty can have similar effects on employee performance.

Reducing Absenteeism and Improving Productivity

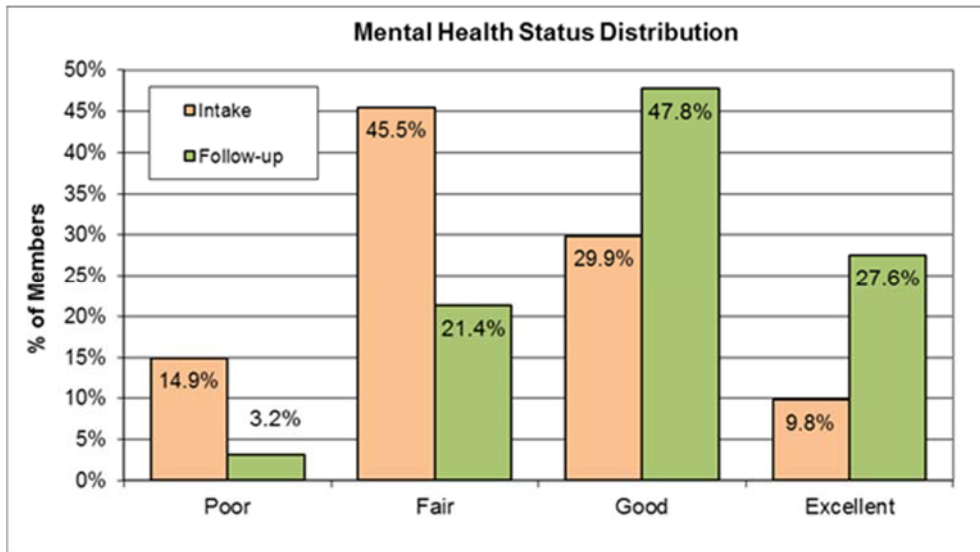
Beacon examines the impact of behavioral health issues on workplace productivity through its ongoing Productivity Tracking Program. We routinely interview members when they call for an outpatient behavioral health referral. We ask about their levels of productivity and absenteeism, as well as their overall mental health status, in the 30 days prior to their call. We conduct follow-up interviews on a sample of these members between 90 to 120 days after the intake survey to measure the impact of services. To date, nearly 10,000 follow-up assessments have been completed from a population of more than 250,000 initial assessments.

The Productivity Tracking Program has consistently demonstrated substantial improvement during the period between their intake survey and follow-up survey, as illustrated in the following table.

Productivity Tracking Results, 2010-2014				
	Intake	Follow-up	Change	% Improvement
Absenteeism (mean days) *	1.322	0.695	0.627	47.4%
Presenteeism (mean days) *	4.439	1.774	2.665	60.0%
General Mental Health Status (% reporting Good or Excellent)	39.6%	75.4%		90.1%

* Follow-up results are based on responses for members with impairment at intake adjusted to account for the percentage of members who reported intake impairment.

- **Absenteeism** – Members reported a 47.4% reduction in absenteeism at follow-up. The percentage of members reporting any absenteeism declined from 40.2% at intake to 16.1% at follow-up (n = 4,700). Of those members reporting an absence at intake, 72.0% reported no absence at follow-up.
- **Presenteeism** - Members averaged a 60.0% reduction in presenteeism at follow-up. The percentage of members reporting any presenteeism declined from 68.2% at intake to 31.9% at follow-up (n = 4,277). Of those members reporting reduced productivity at intake, 60.8% reported no lost productivity at follow-up.
- **Mental Health Status** – Member rated their mental health status on a scale from 1 to 10. These mental health status scores were classified as excellent, good, fair, or poor for further analysis.
 - Only 3.2% of members reported a mental health status of “poor” (a score of 1 to 3 on a 10-point scale) at follow-up, compared to 14.9% at intake.
 - More than three out of four members (75.4%) were classified with a mental health status of “good” or “excellent” at follow-up, compared to 39.6% at intake.
 - Of those members classified with a mental health status of “poor” at intake, 93.1% had an improved score at follow-up, while just 2.2% deteriorated and 4.7% were unchanged (see note 1).
 - Of those members classified with a mental health status of “fair” at intake, 82.7% had an improved score at follow-up, while just 7.1% deteriorated and 10.2% were unchanged (see note 1).



Mental Health Status Distribution at Intake and Follow-Up

Note 1: The calculation for improvement was limited to cases with intake scores indicating the patient had symptoms of sufficient severity that improvement with treatment is expected when measuring pre-post change.

Summary

As true partners in care, Beacon believes we are the ideal vendor to provide EAP and Work/Life services for your company. We will provide a program that begins with a single point of access for all services and offers your employees and dependents a seamless flow of EAP and Work/Life resources and services. No other company can offer the amount of stability and experience as Beacon. We are committed to providing the highest quality services available. Beacon is a sound investment for the future of your employees, one that will surpass the expectations of a traditional vendor/client relationship into one of true partnership. We look forward to sharing in your vision of the future.