



LAKE HAVASU UNIFIED SCHOOL DISTRICT EMPLOYEE BENEFIT TRUST

NOTICE OF PUBLIC MEETING

Thursday, February 06, 2020 4:00 p.m.
2200 Havasupai Blvd. – Governing Board Conference Room
Lake Havasu City, AZ 86403

MEMBERS OF THE LAKE HAVASU UNIFIED SCHOOL DISTRICT EMPLOYEE BENEFIT TRUST BOARD OF TRUSTEES WILL ATTEND EITHER IN PERSON OR BY TELEPHONE CONFERENCE CALL.

AGENDA

REGULAR MEETING SESSION:

4:00 p.m.

1. Routine Opening of Meeting ☐ Call to Order

Chairperson

☐ Roll Call

☐ Pledge of Allegiance ☐ Moment of Silence

☐ Call for an ☐ Executive Session

(If the situation warrants, an Executive Session may be held during the meeting, pursuant to A.R.S. §38.431.03 (A)(2) for "Discussion or consideration of records exempt by law from public inspection, including the receipt and discussion of information or testimony that is specifically required to be maintained as confidential by state or federal law" or (A)(3) for "Discussion or consultation for legal advice with the attorney or attorneys of the public body.")

2. Call to the Public

Chairperson

*(Form BEDH-E is required to address the Board during Call to the Public. Form must be turned in to the Secretary before the meeting starts. **Members of the Public who wish to be heard on any item, including an item on the Agenda, will only be permitted to make their comment during this "Call to the Public" section of the meeting.** The Trustees reserve the right, as authorized by open meeting laws, to limit the length of comments and to also limit the number of speakers if the speakers are merely going to repeat the comment already made by multiple other members of the public. **There will be a two (2) minute time limit.** Because of restrictions imposed by A.R.S. §38.431.01, discussion and action on items brought before the Board during this time will be limited to directing staff to study the matter or rescheduling the matter for further consideration and decision at a later date.)*

3. Old Business

☐ Approval of October ☐ Regular Meeting and
☐ January ☐ or ☐ Session Minutes

Chairperson

4. New Business

☐ Approval of September ☐ December ☐ Financials

Chairperson

☐ Discussion and Possible Action re ☐ AOT

Chairperson

☐ Update re PIM Request for Proposal Process

☐ CA

Action items 4.4 through 4.8 will be contingent on the District's decision regarding NAEBT.

☐ Discussion and Possible Action re TPA Contract Award

☐ CA

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST

02/06/20

- ☐ Discussion and Possible Action re ☐ ellness Proposal ☐ CA
- ☒ 6 Discussion and Possible Action re ☐ ployee Assistance Progra ☐ CA
- ☐ Discussion and Possible Action re ☐ enefits ☐ Rates ☐ CA
- ☐ Discussion and Possible Action re ☐ isting ☐ endor
Contract Reneals ☐ CA
- ☐ Updates ☐ Announcements ☐ CA

5. Adjournment

Chairperson

**NEXT SCHEDULED MEETING OF
THE LHSEBT TRUST BOARD**

April 16, 2020 @ 5:00pm

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST

2200 Havasupai Blvd., Lake Havasu City, AZ 86403

Trust Board Minutes

October 17, 2019

REGULAR MEETING:

1. Routine Opening of Meeting – Call to Order

The Regular Meeting of the Board of Trustees of the Lake Havasu Schools Employee Benefit Trust was called to order by Trust Chairperson, Marcia Cox, in the District Boardroom, 2200 Havasupai Blvd., Lake Havasu City, Arizona at 5:03 p.m. on October 17, 2019.

1.1 Roll Call

BOARD MEMBERS PRESENT: Marcia Cox, Chairperson
 Hal Christiansen, Vice Chairperson
 Amy Barney, Trustee
 Julie Sasseen, Trustee

BOARD MEMBERS ABSENT: Dr. Fadi Atassi, Trustee

GOVERNING BOARD MEMBERS N/A
PRESENT:

ADMINISTRATION PRESENT: Mike Murray, Director of Business Services
 Naomi Morgan, Administrative Assistant

OTHERS:

Jaime Schulenberg, ECA – Broker/Consultant
Storm Kinion, ECA – Broker/Consultant
2 Others

1.2 Pledge of Allegiance/Moment of Silence

1.3 Call for an Executive Session
N/A

2. Call to the Public

- One Call to the Public was deferred to Item 3.6 since it was related to that agenda item.

3. New Business

3.1 Approval of Meeting Minutes: July 18, 2019

Vice Chairperson Christiansen moved to approve the meeting minutes for July 18, 2019 as presented, seconded by Trustee Barney and unanimously carried. (Trustee Sasseen abstained from voting as she was not at the July 18, 2019 Trust meeting.)

3.2 Approval of June-August Financial Reports

Vice Chairperson Christiansen moved to receive and approve the June - August 2019 Financial Reports, seconded by Trustee Sasseen, and unanimously carried.

Ms. Kinion reviewed the financial report for the month ending August 31, 2019. Ms. Kinion reported overall revenue was at \$605,468 and expenses are at \$603,543. Interest and Investment income came in at (64%) due to an issue with the Wells Fargo report; there is no actual loss of money. The YTD cash position is (\$508,194) due to high medical and Rx claims in prior months; in addition, there was a pre-payment of revenue made in June that didn't amortize over the other 2 months. Ms. Schulenberg explained that ECA is working with the District to determine what portion of the funds need to be reallocated to the current plan year; if ECA is able to gather the necessary information, the financials for June, July and August will be updated. The IBNP is (\$687,958), making the All Years Surplus \$3.5M.

Gold Plan medical claims are running at 153% due to 3 large claims in August totaling \$332,297. The Gold Rx claims are running at 156% due to 8 specialty medication fills totaling \$84,888. The plan received an Rx rebate totaling \$77,833.

The Trust has 3 large claims that exceed 50% of the specific deductible of \$170,000 totaling \$332,297. To date \$449,228 has been received in stop loss reimbursements due for the 2018-19 plan year and Gilsbar is in the process of seeking the remaining \$704,612 due.

3.3 Review of IBNP Report for 06/30/19

Chairperson Cox moved to receive the IBNP report, seconded by Vice Chairperson Christiansen, and unanimously carried.

Ms. Schulenberg reviewed the Incurred but Not Paid (IBNP) report provided by the Trust's actuary, Cheiron, who provides an estimate of outstanding claim payments for services delivered to members, but for which payment has not yet been received by the Trust. As of 06/30/19 the IBNP is reported at \$616,000 and reflects a reduction of \$39,000 over the prior plan year.

3.4 Discussion and Possible Action re Sale of Remaining Clinic Inventory

Vice Chairperson Christiansen wanted to know much inventory remained stored at the District warehouse; Chairperson Cox reported there is a list and pictures of the remaining items. Mr. Murray suggested a time be scheduled to do a walk-through and Vice Chairperson Christiansen agreed to review-Friday, October 18. Trustees decided there would be a bulk sale on Wednesday, October 30, 2019 at the District warehouse. Bidders will be able to view all items and the highest bid will win. The buyer will have 48-hours to remove all items from the warehouse. It was decided to run ads on the District website, in the Today's News Herald and White Sheet, as well as having Trustee Sasseen distribute the list and photos to her contacts in the medical community.

3.5 Discussion and Possible Action re RFP's for TPA and/or PBM

Vice Chairperson Christiansen moved to discuss going out for RFP for TPA and/or PBM, seconded by Trustee Barney, and unanimously carried.

Ms. Schulenberg reported that Gilsbar has been the TPA since January 1, 2009 and National Cooperative, who contracts with CVS, has been the PBM since October 2011. She also reported she does not see where an RFP has been conducted for either party since they were originally contracted. It is ECA's recommendation that the Trust conduct an RFP for both the TPA and PBM.

Vice Chairperson Christiansen moved to conduct an RFP for both TPA and PBM, seconded by Chairperson Cox, and unanimously carried.

3.6 Updates and Announcements

Ms. Schulenberg provided follow-up to issues from a prior meeting; initially addressing Ms. Hubert's concern about the lack of billing codes for mental health. Ms. Schulenberg reported that LHSEBT does cover psychotherapy as any other outpatient therapy (deductible and coinsurance). She also reported that she found numerous codes for mental health and counseling that would fall under an office visit co-pay; this provider is using the code for psychotherapy. She also reported that the psychotherapy services are being billed with an office visit and if these are not being properly billed the member should contest the charges with the provider.

- Kathryn Hubert expressed continued concern about the lack of billing codes for mental health visits; she is being told they all fall under Psychotherapy which requires meeting your deductible and paying coinsurance. She expressed frustration over the cost as well as the process of trying to understand how to have services billed properly in order to secure care for her daughter. There was some discussion regarding the availability of office visit codes and the Board directed ECA to provide Ms. Hubert with additional information.

Ms. Schulenberg also reported on an email read in the July meeting from a retiree which questioned an increase in premiums. She advised the board that while the 2019-20 premium decreased, the retiree contribution increased. This is due in part to the retiree premiums being erroneously based on active employee rates in prior years, which was corrected for 2019-20. The District determines the contribution amounts for employees and retirees.

4. Adjournment

Vice Chairperson Christiansen moved to adjourn at 6:16 p.m., seconded by Trustee Barney and unanimously carried.

Video of the entire meeting may be seen on the District website (www.havasup.k12.az.us) under EBT Documents.

Minutes of the Special Trust Board Meeting of October 17, 2019 are approved as submitted.

Marcia Cox, Chairperson

Hal Christiansen, Vice Chairperson

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST

2200 Havasupai Blvd., Lake Havasu City, AZ 86403

Trust Board Minutes

January 15, 2020

WORK SESSION:

1. Routine Opening of Meeting – Call to Order

The Work Session of the Board of Trustees of the Lake Havasu Schools Employee Benefit Trust was called to order by Trust Vicechairperson, Hal Christiansen, in the District Boardroom, 2200 Havasupai Blvd., Lake Havasu City, Arizona at 8:10 a.m. on January 15, 2020.

1.1 Roll Call

BOARD MEMBERS PRESENT: Hal Christiansen, Vice Chairperson
Amy Barney, Trustee

BOARD MEMBERS ABSENT: Marcia Cox, Chairperson
Dr. Fadi Atassi, Trustee
Julie Sasseen, Trustee

GOVERNING BOARD MEMBERS
PRESENT: Lisa Roman

ADMINISTRATION PRESENT: Naomi Morgan, Administrative Assistant
Cheri Tropple, Payroll and Medical Benefits
Bonnie Breazeal, Payroll and Workman's Comp

OTHERS: Jaime Schulenberg, ECA – Broker/Consultant
Storm Kinion, ECA – Broker/Consultant
Sarah Perrin, Gilsbar (via phone) — Account Manager
Jane Bucano, Gilsbar (via phone)
Kelly Schoonmaker, AmeriBen — Sr. Account
Representative
Jon Aubrey, AmeriBen — Executive Vice President
Jake Seltzer, Summit — Vice President/Treasurer
Jodi Lamarco, Summit — Vice President of Client Services
Michelle McGowan, Summit — Customer Service Manager

1.2 Pledge of Allegiance/Moment of Silence

01/15/2020

1.3 Call for an Executive Session

N/A

2. Work Session

2.1 Overview of Third-Party Administrator RFP Process

Ms. Schulenberg reviewed the Request for Proposal (RFP) process. She explained requests were distributed to six (6) third-party administrator (TPA) firms who are approved with Blue Cross Blue Shield of Arizona (BCBSAZ). Timely responses were received from four (4) of the firms solicited as follows:

- 1) AmeriBen;
- 2) Gilsbar;
- 3) HealthNow; and
- 4) Summit.

The other two TPA firms did not provide a proposal nor a reason why they declined to bid. She further explained how the RFP was constructed and provided a summary of the evaluation by ECA including proposed fees. She noted that HealthNow was not selected to interview due to excessive additional fees.

Break: 9:05 a.m.

Resume: 9:33 a.m.

