

FAX

To: Josh Hager

From: CuraLinc Healthcare

Fax: 304-558-3970

Pages: 27

Phone: 312-767-9510

Date: 07/11/2023

Re: CRFQ-0702-TAX2300000008

Bid Opening Date: 07/13/2023


Reason: Bid for State of West Virginia State Tax Department

Bid Opening Time: 1:30 PM ET

Priority: High

RECEIVED
2023 JUL 11 PM 12:45
WV HIGHWAY DIVISION



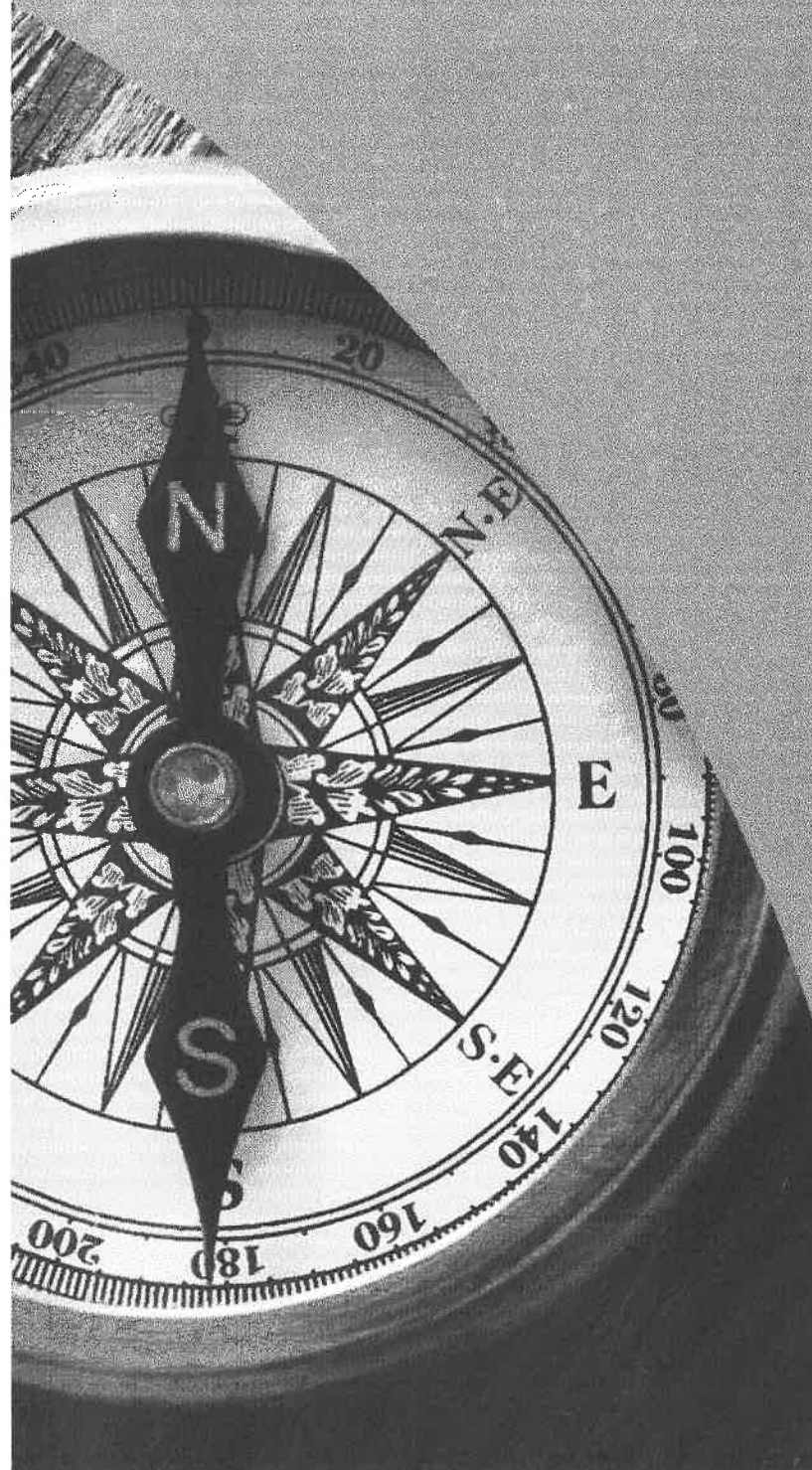
 curalinc.com

 800.490.1585

   @curalinc

 curalinc.in

 info@curalinc.com



Employee Assistance Program (EAP) Proposal

Prepared for:
State of West Virginia State
Tax Department
July 6, 2023

Prepared by:
Amber Eden
312.767.9510
aeden@curalinc.com

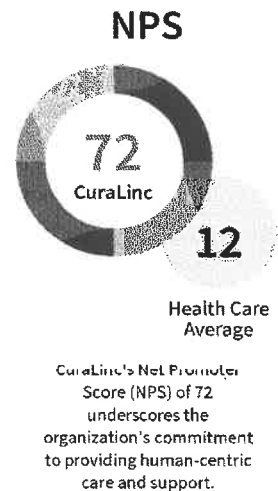
Table of Contents

- About CuraLinc..... 1
- The CuraLinc Difference..... 2
- Engagement 3
- Care Journey 4
 - Access 4
 - Desktop and Mobile Platform
 - Inline Scheduling for Counseling and Coaching
 - Advocacy 7
 - User Experience (UX)
 - Mental Health Navigator
 - Support..... 10
 - In-Person and Telebehavioral (Video) Counseling
 - Provider Quality
 - Text Therapy
 - Digital Cognitive Behavioral Therapy (dCBT)
 - Digital Group Therapy
 - Coaching
 - Work-Life Benefits
- Outcomes 16
- Organizational Resources 18
 - Critical Incident Response Services..... 18
 - Organizational Development and Training..... 18
 - Management Consultation and Formal Management Referrals..... 19
- Client Services..... 20
 - Implementation 20
 - Program Management and Communication..... 20
 - Reporting..... 22
 - Integration..... 22
- Optional Features (Dedicated Counseling, Global EAP Services, Wellness) 24
- Pricing and Plan Design Summary 26

About CuraLinc

More than ever, there’s a spotlight on an employer’s role in the mental health and emotional fitness of its employees. However, even with an optimal approach, it still takes a combination of courage, clarity and ongoing support to ensure positive outcomes for any employee who seeks care.

As employers consider their options for providing employees with truly effective mental health benefits, it’s crucial to select partners and programs that bridge the gaps between the employee’s problem, the opportunity to deliver care and the ideal personalized solution. Traditional employee assistance (EAP) models can feel old, impersonal and out of touch – neither addressing barriers to access and gaps in care, nor delivering enough innovation and evidence to make an impact. Digital providers, on the other hand, not only lack in-the-moment mental health support, but also focus on *assigning* treatment plans rather than *empowering* care by allowing participants to choose a modality or care avenue that suits their preference.



The net effect for many employees is a mental health benefit – if they even know the benefit exists – that feels inaccessible, confusing and void of the personalized support needed to help them feel better. Often times, what’s missing is a coordinated and authentic connection to care that leverages an integrated system of human and digital interactions to holistically improve employee mental health.

CuraLinc Healthcare delivers just that – **transformative mental health care fueled by connectivity** – marrying technology and personalized advocacy to engage and support employees throughout their care journey. CuraLinc has redefined the modern EAP by looking at mental health through a more human-centric lens, empowering care through:

- **Engagement.** Moving employees from confusion to clarity by igniting an initial connection.
- **Access.** Creating an integrated system of entry points powered by choice and preference.
- **Advocacy.** Reducing barriers to care through personalized navigation and guidance.
- **Support.** Providing evidence-based treatment through multiple modalities.
- **Outcomes.** Delivering end-to-end care and a measurable impact on health and productivity.

CuraLinc approaches EAP administration with four simple goals in mind: engage employees; improve access to mental health support; create a positive impact on employee health and productivity; and help both employees and employers mitigate risk.

The CuraLinc Difference

Concerns like depression, stress, substance abuse, grief and anxiety impact the health and productivity of employees, as well as an employer’s direct and indirect costs. A human-centric and innovative employee assistance program is the most effective resource in an employer-driven strategy to address these issues.

Differentiators

Don’t just “check the box” when it comes to evaluating the impact of EAP features that will engage employees, have a measurable impact on health and productivity or provide a necessary layer of support to the organization.

Feature	Why It Matters
Design	CuraLinc’s approach fills gaps in access and care delivery commonly found with other providers.
Choice	CuraLinc offers twelve different ways for employees to access mental health care and support.
Utilization	CuraLinc drives more awareness and usage than traditional EAP and digital models.
Flexibility	Every CuraLinc program is tailored to suit the unique needs of each client.
Speed	Participants have immediate access to licensed mental health counselors around the clock.
Integration	CuraLinc coordinates care, data and communication with a client’s other benefits and programs.
Service	CuraLinc’s proactive and collaborative approach to partnership maximizes the value of the program.
Impact	CuraLinc provides a measurable impact on absenteeism, productivity, depression and substance abuse.

