



Magellan Health Services

Employee Assistance Program
Product Manual

Includes:
Brochure
Sample Proposal
Forms



Employee Assistance Program (EAP)

Your employee’s personal problems, whether emotional, financial or legal, can escalate to costly employer problems such as loss in productivity and higher medical expenditures.

Group Insurance Services is pleased to partner with Magellan Health Services to offer Employee Assistance Programs that can be tailored to fit your needs and help prevent employee personal problems from escalating to more serious issues that affect your company’s bottom line. These services are available to groups with as few as 10 employees. Program participants have pre-paid access to such confidential services for:

- Substance abuse
- Mood disorders
- Stress management
- Anxiety
- Marriage and family
- Parenting
- Legal
- Financial

Available Services

- **Telephonic Consultation** – provides brief, solution-focused consultation and action-oriented intervention to help the employee gain perspective and help restore and maintain workplace productivity.
- **Face to Face Sessions**– provide clinical assessments and short-term counseling sessions with Magellan providers. This model is highly effective in treating a variety of problems. If long-term treatment is needed, Magellan assists the employee in obtaining the appropriate services.
- **Legal Services** – access to attorney telephone consultations regarding a variety of legal issues including divorce, child custody, etc. EAP users can also receive discounts on services for ongoing legal representation.
- **Financial Services** – offer direct access to financial counseling specialists for assistance with consumer debt, complex tax issues, investments, retirement and estate planning.

Sample Monthly Premiums

Here is a sample of monthly premiums per participating employee for the five most popular EAP services:

| Service | 10-99 Employees | 100-249 Employees | 250-499 Employees | 500-749 Employees | 750-999 Employees |
|---------------------------|-----------------|-------------------|-------------------|-------------------|-------------------|
| Telephonic EAP | \$1.25 | \$1.18 | \$1.03 | \$0.94 | \$0.91 |
| 1-3 Face to Face Sessions | \$1.75 | \$1.52 | \$1.47 | \$1.42 | \$1.37 |
| 1-5 Face to Face Sessions | \$2.15 | \$1.93 | \$1.83 | \$1.77 | \$1.75 |
| Legal Services | \$0.09 | \$0.08 | \$0.08 | \$0.08 | \$0.08 |
| Financial | \$0.07 | \$0.06 | \$0.05 | \$0.04 | \$0.04 |

Please contact your broker, sales executive or account manager for a comprehensive list of services.

Participation and Billing

- A minimum of 10 enrollees is required.
- Billing will be combined if EAP program is sold with another BlueCross BlueShield of Tennessee or Group Insurance Services product.
- A 30-day implementation period is required prior to the effective date.

This brochure is only an overview of benefits. For a complete list of benefits please see the policy. In the event a conflict exists between the information contained in this brochure and the actual terms of the policy, the terms of the policy will prevail. Rates are effective April 1, 2005.



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Magellan EAP & *LifeManagement* Solutions

Proposal to:

Client Name

Date

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SAMPLE



Overview – Who Is Magellan?

Magellan Behavioral Health, Inc. (Magellan), a subsidiary of Magellan Health Services, Inc., is America's leading behavioral health and wellness company. We are a customer-driven, solutions-focused company whose core goal is to understand our customers' objectives, work collaboratively to develop service expectations, and then exceed those expectations. We are proud to bring our unparalleled experience, industry leadership, and track record of outstanding customer service to the community because we believe every client—large or small—has a right to quality behavioral health care programs and services.

Delivering effective assessments and short-term treatment, training and consulting with supervisors, maximizing the use of community resources, and getting employees to the right type of treatment and back to their jobs—are all key components of our successful program today. Magellan is confident of our ability to provide sensitive, responsive, and clinically consistent employee assistance program (EAP) and life management program administration services that exceed the goals of organizations today. Our vision for these services, which are tailored to the needs of growing businesses, is presented here.

We look forward to the opportunity to serve you and your employees.



Benefits of an EAP

Offering EAP and life management services to your employees and their dependents makes good economic sense. These programs offer participants the opportunity to resolve personal problems early—before they escalate and become costly to resolve from the standpoints of high medical expenditures, lost productivity, and intrusion into the individual's personal life.

Magellan recognizes that employees are subject to stress on the job and that problems in their personal lives can have a major and adverse effect on their job performance. An unresolved personal problem can lead to lost productivity—not only for the troubled employee, but also for co-workers and supervisors who must address deteriorating performance and compensate for the troubled worker's failures or mistakes. Personal difficulties are often the root cause of increased absenteeism, accidents, conflict with coworkers and/or the public, and staff turnover. Another important benefit of offering an EAP to your workforce is the ability to attract and retain high-caliber employees.