2.2 Gilsbar Interview

During the Gilsbar interview, representatives Sarah Perrin and Jane Bucano, presented a Power Point providing an overview of Gilsbar. Following the presentation Ms. Schulenberg asked Ms. Perrin and Ms. Bucano a series of questions regarding the RFP.

Break: 10:27 a.m.

Resume: 10:42 a.m.

2.3 AmeriBen Interview

During the AmeriBen interview, representatives Kelly Schoonmaker and Jon Aubrey, presented a Power Point providing an overview of AmeriBen. Following the presentation Ms. Schulenberg asked Ms. Schoonmaker and Mr. Aubrey a series of questions regarding the RFP.

Break: 11:22 p.m.

Resume: 11:36 p.m.

2.4 Summit Interview

During the Summit interview, representatives Jake Seltzer, Jodi Lamarco and Monica Gallagher, presented a Power Point providing an overview of Summit. Following the presentation Ms. Schulenberg asked Mr. Seltzer, Ms. Lamarco and Ms. Gallagher a series of questions regarding the RFP.

Break: 12:12 p.m.

Resume: 12:16 p.m.

2.5 Wrap-Up

In conclusion Ms. Schulenberg asked Trustees for their thoughts on the interviews which was followed by a brief discussion. Based on Trustee feedback, Ms. Schulenberg reported that she would engage AmeriBen in a Best & Final negotiation and conduct reference checks.

3. **Adjournment:** 12:28 p.m.

Video of the entire meeting may be seen on the District website (www.havasuparish.k12.az.us) under EBT Documents.

Minutes of the Work Session Meeting of January 15, 2020 are approved as submitted.

Marcia Cox, Chairperson

Hal Christiansen, Vice Chairperson

MEMORANDUM

TO: **LHSEBT TRUSTEES**

FROM: **ECA Inc.**
Storm Kinion, Group Benefits Specialist

DATE: January 14, 2020

RE: Financial Summary for December 2019

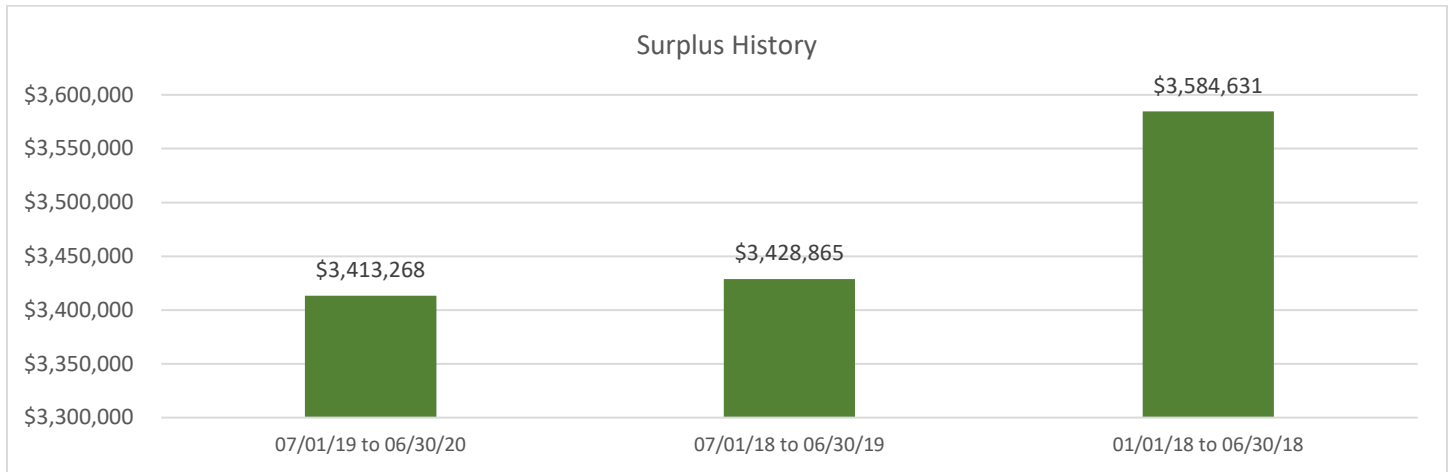
Attached please find the LHSEBT financial report for the month ending December 31, 2019 for your review and information.

Below is a summary for your quick reference and information.

	December
REVENUE	\$583,778
EXPENSES	
- Claims	\$338,968
- Premiums	\$87,764
- Claims Administration	\$21,405
- General Operating	\$8,091
Expense Total:	\$456,227
Monthly Financial Position	\$127,551
YTD Cash Position	(\$578,593)
All Years Cash Position	\$4,119,381
Estimated IBNP Liability	(\$706,113)
All Years Surplus/Deficit Position	\$3,413,268

LHSEBT Fiscal Year Surplus History:

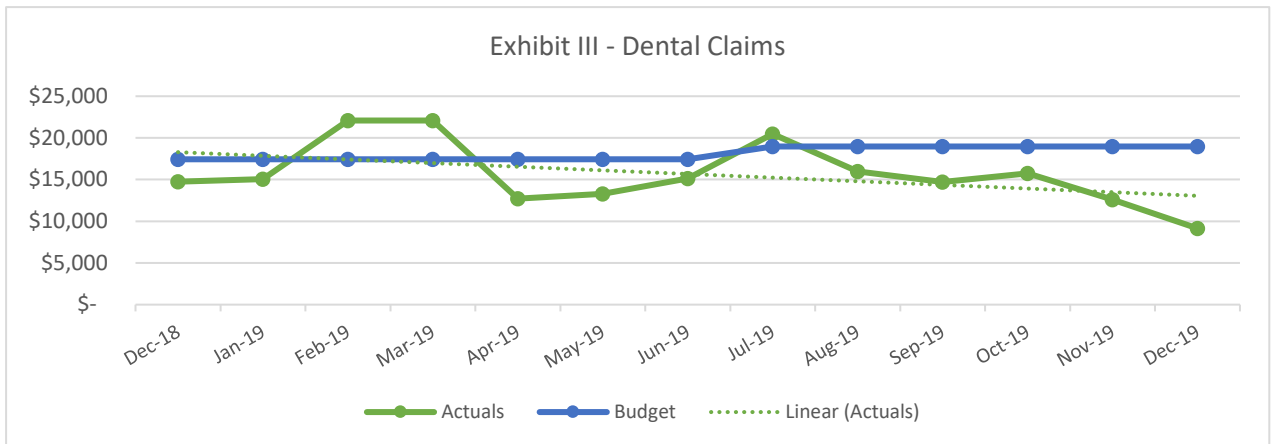
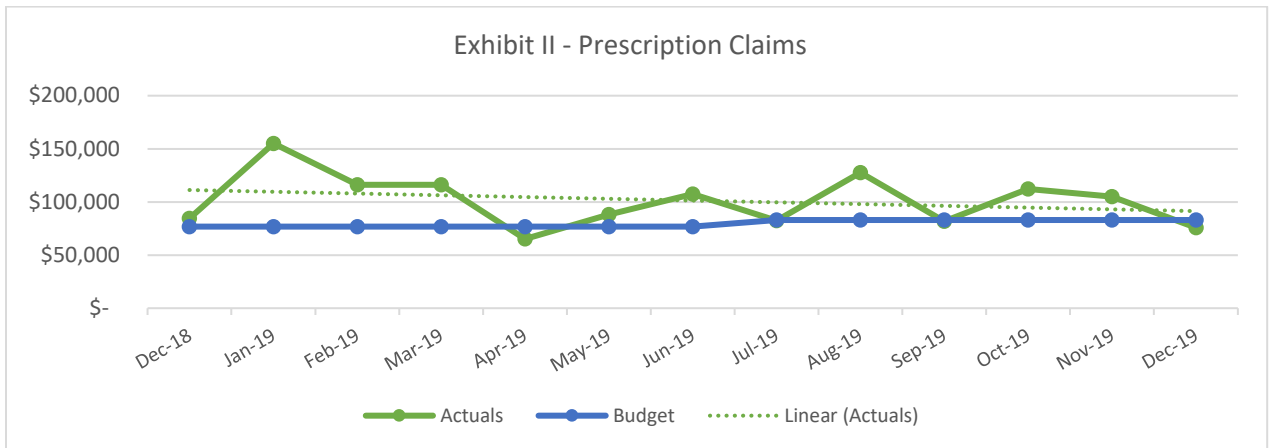
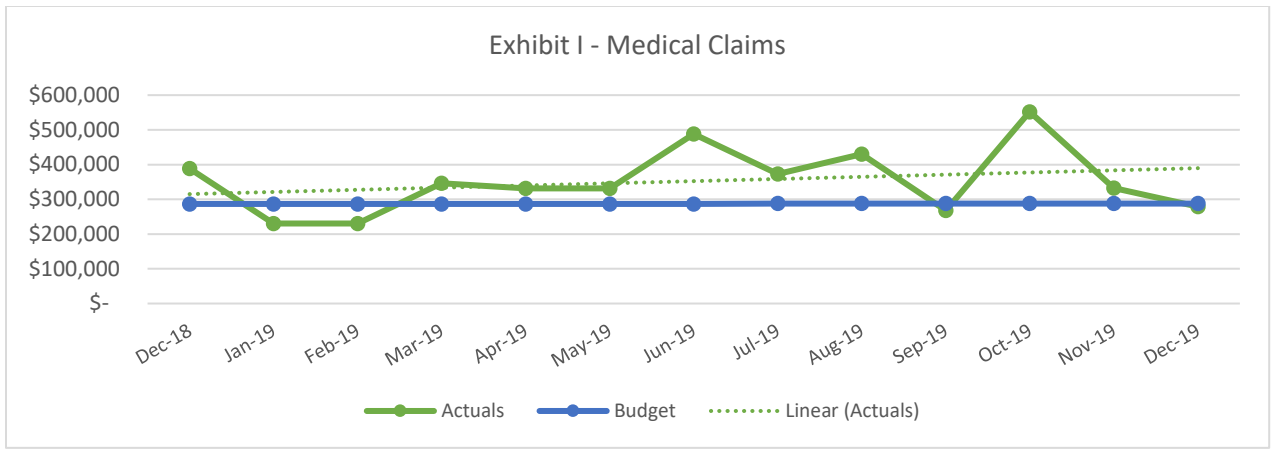
LHSEBT's All Year's Cash Position as of December 31, 2019 was \$4,119,381. Taking into account the Trust's estimated Incurred But Not Paid (IBNP) liability of **(\$706,113)**, LHSEBT is reporting an estimated surplus position of \$3,413,268.



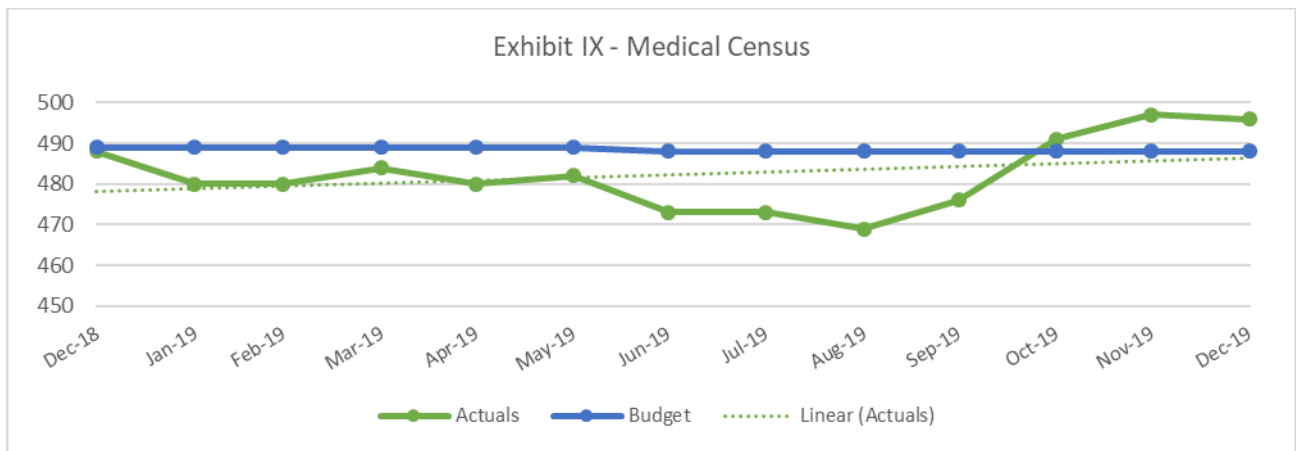
With regards to the December 2019 financial report, the following items merit your attention:

1. Gross Revenue came in at 115% for the month and 93% for the year.
2. Claim Funds include Medical, Rx and Dental claims, less any stop loss reimbursements and Rx rebates. This line item is running at 87% for the month and 117% for the year. More specifically, claims are running as follows (See Exhibits I, II and III below):
 - a. Gold Plan Medical claims at 99% and 131% for the month and year respectively;
 - i. Gold Plan Medical claims are running over budget for the year due to ongoing large claims.
 - b. High Deductible Health Plan (HDHP) claims are running well under budget at 3% for the month and 5% for the year;
 - c. Gold Plan Rx claims are at 93% for the month and 115% for the year;
 - i. Gold Plan Rx claims are running over budget for the year due to specialty medication fills and high utilization.
 - d. HDHP Plan Rx claims came in under budget at 6% for the month and 199% for the year;
 - i. HDHP Rx claims continue running over budget for the month and year due to 1 specialty medication fill. The member met their deductible and the plan pays the balance at 100%; and
 - e. Dental claims are under budget at 48% for the month and 78% for the year.