Engagement

Employee assistance programs (EAPs) have a positive and measurable impact on the health and productivity of those who participate in the program. Unfortunately, one long-time knock on EAPs is that awareness – and, subsequently, participation – just isn't high enough within an employee population.

To ensure high visibility and utilization of the EAP, CuraLinc provides every client with a unique engagement strategy that is tailored to suit their culture and goals. This strategy, which begins during the pre-sale discovery process and is launched in the implementation meeting, includes three key functions: communication, integration and technology.

State of West Virginia State Tax Department Chooses CuraLinc

Tailored Engagement Strategy for State of West Virginia State Tax Department



Communication

- ✓ Develop a Culturally Relevant Plan to Maximize Visibility of the Program
- ✓ Tailor the Promotional Schedule to a Client's Communication and Technological Profile
- ✓ Deliver a Consistent and Positive Message to Reduce the Stigma of Accessing Care
- ✓ Market the Program as an Early-Stage Resource for All Mental Health and Substance Use Concerns



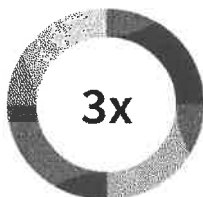
Integration

- ✓ Position the Program as an Integrated Component of an Employer's Health Management Strategy
- ✓ Increase Engagement Through Case, Data and Marketing Integration with the Client's Other Benefits and Resources
- ✓ Create Opportunities for External Programs to Identify and Refer Employees to the EAP



Technology

- ✓ Leverage Technology to Connect Employees to the EAP and to Provide New Care Modalities for Employees
- ✓ Establish Single Sign-On (SSO) Connections from Client Intranet and Third-Party Vendor Portals
- ✓ Position CuraLinc's Digital Navigator as an Alternative Access Point into the Program
- ✓ Customize the Mobile App and Launch a Download Initiative



Clients that follow CuraLinc's engagement recommendations have significantly higher utilization rates.



EAP Engagement Strategy delivered to State of West Virginia State Tax



EAP effective date

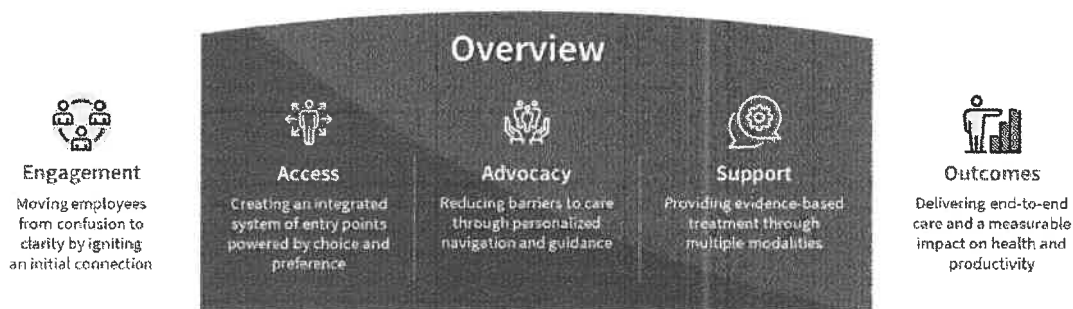
Care Journey

CuraLinc’s care journey was purposefully constructed to address a wide array of concerns that impact health, wellbeing and productivity:

Addictive Behaviors
 Anxiety
 Coping
 Family/Marital Problems
 Isolation
 Organizational Change
 Sleep Fitness

Alcohol or Drug Abuse
 Burnout
 Dependent Care Issues
 Financial and Legal Issues
 Languishing
 Relationship Problems
 Stress

Anger Management
 Caregiver Support
 Depression
 Grief and Loss
 Mindfulness
 Resiliency
 Work-Life Balance



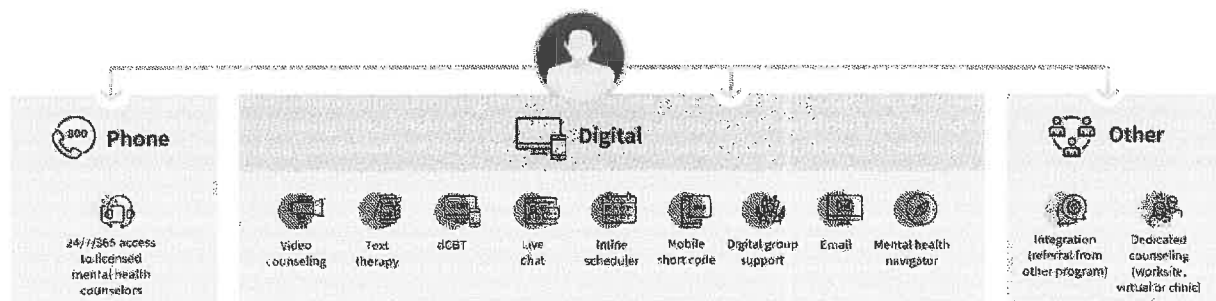
Access

Accessibility plays a vital role in the success of an EAP. A provider can have a strong clinical model, but the program will fall flat if participants can’t choose from a variety of meaningful options to access care around the clock.

By offering a system of convenient avenues to access care – and allowing participants to choose not only the modality, but also their preference for the type of provider they feel most comfortable with – CuraLinc is *empowering* care, rather than *prescribing* it.

Choice

- ✓ **Individualized** access to mental health support
- ✓ System of **convenient** and **integrated** avenues into the program
- ✓ **Preference** (modality, time/date, race, age, gender) empowers participants to begin their journey
- ✓ Meaningful **connectivity**, not a predetermined entry point



Benefit-eligible employees and their immediate family members have access to the program twenty-four hours a day, every day of the year, through an integrated suite of digital and analog entry points. To address the needs of non-English speaking members seeking access to in-the-moment support, CuraLinc employs Spanish, Mandarin, Polish and Russian-speaking Care Advocates. CuraLinc also offers translation capabilities for more than 140 other languages and maintains a toll-free TDD line for hearing-impaired participants.

Desktop and Mobile Platform (Digital Access)

CuraLinc’s web and mobile platforms act as an excellent complement to the program’s telephonic and in-person services. More than just a static website or mobile app, the platforms – which are available in English, Spanish and French – focus on engagement, access and customization.

Access

The web and mobile portals contain an access bar at the top that highlights the different avenues employees can choose to connect to care and support.

Customization

The entire portal can be tailored to suit the brand and identity of a CuraLinc client.

- ✓ Background Image on Landing Page, Welcome Message, Logo, Fonts, Dashboard Tiles, Links to Other Client Benefits, Upcoming Events
- ✓ Vertical-Specific Toolkits for Retail, Education, Restaurant, Hospital and Health Care, etc.
- ✓ EAP Orientation Video for Each Client



Sample Desktop Platform

EAPDemo.com

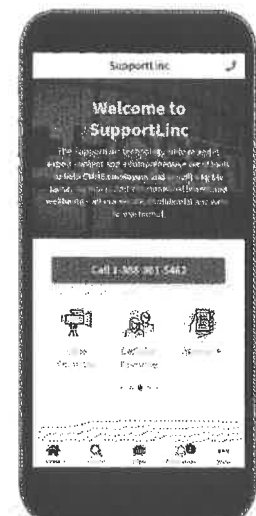
To review a sample of CuraLinc’s desktop platform, visit EAPDemo.com.

Design Elements

The portal’s intuitive layout optimizes the user experience (UX) for EAP participants.

- ✓ **Access Bar.** Highlights the Different Avenues to Access Care
- ✓ **Category Search.** 75 Frequently Requested Topics for Platform Resources
- ✓ **‘What’s on Your Mind?’.** Search for Resources Based on Thousands of Keywords and Topics
- ✓ **Dashboard Tiles.** Customizable by Client; Includes Monthly Promo, Orientation Video, Program Summary, etc.
- ✓ **PAM (Participant Activation Messenger).** Friendly AI Bot in the Lower Right Corner of the Desktop Platform; Alternative Channel to Access Information and Resources

Sample Mobile Platform



Desktop and Mobile Platform Resources

The web and mobile platforms contain a variety of resources that help participants address emotional fitness and wellbeing.