Complementing our EAP services is Magellan's management consultation feature offered through the toll-free telephone number. This 24-hour service provides supervisors and managers with the opportunity to speak directly with a clinician who can assist them with workplace issues ranging from absenteeism to critical incidents. Our life management services are supplemented with a variety of Web-based self-improvement programs.

Throughout our service delivery system—from promotion campaigns to time-tested orientation training to 24-hour service availability to proactive Internet programs—we organize our program to provide easy access and encourage early intervention. Our goal is to help employees view the EAP as a trusted, easy-to-use resource—an employer-sponsored benefit that can increase their ability to cope with the challenges of daily living and enhance their contributions to and rewards from their jobs. We believe Magellan has the service options, flexibility, and expertise to build a program that meets your company's unique needs.



Accessing the EAP

The EAP is available 24 hours a day, 7 days a week. Participants access our EAP services through a 24-hour, toll-free line staffed by licensed clinicians. In our telephonic EAP model, call center clinicians provide immediate consultation services to members and dependents. In our in-person models, call center clinicians obtain basic demographic information and refer callers to appropriately matched EAP providers for assessment and referral services. Participants have one access point—one number to call for assessments; counseling; and legal, financial, and dependent care referrals.

Our staff links callers to EAP providers located within easy driving distance of work or home. To match a caller's needs with a specific provider's capabilities and demographics, our staff has online access to a large provider database. They consider participants' preferences for provider gender, location, clinical specialty (e.g., adolescents, substance abuse), language, and ethnicity.

All participants are able to make appointments with Magellan providers within the following time frames:

- Life-threatening emergency care is available immediately
- Non-life threatening emergency care is available within six hours
- Urgent care is available within 24 hours
- Routine care appointments are available within three business days



Core Components

Choice of EAP Models

Magellan offers several EAP models: a **telephone consultation** model; a one-to-three visit **assessment and referral** model; and a choice of one-to-five, one-to-six, or one-to-eight visit **brief treatment** models.

Our telephone consultation model is designed to provide brief, solution-focused consultation—action-oriented intervention designed to relieve symptoms, give the member perspective, and help restore and maintain workplace productivity.

The primary objective of our one-to-three visit model is to provide an accurate clinical assessment, develop an action plan, and help the participant connect with an appropriate treatment resource. Under our one-to-five, one-to-six, or one-to-eight visit models, the provider helps identify specific issues the individual wants to address. Together, the employee and the EAP provider set appropriate treatment goals including a defined ending point for the counseling process. The actual number of sessions remains flexible and depends on the participant's issues.

Magellan's brief treatment option includes more provider visits and yields significantly enhanced problem resolution rates. Magellan pioneered this EAP model based on research that showed that short-term counseling is highly effective in treating a variety of problems. Across Magellan's brief treatment book of business, we achieved an 82 percent problem resolution rate in 2003.

When a member requires long-term or medical assistance, Magellan assists the individual in obtaining needed services. We consult with the plan to obtain names of providers who can deliver required services to the participant. Within all EAP models, when members need non-clinical assistance, Magellan provides expert referral to a community resource capable of meeting the participant's needs. Magellan maintains an extensive database of free or low-cost programs including Alcoholics Anonymous and Narcotics Anonymous, other 12-step programs, religious and social support groups, and a host of other resources.

Account Management

Magellan has a well-developed account management strategy. Magellan account consultants serve as a single point of contact for our customers. Their responsibilities include:

- Service delivery oversight
- Contract management



- Program communications and promotion
- Reporting
- Training and orientation scheduling

Professional Staff

Our intake clinicians must possess, at a minimum, a master's degree in a licensable mental health profession (e.g., an M.S.W., or an M.S. or M.A. in a mental health discipline), and the appropriate professional license. These same qualifications apply to our after-hours staff.

Some of the key credentialing and quality assurance criteria that intake clinicians must satisfy include:

- Curriculum vitae that reflects broad experience across the spectrum of personal problems, with specific training in alcohol/drug abuse
- State licensing, board certification, and other equivalent credentials. Licensing and/or certification must be submitted at the time of application and proof of renewal must be submitted annually
- A minimum of three years of post-master's experience in a relevant clinical field
- Knowledge of substance abuse intervention techniques
- An independent background check concerning professional liability claims, licensing/certification suspensions, and previous member complaints

Once hired, intake clinicians receive special training related to utilization management, clinical issues, and managed care trends. In addition to receiving the training provided to all CSAs, intake clinicians observe a clinician "mentor" for an average of two weeks prior to answering incoming calls.

