**RFP 21-66211**

**Attachment B2**

**Scope of Services - Employee Assistance Program (EAP)**

1. **Duties of the Contractor.**
   * + 1. Incorporation by Reference
2. Exhibit A: The Business Associate Agreement
3. Exhibit B: The Request for Proposals, pre & post-proposal inquiries and the responses thereto
4. Reference hereafter to certain of the subjects, topics, provisions, terms, obligations, rights, duties and other matters in the documents incorporated by reference are not meant to exclude the importance of other portions of said documents; rather, said references are intended to amplify upon or clarify the import, meaning and/or effect(s) thereof as same may relate to the rights, duties, and obligations of the parties to this Contract. The reference or non-reference to certain portions of the documents incorporated by reference shall not preclude the reasonable construction of the terms of said instruments which may be required from time to time during the tenure of this Contract; provided, that when the parties desire the clarifying construction of significant areas of dispute said construction shall be consistent with the terms expressly set forth in this Contract and shall be effectuated only by the written mutual agreement of the parties hereto, or as otherwise provided in this Contract.
5. The parties acknowledge that the Plans, as contained in Exhibit A, may be subject to approval of the Indiana Department of Insurance pursuant to and in the manner prescribed by law and/or regulation. The parties agree that subsequent additions or modifications to, or deletions from, said Plan shall be effectuated in accordance with the terms of this Contract; and the written acceptance or endorsement of all signatories to this Contract shall be required to make said additions, modifications, or deletions effective in accordance with Article 9.
   * + 1. Contractor will:
6. Establish a 24 hour, 7 days a week toll-free telephone number for use by full-time employees and their household members to arrange for EAP services.
7. Provide unlimited telephonic assessment, counseling and referral for mental health and substance abuse.
8. Provide, or arrange for the provision of, up to eight (8) face-to-face counseling sessions with a state licensed or certified master’s level mental health professional per employee or household member, per incident, per calendar year. Individuals who call for appointments will be scheduled with a counselor in their geographic area or with a virtual provider if appropriate. Unless otherwise request, appointments will be offered or scheduled within five (5) working days of when the individual contacts EAP.
9. Provide consultation, as requested, for any supervisors who are considering the referral of an employee to the EAP. Contractor will assist the supervisor in the “supportive confrontation” process as needed.
10. Provide the following: When a traumatic event occurs at the State’s worksite or to a member, the State’s representative will call the EAP and describe the incident to one of the Contractor’s clinical experts. Before sending counselors on site, Contractor team, including the EAP client consultant, will consult with the State’s representatives to: Determine the most clinically appropriate response, Establish expectations, Determine the time, date and location of services
11. Provide employee orientation sessions as requested. The purpose of these sessions will be to promote EAP services and to educate employees about accessing the EAP services.
12. Provide supervisor training that will be geared toward assisting supervisors and managers in identifying employees in need of services, how to coach the employee and refer them to EAP services.
13. Ensure that counselors shall not be permitted to provide counseling services unless they maintain the legally required professional licenses, accreditation and certifications within the State of Indiana or any other state in which the service is being provided, so as to comply with all the requirements applicable to that counselor’s profession in that state.
14. Ensure that counselors shall not be permitted to provide EAP services unless they have in full force and effect comprehensive professional malpractice insurance.
15. Provide an online portal with resource
16. Quarterly reporting and analysis to assess the utilization and effectiveness of the program.
17. Design and implement an annual promotional campaign which will include periodic mailings of EAP materials and internal promotion of EAP’s value and accessibility. Contractor is responsible for the cost of printing the promotional materials.
18. Have representatives available to attend vendor fairs and health fairs as mutually agreed upon by the State and Contractor.
19. Provide monthly data files in a mutually agreed upon format to the State’s data warehouse for any services resulting in a counseling referral that contain, at minimum, the following data elements:
    1. Patient First Name
    2. Patient Last Name
    3. Patient DOB
    4. Patient identifier such as SSN, or health plan ID
    5. EAP Case ID
    6. Number of authorized visits
    7. Number of visits authorized visits used and number of authorized visits remaining on the request
    8. Date of Service for each visit
    9. Rendering Provider Name, Address and TIN for each visit
20. **Consideration and Premiums.**
21. Charges and Payment Terms: The all-inclusive administrative fee is $0.XX per Subscriber per month.