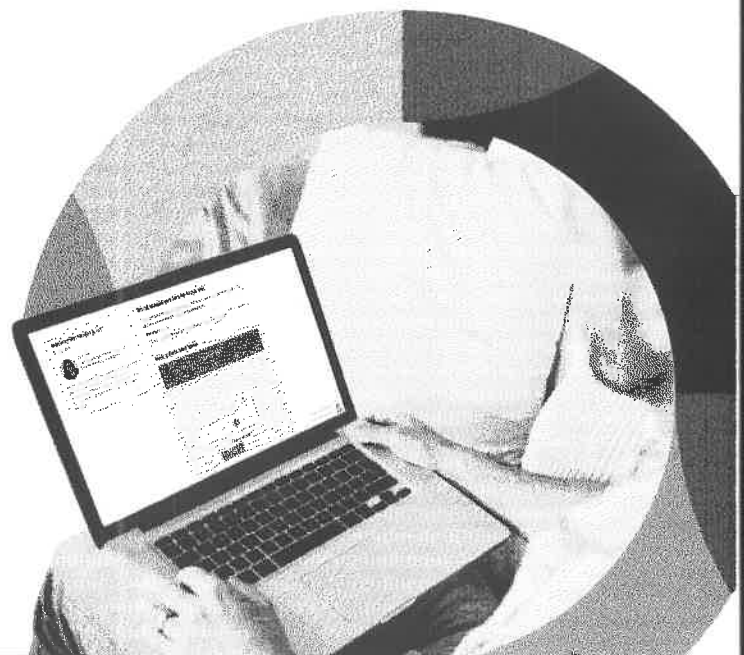
- ✓ **Interactive Toolkits.** Self-Serve Training Systems for Resiliency, Mindfulness, Sleep Fitness, Mental Health First Aid and Meditation
- ✓ **Flash Courses.** 43 Short Educational Modules with Post-Module Certificate
- ✓ **Live Chat.** Synchronous (Live) Chat with CuraLinc's Licensed Mental Health Counselors
- ✓ **Search Engines.** Dependent Care, Financial Consultation, Education, Pet Care, Legal Services, etc.
- ✓ **Interior Pages.** Thousands of Audio and Video Lessons, Articles, Tip Sheets, Resource Links and Self-Assessments
- ✓ **Savings Center.** Discount Shopping Program to Make Everyday Life a Little More Affordable
- ✓ **Wellbeing Place Blog.** Fresh Resources with a Positive Impact on Employee Health and Wellbeing
- ✓ **Additional Resources.** Free Will and Power of Attorney, Anti-Stigma Hub, Request Information or Call-Back

Real-Time Scheduling

While many EAP participants choose to begin their mental health care journey by phone, text or live chat, others prefer to take control of their own care plan by scheduling treatment directly with counselor or coach.

Real-time scheduling, available through CuraLinc's desktop and mobile platforms, delivers incremental engagement and frictionless support by allowing participants to schedule counseling or coaching sessions on a date and time of their choice – and with a provider who meets their specific dimensions of preference, whether it's gender, race, language, licensure or specialty.

- ✓ **Speed.** EAP participants can schedule telebehavioral (video) counseling or coaching sessions in as little as 24 hours.
- ✓ **Choice.** Beyond date and time, users can choose a counselor or coach based on multiple dimensions of diversity and preference.
- ✓ **Depth.** Inline scheduling with counselors and coaches is available to participants throughout the U.S.
- ✓ **Quality.** Care is delivered through evidence-based treatment approaches that measurably reduce symptoms and improve wellbeing.
- ✓ **Connectivity.** Real-time scheduling can be accessed through the program's desktop and mobile platforms. Self-Serve Training Systems for Resiliency, Mindfulness, Sleep Fitness, Mental Health First Aid and Meditation



Advocacy

Across the entire landscape of employer-sponsored mental health programs, an important zone exists between accessibility and the ultimate delivery of mental health care – advocacy.

At CuraLinc, advocacy begins with immediate support, around the clock, from a licensed and experienced mental health professional. These professionals, also known as ‘Care Advocates’, are empowered to invest as much time as possible with every participant to ensure they’re guided to the most appropriate resource. This concierge approach includes a clinical assessment, personalized care plan development and follow-up to ensure connection to care and support.

CuraLinc’s model empowers care by ensuring that every participant knows they have an advocate in their corner – someone who can help them reduce the barriers to accessing care and guide them throughout their care journey.

CuraLinc Care Advocates

- ✓ Masters or PhD in a Mental Health Discipline
- ✓ Independently Licensed (LMFT, LCPC, LCSW)
- ✓ Average 11 Years of Care Management Experience
- ✓ 98% Satisfaction Rating
- ✓ Specialized Training in Cultural Competence
- ✓ Answer Every Intake Directly, 24/7/365



After conducting the initial assessment, for participants seeking in-person or telebehavioral counseling, the Care Advocate will make a strategic referral to a licensed mental health clinician who meets the following criteria:

- ✓ Specialty matches presenting concern;
- ✓ Proximity to the participant’s home or office;
- ✓ Available within 72 hours for routine requests (24 hours for urgent requests, 6 hours for emergency requests);
- ✓ Practices evidence-based treatment;
- ✓ Participates in the member’s benefit plan network;
- ✓ Verified willingness to accept new appointments.

Personalized Care Plan

CuraLinc’s Care Advocates build a personalized care plan for every participant, which begins with a clinical assessment to identify the presenting issue and acuity and determine the proper course of action. This care plan leverages four clinically-validated tools:

- ✓ **SPS-6** (Stanford Presenteeism Scale): productivity
- ✓ **WOS** (Workplace Outcomes Suite): absenteeism, work engagement, workplace distress
- ✓ **PHQ-9** (Patient Health Questionnaire): depression
- ✓ **AUDIT** (Alcohol Use Disorders Identification Test): alcohol abuse or dependence

No “Failed Referrals”

A “failed referral” occurs when an EAP participant doesn’t follow through with counseling because the EAP provider failed to (a) confirm the availability of the clinician; and/or (b) failed to align the referral with the participant’s benefit plan MHSA network. When this happens, everyone loses – the participant is forced to seek care elsewhere (or not at all) and the employer is misled into believing the program is well-utilized, since the provider will count this as a case.

Advocacy-Based User Experience (UX)

Unlike the EAP industry’s standard process for making referrals, CuraLinc doesn’t simply send a list of counselors and expect the participant to call for availability and scheduling. With over 100 million ‘Americans living in Mental Health Professional Shortage Areas’ (Kaiser), the traditional EAP approach will leave many participants frustrated – and they’ll simply abandon their care plan when providers don’t have an opening for new patients.

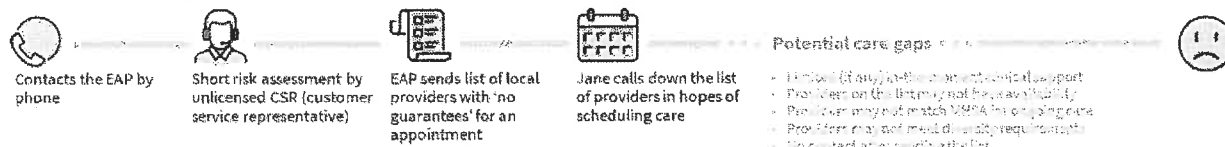
CuraLinc’s advocacy-based user experience eliminates “failed referrals” and ensures that participants receive the help they need, when they need it. CuraLinc’s Care Advocates even offer to schedule the first appointment to further ensure that participants receive the support necessary to address their concern.



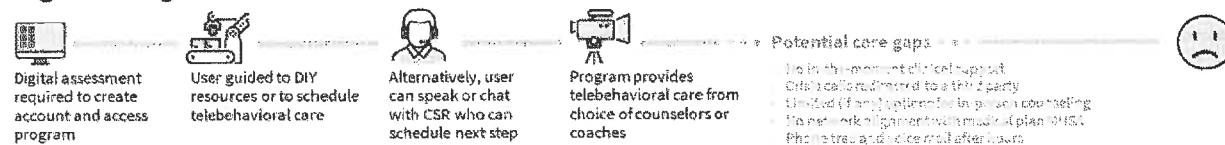
Jane

Female | 39 years old | Depression

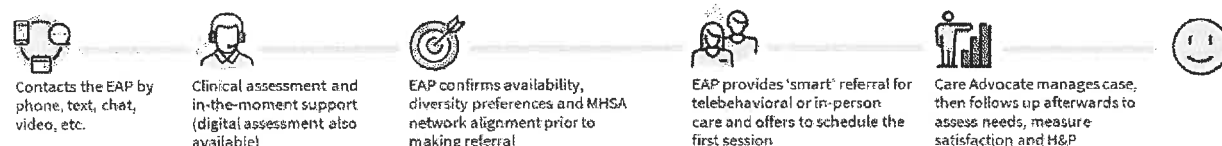
Traditional EAP UX



Digital Program UX



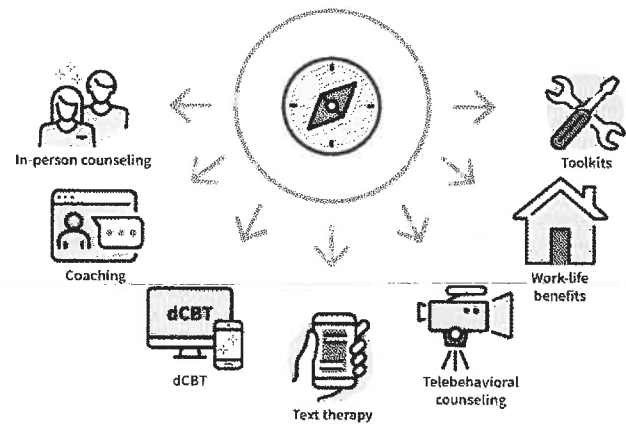
CuraLinc UX



Mental Health Navigator

While most employees prefer to *choose* a mental health treatment modality based on their personal preference, others need a little additional guidance and advocacy. CuraLinc's Mental Health Navigator was built with those employees in mind.