The Trust received a stop loss reimbursement of \$24,407, contributing to this month's positive cash position.



- The census is running over budget which causes those expenses paid on a Per Employee Per Month (PEPM) basis to run over budget.



4. Premiums are running at 111% for the month and 107% for the year. Please note the following:
 - a. Year to date, premiums for Basic Life, VTL, and STD are running over budget at 107%, 164% and 158% respectively due to higher enrollment than budgeted.
 - b. As noted above, expenses paid on a PEPM basis are over budget due to the census.
5. Claim Administration is running just below budget at 97% for the month and 94% for the year.
6. General Operating is running under budget at 44% for the month and 52% for the year.
 - a. General Admin is running at 1236% for the year. Please note the following:
 - i. This is due to ECA having to redirect funds originally budgeted in this line to other expenses within the budget (% of Savings under Claim Administration). This line will remain over budget for the year, but we do not anticipate that it will cause the overall expenses to exceed projections.
7. The Trust has 8 large claims that exceed 50% of the specific deductible (\$85,000) as of December 31, 2019. The cases total \$1,432,607; 1 claim has exceeded the specific deductible by \$48,300, of which \$47,212 has been reimbursed. Gilsbar is in the process of seeking reimbursement for the remaining \$1,087. There are three additional large claims that have exceeded the specific deductible, however they are not eligible for reimbursement due to lasers. To date, \$449,228 has been received in stop loss reimbursements due for the 2018-19 plan year and Gilsbar is in the process of seeking reimbursement for the remaining \$561,553 due. ECA will continue to monitor the large cases and keep the Board apprised.

Please note that figures used in this overview have been taken from the financial reports attached. The numbers are rounded, and therefore may not calculate to the penny.

If you have any questions on anything included here, please don't hesitate to contact me. I can be reached at your convenience at 928.753.4700 x305 or via email at stormk@ecollinsandassociates.com.

c: Michael Murray, Director of Business Services

LHSEBT - Lake Havasu Schools Employee Benefit Trust

2019-20

Dec-19

	Annual Budget	MTD Budget	MTD Actual	YTD Budget	YTD Actual	% Total MTD	% Total YTD
GROSS REVENUE	\$6,115,382	\$509,615.13	\$583,778	\$3,057,691	\$2,841,131	114.55%	92.92%
Contributions	\$5,936,321	\$494,693	\$572,723	\$2,968,161	\$2,763,146	115.77%	93.09%
Interest & Investment Income	\$63,135	\$5,261	\$3,827	\$31,567	\$28,648	72.74%	90.75%
COBRA/ASRS	\$115,926	\$9,660	\$7,228	\$57,963	\$49,337	74.82%	85.12%
CLAIM FUNDS	\$4,677,036	\$389,753	\$338,968	\$2,338,518	\$2,726,887	86.97%	116.61%
Medical (Gold)	\$3,365,748	\$280,479	\$278,320	\$1,682,874	\$2,212,786	99.23%	131.49%
Medical (HDHP)	\$87,612	\$7,301	\$207	\$43,806	\$2,257	2.84%	5.15%
Medical (Silver)	\$0	\$0	\$0	\$0	\$19,759		
Stop Loss Reimbursement		\$0	(\$24,407)	\$0	(\$47,212)		
Rx (Gold)	\$970,743	\$80,895	\$75,581	\$485,371	\$558,966	93.43%	115.16%
Rx (HDHP)	\$25,269	\$2,106	\$120	\$12,634	\$25,185	5.70%	199.33%
Rx (Silver)	\$0	\$0	\$0	\$0	\$347		
Rx Rebates		\$0	\$0	\$0	(\$133,879)		
Dental	\$227,664	\$18,972	\$9,147	\$113,832	\$88,679	48.21%	77.90%
PREMIUMS	\$950,695	\$79,225	\$87,764	\$475,347	\$510,060	110.78%	107.30%
Specific Stop Loss (American Fidelity)	\$761,433	\$63,453	\$67,179	\$380,717	\$391,280	105.87%	102.77%
Aggregate Stop Loss (American Fidelity)	\$20,748	\$1,729	\$1,736	\$10,374	\$10,116	100.40%	97.51%
Basic Life Insurance (Guardian)	\$35,719	\$2,977	\$3,184	\$17,860	\$19,843	106.98%	111.11%
VTL (Guardian)	\$59,261	\$4,938	\$8,075	\$29,631	\$47,368	163.51%	159.86%
STD (Guardian)	\$30,524	\$2,544	\$4,019	\$15,262	\$19,904	158.01%	130.42%
Vision (United Health Care)	\$43,009	\$3,584	\$3,571	\$21,505	\$21,550	99.64%	100.21%
CLAIM ADMINISTRATION	\$265,588	\$22,132	\$21,405	\$132,794	\$125,341	96.71%	94.39%
Medical Admin (Gilsbar)	\$106,111	\$8,843	\$8,878	\$53,056	\$51,642	100.40%	97.33%
Cobra Admin (Gilsbar)	\$9,485	\$790	\$789	\$4,742	\$4,616	99.80%	97.33%
% of Savings	\$9,011	\$751	\$0	\$4,505	\$996		
Dental Admin (Ameritas)	\$19,812	\$1,651	\$1,677	\$9,906	\$9,688	101.57%	97.80%
FSA Admin (Gilsbar)	\$594	\$50	\$99	\$297	\$563	200.00%	189.39%
HSA Admin (Gilsbar)	\$0	\$0	\$32	\$0	\$112		
Utilization Review (AHG)	\$11,856	\$988	\$992	\$5,928	\$5,770	100.40%	97.33%
Case Management (AHG)	\$8,299	\$692	\$525	\$4,150	\$3,055	75.91%	73.62%
Medical Network (BCBSAZ)	\$93,366	\$7,781	\$7,812	\$46,683	\$45,382	100.40%	97.21%
Rx Integration (Gilsbar)	\$5,039	\$420	\$422	\$2,519	\$2,477	100.40%	98.31%
Rx Admin (CVS Caremark/WI Rx)	\$2,016	\$168	\$179	\$1,008	\$1,041	106.45%	103.34%
GENERAL OPERATING	\$222,063	\$18,505	\$8,091	\$111,031	\$57,436	43.72%	51.73%
Benefit Administrator (ECA)	\$75,760	\$6,313	\$6,000	\$37,880	\$36,000	95.04%	95.04%
Wellness Administrator (ECA)	\$32,604	\$2,717	\$0	\$16,302	\$0	0.00%	0.00%
Wellness Programs	\$50,507	\$4,209	\$0	\$25,253	\$0	0.00%	0.00%
Clinic Operating Expenses	\$0	\$0	\$0	\$0	\$0		
Actuary (Cheiron)	\$13,160	\$1,097	\$0	\$6,580	\$0	0.00%	0.00%
Actuary - GASB (Cheiron)	\$0	\$0	\$0	\$0	\$0		
Accountant (GDK)	\$3,912	\$326	\$0	\$1,956	\$1,225	0.00%	62.62%
Auditor (Henfeld Meech)	\$5,987	\$499	\$0	\$2,994	\$0	0.00%	0.00%
Legal	\$4,505	\$375	\$0	\$2,253	\$975	0.00%	43.28%
Legal - Investigation	\$7,647	\$637	\$0	\$3,824	\$475	0.00%	12.42%
PCORI	\$1,719	\$143	\$0	\$860	\$0	0.00%	0.00%
Telemedicine (Gold) (Teladoc)	\$25,194	\$2,100	\$2,049	\$12,597	\$11,934	97.57%	94.74%
Telemedicine (HDHP) (Teladoc)	\$0	\$0	\$42	\$0	\$234		
General Administration	\$1,067	\$89	\$0	\$534	\$6,593	0.00%	1235.78%
GRAND TOTAL BUDGET	\$6,115,382	\$509,615	\$456,227	\$3,057,691	\$3,419,724	89.52%	111.84%

Cash Position As Of June 30, 2019		\$4,697,974
Cash Position MTD	December-19	\$127,551
Cash Position YTD	December-19	(\$578,593)
Cash Position All Years		\$4,119,381

Prior Year	Cash Position	June 30, 2019	\$4,697,974
Surplus	IBNP	June 30, 2019	(\$616,000)
Calculations	Surplus Position	June 30, 2019	\$4,081,974
Current Year	Cash Position	December 2019	\$4,119,381
Surplus	IBNP	December 2019	(\$706,113)
Calculations	Surplus Position	December 2019	\$3,413,268

Gold Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	301	38	17	23	63
Actual	296	42	54	0	60
% Budget	98.3%	110.5%	317.6%	0.0%	95.2%

Gold Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	31	9	0	0	0
Actual	23	7	0	0	0
% Budget	74.2%	77.8%	0.0%	0.0%	0.0%

HDHP Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	6	3	2	0	1
% Budget	200.0%	0.0%	0.0%	0.0%	0.0%

HDHP Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	2	0	0	0	0
% Budget	66.7%	0.0%	0.0%	0.0%	0.0%

Total Medical Census					
	EE	ES	EC1	EC1+	EF
Budget	338	47	17	23	63
Actual	327	52	56	0	61
% Budget	96.7%	110.6%	329.4%	0.0%	96.8%

Active/ Cobra Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	364	42	23	24	55
Actual	325	46	53	0	60
% Budget	89.3%	109.5%	230.4%	0.0%	109.1%

Retiree Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	23	7	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

Active/ Cobra Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	370	44	18	19	51
Actual	315	48	51	0	52
% Budget	85.1%	109.1%	283.3%	0.0%	102.0%

Retiree Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	23	6	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

YTD Aggregate Calculations					
Contracted Aggregate Factors					
	EE	ES	EC1	EC1+	EF
	\$659	\$1,312	\$1,161	\$1,161	\$1,971
Total	\$2,750,182.49				
Med/Rx	\$2,819,298.66				
Difference	(\$69,116.17)				
Estimated % Attachment Point			102.51%		

General Administration Expenses Detail	
LHSEBT	

LHSEBT	
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[illegible]