Network

Magellan has a network of over 63,000 professional providers located across the country. All must be licensed in the state where they practice, have at least a master's-level degree, and at least two years of experience. Our EAP specialty network includes more than 14,500 providers with specialized training and skills in providing EAP services. Minimum qualifications for EAP providers are as follows:

1. Meet network participation requirements for the discipline involved:
 - ◆ Psychologists must have a Ph.D. or equivalent degree in psychology and complete a one-year internship.



- ◆ Other clinicians, such as social workers, licensed professional counselors, and marriage and family therapists, must have a master's-level degree in a behavioral science and two years (3,000 hours) of post-master's clinical experience.
 - ◆ Psychiatric nurse practitioners must have a master's degree in nursing, two years (3,000 hours) of post-master's clinical experience in a supervised setting, and be certified by the American Nurses Credentialing Center as a clinical specialist.
2. Demonstrate expertise in substance abuse through any one of the following:
 - ◆ 1,400 hours of clinical experience in a substance abuse setting
 - ◆ One year of clinical experience under the supervision of a substance abuse practitioner
 - ◆ Four years of experience as an EAP provider
 - ◆ Three graduate-level hours, or four continuing education units (CEUs), or 40 clock hours, or a combination, of training in substance-related disorders
 - ◆ Certification as an alcoholism or addictions counselor (CAC or CADC)
 - ◆ Certification as an employee assistance professional (CEAP)
 3. Hold membership in a national professional association.

We encourage EAP providers to affiliate with the Employee Assistance Professionals Association (EAPA). Other affiliation options include the American Psychological Association, National Association of Social Workers, American Nurses Association, or American Psychiatric Association.

Magellan network providers are required to have their credentials re-reviewed periodically through the re-credentialing process. Individual professional provider re-credentialing is conducted every three years unless otherwise required by applicable state and federal law, a customer, and/or an accrediting entity. In addition, providers must demonstrate the delivery of consistent, quality care with positive reviews from participant satisfaction surveys.

Magellan credentials providers in more than 40 specialties. We seek EAP providers who are generalists with skills in assessment and experience with frequently seen problems. The most common specialties in our EAP network include:

- Substance abuse
- Mood disorders
- Anxiety
- Stress management
- Marriage and family



- Adolescents
- Children
- Parenting

Since chemical dependency is often devastating to affected individuals and their families, as well as costly to employers in terms of productivity and medical expense, we place special emphasis on early identification and rapid intervention.

Special Needs Capabilities

To ensure our ability to serve non-English speaking employees and dependents, Magellan subscribes to a language translation service that provides interpretation in more than 100 languages. When we receive inbound calls from participants who do not speak English, we call the translation service number and request an interpreter for the caller's language. An interpreter “conferences in” within seconds after the language is identified.

For hearing-impaired callers, Magellan provides service through a toll-free Telephone Device for the Deaf (TDD) line. Our TDD and foreign language services are available 24 hours a day, 7 days a week.

Counseling offices are accessible to individual with disabilities.

Management Consultations

Discussing and resolving employee issues is estimated to consume nearly 20 percent of a manager's time. A manager might need to address a personal problem an employee has confided, a performance deficiency jeopardizing employment, an employee conflict affecting an entire work team, or a substance abuse problem affecting work safety.

When managers need help dealing with or confronting employees, they can contact Magellan through their EAP toll-free line. Our Workplace Support (WPS) Unit offers consultation; tracks a case referred to treatment; and acts as a liaison for communication among the employer, the employee, and the treatment program. Managers have three levels of referral available to them: an informal referral, a formal (written) referral, or a mandatory referral to the EAP.

Federal Regulations

Any business involved with aviation, motor carriers, the railroad, mass transit, maritime activities, or pipeline industries is subject to the drug and alcohol testing rules implemented by the U.S. Department of Transportation. Similar rules affect companies with U.S. Department of Defense or U.S. Department of Energy contracts. The purpose of these regulations is to help protect the safety of the public by ensuring employees do not perform safety-sensitive functions



(1) while using drugs or alcohol, (2) within specified time frames after using drugs or alcohol, or (3) when their blood drug/alcohol concentration exceeds designated levels. Our dedicated WPS Unit assists employers in meeting the training, assessment, referral, and follow-up provisions of these regulations.

Critical Incident Stress Management (CISM)

A critical incident is any unexpected event that produces intense emotional reactions that could interfere with work performance, such as shootings, robberies, accidents, natural disasters, or the sudden death of an employee. Magellan has a specialized CISM team, available 24 hours a day, that:

- Consults with management
- Arranges with local specialists from our EAP provider network to conduct critical incident stress debriefings (CISDs):
 - ◆ To enable employees to express their feelings and to mobilize individual and group coping forces
 - ◆ To identify employees who need additional assistance and refer them to the EAP, community resources, or benefit-covered care

We provided such services after the World Trade Center and Pentagon terrorist attacks, Oklahoma City bombing, San Francisco earthquake, Hurricane Andrew, and the Columbine High School tragedy.