Navigator, which is woven into the plan design for every CuraLinc client, leverages an evidence-based assessment to guide employees to personalized mental health support. After completing the short survey, participants receive an Emotional Fitness Report that includes a risk analysis, recommendations and a call to action to schedule therapy or connect to digital mental health resources. This resource will expedite access to meaningful care for employees who may not have otherwise used the EAP to address their stress, anxiety or depression.



Navigator Key Features

- ✔ **Web or Mobile Access.** Participants can use the Navigator through the EAP web or mobile platform.
- ✔ **Evidence-Based Assessment.** The initial survey includes a combination of three clinically validated tools: the DASS (Depression Anxiety Stress Scales), the WOS (Workplace Outcomes Survey) and the AUDIT (Alcohol Use Disorders Identification Test).
- ✔ **Risk Stratification.** Navigator's algorithm uses the results of the assessment to stratify the risk of participants in five categories: depression, anxiety, stress, alcohol use and productivity.
- ✔ **Personal Report.** Each participant receives an Emotional Fitness Report that illustrates risk and offers personalized recommendations for support. Participants can schedule care directly through the report on either the web or mobile platform.
- ✔ **Schedule Care.** Participants can schedule counseling or coaching – or access digital mental health resources – within Mental Health Navigator.

Additional Advocacy Highlights

Cultural Competency

CuraLinc's clinical and organizational services are built on a foundation of cultural competence to meet the diverse needs and preferences of every participant.

Appointment Scheduling

CuraLinc's Care Advocates not only verify benefit plan (MHSA) match and availability, they also offer to schedule the first appointment directly with the counselor.

Choice of Provider

In addition to clinical specialty, MHSA match and availability, counseling referrals are also matched with a participant's geographic, demographic and cultural preferences.

Support

In order to connect with every employee, an employer-sponsored mental health program needs to provide support through a variety of avenues – for both clinical and sub-clinical care.



Clinical Resources

Sub-Clinical Resources



In-person counseling



Telebehavioral counseling



Text therapy



Digital group support



dCBT



Coaching



Work-life benefits

In-Person Counseling

Even in an age when digital treatment extends the footprint of care, face-to-face counseling is still the most popular and effective modality to address mental health concerns.

CuraLinc's diverse nationwide network of over 29,000 counselors (plus another 24,000 outside of the U.S.) are independently licensed professionals with a minimum of five years of clinical experience.

All counselors meet CuraLinc's strict credentialing criteria, which mirror the standards set by CAQH (the Council for Affordable Quality Healthcare). In addition, they are required to use evidence-based treatment approaches, such as Solution-Focused Brief Therapy and Cognitive Behavioral Therapy, to address and resolve cases within the program.



In addition to including clinical specialty in the profile for every network counselor, CuraLinc also invites them to share information about other dimensions of diversity that are important to participants, such as race, gender identity, LGBTQ+ status and more. This process underlines CuraLinc's commitment to delivering a culturally competent benefit – and ensures that the program meets the unique needs of every participant.

Finally, to increase the likelihood of resolution within the EAP, the CuraLinc Care Advocate will review treatment progress with the affiliate clinician throughout the course of care. CuraLinc also guarantees a network match of at least 99% for every client, giving participants excellent access to treatment.

Telebehavioral (Video) Counseling

CuraLinc’s telebehavioral counseling platform, eConnect®, is included with all EAP and MAP models. eConnect® is a confidential and secure technology-based counseling medium that provides members with video and web chat access to licensed masters- and doctorate-level behavioral health professionals who are also Board Certified Telemental Health Providers (BC-TMH).

By integrating video and chat-based treatment to the program’s existing face-to-face, telephonic and digital services, CuraLinc increases access to care for members in far-reaching rural locations, those with mobility problems and people with urgent mental health needs.

Network Snapshot for In-Person and Telebehavioral Counseling

Diversity and Preference

- ✓ Age
- ✓ Race
- ✓ Religion
- ✓ Gender Identity
- ✓ LGBTQ+ Status

Evidence-Based Practices

- * Solution-Focused Brief Therapy
- * Cognitive Behavioral Therapy
- * Acceptance and Commitment Therapy
- * Mindfulness-Based Cognitive Therapy

Professional Credentials

- * Licensed Professional Counselors: 32%
- * Licensed Marriage and Family Therapists: 9%
- * Licensed Clinical Social Workers: 39%
- * PhD/PsyD: 20%

Provider Quality

Beyond depth, availability and diversity, CuraLinc also takes a diligent approach to ensuring that providers deliver quality care and support to participants. CuraLinc regularly assesses the effectiveness of every network counselor and assigns them into quality tiers according to six key metrics. Over 95% of counseling is delivered by clinicians in the highest tiers.

Speed to Care (Non-Urgent)
Net Promoter Score

Speed to Care (Urgent)
Health and Productivity Outcomes

Satisfaction
Case Resolution

Text Therapy

CuraLinc’s proprietary text therapy platform, Textcoach®, provides participants with convenient access to licensed mental health counselors. Through CuraLinc's secure platform, counselors (also known as ‘Coaches’) help users boost emotional fitness and wellbeing by securely exchanging text messages, voice notes, resource links and videos.

After completing a short questionnaire, new users can begin communicating with their Coach immediately to address stress, anxiety, grief, social isolation, depression or relationship issues – or to proactively work on mindfulness or resiliency. Textcoach® is not intended to replace face-to-face or telebehavioral counseling through the EAP, though – and users with acute concerns will be guided to other resources within the program.

- ✔ **Stigma-Free.** Textcoach® is an excellent resource for those who may not be receptive to 'traditional' face-to-face or telebehavioral counseling.
- ✔ **Convenient.** Participants can text with their Coach at any time – on mobile or desktop – without worrying about scheduling or other conflicts.
- ✔ **Licensed.** All Coaches are independently licensed mental health counselors who also have a special accreditation for providing technology-based care.
- ✔ **Secure.** All communication between participants and Coaches is encrypted and stored securely.



Digital Cognitive Behavioral Therapy (dCBT)

Animo, CuraLinc's digital cognitive behavioral therapy (dCBT) platform, is an innovative desktop and mobile resource that offers evidence-based content, practical resources and daily inspiration to foster meaningful and lasting behavioral change.

The platform, which is based on the underlying principles of cognitive behavioral therapy (CBT), provides a variety of self-directed dynamic resources that improve emotional fitness, reduce the stigma associated with mental health treatment and enhance overall wellbeing.

Animo allows participants to develop competencies and strength through a variety of structured modules that were developed by an industry-leading team of clinical psychologists, licensed counselors and cognitive behavioral therapy experts.

- ✔ **More Support.** The platform bridges the gap between interventions, helps participants manage relapses and supports members with in-the-moment needs.
- ✔ **Access and Utilization.** Digital CBT extends care to rural consumers and provides resources to members who may not have otherwise called the EAP.
- ✔ **Clinical Outcomes.** Evidence-based self-help resources with demonstrated improvement in clinical outcomes.
- ✔ **Incremental Engagement.** CuraLinc's integrated approach, which assigns a Care Advocate to every user, drives additional engagement to (and awareness of) the EAP.