2019-20

Nov-19

	Annual Budget	MTD Budget	MTD Actual	YTD Budget	YTD Actual	% Total MTD	% Total YTD
GROSS REVENUE	\$6,115,382	\$509,615.13	\$693,647	\$2,548,076	\$2,257,353	136.11%	88.59%
Contributions	\$5,936,321	\$494,693	\$683,196	\$2,473,467	\$2,190,423	138.10%	88.56%
Interest & Investment Income	\$63,135	\$5,261	\$3,804	\$26,306	\$24,821	72.30%	94.35%
COBRA/ASRS	\$115,926	\$9,660	\$6,647	\$48,302	\$42,109	68.81%	87.18%
CLAIM FUNDS	\$4,677,036	\$389,753	\$370,981	\$1,948,765	\$2,387,919	95.18%	122.54%
Medical (Gold)	\$3,365,748	\$280,479	\$332,073	\$1,402,395	\$1,934,467	118.39%	137.94%
Medical (HDHP)	\$87,612	\$7,301	\$227	\$36,505	\$2,049	3.11%	5.61%
Medical (Silver)	\$0	\$0	\$0	\$0	\$19,759		
Stop Loss Reimbursement		\$0	(\$22,805)	\$0	(\$22,805)		
Rx (Gold)	\$970,743	\$80,895	\$89,440	\$404,476	\$483,385	110.56%	119.51%
Rx (HDHP)	\$25,269	\$2,106	\$15,485	\$10,529	\$25,065	735.36%	238.06%
Rx (Silver)	\$0	\$0	\$0	\$0	\$347		
Rx Rebates		\$0	(\$56,045)	\$0	(\$133,879)		
Dental	\$227,664	\$18,972	\$12,607	\$94,860	\$79,533	66.45%	83.84%
PREMIUMS	\$950,695	\$79,225	\$94,184	\$396,123	\$422,296	118.88%	106.61%
Specific Stop Loss (American Fidelity)	\$761,433	\$63,453	\$67,394	\$317,264	\$324,101	106.21%	102.15%
Aggregate Stop Loss (American Fidelity)	\$20,748	\$1,729	\$1,757	\$8,645	\$8,380	101.62%	96.93%
Basic Life Insurance (Guardian)	\$35,719	\$2,977	\$4,111	\$14,883	\$16,659	138.10%	111.93%
VTI (Guardian)	\$59,261	\$4,938	\$13,366	\$24,692	\$39,293	270.66%	159.13%
STD (Guardian)	\$30,524	\$2,544	\$3,855	\$12,718	\$15,885	151.56%	124.90%
Vision (United Health Care)	\$43,009	\$3,584	\$3,701	\$17,921	\$17,978	103.25%	100.32%
CLAIM ADMINISTRATION	\$265,588	\$22,132	\$21,673	\$110,662	\$103,937	97.92%	93.92%
Medical Admin (Gilsbar)	\$106,111	\$8,843	\$8,986	\$44,213	\$42,763	101.62%	96.72%
Cobra Admin (Gilsbar)	\$9,485	\$790	\$808	\$3,952	\$3,827	102.23%	96.84%
% of Savings	\$9,011	\$751	\$0	\$3,754	\$996		
Dental Admin (Ameritas)	\$19,812	\$1,651	\$1,658	\$8,255	\$8,011	100.39%	97.05%
FSA Admin (Gilsbar)	\$594	\$50	\$140	\$248	\$464	281.82%	187.27%
HSA Admin (Gilsbar)	\$0	\$0	\$16	\$0	\$80		
Utilization Review (AHG)	\$11,856	\$988	\$1,004	\$4,940	\$4,778	101.62%	96.72%
Case Management (AHG)	\$8,299	\$692	\$630	\$3,458	\$2,530	91.09%	73.16%
Medical Network (BCBSAZ)	\$93,366	\$7,781	\$7,828	\$38,903	\$37,570	100.61%	96.57%
Rx Integration (Gilsbar)	\$5,039	\$420	\$427	\$2,100	\$2,055	101.62%	97.89%
Rx Admin (CVS Caremark/WI Rx)	\$2,016	\$168	\$177	\$840	\$863	105.62%	102.71%
GENERAL OPERATING	\$222,063	\$18,505	\$7,308	\$92,526	\$49,346	39.49%	53.33%
Benefit Administrator (ECA)	\$75,760	\$6,313	\$6,000	\$31,567	\$30,000	95.04%	95.04%
Wellness Administrator (ECA)	\$32,604	\$2,717	\$0	\$13,585	\$0	0.00%	0.00%
Wellness Programs	\$50,507	\$4,209	\$0	\$21,044	\$0	0.00%	0.00%
Clinic Operating Expenses	\$0	\$0	\$0	\$0	\$0		
Actuary (Cheiron)	\$13,160	\$1,097	\$0	\$5,483	\$0	0.00%	0.00%
Actuary - GASB (Cheiron)	\$0	\$0	\$0	\$0	\$0		
Accountant (GDK)	\$3,912	\$326	\$0	\$1,630	\$1,225	0.00%	75.14%
Auditor (Henfield Meech)	\$5,987	\$499	\$0	\$2,495	\$0	0.00%	0.00%
Legal	\$4,505	\$375	\$100	\$1,877	\$975	26.64%	51.94%
Legal - Investigation	\$7,647	\$637	\$0	\$3,186	\$475	0.00%	14.91%
PCORI	\$1,719	\$143	\$0	\$716	\$0	0.00%	0.00%
Telemedicine (Gold) (Teladoc)	\$25,194	\$2,100	\$2,040	\$10,498	\$9,886	97.17%	94.17%
Telemedicine (HDHP) (Teladoc)	\$0	\$0	\$42	\$0	\$192		
General Administration	\$1,067	\$89	(\$874)	\$445	\$6,593	-982.46%	1482.93%
GRAND TOTAL BUDGET	\$6,115,382	\$509,615	\$494,146	\$2,548,076	\$2,963,497	96.96%	116.30%

Cash Position As Of June 30, 2019		\$4,697,974
Cash Position MTD	November-19	\$199,501
Cash Position YTD	November-19	(\$706,144)
Cash Position All Years		\$3,991,830

Prior Year	Cash Position	June 30, 2019	\$4,697,974
Surplus	IBNP	June 30, 2019	(\$616,000)
Calculations	Surplus Position	June 30, 2019	\$4,081,974
Current Year	Cash Position	November 2019	\$3,991,830
Surplus	IBNP	November 2019	(\$727,567)
Calculations	Surplus Position	November 2019	\$3,264,263

Gold Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	301	38	17	23	63
Actual	298	43	52	0	60
% Budget	99.0%	113.2%	305.9%	0.0%	95.2%

Gold Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	31	9	0	0	0
Actual	23	7	0	0	0
% Budget	74.2%	77.8%	0.0%	0.0%	0.0%

HDHP Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	6	3	2	0	1
% Budget	200.0%	0.0%	0.0%	0.0%	0.0%

HDHP Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	2	0	0	0	0
% Budget	66.7%	0.0%	0.0%	0.0%	0.0%

Total Medical Census					
	EE	ES	EC1	EC1+	EF
Budget	338	47	17	23	63
Actual	329	53	54	0	61
% Budget	97.3%	112.8%	317.6%	0.0%	96.8%

Active/ Cobra Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	364	42	23	24	55
Actual	325	46	50	0	60
% Budget	89.3%	109.5%	217.4%	0.0%	109.1%

Retiree Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	23	7	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

Active/ Cobra Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	370	44	18	19	51
Actual	317	50	49	0	52
% Budget	85.7%	113.6%	272.2%	0.0%	102.0%

Retiree Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	23	6	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

YTD Aggregate Calculations					
Contracted Aggregate Factors					
	EE	ES	EC1	EC1+	EF
	\$659	\$1,312	\$1,161	\$1,161	\$1,971
Total	\$2,281,345.79				
Med/Rx	\$2,465,070.52				
Difference	(\$183,724.73)				
Estimated % Attachment Point				108.05%	

2019-20

Oct-19

	Annual Budget	MTD Budget	MTD Actual	YTD Budget	YTD Actual	% Total MTD	% Total YTD
GROSS REVENUE	\$6,115,382	\$509,615.13	\$298,851	\$2,038,461	\$1,563,706	58.64%	76.71%
Contributions	\$5,936,321	\$494,693	\$286,389	\$1,978,774	\$1,507,227	57.89%	76.17%
Interest & Investment Income	\$63,135	\$5,261	\$4,703	\$21,045	\$21,017	89.38%	99.87%
COBRA/ASRS	\$115,926	\$9,660	\$7,759	\$38,642	\$35,462	80.32%	91.77%
CLAIM FUNDS	\$4,677,036	\$389,753	\$680,023	\$1,559,012	\$2,016,938	174.48%	129.37%
Medical (Gold)	\$3,365,748	\$280,479	\$551,971	\$1,121,916	\$1,602,394	196.80%	142.83%
Medical (HDHP)	\$87,612	\$7,301	\$186	\$29,204	\$1,822	2.55%	6.24%
Medical (Silver)	\$0	\$0	\$0	\$0	\$19,759		
Stop Loss Reimbursement		\$0	\$0	\$0	\$0		
Rx (Gold)	\$970,743	\$80,895	\$104,525	\$323,581	\$393,945	129.21%	121.75%
Rx (HDHP)	\$25,269	\$2,106	\$7,582	\$8,423	\$9,580	360.04%	113.74%
Rx (Silver)	\$0	\$0	\$0	\$0	\$347		
Rx Rebates		\$0	\$0	\$0	(\$77,833)		
Dental	\$227,664	\$18,972	\$15,760	\$75,888	\$66,926	83.07%	88.19%
PREMIUMS	\$950,695	\$79,225	\$85,636	\$316,898	\$328,112	108.09%	103.54%
Specific Stop Loss (American Fidelity)	\$761,433	\$63,453	\$67,292	\$253,811	\$256,707	106.05%	101.14%
Aggregate Stop Loss (American Fidelity)	\$20,748	\$1,729	\$1,764	\$6,916	\$6,623	102.02%	95.76%
Basic Life Insurance (Guardian)	\$35,719	\$2,977	\$3,136	\$11,906	\$12,548	105.37%	105.39%
VTI (Guardian)	\$59,261	\$4,938	\$6,523	\$19,754	\$25,926	132.09%	131.25%
STD (Guardian)	\$30,524	\$2,544	\$3,059	\$10,175	\$12,030	120.28%	118.24%
Vision (United Health Care)	\$43,009	\$3,584	\$3,861	\$14,336	\$14,278	107.73%	99.59%
CLAIM ADMINISTRATION	\$265,588	\$22,132	\$22,087	\$88,529	\$82,264	99.80%	92.92%
Medical Admin (Gilsbar)	\$106,111	\$8,843	\$9,022	\$35,370	\$33,777	102.02%	95.50%
Cobra Admin (Gilsbar)	\$9,485	\$790	\$806	\$3,162	\$3,019	102.02%	95.50%
% of Savings	\$9,011	\$751	\$0	\$3,004	\$996		
Dental Admin (Ameritas)	\$19,812	\$1,651	\$1,586	\$6,604	\$6,354	96.06%	96.21%
FSA Admin (Gilsbar)	\$594	\$50	\$81	\$198	\$324	163.64%	163.64%
HSA Admin (Gilsbar)	\$0	\$0	\$16	\$0	\$64		
Utilization Review (AHG)	\$11,856	\$988	\$1,008	\$3,952	\$3,774	102.02%	95.50%
Case Management (AHG)	\$8,299	\$692	\$1,025	\$2,766	\$1,900	148.21%	68.68%
Medical Network (BCBSAZ)	\$93,366	\$7,781	\$7,938	\$31,122	\$29,742	102.02%	95.57%
Rx Integration (Gilsbar)	\$5,039	\$420	\$428	\$1,680	\$1,629	102.02%	96.96%
Rx Admin (CVS Caremark/WI Rx)	\$2,016	\$168	\$177	\$672	\$685	105.14%	101.99%
GENERAL OPERATING	\$222,063	\$18,505	\$9,929	\$74,021	\$42,037	53.65%	56.79%
Benefit Administrator (ECA)	\$75,760	\$6,313	\$6,000	\$25,253	\$24,000	95.04%	95.04%
Wellness Administrator (ECA)	\$32,604	\$2,717	\$0	\$10,868	\$0	0.00%	0.00%
Wellness Programs	\$50,507	\$4,209	\$0	\$16,836	\$0	0.00%	0.00%
Clinic Operating Expenses	\$0	\$0	\$0	\$0	\$0		
Actuary (Cheiron)	\$13,160	\$1,097	\$0	\$4,387	\$0	0.00%	0.00%
Actuary - GASB (Cheiron)	\$0	\$0	\$0	\$0	\$0		
Accountant (GDK)	\$3,912	\$326	\$0	\$1,304	\$1,225	0.00%	93.93%
Auditor (Henfeld Meech)	\$5,987	\$499	\$0	\$1,996	\$0	0.00%	0.00%
Legal	\$4,505	\$375	\$100	\$1,502	\$875	26.64%	58.26%
Legal - Investigation	\$7,647	\$637	\$100	\$2,549	\$475	15.69%	18.63%
PCORI	\$1,719	\$143	\$0	\$573	\$0	0.00%	0.00%
Telemedicine (Gold) (Teladoc)	\$25,194	\$2,100	\$2,044	\$8,398	\$7,846	97.37%	93.42%
Telemedicine (HDHP) (Teladoc)	\$0	\$0	\$42	\$0	\$150		
General Administration	\$1,067	\$89	\$1,642	\$356	\$7,467	1847.10%	2099.28%
GRAND TOTAL BUDGET	\$6,115,382	\$509,615	\$797,675	\$2,038,461	\$2,469,351	156.53%	121.14%