Wellness Trainings & Orientations

Magellan's experience demonstrates that training about when and how to use the EAP correlates with effective utilization and is fundamental to the success of the program.

Supervisory Orientation

Our supervisory orientation programs are designed to achieve the following key objectives:

- Describe the comprehensive services offered through the EAP
- Provide supervisors, managers, and human resource staff with the information and tools they need to encourage employee use of the EAP and to make supervisory referrals to the EAP when needed
- Destigmatize counseling and help supervisors understand its value in addressing everyday concerns that impact work performance
- Emphasize the simple and confidential process for accessing care, so that supervisors feel comfortable using and referring employees to the program



An *EAP Supervisory Reference Guide* is distributed to reinforce information delivered during the training and to serve as an ongoing reference for supervisors, particularly when they are making referrals.

Employee Orientation

Magellan's objectives for employee orientation include:

- Emphasizing the accessibility, confidentiality, and helpfulness of the program, thereby motivating employees to contact the EAP when needed
- Providing employees with all the information they need to use the program
- Answering any questions employees have about the program

Wellness Trainings

Further, Magellan offers Wellness Trainings through our network of professional trainers. We can provide workshops and informational presentations in the following areas:

- Chemical Dependency/Substance Abuse
- Change Management and Workplace Change
- Communication Skills
- Dependent Care
- Trauma
- Stress Management
- Seasonal and Situational Programs

Magellan's Internet Capabilities

As the nation's leader in behavioral health service delivery, we care about reaching those individuals most in need of care and least likely to access it. The Internet has opened up unlimited possibilities, particularly in the area of behavioral health care. While many advances have occurred in the past few years, the stigma surrounding behavioral health care continues to be a core issue, and many in need of services do not access care or information about care as a direct result.

Recognizing this and other issues of access, Magellan has created an enhanced Web site, MagellanHealth.com, designed to focus on skill building and problem resolution. In addition to the rich, highly interactive content on the site, Magellan offers specific coverage information including "How to Access your EAP." Our Internet technology *helps individuals help themselves*. Our goal is to provide confidential assistance at home or work to help address



problems and build skills before a higher level of service is required. Employers lose an estimated \$300 billion annually in lost productivity due to behavioral health issues. Our state-of-the-art interactivity empowers users and delivers essential tools directed at healthier lifestyles. We include hundreds of self-improvement programs covering issues of daily living such as stress, depression, anxiety; personal growth topics including time management, coping with change, and life planning; workplace skills including interviewing, delegating, and running meetings; and health and wellness issues such as diet, nutrition, and exercise. Members can access these services in MagellanHealth.com through the following processes:

- **Self-Assessments**, which are single-session, 15- to 20-minute programs asking questions, summarizing responses, and providing recommendations for addressing specific problem areas. Self-assessments are designed to give the user an objective appraisal of his or her problem and severity, as well as an opportunity for self-exploration and a link to available information.
- **Personal Plan programs**, which are single session, 20- to 30-minute programs designed to teach users about a topic or problem area and to provide tools with which the user can improve his or her situation. A typical program includes information, skill training, demonstrations, online exercises, and homework.

In addition to the more than 300 available programs, there is an additional range of self-help options including Community Resource links and information.

Communication Materials

At Magellan, we believe that clear, credible, user-oriented program communication is a critical factor in ensuring a well-utilized and effective EAP. Magellan has employee communication materials designed to promote understanding and use of our EAP services. Our communication materials include:

- Informational brochures and wallet cards
- Work site posters
- Supervisor handbooks
- Videos
- Quarterly e-Newsletters for customers and members

Quality and Satisfaction

We take quality seriously at Magellan, taking steps to continuously improve our services. Every person who visits our EAP is given a satisfaction survey allowing him or her to comment on our



services. We use those comments as well as feedback from our clients to refine our programs. In 2003, we received a **98 percent overall satisfaction** rating from participants.

Accreditation

The Employee Assistance Society of North America (EASNA) and the Council on Accreditation (COA) have joined together to develop accreditation standards for EAPs across the United States and Canada. Magellan was one of five beta test sites for these standards and provided considerable input about the standards to EASNA/COA following the beta test.

Magellan recently participated in a full accreditation review to cover all of our stand-alone EAP business. We passed and received the full, four-year accreditation. Magellan is the first large, national EAP organization to receive this accreditation.

Further, Magellan meets or exceeds NCQA and HEDIS standards.