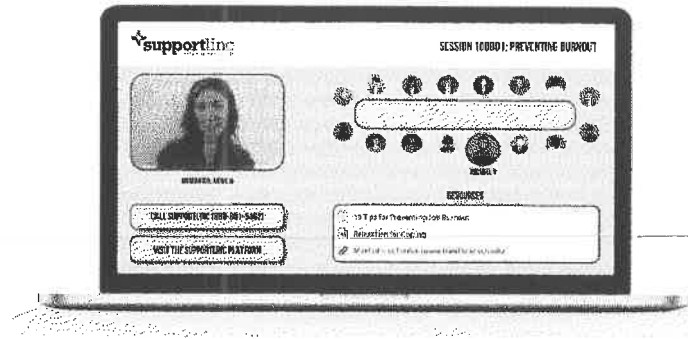


Digital Group Support

Although employer-sponsored mental health programs, such as an EAP, have always delivered care on the foundation of one-on-one treatment, group therapy has always had an important place in the landscape of therapeutic options available to people who want to strengthen their emotional fitness. Group therapy

helps employees understand that they're not the only ones dealing with a specific condition or issue; and it also helps them relate to the other people in their universe a little better, including family, coworkers and friends.

CuraLinc's digital group support platform, Virtual Support Connect (VSC) provides moderated sessions on a wide variety of topics through the program's desktop or mobile platform. The moderator will be the only person on video, though - all other users will participate via text so that they maintain their anonymity. In addition to leading the session through audio and video, the moderator will post tip sheets, exercises and links to other resources.



Coaching

The aforementioned support modalities are ideal for employees who are struggling with stress, depression, anxiety or relationship issues – but what about resources for employees who don't have a mental health concern?

CuraLinc's program includes personalized coaching that help employees be the best possible version of themselves by focusing on personal improvement and emotional fitness. CuraLinc's Coaches, all of whom are also licensed mental health clinicians, provide one-on-one coaching for the following focus areas:

- **Sleep Fitness.** CuraLinc's Sleep Fitness Coaches help participants learn the physical and mental benefits of a good night's sleep, how to establish daily habits that promote sleep and ways to improve their sleep environment. All Sleep Fitness Coaches have a Cognitive Behavioral Therapy for Insomnia (CBT-I) certification for delivering evidence-based insomnia interventions that address the root causes of insomnia, not just the symptoms.
- **Meditation.** CuraLinc's Meditation Coaches help participants build and maintain meditation practices that can help reduce stress, increase focus and improve overall health and well-being. Meditation Coaches use a combination of established guided and self-directed activities and exercises to help participants reach their own personalized meditation goals.
- **Mindfulness.** Beyond teaching the benefits of mindfulness – from decreased worry to improved concentration – CuraLinc's Mindfulness Coaches help participants develop skills that allow them to live more fully in the present moment – both at work and at home. All Mindfulness Coaches used evidenced-based practices including Mindfulness-Based Stress Reduction to help participants learn practical ways to incorporate mindfulness into their everyday life.

Personalized coaching for sub-clinical support is available telephonically, as well as through CuraLinc's digital modalities, eConnect®, Textcoach® and Animo.

Toolkits

CuraLinc provides clients with several interactive sub-clinical toolkits that are connected to the program's web and mobile platforms – and also available as stand-alone resources for employees.

- ✓ **Mindfulness Toolkit.** Practical tools and exercises for incorporating mindfulness into everyday life.
- ✓ **Resiliency Toolkit.** Skill development resource to help employees 'bounce back' from challenging situations.
- ✓ **Mental Health First Aid Toolkit.** Three-step program (Identification, Connection and Encouragement) to help employees support their coworkers more effectively.
- ✓ **Meditation Toolkit.** Easy-to-use collection of resources that includes guided meditations, tip sheets and more.
- ✓ **Sleep Fitness Toolkit.** This toolkit contains resources that build habits and practices that are conducive to sleeping well on a regular basis.

CuraLinc for Teens

Teen mental health was a crisis before the pandemic, but recent events have made it even more business critical to support adolescent dependents of covered employees. While CuraLinc has always provided in-person and telebehavioral counseling for adolescents, with parental consent, the model was recently updated to include teen-centric programming within both text therapy and coaching, as well as a communication campaign built specifically for adolescents.

Work-Life Benefits

CuraLinc's team of work-life experts are passionate about providing participants with personalized solutions that help them avoid distractions and stay productive.

Legal Consultation

CuraLinc's legal consultation service provides clients with a cost-effective way to help employees or members who have legal concerns. The following components are included:

- **Unlimited Access.** EAP participants can access the service an unlimited number of times for unique issues.
- **Free In-Person Legal Consultation.** EAP participants have access to a free 30-minute face-to-face consultation with one of over 22,000 experienced attorneys across the country.
- **Free Telephonic Legal Advice.** CuraLinc provides immediate, free telephonic legal advice with an experienced private practice attorney from the member's home state.

Financial Consultation

The financial consultation component provides employees and their family members with access to financial professionals, including certified planners (CFPs) and experienced accountants (CPAs), when needs arise. The following services are included:

- **Financial Consultation Hotline.** Financial counselors can address questions regarding a broad range of financial management topics, including debt reduction, financial planning, long-term goal setting, home buying, budgeting, college planning and bankruptcy prevention.
- **Debt Management Planning.** Members can learn how to work with creditors to build repayment plans for unsecured debt.
- **Bankruptcy Prevention.** Specialists ensure that members understand the ramifications of bankruptcy filing and help them determine which other options are more appropriate.
- **Housing Education.** CuraLinc's financial counselors help members prepare for a home purchase. They can also outline options for keeping their home in times of financial distress.

Identity Theft Recovery Consultation

CuraLinc's identity theft recovery services provide EAP participants with telephonic access to an identity recovery professional who will help them assess their situation, create an immediate action plan and provide them with the knowledge and tools to implement that plan most effectively.

Retirement Coach

Retirement Coach provides unlimited consultation with a Care Advocate who has experience helping employees transition to retirement. From money management and volunteer opportunities to relocation, home repair and travel, CuraLinc will help employees prepare for the next phase in their lives.

Dependent Care Referrals

CuraLinc provides participants with an experienced team of specialists who offer guidance and referrals in areas such as child care, elder care, back-up care, adoption, summer camps and education.

The dependent care resource and referral services available through CuraLinc's EAP go well beyond simply locating available providers. The process begins with a thorough consultation and assessment by a work-life consultant, which often helps participants identify questions that they had not yet considered. Each participant receives personalized attention and consultation on all aspects of their work-life needs. During each step, the referrals are reviewed for detail, scope and applicability to the original request. All referrals are provided to the participant within two business days.

Daily Living (Convenience) and Concierge Referrals

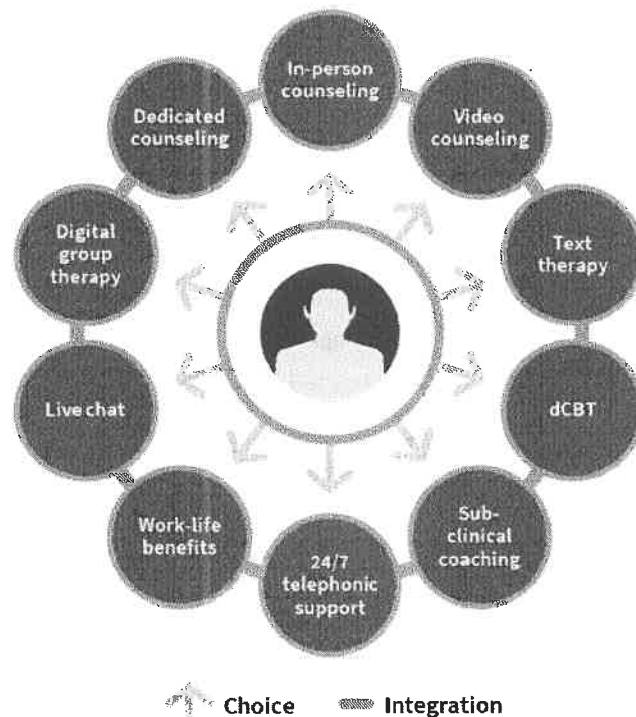
In addition to expert referrals to dependent care services, CuraLinc also provides EAP participants with guidance and information to resources like home improvement, volunteer opportunities, entertainment services, pet care, automotive repair, relocation, wellness, travel, plumbers and handymen, cleaning services and much more.

An Integrated Approach to Support

Employer-sponsored mental health programs, including EAPs, are beginning to cover a much wider range of modalities and presenting concerns. As a result, it's important that programs create a seamless experience for participants who need to move from one modality to another.

While *external* integration – coordinating care, data and referrals with a client's other health management programs – is an important consideration for many employers, *internal* integration – CuraLinc's ability to deliver a seamless experience as participants move from one modality or care avenue to another – is a key element of the care journey.

CuraLinc built every support channel in-house and does not partner with third parties to deliver care. The net result of this approach is a single care management system and (again) a seamless experience for program participants, regardless of which modality they choose to begin their care journey.



Outcomes

The care journey through CuraLinc’s program includes three stages – Access, Advocacy and Support – and is framed at the entry point by Engagement (how CuraLinc drives awareness and utilization) and after treatment is delivered by Outcomes (how CuraLinc impacts the health and productivity of the people who use the program).