Cash Position As Of June 30, 2019		\$4,697,974
Cash Position MTD	October-19	(\$498,824)
Cash Position YTD	October-19	(\$905,646)
Cash Position All Years		\$3,792,329

Prior Year	Cash Position	June 30, 2019	\$4,697,974
Surplus	IBNP	June 30, 2019	(\$616,000)
Calculations	Surplus Position	June 30, 2019	\$4,081,974
Current Year	Cash Position	October 2019	\$3,792,329
Surplus	IBNP	October 2019	(\$746,685)
Calculations	Surplus Position	October 2019	\$3,045,644

Gold Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	301	38	17	23	63
Actual	291	41	52	0	60
% Budget	96.7%	107.9%	305.9%	0.0%	95.2%

Gold Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	31	9	0	0	0
Actual	25	7	0	0	0
% Budget	80.6%	77.8%	0.0%	0.0%	0.0%

HDHP Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	6	3	3	0	1
% Budget	200.0%	0.0%	0.0%	0.0%	0.0%

HDHP Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	2	0	0	0	0
% Budget	66.7%	0.0%	0.0%	0.0%	0.0%

Total Medical Census					
	EE	ES	EC1	EC1+	EF
Budget	338	47	17	23	63
Actual	324	51	55	0	61
% Budget	95.9%	108.5%	323.5%	0.0%	96.8%

Active/ Cobra Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	364	42	23	24	55
Actual	320	47	50	0	60
% Budget	87.9%	111.9%	217.4%	0.0%	109.1%

Retiree Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	26	7	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

Active/ Cobra Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	370	44	18	19	51
Actual	310	50	51	0	53
% Budget	83.8%	113.6%	283.3%	0.0%	103.9%

Retiree Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	24	6	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

YTD Aggregate Calculations					
Contracted Aggregate Factors					
	EE	ES	EC1	EC1+	EF
	\$659	\$1,312	\$1,161	\$1,161	\$1,971
Total	\$1,812,202.18				
Med/Rx	\$2,027,846.24				
Difference	(\$215,644.06)				
Estimated % Attachment Point				111.90%	

2019-20

Sep-19

	Annual Budget	MTD Budget	MTD Actual	YTD Budget	YTD Actual	% Total MTD	% Total YTD
GROSS REVENUE	\$6,115,382	\$509,615.13	\$580,226	\$1,528,845	\$1,264,855	113.86%	82.73%
Contributions	\$5,936,321	\$494,693	\$557,313	\$1,484,080	\$1,220,838	112.66%	82.26%
Interest & Investment Income	\$63,135	\$5,261	\$13,768	\$15,784	\$16,314	261.69%	103.36%
COBRA/ASRS	\$115,926	\$9,660	\$9,145	\$28,981	\$27,703	94.66%	95.59%
CLAIM FUNDS	\$4,677,036	\$389,753	\$364,658	\$1,169,259	\$1,336,915	93.56%	114.34%
Medical (Gold)	\$3,365,748	\$280,479	\$267,947	\$841,437	\$1,050,423	95.53%	124.84%
Medical (HDHP)	\$87,612	\$7,301	\$221	\$21,903	\$1,636	3.03%	7.47%
Medical (Silver)	\$0	\$0	\$0	\$0	\$19,759		
Stop Loss Reimbursement		\$0	\$0	\$0	\$0		
Rx (Gold)	\$970,743	\$80,895	\$80,469	\$242,686	\$289,420	99.47%	119.26%
Rx (HDHP)	\$25,269	\$2,106	\$1,299	\$6,317	\$1,998	61.71%	31.64%
Rx (Silver)	\$0	\$0	\$0	\$0	\$347		
Rx Rebates		\$0	\$0	\$0	(\$77,833)		
Dental	\$227,664	\$18,972	\$14,722	\$56,916	\$51,166	77.60%	89.90%
PREMIUMS	\$950,695	\$79,225	\$83,561	\$237,674	\$242,476	105.47%	102.02%
Specific Stop Loss (American Fidelity)	\$761,433	\$63,453	\$64,506	\$190,358	\$189,415	101.66%	99.50%
Aggregate Stop Loss (American Fidelity)	\$20,748	\$1,729	\$1,659	\$5,187	\$4,859	95.95%	93.67%
Basic Life Insurance (Guardian)	\$35,719	\$2,977	\$3,454	\$8,930	\$9,412	116.03%	105.40%
VTI (Guardian)	\$59,261	\$4,938	\$7,187	\$14,815	\$19,403	145.53%	130.97%
STD (Guardian)	\$30,524	\$2,544	\$3,208	\$7,631	\$9,971	126.11%	117.56%
Vision (United Health Care)	\$43,009	\$3,584	\$3,548	\$10,752	\$10,416	98.98%	96.88%
CLAIM ADMINISTRATION	\$265,588	\$22,132	\$21,469	\$66,397	\$60,177	97.00%	90.63%
Medical Admin (Gilsbar)	\$106,111	\$8,843	\$8,485	\$26,528	\$24,756	95.95%	93.32%
Cobra Admin (Gilsbar)	\$9,485	\$790	\$758	\$2,371	\$2,213	95.95%	93.32%
% of Savings	\$9,011	\$751	\$996	\$2,253	\$996		
Dental Admin (Ameritas)	\$19,812	\$1,651	\$1,635	\$4,953	\$4,768	99.02%	96.26%
FSA Admin (Gilsbar)	\$594	\$50	\$81	\$149	\$243	163.64%	163.64%
HSA Admin (Gilsbar)	\$0	\$0	\$48	\$0	\$48		
Utilization Review (AHG)	\$11,856	\$988	\$948	\$2,964	\$2,766	95.95%	93.32%
Case Management (AHG)	\$8,299	\$692	\$475	\$2,075	\$875	68.68%	42.17%
Medical Network (BCBSAZ)	\$93,366	\$7,781	\$7,466	\$23,342	\$21,804	95.95%	93.41%
Rx Integration (Gilsbar)	\$5,039	\$420	\$403	\$1,260	\$1,200	95.95%	95.28%
Rx Admin (CVS Caremark/WI Rx)	\$2,016	\$168	\$175	\$504	\$509	104.19%	100.94%
GENERAL OPERATING	\$222,063	\$18,505	\$9,165	\$55,516	\$32,109	49.53%	57.84%
Benefit Administrator (ECA)	\$75,760	\$6,313	\$6,000	\$18,940	\$18,000	95.04%	95.04%
Wellness Administrator (ECA)	\$32,604	\$2,717	\$0	\$8,151	\$0	0.00%	0.00%
Wellness Programs	\$50,507	\$4,209	\$0	\$12,627	\$0	0.00%	0.00%
Clinic Operating Expenses	\$0	\$0	\$0	\$0	\$0		
Actuary (Cheiron)	\$13,160	\$1,097	\$0	\$3,290	\$0	0.00%	0.00%
Actuary - GASB (Cheiron)	\$0	\$0	\$0	\$0	\$0		
Accountant (GDK)	\$3,912	\$326	\$1,225	\$978	\$1,225	375.72%	125.24%
Auditor (Henfeld Meech)	\$5,987	\$499	\$0	\$1,497	\$0	0.00%	0.00%
Legal	\$4,505	\$375	\$0	\$1,126	\$775	0.00%	68.81%
Legal - Investigation	\$7,647	\$637	\$0	\$1,912	\$375	0.00%	19.62%
PCORI	\$1,719	\$143	\$0	\$430	\$0	0.00%	0.00%
Telemedicine (Gold) (Teladoc)	\$25,194	\$2,100	\$1,904	\$6,299	\$5,801	90.69%	92.11%
Telemedicine (HDHP) (Teladoc)	\$0	\$0	\$36	\$0	\$108		
General Administration	\$1,067	\$89	\$0	\$267	\$5,824	0.00%	2183.34%
GRAND TOTAL BUDGET	\$6,115,382	\$509,615	\$478,853	\$1,528,845	\$1,671,676	93.96%	109.34%

Cash Position As Of June 30, 2019		\$4,697,974
Cash Position MTD	September-19	\$101,373
Cash Position YTD	September-19	(\$406,821)
Cash Position All Years		\$4,291,153

Prior Year	Cash Position	June 30, 2019	\$4,697,974
Surplus	IBNP	June 30, 2019	(\$616,000)
Calculations	Surplus Position	June 30, 2019	\$4,081,974
Current Year	Cash Position	September 2019	\$4,291,153
Surplus	IBNP	September 2019	(\$696,852)
Calculations	Surplus Position	September 2019	\$3,594,301

Gold Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	301	38	17	23	63
Actual	279	41	50	0	60
% Budget	92.7%	107.9%	294.1%	0.0%	95.2%

Gold Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	31	9	0	0	0
Actual	26	7	0	0	0
% Budget	83.9%	77.8%	0.0%	0.0%	0.0%

HDHP Active/Cobra Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	4	3	3	0	0
% Budget	133.3%	0.0%	0.0%	0.0%	0.0%

HDHP Retiree Census					
	EE	ES	EC1	EC1+	EF
Budget	3	0	0	0	0
Actual	3	0	0	0	0
% Budget	100.0%	0.0%	0.0%	0.0%	0.0%

Total Medical Census					
	EE	ES	EC1	EC1+	EF
Budget	338	47	17	23	63
Actual	312	51	53	0	60
% Budget	92.3%	108.5%	311.8%	0.0%	95.2%

Active/ Cobra Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	364	42	23	24	55
Actual	315	47	48	0	57
% Budget	86.5%	111.9%	208.7%	0.0%	103.6%

Retiree Dental Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	29	7	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

Active/ Cobra Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	370	44	18	19	51
Actual	295	49	48	0	51
% Budget	79.7%	111.4%	266.7%	0.0%	100.0%

Retiree Vision Census					
	EE	ES	EC1	EC1+	EF
Budget	0	0	0	0	0
Actual	24	6	0	0	0
% Budget	0.0%	0.0%	0.0%	0.0%	0.0%

YTD Aggregate Calculations					
Contracted Aggregate Factors					
	EE	ES	EC1	EC1+	EF
	\$659	\$1,312	\$1,161	\$1,161	\$1,971
Total	\$1,347,814.60				
Med/Rx	\$1,363,582.37				
Difference	(\$15,767.77)				
Estimated % Attachment Point				101.17%	

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Discussion and Possible Action re Northwest AZ Employee Benefit Trust (NAEBT)

As discussed during the February 05, 2020 Work Session, the District has been offered membership in a local, multi-employer pool, Northwest AZ Employee Benefit Trust (NAEBT). Although the District has to make a decision as to whether to accept the membership offer, this item is intended to be a recommendation from the Trust Board regarding this option.

If the recommendation from the Board is for the District to join the NAEBT, the recommendation would also include a provision to terminate the current Trust in accordance with the Trust Document and applicable statutes.

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Update on PBM Request for Proposal Process

As Trustees will recall, ECA conducted a Request for Proposal (RFP) process for Pharmacy Benefit Management in order to determine whether the expenses for prescriptions could be better managed.

Requests were sent to:

- Navitus;
- PharmaStar;
- ProAct; and
- SmithRx.

The incumbent, National Cooperative/CVS, does not reply to RFPs for current clients.

Responses were received from all but PharmaStar.