Reporting

Magellan provides our customers with a management report that includes data on program utilization, outreach activities, services provided, cases opened and closed, employee and supervisor feedback, and projected program activity. Magellan EAP reports provide aggregate data only, so that we always protect the confidentiality of individual participants. Following is a list of some of the data elements available in standard EAP reports:

- Program utilization
- Case distribution by employee demographics
- Presenting and assessed problems
- Outreach activities conducted
- CISDs conducted
- Average number of sessions per case
- Referrals



Optional Life Management Services

Magellan offers a variety of optional services that complement our core EAP. Highlights of these service options, available for an additional fee, are presented below.

Legal and Financial Services

Employers may offer a combined package of legal and financial services.

Magellan's combined legal and financial services package includes the following services:

- One free initial office or telephone legal consultation with a network attorney per separate legal matter.
- Initial free telephonic or in-person consultations lasting a maximum of 60 minutes.
- Unlimited free telephone consultations for financial matters with a financial counselor. One free initial in-person consultation with a local financial consultant per separate subject matter per year is also available for more complex financial planning issues.
- Comprehensive financial plan for a flat fee of \$250 (service independently valued at \$3,000)
- Personalized reports such as pre-retirement analysis, college funding analysis, and a stock option analysis are available through local financial consultants at no cost to the participant.
- In the event that additional legal services are required, a preferred rate reduction of 25 percent from the provider's normal hourly rate is provided.
- Early intervention program provides a mediation resource for formal and informal discrimination complaints as prescribed by the Equal Employment Opportunity Commission.
- In the event that additional face-to-face financial services are required, the financial consultant will inform the participant of the fee per transaction.
- Identity theft services with multiple pricing options.
- Unlimited Web access: The Web site contains a complete legal and financial resource center where callers can go to obtain general information and resources on financial and legal matters of particular interest or concern. It is not meant to replace or supersede the counsel and advice of licensed professionals, but is designed to provide advice and resources when additional help is needed. The resource center includes the following legal and financial services:
 - ◆ A legal library, legal forms, attorney-authored articles, answers to frequently asked questions, and the ability to e-mail requests for referral services. The Web site offers over 5,000 state-specific legal forms covering a wide range of needs including such topics as



child support, bankruptcy, custody, divorce, real estate, and wills. Users may select from easily understandable lists of topic areas, or they can perform a key word search to obtain information. They can also create a Simple Will free of charge using our state specific Online Will Program.

- ◆ A financial library containing a full suite of information on a variety of topics ranging from credit counseling to shopping for credit, state-specific financial forms, key financial articles, answers to frequently asked questions, expanded financial calculators, and e-mail requests for referral services. Financial calculators are available under Financial Tools to help people “crunch the numbers” for numerous problems.

Magellan Basic LifeManagement Child and Elder Care Resource and Referral Services

For many employees, meeting the needs of others at home and at work can be challenging and even overwhelming. Not surprisingly, many companies are beginning to recognize that outside assistance for primary caregivers to dependent individuals—children, elder adults, and those with special needs—helps employees become more productive in the workplace and increases employee loyalty to their company.

Magellan Basic *LifeManagement* services take the frustration out of searching for child or elder care services and help employees locate what they need, where they need it. Callers receive referrals to licensed day care and elder care providers, information on state licensing, and interviewing providers.

We offer as an option dependent care resource and referral services through our internal Work/Life Services Unit. Services include:

- A single toll-free number for both EAP and life management services
- Professional life management consultation through a dedicated Magellan *LifeManagement* team
- A resource and referral database of approximately one million providers nationwide
- Referral to child and elder care programs and facilities
- Cross-referrals with the EAP
- Educational materials available in Spanish

Magellan Full LifeManagement Child and Elder Care Resource and Referral Services

Companies that offer a Magellan EAP can increase employee satisfaction and productivity by adding our Full *LifeManagement* resource and referral program for all life management events. The program is available telephonically and through the Internet. Listed below are some of the ways this optional service can help employees.