CuraLinc’s Care Advocates follow up with participants after every case to measure the satisfaction with and impact of the program – and, if applicable, to coordinate additional resources. This process allows CuraLinc to not only manage care more effectively, but also to track key metrics that underline the value of the program for CuraLinc’s clients.

Outcomes and Impact Case Study

Historically, EAP providers have used a handful of metrics to illustrate their ability to deliver value, such as end-user utilization rates, client referrals, satisfaction surveys or website usage. While these measurements may be effective ways to identify the *level of awareness* that an EAP has within a client, they don’t truly address the *impact* the program had on each participant.

Peer-reviewed research published in the International Journal of Scientific and Research Publications (IJSRP) reinforced how CuraLinc’s unique approach to workplace mental health drove a positive impact on employee health and wellbeing.



Value Creation

Resolution

✓ 94% of cases resolved within the program

Return on Investment

✓ Based on health care and human capital cost savings

✓ Average ROI of 5.2:1 (offset calculator in utilization reports and at EAPROI.com)

Impact on Health and Productivity

✓ Peer-reviewed case study published at IJSRP.org and on EAPOutcomes.com



Productivity

(Tool used: SPS-6)

Seven out of eight at-risk cases (88%) recovered to no longer have a work productivity problem after using the program.



Depression

(PHQ-9)

84% of employees with depression recovered after EAP treatment to no longer be at-risk.



Absenteeism

(WOS)

Employees who used the program missed an average of 7.2 hours less work time in the following 30 days.



Alcohol use

(AUDIT)

After EAP treatment, 86% of employees were no longer at risk for alcohol misuse.

In summary, the data collected by CuraLinc suggests that an EAP with the proper construct and focus can facilitate meaningful behavior change that correlates to a decrease in absenteeism, an increase in productivity and a direct impact on a client's bottom line.

For more information regarding EAP-driven health and productivity outcomes, please ask your CuraLinc representative for a copy of the aforementioned peer-reviewed study or visit IJSRP.org or EAPOutcomes.com.

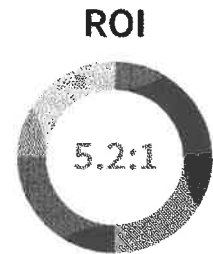
Return on Investment (ROI)

EAPs enhance organizational effectiveness by identifying and removing obstacles to productivity and also by resolving a participant's personal and work-related concerns. Certain EAP models also reduce direct medical costs through effective treatment and advocacy-driven guidance for members with a variety of mental health or substance abuse issues.

The construct of CuraLinc Healthcare's ROI Dashboard is based on a combination of EAP-driven outcomes, current research and a leading conceptual model developed by Dr. Mark Attridge, an independent consultant who conducts studies and trainings on the ROI for workplace mental health services to EAP and benefits professionals.

CuraLinc's ROI Dashboard, located at EAPROI.com, emphasizes three pillars of financial return.

- ✓ **Health Care Costs.** This includes savings from would-be outpatient claims that were resolved within the EAP, as well as from high-risk cases involving depression and substance abuse.
- ✓ **Human Capital Costs.** This pillar reflects a reduction of lost productivity time (LPT) from lower absenteeism and presenteeism rates, as well as the avoidance of turnover for a small percentage of high-risk employees who used the program.
- ✓ **Organizational Costs.** This area of return recognizes the value to the business for all non-counseling elements of the EAP, including educational and preventive services provided by the program to the organizational leadership, managers and employees at the worksite.



CuraLinc delivers an ROI of 5.2-to-1, based a combination of savings from health care costs, human capital costs and organizational costs.

Organizational Resources

Critical Incident Response Services

Incidents such as workplace violence, robbery, a natural disaster, suicide or a workplace accident can leave employees shocked, distracted and unable to perform their job effectively. Critical Incident Response (CIR) services are offered to CuraLinc's EAP clients following the aforementioned traumatic events. They are intended to reduce the acute symptoms of the trauma and to prevent the development of PTSD (Post-Traumatic Stress Disorder).

Crisis Response Plan

CuraLinc's CIR professionals develop a written response strategy for every critical event. This plan is provided to clients prior to the deployment of resources.

CuraLinc's nationwide team of experts advises and debriefs on critical incidents of all types – and has experience with the timing and impact of critical event responses. These debriefings provide affected employees with a safe environment to discuss their reactions, normalize their emotional responses to the event and learn healthy coping skills. CuraLinc's CIR services restore organizational and employee productivity, mitigate long-term stress responses and enhance the employees' overall adjustment at work and at home.

Organizational Development and Training

CuraLinc understands the importance of getting a high level of performance from every employee. To augment an employer's organizational development strategy, CuraLinc offers a broad range of customized workshops and training modules designed to make staff and managers more effective. These modules are divided into two categories:

- ✔ **Topical Training.** CuraLinc's topical training modules allow clients to use CuraLinc Healthcare as their own private organizational development resource. Most modules are 50-60 minutes in length and will be customized to meet the client's training objectives.
- ✔ **Benefit Training.** Through benefit training, CuraLinc will provide a client's staff and supervisors with the tools and knowledge to utilize the EAP most effectively.

Most Popular Modules

- Stress Management
- Embracing Diversity
- Benefits of Mindfulness
- Mental Health First Aid
- Coping During Times of Crisis

All sessions include interactive exercises, audience participation and post-session proficiency testing. These modules can be delivered in-person, via webcast or through CuraLinc's proprietary learning management system (LMS) platform.

Management Consultations

CuraLinc Healthcare's management consultants provide expert guidance and support for managing difficult workplace situations and providing assistance to employees in need. These confidential one-on-one discussions with client supervisors can address work performance, attendance issues, workplace violence, substance abuse, mental health and many other employee-related topics.

Formal Management Referrals

Formal management referrals, which are included at no cost in every EAP model, occur when a manager or Human Resources professional directs an employee to utilize EAP services after formally notifying the employee that he/she has either:

- ✔ Violated the company's substance abuse policy;
- ✔ Violated another workplace policy, such as harassment; or
- ✔ Exhibited behavior that negatively impacts their productivity and/or the workplace.

In most cases, managers formally refer employees to the EAP after taking other disciplinary steps. During a formal management referral, the Care Advocate will maintain contact with the supervisor, Human Resources professional, and/or other key personnel in the workplace, as well as with the individual, until work performance has improved and there is no further need for consultation. The program also provides follow-up for employees referred to treatment and/or counseling to ensure continued personal stability and successful job performance.



Anti-Stigma Campaign (1in5)



According to the National Alliance on Mental Illness (NAMI), one in five Americans suffers from a mental health disorder like depression or anxiety. Unfortunately, a combination of stigma and accessibility leaves many of these people feeling like they don't have anywhere to turn. Every year, CuraLinc hosts an anti-stigma campaign for EAP clients called '1in5' that focuses on normalizing the need for behavioral health resources (such as an EAP) and removing barriers for those who want to access care.

The 1in5 campaign includes a marketing toolkit, with wristbands, flyers, eblasts and worksite posters. It also includes a resource-heavy website (1in5.info) with audio and video lessons, topical tip sheets, a mental health self-assessment, facts regarding mental health and links to external resources.

Drug-Free Workplace Consultation

A drug-free workplace provides employees with a safer and more productive work environment; and an effective drug-free workplace policy can reduce turnover and identify high-risk employees before they become a serious liability to the company. CuraLinc's drug-free workplace consultations provide employers with guidance on how to develop comprehensive drug-free workplace programs. This feature helps employers develop fair and balanced policies that are tailored to suit their unique culture.

In addition to drug-free workplace consultation, CuraLinc also offers expert guidance and DOT/SAP services to assist clients that have employees in safety-sensitive positions regulated by the U.S. Department of Transportation.

Client Services

CuraLinc takes a proactive and collaborative approach to client services that maximizes the value of the employee assistance program for each client.

- ✓ **Single Point-of-Contact.** CuraLinc assigns a dedicated Client Relationship Manager (CRM) to every EAP client.
- ✓ **Accountability.** The CRM is responsible for delivering an EAP that is tailored to suit a client's culture, policies, promotional channels and goals.
- ✓ **Service Team Leader.** CuraLinc's operations, crisis response, training and marketing personnel provide support to the CRM in the administration of EAP services for each customer.
- ✓ **Integration.** The CRM leads the initiative to integrate the EAP as a core component of each client's health management strategy.

Implementation

CuraLinc's structured approach to rolling out every employee assistance program starts with an implementation meeting, typically held 60 days prior to the program's effective date. This meeting provides CuraLinc's client services, marketing and operations teams with insight into each client's culture, policies, communications channels, technology and EAP experience.

