

## Resident Assistance Service for the Med Plus Advantage Program

Service Feature	Service Overview
Face-to-face/phone, video or text sessions	Up to 3 counseling sessions (or six sessions if buy-up is elected), per presenting problem, per resident per year.
Referral service standards	<ul style="list-style-type: none"> <li>Life-threatening emergencies will have appropriate care coordinated upon initial contact</li> <li>Urgent appointments are offered and available within 8-24 hours</li> <li>Routine appointments are offered and available within five business days</li> </ul>
Call center and more	24/7/365 support from master's-degreed counselors that provide immediate assessment using motivational interviewing techniques.
Program access	<ul style="list-style-type: none"> <li>Dedicated toll-free number</li> <li>Web</li> <li>Mobile device application</li> </ul>
Case management	Coordinated telephone intake, case management and follow-up by one master's level counselor ensures continuity of care.
<b>Qualified provider network</b>	<ul style="list-style-type: none"> <li><b>National network of more than 62,000 providers</b></li> <li><b>Network in place for more than 30 years</b></li> <li><b>Open panel policy (no closed networks)</b></li> </ul>
<b>Clinical provider credentialing standards</b>	<ul style="list-style-type: none"> <li><b>Minimum of a master's degree</b></li> <li><b>State licensure</b></li> </ul>
Legal Services	<ul style="list-style-type: none"> <li>Nationwide panel of attorneys</li> <li>Up to 30-minute free face-to-face or telephonic consultation for each separate legal matter</li> <li>25% discount if network attorney is retained</li> <li>Coverage for most legal issues, including civil, personal/family, credit, elder law, real estate, tax law, and estate planning</li> <li>Online will preparation and other legal documents</li> </ul>
Financial Services	<ul style="list-style-type: none"> <li>Up to 30-minute free financial counseling session per issue from Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners</li> <li>Help with issues such as spending habits, budgeting strategies, managing credit, debt management, debt consolidation, financial planning information, goal setting, and other personal finance issues.</li> <li>Up to 60-minute free identity theft consultation when identity theft occurs, and an identity theft kit and other resources are available online.</li> </ul>
WorkLife Services	<ul style="list-style-type: none"> <li>Access to expert multi-lingual telephonic consultations and referral to resources</li> <li>Supplemental information in multiple media options</li> <li>Online support — articles, self-search locators, financial calculators, health assessments and web links to many government and nonprofit services</li> <li>Child care services</li> <li>Elder care services</li> <li>Health and wellness</li> <li>Emotional and well-being</li> <li>Daily living resources</li> </ul>
Website	<ul style="list-style-type: none"> <li>EAP and WorkLife services</li> <li>Dedicated HR Resources</li> <li>Comprehensive library, videos, articles, self-assessments, links, archived webinars</li> </ul>
Management consultation services	<ul style="list-style-type: none"> <li>Toll-free, 24/7</li> <li>Unlimited management consultations</li> <li>Mandatory/voluntary management referrals, with follow-up</li> <li>Unlimited policy development consultations and regulation consultations (Drug Free Workplace, etc.)</li> </ul>
Utilization reports	Electronic reports available by request.

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Coordination with health plan(s) and other resources	The EAP counselor will make every effort to coordinate with in-network providers should the member's need surpass the designated EAP session model (EAP is a short term problem resolution program). They will also empower the member by educating them about available resources and referral options.
Communication materials	Brochure, poster, monthly email pushes, monthly live webinars, manager materials
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	Counselor available at \$275 per hour, per counselor (minimum of 2 hours per event), plus \$75 flat fee, per counselor, for their travel. 
Employee orientation meetings	Counselor available at \$275 per hour, per counselor (minimum of 2 hours per event), plus \$75 flat fee, per counselor, for their travel.
Supervisor orientation and training	Counselor available at \$275 per hour, per counselor (minimum of 2 hours per event), plus \$75 flat fee, per counselor, for their travel. Specialized webinar training available for \$275 per hour, per counselor. Two free Leadership Awareness Training webinars are included and provided at predetermined dates and times.
Wellness seminars	<p>Counselors available at \$275 per hour, per counselor (minimum of 2 hours per event), plus \$75 flat fee, per counselor, for their travel. Webinar seminars available for \$275 per hour, per counselor.</p> <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$275 per hour administrative fee.</li> </ul> <p>Wellness monthly webinars are included at no additional charge.</p>
Compliance trainings	<p>Counselors available at \$275 per hour, per counselor (minimum of 2 hours per event), plus \$75 flat fee, per counselor, for their travel. Webinar training available at \$275 per counselor</p> <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$275 per hour administrative fee.</li> </ul>
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"> <li>• Terrorism and natural disasters are excluded but will be provided at \$275 per hour, per counselor for a minimum of 2 hours per event, per counselor, plus travel</li> <li>• Onsite crisis services exceeding 10 hours per event is available at \$275 per hour, per counselor (minimum 2 hours per event), plus \$75 flat fee, per counselor</li> <li>• Cancellations made within 24 hours before scheduled service will be charged a \$275 per onsite hour, per counselor administrative fee</li> <li>• Unlimited telephonic CISD consultation included at no additional charge</li> </ul>
Reduction-in-force services	<p>On-site group or individual sessions are provided fee-for-service at \$275 per hour (minimum of two hours per event), plus \$75 flat fee, per EAP counselor for travel.</p> <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$275 per hour administrative fee.</li> </ul>
Grief Counseling	<p>On-site group or individual sessions are provided fee-for-service at \$275 per hour (minimum of two hours per event), plus \$75 flat fee, per EAP counselor for travel.</p> <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$275 per hour administrative fee.</li> </ul>
On-site services	<p>Onsite group or individual counseling sessions available at \$275 per hour, per counselor, plus travel fee per counselor.</p> <ul style="list-style-type: none"> <li>• Cancellations made within 24 hours before scheduled service will be charged a \$275 per onsite hour, per counselor administrative fee</li> </ul>

\* Individual EAP counseling sessions are available to eligible participants 16 years and older; family sessions are available for eligible members 12 years and older, and their parent or guardian. Children under the age of 12 will not receive individual counseling sessions.