In offering dependent care resource and referral services, Magellan offers:

- A single, toll-free number for both EAP and work/life services
- A resource and referral database of approximately 1.8 million providers nationwide
- Professional life management consultation through a dedicated Magellan *LifeManagement* team
- Referrals to dependent care and life management services providing three to five qualified referrals
- Confirmed vacancies for referrals
- Covers all developmental stages: adoption, prenatal, child care, school age, teen life, sick and backup care, relocation, K-12 education, college, adult care, mature transitions, special needs
- Standard dependent care materials available in Spanish

Convenience Services

More than ever, employees are looking for creative ways to keep pace with the increasing demands of their personal and work lives. Because we recognize that time is such a precious commodity, we offer a grouping of convenience services (available only in conjunction with Magellan Full *LifeManagement* dependent care services) that can assist even the most organized employee with a few of life's many challenges. Our internal Work/Life Services Unit can provide convenience services that include:

- Education
- Dining and nightlife
- Shopping
- Household services
- Personal services
- Pet services
- Entertainment
- Recreation
- Travel



Nurse Advice Line

Magellan and *NurseAccess*SM can play an integral role in enhancing corporate wellness initiatives by preventing unnecessary visits to doctors and by helping ill employees manage their conditions. *NurseAccess* provides the following:

- **Symptom Triage**—Specially trained registered nurses follow symptom-based, standardized protocols to help callers access the right type of medical care at the right time and place. Call center nurses help employees determine when it is appropriate to see a doctor, the kind of doctor to see, and what employees can do to care for themselves.
- **Health Information**—Nurses use the call center's online resources and desk references to answer health-related questions on any subject. A medical librarian is available to follow up with a caller for more in-depth information on any given subject.
- **Health Decision Counseling**—Nurses provide callers with current, in-depth information about treatment risks and benefits, diagnostic procedures, and other information that supports patient/physician communication during the process of making a treatment decision. Nurses can provide ongoing support to callers throughout the decision-making process.
- **Audio Library**—Magellan's audio library contains approximately 400 seven-minute, prerecorded health messages available 24 hours a day. Employees often use the audio library to obtain accurate medical information about issues that they may be uncomfortable talking about, such as sexually transmitted diseases. Callers access the service by selecting the "audio library" option at the call center's voice prompt. After listening to the topical message selected, the caller can return to the voice prompt and opt to speak with a nurse. Many of the messages are available in languages other than English.



Summary

Magellan has designed the programs above based on our present customer experience in combination with our team's knowledge of the industry. As such, we have created programs combining our traditional EAP services with our Internet services and the potential addition of work/life resource and referral services or other optional services to provide a package tailored to the needs of employers and employees.

Your company will have a toll-free number that accesses our telephonic services and serves as the passcode for all our Internet-based programs. With this number and your company name, your company's benefits will be specifically identified for intake staff and for your employees when they utilize our Web site through MagellanHealth.com, the entry point for all Internet services.

Magellan recognizes that confidentiality is the cornerstone of a successful behavioral health care program and must be carefully protected. We require that every Magellan Health Services employee protect, at all times, the confidentiality of patient/treatment information, as well as proprietary customer information such as cost or utilization reports. Except as required by law or by lawful pre-established employer policy on certain safety-sensitive positions, disclosure of any identifying client information is prohibited without a signed form specifying the information to be released and to whom.

Magellan is in the business of serving. Our goal is to continue to be the nation's premier behavioral health care vendor. We believe we are the best company in the industry at anticipating, meeting, and ultimately exceeding our customer's needs and expectations, and we would like the opportunity to do what we do best for you.



Pricing

Program rates are per employee per month unless otherwise indicated.

| Service | 10-99* employees | 100-249 employees | 250-499 employees | 500-749 employees | 750-999 employees | 1,000-1,499 employees | 1,500-1,999 employees | 2000-2999 employees |
|--|------------------|-------------------|-------------------|-------------------|-------------------|-----------------------|-----------------------|---------------------|
| Telephonic EAP | \$1.25 | \$1.18 | \$1.03 | \$0.94 | \$0.91 | \$0.89 | \$0.88 | \$0.86 |
| 1-3 Face-to-Face Sessions | \$1.75 | \$1.52 | \$1.47 | \$1.42 | \$1.37 | \$1.35 | \$1.33 | \$1.32 |
| 1-5 Face-to-Face Sessions | \$2.15 | \$1.93 | \$1.83 | \$1.77 | \$1.75 | \$1.73 | \$1.70 | \$1.69 |
| 1-6 Face-to-Face Sessions | \$2.42 | \$2.20 | \$2.10 | \$2.05 | \$2.02 | \$2.00 | \$1.98 | \$1.97 |
| 1-8 Face-to-Face Sessions | \$2.68 | \$2.47 | \$2.35 | \$2.31 | \$2.27 | \$2.25 | \$2.24 | \$2.23 |
| Legal/Financial Services | \$0.09 | \$0.08 | \$0.08 | \$0.08 | \$0.08 | \$0.08 | \$0.08 | \$0.08 |
| Magellan Basic LifeManagement Dependent Care | \$0.56 | \$0.33 | \$0.30 | \$0.24 | \$0.22 | \$0.20 | \$0.19 | \$0.19 |
| Magellan Full LifeManagement Dependent Care | \$0.80 | \$0.57 | \$0.56 | \$0.49 | \$0.47 | \$0.44 | \$0.43 | \$0.42 |
| Convenience Services** | \$0.17 | \$0.16 | \$0.16 | \$0.16 | \$0.16 | \$0.16 | \$0.16 | \$0.16 |
| NurseAccess Line | \$0.68 | \$0.65 | \$0.65 | \$0.65 | \$0.65 | \$0.65 | \$0.65 | \$0.65 |

*Groups having fewer than 10 employees are covered at the rate of 10 employees.