Program Management and Communication

After implementation, CuraLinc's Client Relationship Managers (CRMs) are responsible for the administration of all program deliverables, including monitoring program performance and maximizing visibility through a culturally relevant promotional strategy.

Consistent and positive messaging is an important component of a successful promotional strategy. In order to maximize the impact and visibility of an EAP, providers must make the program appealing to all employees, whether they have an acute emotional health concern or a 'little bit of stress' in their lives. With that in mind, CuraLinc provides clients with a comprehensive marketing strategy that focuses on driving awareness of the EAP throughout the organization. During the implementation of the program and on an ongoing basis, CuraLinc's approach to promotion is tailored to the unique needs of each client, which includes (but is not limited to) the following:

- ✓ **Worksite Posters.** The first quarter is marked by CuraLinc's introductory worksite poster. Going forward, CuraLinc will provide the clients with behavioral health-



themed worksite posters. Posters are sent to clients in hard copy or electronically, at the client’s discretion, every three months.

- ✔ **Monthly Flyers.** CuraLinc also provides clients with monthly electronic flyers, which can be sent to the plan sponsor or directly to employees upon request. These flyers correspond to the webinar that CuraLinc hosts each month, as well as the primary theme or story on the program’s web and mobile platforms.
- ✔ **Quarterly Newsletters.** EAP newsletters are published every three months. Unique versions are created for employees and for supervisors, with the latter featuring stories that are specific to managers in the workplace. CuraLinc can also provide copy/content directly to clients for use in their own internal newsletter.
- ✔ **Event-Based Promotions.** It’s important that the EAP is visible during a crisis or otherwise important event that may impact employees. CuraLinc responds to these events, typically within 24 hours, with a tailored promotion that is developed to drive awareness to the program.
- ✔ **Push Messaging Campaign.** CuraLinc provides clients with regular mobile push notifications that increase awareness of the program. These soft reminders provide motivation and a call to action.

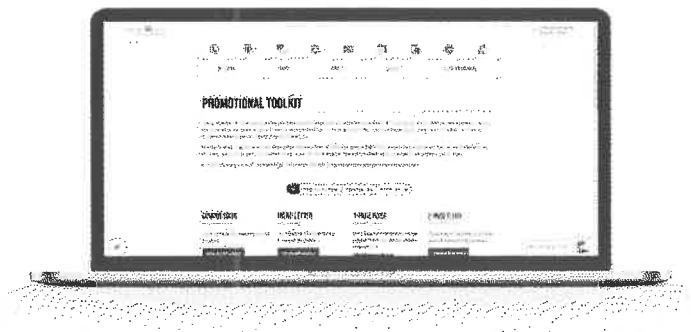
As a component of the aforementioned engagement strategy, CuraLinc will provide each client with a promotional calendar that is aligned with the client’s culture and existing marketing channels.

Sample EAP Promotional Calendar

	Worksite EAP Poster	EAP Monthly Theme and Flyer	EAP Monthly Webinar	Mobile Push Message	Employee and Supervisor Newsletters
Pre-Rollout	'Coming Soon' Flyers; Intro Letters for Employees and Supervisors; EAP Orientation Video; Tri-Fold Brochures; Wallet Cards, Product/Component Flyers				
January	Stress	Burnout	Recognizing Burnout: Know the effects and how to prevent	Mindfulness Resources	
February		Change	Navigating Disruption: How to deal with constant change	Financial Consultation	Newsletter Distribution
March		Sleep Fitness	Sleep Basics: The ABCs of getting some ZZZ's	Sleep Fitness Coaching	
April	Balance	Emotional Fitness	Building Better Mental Health: Tips to restore your peace of mind	Text Therapy	

Client-Specific Promotional Toolkit

While the team at CuraLinc is always available to provide client-specific collateral at a moment’s notice, there will be times when a plan sponsor needs custom materials immediately. CuraLinc’s self-serve promotional toolkit provides clients with in-the-moment access to client-specific posters, flyers, wallet cards, brochures and more.



Reporting

CuraLinc Healthcare has a unique ability to collect and report trends and data for the EAP. CuraLinc's comprehensive reports include a one-page executive summary and are reviewed with client plan sponsors on a regular basis. From this review, changes may be made to the company's EAP promotional plan, training initiatives or integration with a client's other health management benefits.

- ✓ **Executive Summary.** Every report includes a one-page executive summary that provides EAP clients with a snapshot of utilization and important trends.
- ✓ **Easy-to-Understand Data.** Case Utilization, which illustrates unique cases opened within the EAP, and Program Utilization, which illustrates usage of all EAP components (training, consultation, etc.), are clearly displayed on the front page.
- ✓ **Return on Investment (ROI).** Reports include a client-specific version of CuraLinc's proprietary Financial Offset Dashboard. This ROI calculator measures the impact of the EAP on each client's health care and human capital costs.
- ✓ **Provided to EAP Clients Quarterly.** Clients with fewer than 300 employees may receive reports less frequently.
- ✓ **Integration Data.** Utilization reports track the impact of EAP integration with a client's other programs.

Integration

By taking a three-pronged approach to integration (case integration, data integration and marketing integration), CuraLinc can increase the efficacy and value of the EAP, as well as the impact range of the following programs:

- ✓ **Group Health Plan.** An employer can reduce direct medical costs by marketing the EAP as an entry point into mental health or substance abuse (MHSA) of the group health plan. Members who have concerns that can be addressed with short-term counseling will be guided into the EAP at the point of entry; those with acute MHSA conditions will be referred to an appropriate in-network treatment channel within the health plan.
- ✓ **Short-Term Disability.** CuraLinc can reduce the length of time a member is on short-term disability leave, as well as the incidence of a repeat claim, by coordinating care with the EAP.
- ✓ **Telemedicine.** CuraLinc will work with telemedicine providers to refer members who present mental health or substance abuse concerns into the EAP for treatment.
- ✓ **Long-Term Disability and FMLA.** Extended leaves often impact the psychosocial condition of the claimant, which can be addressed effectively by the EAP.
- ✓ **Disease (Chronic Care) Management.** Behavioral health conditions elevate the risk of chronic physical health conditions. CuraLinc will train a disease management provider how to identify and refer members with comorbid behavioral health concerns into the EAP.
- ✓ **Health Risk Assessment Tests.** Most health risk assessments include screening tools to identify participants who have high-risk behavioral health or substance abuse concerns. CuraLinc can provide a custom engagement initiative for this at-risk portion of the population.
- ✓ **Onsite and Near-Site Clinics.** By training worksite physicians and nurses to act as referral avenues into the EAP, onsite clinics can provide holistic treatment to employees who present comorbid behavioral health conditions.

- ✓ **Health and Wellness Coaching.** Health coaches and CuraLinc's clinicians can exchange referrals and information regarding participants who have comorbid conditions with the goal of providing holistic treatment.
- ✓ **Pharmacy.** CuraLinc can provide a custom engagement initiative for members who were prescribed a behavioral medication by anyone other than a behavioral health specialist.

Innovation Roadmap

CuraLinc Healthcare develops products, campaigns and features with three primary goals in mind: engage employees and members with the EAP; deliver more on-demand resources; and drive a measurable impact on participant health and wellbeing. CuraLinc stays on the forefront of the industry through a nimble and solution-focused approach to innovation.

Quality Assurance

CuraLinc Healthcare is committed to the highest quality of professional service and ethical standards in its delivery of employee assistance programs (EAP) and managed behavioral health services. With this philosophy in mind, CuraLinc established a structured set of Quality Assurance (QA) metrics that include quantitative measurement and analysis of the following aspects of clinical care and service:

- ✓ Access and Availability
- ✓ Participant and Client Satisfaction
- ✓ Clinical Audits and Follow-Up Procedures
- ✓ Risk Management
- ✓ Provider Network Performance
- ✓ Participant Health and Productivity

In addition, every CuraLinc network counselor must meet a rigorous set of quality standards. CuraLinc regularly assesses the effectiveness of every counselor and assigns them into quality tiers according to six key metrics, then prioritizes referrals to those who perform the highest. Page 10 of this proposal includes a summary of this process.

Optional Features

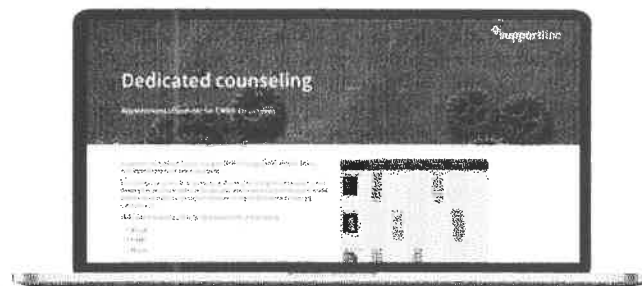
CuraLinc also offers a la carte service features, available at an additional cost, that improve access to care and impact health and productivity.