We compared the cost of 12 months of Rx claims from each of the respondents to the actual cost from CVS and the incumbent's costs were lowest. Based on that, together with the anticipated increase in premium for 2020-21, the Trust Chairperson agreed with ECA's recommendation not to consider a change at this time and no further action was taken.

LHSEBT - PBM Cost Comparison Summary

11/01/18 - 10/31/19

	Admin Fees	Claim Costs	Total
CVS/Caremark	\$2,030.00	\$1,253,267.56	\$1,255,297.56
Navitus ¹	\$21,822.50	\$1,339,438.41	\$1,361,260.91
ProAct ²	\$14,080.00	\$1,360,218.36	\$1,374,298.36
SmithRx ³	\$42,240.00	\$1,338,067.95	\$1,380,307.95

¹\$2.15/PMPM

²\$2.00/Per
Claim

³\$6.00/Per
Claim

Member Count = 10,150

Claim Count = 7,040

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Discussion and Possible Action re TPA Contract Award

Following interviews with AmeriBen, Gilsbar and Summit, ECA entered into best and final negotiations with AmeriBen, which included clarifications on guarantees and contract language identified in the deviations.

Cost comparisons were updated to reflect revised pricing and are based on five (5) years of fees as well as estimated transition costs. Projected annualized expenses were calculated using LHSEBT's actual enrollment as of December 01, 2019 and include all required PEPM (per employee per month) expenses. Projections were not made for the various percent of savings arrangements like subrogation or out-of-network negotiation fees. Following are the updated costs for your information:

	AmeriBen	Gilsbar	Summit
Administrative Fee Over 5 Years	\$609,827.00	\$702,756.00	\$588,008.00
Consolidated Billing	Included	Included	Included
Vendor Check Processing	Included	Included	\$89,280.00
Cost to work with PBM	Included	\$25,296.00	Included
Total Administrative Fee	\$609,827.00	\$728,052.00	\$677,288.00

Other Factors and Costs

OON Claim Negotiation	Zelis 25% of Savings (Cap of \$5,000 per Claim)	PHCS 20% of Savings	First Health 18% of Savings
Subrogation	PHIA 25% of Recovery	PHIA 24% of Recovery	Eqrian % of Savings
Printing and Mailing Costs	Cost	Cost +10%	Cost

AmeriBen agreed to reduce their admin fee from the originally proposed \$20/PEPM to \$19.50/PEPM for the first three (3) years with a maximum increase of 5% in years four (4) and five (5). They also agreed to cap out-of-network claim negotiations at \$5,000 and reduced the subrogation percent of savings from 30% to 25% for the first two (2) years.

Please note that in addition to the annual costs noted above, there will be run-out fees from Gilsbar which are estimated at \$32,000.

References

As of the date of this memo, I am awaiting responses to reference requests from current clients of approximately the same size as LHUSD. Those results will be shared with Trustees at the meeting. We have received two references from previous AmeriBen clients, both of which were positive with the respondent noting they would return to AmeriBen if given the choice.

Recommendation

If a decision is made not to join NAEBT, ECA's recommendation is to award a contract for TPA services to AmeriBen effective July 01, 2020.

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Discussion and Possible Action re Wellness Proposal

Attached is a proposal for wellness services prepared by ECA. This proposal is for consulting services to assist the District and Trust with the development and management of a comprehensive wellness program that includes on-site screenings and other programming.

Award of this contract is contingent on the District joining NAEBT and it should be noted that NAEBT offers a very robust wellness program very similar to what we would envision implementing if awarded a contract.

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.



Erin P. Collins & Associates, Inc.

Phone: 928.753.4700 x302
Fax: 877.866.5732
1115 Stockton Hill Rd., Ste. 101
Kingman, AZ 86401
jaimes@ecollinsandassociates.com

September 13, 2019

Marcia Cox, Chairperson
Lake Havasu Schools Employee Benefit Trust
Via Email: Marcia.Cox@lhusd.org

Re: Wellness Consulting Proposal

Dear Marcia:

Per your request, I am pleased to provide the enclosed Wellness Consulting Proposal on behalf of ECA.

This proposal encompasses a multi-year approach that will provide a variety of screenings and initiatives intended to encourage participation and behavior change and create a sustainable program that is flexible and addresses the needs of the Trust's members.

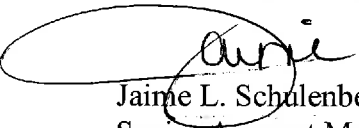
Should you wish to engage ECA to provide these services, once a contract has been executed, we would begin with a strategy/planning meeting to determine the needs/wants of the Trust and District in terms of specific programming and goals and then build a program to address same within an established budget.

The Wellness Consultant who will be assigned to your account is Jayme Merlino, who works on my team. We will work closely together to deliver a program that is in line with established goals. Additional support will be provided by our Senior Wellness Consultant, Missy Jenson, as well as our Wellness Program Support Specialist, Cathy Bradley.

Should you have any questions regarding this proposal or wish to schedule an interview to review in more detail, please let me know. As always, I can be reached via phone or email at 928.753.4700 x302 or jaimes@ecollinsandassociates.com.

We appreciate the opportunity to be of further service to the Lake Havasu Schools EBT and look forward to hearing from you.

Sincerely,
ERIN P. COLLINS & ASSOCIATES, INC.



Jaime L. Schulenberg
Senior Account Manager



Lake Havasu Schools Employee Benefit Trust Wellness Program Proposal

Jaime Schulenberg, Senior Account Manager
Jayne Merlino, Wellness Consultant
Erin P. Collins & Associates, Inc.

ECA Wellness

History

Philosophy

1. Early detection
2. Lifestyle and behavior change
3. Chronic disease management

*Health is an
investment,
not an expense.*



LHSEBT Wellness Program

Multi-Year Approach

1

Year One - The Vital Program

- Program introduction and development
- Establish goals
- Onsite screenings

2

Year Two - The Comprehensive Program

- Onsite Screenings
- Add-On Program (Quarterly Seminars, Pre-Disease or Disease Management Programs)
 - Recommend Pre-Disease or DM targeting moderate-risk members

3

Year Three - The Comprehensive Program Expanded

- Onsite Screenings
- Two Add-On Programs
 - Build on Year 2 Program
 - Recommend Pre-Disease or DM targeting high-risk members



LHSEBT Wellness Program

Year 1

1

Program Development

- Internal Support Team
- Needs & Interest Survey
- Establish a budget, calendar and incentive plan

2

Branding

- Wellness Logo
- Program Name
- Introduction Campaign

3

On-site Screenings

- Early detection
- Overall health of group
- Risk for diseases, chronic conditions and cancers

LHSEBT Wellness Program

Year 1: Program Development

1

Internal Support Team

"Walk the talk"

Promote wellness from within

1. Wellness Program Coordinator

- Primary contact to ECA Wellness Consultant
- Coordinate, schedule, approve wellness programming

2. Wellness Champion Team

- Support Wellness Program Coordinator
- Attend scheduled Wellness Meetings
- Encourage and promote wellness activities
- Positive role model to other employees

Needs & Interests Survey

1. Identify

- What motivates members
- Willingness to change
- Best methods for communication
- Resources needed

2. Create

- Program goals, objectives, strategies
- Program budget
- Wellness Calendar
- Incentive plan



LHSEBT Wellness Program

Year 1: Branding

2

- Establish familiarity with program.
- Represent LHSEBT Wellness promise to employees.
- Create clarity and structure.
- Motivate and direct members.
- Connect with members to create trust in the program.



LHSEBT Wellness Program

Year 1: On-Site Screenings

3

- **Health Risk Assessment with Health Consultations**
 - Evaluate risk for chronic conditions that are influenced lifestyle choices.
 - Educate members to make healthier choices to reduce risk.
- **Healthy Heart Blood Draw**
 - Six-month follow-up to the HRA.
 - Recommended for members with abnormal/at risk HRA results and/or members with chronic conditions or at risk of developing chronic conditions.
- **Mammogram Screenings**
- **Men's Health Screenings**
- **Skin Cancer Screenings**
- **Cardiac & Organ Screenings**
- **Flu & Pneumonia Vaccinations**
- **Comprehensive Eye Exams**



Program Expansion

1. Evaluate Year 1

- Medical and Pharmacy Claims Comparison
- Participation
- Satisfaction
- Organizational Support
- Environment
- Leadership Engagement
- Rewards and Recognition

2. Target Moderate-Risk Members

- Pre-Disease Management/Disease Prevention Programs
- On-Site or Near-Site Wellness Seminars
- Fitness Challenges
- Wearable Technology and Platforms



Questions & Answers





L.H. Unified
School District #1
Employee Benefit Trust



**WELLNESS
PROGRAM
PROPOSAL**

**ERIN P. COLLINS AND
ASSOCIATES, INC.**

1115 STOCKTON HILL RD. KINGMAN, AZ 86401

928-753-4700

ECOLLINSANDASSOCIATES.COM

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ABOUT US

ECA is something of an “American Dream” success story. The company was founded as a home-based business in July of 1992. In its earlier years, and in addition to employee benefit and wellness consulting, ECA provided Employment Practices Liability Training throughout Arizona and nationally as well as Property and Liability consulting. During the last fifteen years, we have focused exclusively in the area of benefits, with public employer self-funded plans presently accounting for over 90% of our annual revenue. We have expanded from a “kitchen table consulting practice” to an organization of over a dozen employees and three main practices (single-employer self-funded, pool/trust administration and wellness consulting). In this time, we formed and currently serve as Administrator and Wellness Consultant for five Arizona public entity pools, in addition to our single entity clients. While we take a great deal of pride in our growth, we likewise recognize that our success has its roots in all of the things that a smaller, less “corporate” culture has allowed us to accomplish with and on behalf of our clients. This includes our management style, emphasis on becoming an extension of staff, transparency in compensation and entrepreneurship/risk taking. Thus, even as we have grown and expanded, we have done so with these fundamental traits in mind and consciously reinvested in our people and practices so that we remain true to our roots and core values.

BUSINESS PHILOSOPHY

Literally from its founding, ECA has been structured on the premise of full financial transparency in all of our client relationships. Our basic compensation structure is fee-based and specifically prohibits any form of undisclosed commissions, revenue sharing, incentives, percentage of savings or related income regardless of the labels attached to them. In addition, we work to implement these same principles in the contracts between other vendors and the client/trust. As a private for-profit firm, we are far from anti-profit. Rather, we simply believe that clients should know the full extent of the compensation being received by their vendors, what activities that compensation is derived from, and have the final decision making authority as to whether the activities are “worth” the costs associated with them. Taking this a step further, and where continuing fees are being derived by a vendor, we build tracking mechanisms into the financial reports of the Trust so that trustees remain apprised of the cost of these items as a matter of daily business.



WELLNESS PHILOSOPHY

ECA believes that, to make a difference through wellness, it is essential to use a three-prong approach including early detection, lifestyle and behavior change, and chronic disease management. These three factors together form a holistic, sustained program that can impact the quality of life for those who participate. Through fun and innovative wellness initiatives, ECA targets those high-risk individuals, as defined by health data, to begin a long-term behavior change program addressing the lifestyle factors with the greatest impact on claims cost.

Additionally, ECA recognizes that it's not feasible to run a wellness program solely from the outside and requires internal buy-in from employees and leadership alike along with other essential components that promote a successful wellness program.

The Essentials

Implement Essential Components to Aid in Success of the Wellness Program.

ECA recommends implementing several essential components to aid in the success of a wellness program including:

- Developing an internal support team (Wellness Champions) for wellness initiatives;
- Administering a Wellness Needs and Interests Survey;
- Strategizing goals and objectives;
- Creating a recognizable wellness logo and other marketing pieces;
- Establishing a wellness program budget;
- Planning a multi-year calendar; and
- Developing a Wellness Program Incentive Plan.

ECA will work with staff on the essentials in tandem with other program selections.



CREATE A SOLID FOUNDATION

Creating a solid foundation will assist with creating a successful wellness program. Focusing energy early on with the essential elements will promote opportunity for future and sustained growth.