**Convenience Services are available only if Magellan Full LifeManagement Dependent Care is purchased.

Conditions of Offer

1. Rates initially are for 24 months for contracts starting in 2005; thereafter, contracts are evergreen with an annual rate adjustment at customer's renewal.
 - ◆ Renewal rates are on a community basis, effective on the customer contract renewal date.
 - ◆ Rate increases will be indicated 90 days in advance.
2. Billings will be quarterly in advance or as required by statute.
3. None of these services can be offered as an employee choice under a cafeteria plan.
4. The EAP will not "gatekeep" to the behavioral component of available medical benefits coverage.



5. Eligible dependents are limited to those who meet one of these criteria:
 - ◆ Are dependents under IRS regulation, or
 - ◆ Permanently physically reside in the household of the employee
6. Included in the core pricing:
 - ◆ EAP orientations at implementation are included for a primary or headquarters site. There is no charge for orientations at secondary sites with a minimum of 50 employees, but travel costs will be charged for secondary sites. Additional orientations are available at \$140 per clinician hour.
 - ◆ Wellness trainings are available as follows:
 - Up to 99 employees: Fee-for-service at \$140 per clinician hour, plus non-local travel
 - 100-249: includes 1 hour
 - 250-499: includes 2 hours
 - 500-749: includes 3 hours
 - 750-999: includes 4 hours
 - 1,000-1,499 includes 5 hours
 - 1,500-1,999 includes 6 hours
 - 2,000-2,999: includes 9 hours
 - ◆ CISDs are included. Costs for non-local travel will be charged.
 - ◆ Mandatory referrals are included in the face-to-face EAP models. The telephonic EAP does not include mandatory referrals. They can be purchased at \$700.00 per case.
 - ◆ MagellanHealth.com is included.
7. Travel costs for travel of 50 miles or more for training and CISDs will be reimbursed to Magellan by the customer at Magellan's cost.
8. Core EAP rates assume standard Magellan package, consisting of:
 - ◆ Brochures with wallet cards: 1.3 per employee
 - ◆ Quarterly Employee Newsletter (electronic)
 - ◆ Posters: 1 per 150 employees
 - ◆ Supervisor manual: 1 per 20 employees
 - ◆ Employee videos: 1 per 500 employees
 - ◆ Supervisor videos: 1 per 500 employees



- ◆ Distribution of above materials to one location
 - Additional videos optionally available for \$14.00 per unit
 - Additional brochures optionally available for \$0.40 per unit
 - Additional posters optionally available for \$1.60 per unit
- 9. Reporting:
 - ◆ Customers with fewer than 250 employees get one aggregate annual usage report.
 - ◆ Customers with 250 or more employees get four quarterly usage reports.
- 10. No performance guarantees are offered; service center overall performance reporting only.
- 11. Legal and Financial, Dependent Care, Convenience and *NurseAccess*SM services may only be purchased with core EAP. Convenience services may be purchased only when Full *LifeManagement* Dependent Care has been purchased.
- 12. Magellan requires 30 days' notice to implement a program.
- 13. Rates apply only to customers in the United States, Puerto Rico, or Canada, whose members reside only in the United States, Puerto Rico, and Canada; Magellan must be specifically notified of non-U.S. residents at the time of sale.
- 14. International Services are available to United States and Canadian expatriates residing overseas for an additional annual fee of US\$3,000 and US\$225 per one-hour session.
- 15. Early terminations are subject to penalty as follows:
 - ◆ Terminations in the first quarter: 25 percent of first month's fees due
 - ◆ Terminations in the second quarter: 15 percent of first month's fees due
 - ◆ Terminations in the third quarter: 8 percent of first month's fees due



BCBST/GIS EAP ACCOUNT ENROLLMENT/CHANGE FORM

Used for BCBST/GIS Customers with Magellan's EAP

- ✓ All information must be completed in order for Magellan to commence with program implementation.
- ✓ Implementation takes 30 days from receipt of this completed form and signed contract.
- ✓ Please return to Nita Riddle, Account Specialist, at njriddle@magellanhealth.com

Date Submitted (MM/DD/YY):