Dedicated Counseling

Although the roots of employee assistance (EAP) services included worksite counseling to address occupational alcoholism in the 1930s, today's EAP models are typically delivered externally through a contracted network of independent clinicians. However, over the past decade, more employers are beginning to appreciate the value of a hybrid approach that combines both external and dedicated clinical resources as an avenue to improve access to care and lower the stigma associated with mental health treatment.

Dedicated counseling is just that — **dedicated**, at a client level, to provide culturally-relevant mental health care at the worksite, in a nearby clinic or in a virtual setting. Dedicated counseling improves access and extends the footprint of support by providing employers with the best of both worlds — the convenience and client-specific expertise of a counselor (or counselors) who are woven into the fabric of each employer, combined with the in-the-moment support, work-life resources, nationwide clinical network and technology suite delivered to all CuraLinc EAP clients.

- ✓ **Improved access to mental health care.** Employees can schedule same-day sessions or even walk in for counseling at the worksite, in a clinical or in a virtual setting.
- ✓ **Higher engagement and utilization.** Employees who use dedicated counseling typically aren't the same employees who use standard elements of the EAP.
- ✓ **Culturally-competent support.** CuraLinc partners with clients to hand-select counselors who meet the cultural needs and preferences of each employer's unique population.
- ✓ **Greater choice.** In addition to CuraLinc's industry-leading suite of care modalities, dedicated counseling is another valuable treatment option for employees who need support.
- ✓ **External integration.** Dedicated counselors coordinate care and referrals with a client's other health management programs and benefits.
- ✓ **Internal integration.** Dedicated counselors are woven into the fiber of the client, at every level of the organization (employee, manager, HR, leadership-level)

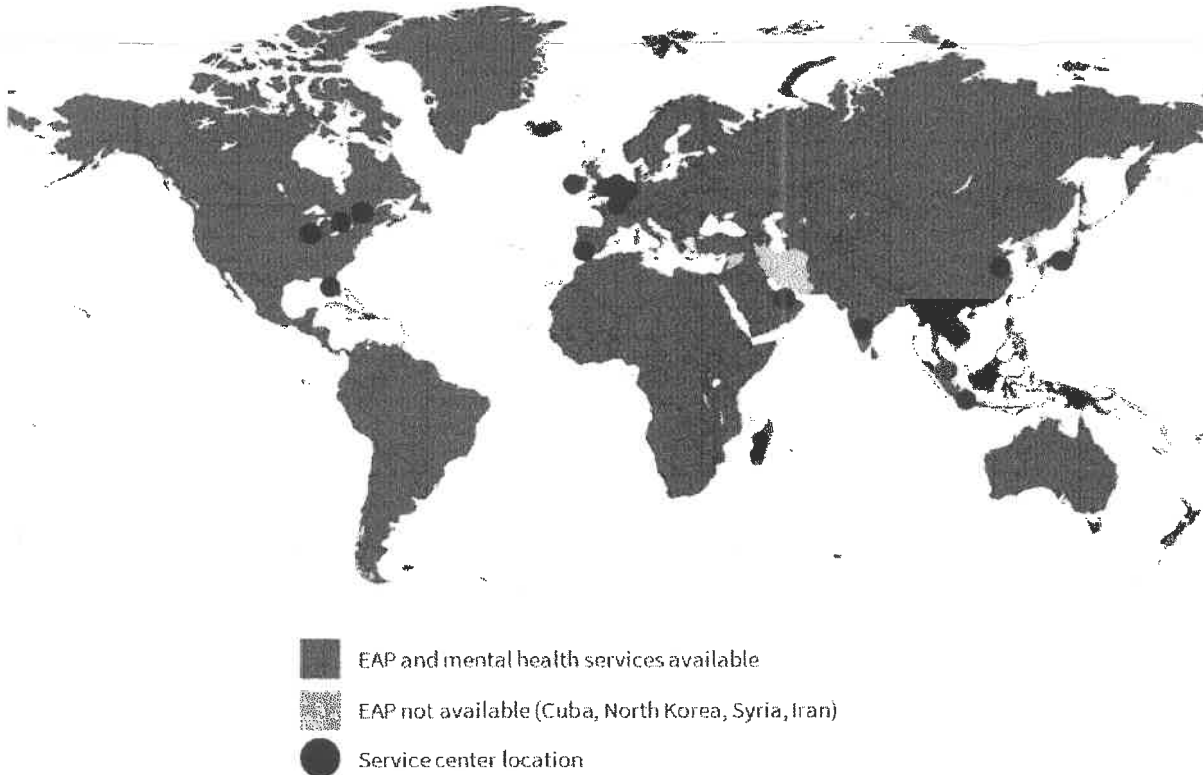


Dedicated counseling is not included as a default plan design element of every EAP model and is available to clients at an hourly rate. For more information, contact your CuraLinc representative.

Global EAP Services

With dedicated international resources and a mission for providing in-person services anywhere in the world, CuraLinc offers a single source solution and a uniform user experience for EAP clients with employees outside of the U.S.

CuraLinc's experienced staff provides around-the-clock access to care and emergency intervention in over 200 countries and territories through a global network of service centers.



Wellness

CuraLinc offers two wellness plan design options that can be tailored to suit an employer's budget, experience and culture. All programs are fully integrated with CuraLinc's EAP and mental health services.

- ✓ **Plan Design Option: Core.** The Core plan design model includes unlimited health coaching, team competitions, resource-heavy web and mobile platforms and a comprehensive promotional campaign. Core is a turnkey solution that can function as the foundation of an impactful wellness program – or serve as a scalable entry-point into a multi-year wellness initiative.
- ✓ **Plan Design Option: Enhanced.** The Enhanced plan design model includes all the components of the Core program, but also incorporates additional features, such as health evaluations and incentive management, that will assess, stratify and engage a higher percentage of the population.

Pricing and Plan Design Summary

Client	State of West Virginia State Tax Department
Employees	400
Effective Date	January 1, 2024
Rate Guarantee	Three (3) Years
Advisor	Joseph E Hager III

CuraLinc delivers **transformative mental health care** fueled by connectivity, marrying technology and personalized advocacy to engage, empower and support employees throughout their care journey.

Engagement

- Three-Pronged Engagement Strategy (Communication, Integration, Technology)
Delivered to State of West Virginia State Tax Department Prior to Implementation

Access

- Individualized Access to Mental Health Support
- System of Convenient and Integrated Avenues into the Program
- Preference (Modality, Time/Date, Race, Age, Gender) Empowers Participants to Begin Their Journey
- Inline Scheduling for Counseling and Coaching
- Meaningful Connectivity, Not a Predetermined Entry Point

Advocacy

- Provide Immediate Support Around-the-Clock
- Human-Centric Approach Reduces Barriers to Care
- Build a Personalized Care Plan for Each Participant
- Focus on Empowering Care, Not Prescribing Care

Support

- Concierge Support Across the Mental Health Continuum
- Evidence Based Care Delivered Through Clinical and Sub-Clinical Resources
 - ✓ **Clinical:** In-Person Counseling, Video Counseling, Text Therapy, Digital Cognitive Behavioral Therapy (dCBT)
 - ✓ **Sub-Clinical:** Coaching, Interactive Toolkits, Work-Life Benefits
 - ✓ **Quality:** Over 95% of Care Delivered by Providers in the Highest Quality Tiers
- Internal and External Integration Creates a Seamless Experience for Every Participant

Outcomes

- Clinical Follow-Up and Post-Treatment Guidance for Every Case
- 94% of Cases Resolved Within the Program
- Return on Investment
 - ✓ Based on Health Care, Human Capital and Organizational Cost Savings
 - ✓ Average ROI of 5.2:1
- Impact on Health and Productivity
 - ✓ Annual Case Study Published at EAPOutcomes.com

Organizational Resources

- Unlimited Management Consultations to Assist with Challenging Employee Situations
- Unlimited Formal and Informal Management Referrals into the Program

Client Services

- Dedicated Single Point-of-Contact for State of West Virginia State Tax Department
- Comprehensive Utilization Reporting Suite, Including Executive Summary

Worksite Services

- **Training:** Over 100 Customizable One-Hour Topical Training Modules Available
- **Critical Incident Response Services:** Onsite Clinical Response to Crisis Events

Option 1

3-Session Counseling
Model: \$2.41 per
Employee per Month
(PEPM)

Option 2

5-Session Counseling
Model: \$2.55 per
Employee per Month
(PEPM)

Option 3

6-Session Counseling
Model: \$2.67 per
Employee per Month
(PEPM)

Worksite Services

\$245.00 per Hour