Develop the Wellness Champion Structure

The Wellness Champion structure can be key to developing and maintaining a successful wellness program. Those individuals serving as Champions act as role models, meet regularly and communicate frequently and link employee interests and health risk priorities with guidance from the ECA Wellness Consultant. The team collaborates to develop best practice wellness strategies to enhance participation and engagement which improve the overall quality of health and well-being of members. Key elements include a dedicated ECA Wellness Consultant, Wellness Program Coordinator and Wellness Champion.

A photograph of three people in athletic wear (two women and one man) high-fiving outdoors. The image is overlaid with a semi-transparent teal filter. The text "Develop an effective wellness team to foster buy-in and promote the wellness program." is centered over the image in white, bold, sans-serif font.

Develop an effective wellness team to foster buy-in and promote the wellness program.

Wellness Consultant

- ECA Wellness Consultant is responsible for development and management of the program agreed to by the client
- Makes program recommendations based on claims, HRA and other available data
- Develops budget based on approved programs and incentives
- Researches and recruits vendors to provide approved programs
- Contracts with vendors
- Schedules programs with clients and vendors
- Prepares marketing materials for distribution to members (i.e., flyers, emails, text messages, etc.)
- Recommends incentives for programs, if applicable
- Manages programs and vendors to ensure success
- Handles any vendor issues
- Coordinates meetings with Wellness Champions to obtain feedback and discuss past and future programming
- Attends meetings with Trustees on a regular basis to update on program status

Wellness Program Coordinator

- An employee who volunteers or is appointed to represent the District
- Works directly with the ECA Wellness Consultant in the coordination of approved programming, including identifying locations and resources for on-site screenings and other wellness initiatives
- Serves as the primary contact for wellness vendors in preparation for and during on-site programs
- Present and available during on-site programs
- Attends on-site or telephonic Wellness Champion meetings, including an annual planning meeting
- Recruits and retains Wellness Champions and maintains open lines of communication
- Enthusiastic about getting and staying healthy; walks the talk
- Distributes marketing materials to Wellness Champions
- Solicits feedback from Wellness Champions and members
- Talks to colleagues about the importance of the Wellness Program
- Has general knowledge of the Wellness Program for new hires and inquiring members
- Assists in the identification of local health and wellness resources



Wellness Champion

- An employee who volunteers or is appointed to represent their department or worksite
- Supports the Wellness Program Coordinator
- Attends on-site or telephonic Wellness Champion meetings, including an annual planning meeting
- Enthusiastic about getting and staying healthy; walks the talk
- Actively solicits feedback from members and relays it to Wellness Program Coordinator and/or ECA Wellness Consultant
- Encourages and promotes wellness activities and participation to colleagues
- Participates in and is visible at health and wellness events
- Distributes marketing materials for upcoming programs to department and assists colleagues with sign-ups if necessary

Wellness Program Needs and Interests Survey

ECA will work with the Wellness Team to create a customized needs and interest survey that identifies preferred methods of communication, what motivates members, health topics, types of programming, etc. This information is utilized to match employee health risks with employee needs and wants to maximize participation and satisfaction in wellness initiatives.



"If you don't know where you are going, you will probably end up somewhere else." –Lawrence J. Peter

Wellness Program Goals, Objectives and Strategies

The purpose of implementing a wellness program is to help manage healthcare costs, promote a more productive workforce and enhance the overall quality of health and well-being of members. ECA will collaborate with the Wellness Champions to create the Vision and Mission of the Wellness Program along with Goals, Objectives and Strategies to guide the overall path of the program and an Evaluation plan to measure success. Success of a wellness program takes many forms, based on what is important to an organization, such as participation in on-site screenings, satisfaction, medical claim costs, and many other measures. ECA will assist in selecting the measurement strategies that help the organization regularly check on wellness program progress to measure success and opportunities for improvement.



Some of the measures may include:

- Participation;
- Satisfaction;
- Abnormal percentages from onsite screenings;
- Program-specific outcomes such as percentage weight loss, reduction in aggregated A1C and the like;
- Behavior change through pre and post program surveys;
- Healthy Arizona Worksite Program Initiative; and/or
- Productivity (Organization responsibility with guidance from ECA).

Professional Wellness Program Branding*

ECA will work with a professional marketing company to create a personalized wellness brand including an updated logo and wellness campaign introducing the program and logo through marketing and outreach efforts.



A recognizable wellness brand will:

- Represent you and your promise to wellness for employees;
- Create clarity, cohesiveness and focus;
- Confirm credibility;
- Motivate and direct the target audience; and
- Connect with employees to create loyalty to the program.

*Actual costs of the professional wellness branding will be passed through directly to the client at actual cost.

Wellness Program Budget



ECA will work with the Wellness Champions and District Management to allocate costs based on the established annual budget. This budget will include costs associated with strategies identified to address risks, marketing costs to promote events, follow-up for abnormal screenings, site fees for screenings, incentives for initiatives and the like.

Wellness Program Calendar



ECA will work with the Wellness Champions to establish a multi-year Wellness Program Calendar inclusive of screenings, marketing and other wellness initiatives that fit within the existing Wellness Program budget.

Wellness Program Incentive Design

Efforts to tie Wellness initiatives to statistically supported financial outcomes are, in ECA's view, not credible in smaller populations due to their size, the impact of turnover and uncertainties of the nature and timing of discovery of the disease states these programs target. Rather, we recommend implementing programs specifically directed at cost-driver disease states such as Livongo for Diabetes or Omada for weight loss. These programs provide objective (biometric) measures of on-going program efficacy based on accepted risk factors for disease progression. Similarly, as it pertains to on-site screenings, objective measures include the number of anomalies discovered, which is a more valuable indicator of program success than health outcomes. Common to all ECA Wellness programming efforts is the concept of educating and empowering plan participants to take charge of their own health, and that of their family members, so that they are better able to make informed decisions to the benefit of their long term health and wellbeing.

ECA will work with the Wellness Champions to develop an incentive strategy to motivate members to participate in programs and screenings. These may include:

- Raffle drawings;
- Premium reductions;
- Points-based system(s); and/or
- Health Savings Account Contributions.



The Vital Program

Implement Early Detection Through On-Site Screenings

ECA recommends early detection screenings for members. Preventive screenings are used to find cardiac disease, cancers, diabetes and other chronic conditions before a person develops symptoms. Catching disease at an early stage often increases the effectiveness of treatment and can improve a person's quality of life.

The ECA Wellness Consultant will work with third party vendors to:

- Secure vendors and create and complete a contract for services;
- Schedule screening dates, times and locations and other logistics;
- Provide marketing material including flyers, emails and postcards;
- Track participation;
- Complete all billings associated with the screenings;
- Ensure proper follow up measures have been taken in the event of an abnormal screening; and
- Evaluate each program to improve future programming.



Health Risk Assessment with Health Consultation

A Health Risk Assessment provides members an individualized health report showing a snapshot of risk factors related to the development of chronic conditions, such as cardiovascular disease and diabetes. This convenient, on-site screening has three components:

- Biometric Measurements: Height, Weight, Blood Pressure, Body Fat, BMI, and Waist Circumference;
- Venipuncture blood draw (fasting or non-fasting) including: Blood Glucose, Full Lipid Profile (HDL, LDL, Triglycerides, Total Cholesterol), and a SMAC 30 (Red/White Blood Cell Count, Kidney Function, Liver Function, Calcium, Electrolytes, etc.); and
- Lifestyle Questionnaire.



The data received from the Health Risk Assessment is aggregated into a group summary report of risk factors present in the employee population. The HRA data is used to forecast potential health care costs and medical claims. The Wellness Consultant uses that data to provide recommendations for programming, should the client have interest in taking the next step in their wellness program.

Health Consultations are provided following the onsite Health Risk Assessment to provide members with an opportunity to understand their risks and work toward making lifestyle changes. The health consults will provide:

- Understanding of member biometric and lab results and lifestyle risk factors;
- Opportunities to set smart, reasonable and personal health goals;
- Supplemental knowledge and resources to achieve health goals; and
- Learning to make better health decisions that may improve and reduce risk of developing the most common chronic conditions.

On-Site Mammograms



ECA will continue to work with SMI (the Trust's current vendor) to provide annual, on-site screening mammograms to eligible plan members. Screening mammograms are covered 100% for women age 40 and over per Health Care Reform. ECA encourages women age 35-39 to get a baseline mammogram and/or those with severe family history and a physician recommendation under age 35 to get a mammogram.

Men's Health Screenings



The Men's Health, or Prostate Cancer programs are comprehensive, mobile screenings that include:

- A Venipuncture Prostate Specific Antigen (PSA) blood test;
- A Digital Rectal Exam (DRE);
- A Testicular Exam; and
- Urologist Consultation.

After skin cancer, prostate cancer is the most diagnosed cancer in American men and the second leading cause of cancer death. Bringing this screening onsite in a mobile unit helps reduce barriers to getting screened.

Skin Cancer Screenings

ECA brings comprehensive, full body skin cancer screenings on-site to detect a range of skin abnormalities including:

- Actinic Keratosis (pre-cancerous, superficial sun damaged areas of skin);
- Basal Cell Carcinoma;
- Squamous Cell Carcinoma; and
- Malignant Melanoma.

Arizona has some of the highest rates of skin cancer in the world, however, many rural areas throughout the state experience a gap in care due to a lack of Dermatological providers.

Healthy Heart Blood Draw

The Healthy Heart Blood Draw is a follow-up screening scheduled six months after the Health Risk Assessment. Most often, ECA recommends offering this screening in conjunction with a pre-disease management program or disease management program to provide a convenient mechanism for members to monitor how their lifestyle changes affect their health.

This screening will show members improved or maintained changes in:

- Blood pressure;
- Fasting glucose; and
- Full fasting lipid panel (Total Cholesterol, HDL, LDL and Triglycerides).



Cardiac & Organ Screenings

ECA works with multiple vendors to provide on-site cardiac and organ screenings. These unique screenings are either offered in conjunction with one another or bi-annually, alternating the focus from year to year. The cardiac screenings include ultrasounds of the:

- Carotid Artery looking for potential risks and blockage associated with Stroke;
- Peripheral Arteries, looking for Peripheral Arterial Disease (PAD), which reduces blood flow; and
- Abdominal Aorta, looking for Abdominal Aortic Aneurysms (AAA) by showing threats of rupture or bleeding from the body's main supplier of blood.

The organ screenings look for any abnormality including nodules, cysts or changes in the organs' structure through ultrasounds of the:

- Kidneys;
- Liver;
- Gallbladder; and
- Thyroid.

Flu & Pneumonia Vaccinations



ECA coordinates and contracts with multiple vendors to provide convenient, on-site quadrivalent flu and pneumonia vaccination clinics for employees and plan members. Influenza is typically a moderately severe illness but for unhealthy or elderly people, influenza can be very dangerous. Influenza and pneumonia combined are the eighth leading cause of death among all Americans.

The Comprehensive Program

Customize or Enhance Your Wellness Program with Add-ons



**THERE IS NO ONE
SIZE FITS ALL
APPROACH.**



There is no one size fits all approach to addressing the risks of the population. It's important to maintain the health status of the low risk population by offering opportunities to keep them healthy while minimizing migration of moderate risk members into high risk, and managing the high risk members to reduce complications and comorbidities. ECA will work with staff to strategize and identify solutions to address priority risk factors through various programming opportunities. These may include quarterly seminars and workshops, health coaching, pre-disease management programming, disease management programming, and more! ECA will identify the vendors who best suit the needs of the population.

Seminars, Workshops and Education Opportunities

ECA will identify vendors to facilitate seminars, workshops, and other engaging education opportunities for employees covering various topics, including, but not limited to:

- Mental and Emotional Health
- Stress Management
- Nutrition and Cooking
- Weight Management
- Behavior Change
- Ergonomics and Safety
- Wellness Challenges
- Health Coaching



Pre-Disease Management and Chronic Disease Management Programs

As a wellness program progresses, there should be specific interventions done for those members directly affected by chronic or lifestyle diseases. A review of the top diagnostic categories by plan paid, number of members affected, as well as the large claims report will be performed and utilized by ECA to determine recommended disease targets. ECA will perform a thorough review of vendor options to address the priority population with a final recommendation to the Trust as applicable. The cost for the selected pre-disease or disease management program will be subject to the selected vendor's fee schedule.