Original Contract Start Date (MM/DD/YY): Service Center Location: St. Louis

Current Contract From-To-Dates (MM/DD/YY – MM/DD/YY): –

New/Renewal Contract From-To-Dates (MM/DD/YY – MM/DD/YY): –

MAGELLAN INTERNAL USE ONLY (check only one)

| | | | |
|---|---|----------------------------------|--|
| <input type="checkbox"/> NEW GROUP | <input type="checkbox"/> ROLLOVER | <input type="checkbox"/> RENEWAL | <input type="checkbox"/> TERMINATION (Date:) |
| <input type="checkbox"/> UPDATE (describe): | Date Change Effective: November 1, 2008 | | |

| | | | |
|---|-------------------------|-----------------------|---------|
| Account Specialist: Nita Riddle njriddle@magellanhealth.com | Phone #: (314) 387-5825 | Fax #: (314) 387-5884 | E-mail: |
|---|-------------------------|-----------------------|---------|

| | | | |
|--|-------------|---------------|---------------------------------|
| IP Customer #: | Alpha Code: | Billing Code: | OBBID/ICD: |
| Communication Materials: Account Specialist - Choose One | | | Toll-free EAP #: 1-800-523-5668 |

TO BE COMPLETED BY BCBST/GIS BROKER

Customer Information

Legal Name of Company: _____ Type of Business: _____
Industry code and description: _____ (link to industry descriptions: "[Industry Codes](#)")
Other Name(s) by which this company may be identified/Alias: _____
HQ Address: _____ City: _____ State: _____ Zip: _____

Main Customer Contact

Contact Name: _____ Title: _____
Address: _____ City: _____ State: _____ Zip: _____
E-mail Address: _____ Phone #: _____ Fax #: _____

Secondary Customer Contact (if applicable)

Contact Name: _____ Title: _____
Address: _____ City: _____ State: _____ Zip: _____
E-mail Address: _____ Phone #: _____ Fax #: _____

Threat of Violence (TOV) Contact

Contact Name: _____ Title: _____
Phone # (daytime): _____ Phone # (evening): _____

Billing Information

Contact Name: _____ Phone #: _____ Fax #: _____
Address: _____ City: _____ State: _____ Zip: _____
Other Notes/Requests: _____

BCBST/GIS EAP ACCOUNT ENROLLMENT/CHANGE FORM

Used for BCBST/GIS Customers with Magellan's EAP

Model and Rate

EAP Session Model and Price (select one)

- 1-3 \$ _____ PEPM
- 1-4 \$ _____ PEPM
- 1-5 \$ _____ PEPM
- 1-6 \$ _____ PEPM
- 1-8 \$ _____ PEPM
- Telephonic EAP \$ _____ PEPM

TOTAL EAP MODEL: \$ _____ PEPM

Product Features and Prices (select all that apply)

- Basic LifeManagement \$ _____ PEPM
- Full LifeManagement \$ _____ PEPM
- Convenience Services¹ \$ _____ PEPM
- Legal and Financial Services (CLC) \$ _____ PEPM
- Nurse Access with Audio Library \$ _____ PEPM
- International EAP (PPCI) \$ _____ PEPM
- Canadian EAP (FGI) \$ _____ PEPM

TOTAL PRODUCT FEATURES: \$ _____ PEPM

of ee's² _____ x Combined PEPM Rate³ \$ _____ = \$ _____ Total Monthly Rate

Program Services

CISD Services: Unlimited
Mandatory Supervisory Referrals: Unlimited
EAP Orientations: Unlimited
Special Training Seminars: 0 hours - FFS \$140 per hour (0-99 ee's)

Eligibility

- Employees Employee's Spouse Dependents Disabled Domestic Partner
- All household members Permanently out-of-area Student Retirees COBRA

Employee count

of CA ee's _____ + # of Non-CA ee's _____ = Total # of ee's _____

¹ Convenience Services may only be purchased with Full Life Management

² Total EAP model + total product features

³ Total EAP model + total product features

BCBST/GIS EAP ACCOUNT ENROLLMENT/CHANGE FORM

Used for BCBST/GIS Customers with Magellan's EAP

MAGELLAN INTERNAL USE ONLY

Feedback Card: 001 – standard

* **Account Description:** 002 Assess/refer (3 sessions)

Business Group: WPS

* **Operating Unit:** MO-05

Payer Type: Employer Union

Product Type: 007 EAP

Report Type: IP Growing Business

* **Report Frequency:** Annual

Level of Reporting: Parent

Eligibility required to open case: N

Level of care permitted w/o SSN: EAP

* **Month report year end:** January

*Values change based on customer specifics. All other values are standard for GB accounts.