

Resident Assistance Service for the Med Plus Advantage Program

Service Feature	Service Overview
Face-to-face/phone sessions	Up to 3 sessions (or six sessions if buy-up is elected) of assessment, consultation and referral, per presenting problem, per resident per year.
Referral service standards	<ul style="list-style-type: none"> • Life-threatening emergencies will have appropriate care coordinated upon initial contact • Urgent appointments are scheduled within 24 hours • Routine appointments are scheduled within 2 business days
Call center and more	24/7/365 support from master's-degreed clinicians that provide immediate assessment using motivational interviewing techniques. All calls are answered in Chicago, IL.
Program access	<ul style="list-style-type: none"> • Dedicated toll-free number • Web • Mobile device application
Case management	Coordinated telephone intake, case management and follow-up by one master's-degreed clinician ensures continuity in service delivery
Qualified provider network	<ul style="list-style-type: none"> • National network of more than 20,000 providers • Network in place for more than 25 years • Guaranteed provider availability • Open panel policy (no closed networks)
Clinical provider credentialing standards	<ul style="list-style-type: none"> • Minimum of a master's degree • State licensure • 5 years of post-graduate, clinical experience
Legal Services	<ul style="list-style-type: none"> • Nationwide panel of attorneys • Free 30-minute face-to-face or telephonic consultation for each separate legal matter • 25% discount if network attorney is retained • Coverage for most legal issues, including civil, personal/family, credit, elder law, real estate, tax and estate planning • Online will preparation
Financial Services	<ul style="list-style-type: none"> • Unlimited access to telephonic assistance and a free 60-minute financial counseling session per issue from Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners • Help with issues such as spending habits, budgeting strategies, managing credit, debt management, debt consolidation, financial planning information, goal setting, credit report and credit score issues, homeownership and other personal finance issues • Identity theft consultations for prevention and free identity theft kit if identity has been stolen
WorkLife Services	<ul style="list-style-type: none"> • Expert, multilingual telephonic and internet-based consultation and referral • Supplemental information in multiple media options • Online support - thousands of articles, self-search locators, financial calculators, health assessments and web links to many government and non-profit services • Childcare services • Eldercare services • Health and wellness • Emotional and well-being • Daily living resources
Website	<ul style="list-style-type: none"> • EAP and WorkLife services • Dedicated HR Resources • Comprehensive library, videos, articles, self-assessments, links, archived webinars
Management consultation services	<ul style="list-style-type: none"> • Toll-free, 24/7 • Unlimited management consultations • Mandatory/voluntary management referrals, with follow-up • Unlimited policy development consultations and regulation consultations (Drug Free Workplace, etc.)
Utilization reports	Electronic, real-time utilization reporting from eResults on Demand.

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Coordination with health plan(s)	The clinician contacts the medical plan administrator to obtain authorization for treatment resources. The clinician coordinates with covered providers to ensure proper credentials, experience and availability that best fits the individual's needs. The clinician will work with the individual and provider to schedule an appointment.
Communication materials	Brochure, poster, monthly email pushes, monthly live webinars, manager email pushes
Eligibility	<p>The Resident Assistance Program is made available through the Med Plus Advantage Program's group insurance products and services. Covered members, their spouse and/or domestic partner, married or unmarried dependent children to age 26 and all other household members are eligible for services. The services are available for up to 30 days after termination of coverage and/or employment.</p> <p>If the member dies, the services are available for up to 90 days to their dependents and beneficiaries.</p>
Health/benefit fairs representation	Clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel.
Employee orientation meetings	Clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel.
Supervisor orientation and training	Clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Specialized webinar training available for \$230 per hour, per clinician
Wellness seminars	<p>Clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Webinar seminars available for \$230 per hour, per clinician.</p> <ul style="list-style-type: none"> • Cancellations made within 24 hours before the scheduled service will be charged a \$230 per hour administrative fee <p>Wellness monthly webinars are included at no additional charge.</p>
Compliance trainings	<p>Clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Webinar training available for \$230 per hour, per clinician</p> <ul style="list-style-type: none"> • Cancellations made within 24 hours before the scheduled service will be charged a \$230 per hour administrative fee
Critical incident stress management services	<p>10 hours per incident free onsite crisis support in the event of a catastrophic incident at the workplace affecting a group of employees (e.g. robbery, assault, employee injury or death in the workplace)</p> <ul style="list-style-type: none"> • Terrorism and natural disasters are excluded but will be provided at \$300 per hour, per clinician for a minimum of 3 hours per event, per clinician, plus travel • Onsite crisis services exceeding 10 hours per event is available at \$230 per hour, per clinician (minimum 3 hours per event), plus \$125 flat fee, per clinician • Cancellations made within 24 hours before scheduled service will be charged a \$230 per onsite hour, per clinician administrative fee • Unlimited telephonic CISD consultation included at no additional charge
Reduction-in-force services	<p>Onsite group or individual counseling sessions available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician for their travel.</p> <ul style="list-style-type: none"> • Cancellations made within 24 hours before scheduled service will be charged a \$230 per onsite hour, per clinician administrative fee
Grief Counseling	<p>Onsite group or individual counseling sessions available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician for their travel.</p> <ul style="list-style-type: none"> • Cancellations made within 24 hours before scheduled service will be charged a \$230 per onsite hour, per clinician administrative fee
On-site services	<p>Onsite group or individual counseling sessions available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician for their travel.</p> <ul style="list-style-type: none"> • Cancellations made within 24 hours before scheduled service will be charged a \$230 per onsite hour, per clinician administrative fee