LHSEBT Wellness Solution

ECA's Proposed Wellness Solution

Year One – The Vital Program

Early Detection and Develop Wellness Program Coordinator/Wellness Champion Structure

- The Essentials
- Health Risk Assessments with Biometric Screening and Health Consultations
- On-Site Mammograms
- Men's Health Exams
- Skin Cancer Screenings
- Healthy Heart Blood Draw (6-month HRA Follow-up)
- Cardiac & Organ Screenings
- Flu & Pneumonia Vaccinations

Year Two – The Comprehensive Program

- The Essentials*
- The Vital Program
- One Add-on Program**
 - Quarterly Seminars, Workshops, and Education Opportunities
 - Pre-Disease Management Program
 - Disease Management Program

*Incentives and outcome measurement will be determined in consultation with appropriate parties (i.e., District and/or Trustees).

**ECA recommends a focus on Cardiovascular Disease and Diabetes risk factors in Year 2 and, depending on the add-on program selected, below are our recommendations:

- Pre-Disease Management Program Recommendation: Introduction of Retrofit by Livongo to address risk factors for cardiovascular disease and diabetes; this program could serve as a Reasonable Alternative Standard should the District choose to move forward with a health-contingent Wellness Program allowing members the same opportunity to qualify for an incentive.
- Wellness Education/Programming Recommendation: Introduce quarterly seminars focusing on behavior change that address risk factors for cardiovascular disease and diabetes; this could serve as a Reasonable Alternative Standard should the District choose to move forward with a health-contingent Wellness Program allowing members the same opportunity to qualify for an incentive.

Year Three – The Comprehensive Program

- The Essentials
- The Vital Program
- Two Add-ons***
 - Quarterly Seminars, Workshops, and Education Opportunities
 - Pre-Disease Management Program
 - Disease Management Program

***ECA recommends a focus on Diabetes, Hypertension or Weight Loss in Year 3 to build upon the add-on program selected from Year 2. We have relationships with several vendors who provide programming in these areas including expansion of Livongo programs noted above for Diabetes and Hypertension and/or Omada.

Consulting Fees

ECA's Proposed Wellness Solution for City of Casa Grande Health Care Benefit Trust

Program Offerings	Vital Program	Comprehensive Program	
ECA Wellness Program Support Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ECA Wellness Consultant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
The Essentials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Early Detection/On-Site Screenings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
One Add-On Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Two Add-On Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PEPM Consulting Fee	\$5.50	\$6.50	\$7.50
Any and all additional expenses fronted by ECA outside of the consulting fee are passed through directly to the Trust at actual cost plus 5%.			

The fees listed above include only the ECA Consulting fee and do not include the additional funding needed for an online portal, health consultations, additional program incentives, wellness vendor fees or any additional costs incurred.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Discussion and Possible Action re Employee Assistance Program (EAP)

Trustees requested that ECA solicit proposals from vendors to provide an Employee Assistance Program (EAP) as of July 01, 2020. As of the date of this memo, said proposals were still arriving.

We will share those proposals along with a recommendation as soon as we receive and evaluate. As with the previous contract items, award of an EAP would be contingent on joining NAEBT, and as noted with Wellness, NAEBT does offer an EAP program.

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT TRUSTEES**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: February 06, 2020

RE: Employee Assistance Program (EAP) – Request for Quotes

Trustees requested that ECA obtain quotes for an Employee Assistance Program (EAP) for the 2020-21 plan year. As such, we sent requests to the following firms, all of which provided quotes:

- Alliance Work Partners (AWP);
- Curalinc;
- EAP Preferred;
- Holman Group; and
- Jorgensen Brooks.

Each of the responding firms has the knowledge and experience to provide EAP services to District employees and their families, including robust websites and a number of work-life benefits. We asked them to price both a 3-session and 6-session model. A brief summary of the responses follows:

AWP

- Texas corporation with account management of the LHSEBT account in Arizona;
- Providing EAP services to 700 clients representing over 1M lives;
- Average EAP utilization in their book of business = 8%;
- Calls answered by trained counselors;
- 20% Customer Service turnover;
- Appointments offered within 24-48 hours of initial call;
- PEPM includes 8 hours of training for LHUSD;
- Crisis & CISD offered at no additional cost and is unlimited;
- No performance guarantees;
- 6 providers in LHC, 3 in BHC & Kingman;
- Pricing: \$1.42 for 3 Session Model & \$1.67 for 6 Session Model.

CuraLinc

- Based out of IL with offices in Mesa, however, LHSEBT's contact person would be based in Chicago;
- Providing EAP services to 1,573 clients representing nearly 2M lives;
- Average EAP utilization in their book of business = 22.89%;
- All calls answered by licensed clinicians;
- 6% Customer Service turnover;
- Appointments offered within 48-72 hours of initial call;
- Training offered at \$225/hr. including travel;
- Crisis & CISD offered at \$225/hr. including travel;
- 12 providers in LHC, 5 in BHC & Kingman;
- Pricing: \$1.29 for 3 Session Model & \$1.42 for 6 Session Model.

EAP Preferred (IBH)

- California corporation with offices in Phoenix, AZ;
- Providing EAP services to 105 clients representing 7M lives;
- Average EAP utilization in their book of business = 5%;
- Calls answered by staff with college degree or high school diploma and 5 year of industry experience;
- >1% Customer Service turnover;
- Appointments offered within 72 hours;
- 3 hours of training per year offered to LHUSD staff at no additional charge;
- Crisis & CISD offered at no additional charge;
- 8 providers in LHC, 10 in BHC & Kingman;
- Pricing: \$1.09 for 3 Session Model and \$1.69 for 6 Session Model.

Holman Group

- California corporation; LHSEBT account would be serviced out of CA office;
- Providing EAP services to 500 clients representing 1M lives;
- Average EAP utilization is 4.5 sessions (answered differently than other respondents);
- Calls answered by staff with related college degrees;
- 10% Customer Service turnover;
- Appointments offered within 40 hours;
- Training can be offered at a rate to be negotiated;
- Crisis & CISD offered at no additional charge;
- 15 providers in LHC, 7 in BHC & Kingman;
- Pricing: \$1.76 for 3 Session Model and \$3.19 for 6 Session Model.

Jorgensen Brooks

- Based in AZ with account management split between offices in Tucson and Phoenix;
- Providing EAP services to 76 clients representing 44k lives;
- Average EAP utilization in their book of business = 5.1%;
- Calls answered by staff with at least two years experience;
- 0% Customer Service turnover;

- Appointments offered within 72 hours;
- Training can be offered at a rate to be negotiated;
- 4 responses to Crisis & CISD at no additional charge;
- 3 providers in LHC, 1 in BHC & Kingman;
- Pricing: \$1.40 for 3 Session Model and \$1.75 for 6 Session Model.

I have attached the proposals from each of the responding firms along with a side by side comparison of the responses to the Questionnaire they were required to complete.

Based on the projected premium increases for Medical/Rx, I would not recommend the addition of an EAP at this time. However, if the Board determines that an EAP should be offered, I would recommend we enter into a Best & Final negotiation with Curalinc and EAP Preferred with a contract to be awarded at the next meeting in April; this would still allow enough time for implementation.

As always, please do not hesitate to call or email me at 928.753.4700 x302 or jaimes@ecollinsandassociates.com if you have any questions or need additional information.

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)
EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions

Entity Information

Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.
How many years has your firm been in business? - If different from above, how many years has your firm been operating in Arizona?
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.
<div></div>
Does your organization manage and/or offer any other products/services besides the EAP programs?
<div></div>
If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.
How many individual employer groups does your organization serve (entire firm, not just a region or office)? - How many enrollees does this represent?
Is your firm currently contracted with any school district clients in Arizona? Other states?
What is your book of business average EAP utilization? Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?

Customer Service

Will the Trust be assigned to a dedicated service representative? If so, where are they located?
How many employees does your organization have in the following areas and where are they physically located? - Member Services - directly handling intake calls or member inquires regarding benefits - Account Services - directly handling employer/consultant/broker inquiries
What are the hours of operation (Please list Arizona times) for the service office in terms of:
- Responding to member inquiries
- Responding to employer/consultant/broker inquiries
In regards to customer service telephone lines, do you have a toll free number that can be used by the organization and/or members to contact Customer Service? - On average, what is the call waiting time before a customer service representative responds?
Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff? During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
What is the average seniority of your contracted providers? During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?
Please outline your organization's provider requirements including minimum licensure and experience.
Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?

AWP

Alliance Work Partners is a professional service of WAP, Inc., a 501c3 corporation, specializing in EAP, Work-Life and Wellness since 1977. Our corporate address is: Alliance Work Partners, 2525 Wallingwood Drive, Building 5, Austin, Texas 78746 - for questions about this proposal, please call Rick Dielman at 512-328-8519
43
11
No
No
Parent company is WAP, Inc.
AWP manages and specializes in EAP, Work-Life and Wellness Programs
AWP's Account Executive in AZ is Ken Downey: 602-300-0979 7650 S McClintock Dr. Suite 103 #224, Tempe, AZ 85283
About 700
Counting employees, dependents and household members, over 1M covered lives
Yes, approximately 120 schools in Arizona, Texas and the US
8%
93% are resolved at the EAP-level and less than 5% are referred into insurance-based services or treatment

Yes, Ken Downey, Senior Account Executive in Tempe, AZ. Phone: 602-300-0979. Email: kdownie@alliancewp.com. Physical Address: 7650 S McClintock Dr. Suite 103 #224, Tempe, AZ 85283
60 in Austin, Texas
14, Austin, TX
7, Austin, TX and 1, Tempe, AZ

24/7/365
6 AM - 5 PM AZ Time (M-F)
Yes
Calls are answered within < 20-seconds and our abandonment rate is < 1%
Calls are live answered by trained counselors
A bachelors degree in mental health and masters level counselors are always available
8 years
20% for call center staff only - less than 4% when account managers and case managers are included in the calculation
Yes
Yes, over 150 dialects

AWP has access to over 14,000 affiliate offices nationwide
224
Attached
Appointments are offered within 24-48 hours of initial call
Attached
16 years
< 1%
Yes, participants will have nationwide access
Minimum of masters degree and 3 years post licensure experience
Providers must complete an initial credentialing application and submit copies of license, insurance, resume and any other qualifying credentials. We also do primary source verification of licenses at the time of initial credentialing.

Please outline your organization's re-credentialing process?	Thereafter, re-credentialing is conducted annually at the time of malpractice insurance renewal. Additionally, licenses are verified at the time of expiration, which varies for each provider.
--	---

Benefits/Contract Specifics

Does your organization offer the following:	
- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.	Yes, our call center is always available on an unlimited basis for crisis response, intake, assessment, referral and counseling, if indicated. In person (FTF) counseling is our standard for counting sessions. Telephonic counseling is also available when clients have transportation or mobility challenges.
- 24-hr, 365 day, telephonic crisis response	Yes
- Critical incident debriefing and crisis response?	Yes
- Any limits/exclusions on this benefit?	No
- Training (supervisory and employee) on various topics?	Yes
- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?	Yes, online training is unlimited. In-person, onsite training is allotted at 8-hours per year. Additional hours can be purchased at \$200 per hour, plus travel
- Product orientation for client managers - in-person, virtual, online?	Yes, all three
- Any limits/exclusions on this benefit?	No
- Management/Supervisor referrals accepted?	Yes
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?	Yes
- Any limits/exclusions on this benefit?	No
- Provide marketing materials, communications to build product awareness?	Yes, including three newsletters every month
- Printed or electronic copies provided?	Printed and electronic awareness materials are provided
- Any limits/exclusions on this benefit?	No
- Online Portal? If yes, please outline what is available on the portal.	Yes, AWP will provide LHSEBT its own custom website with online assessments, budget calculators, legal forms, wellness challenges, HRAs, 100 modules of management training, vetted white papers, online chat with wellness counselors and more.
- Monthly, Quarterly or Annual Utilization Reporting?	Reporting is quarterly, and includes an annual summary and ROI report
- Member satisfaction surveys? If yes, how often?	Every client is given a satisfaction survey
- Client/Employer satisfaction surveys? If yes, how often?	Available upon request
- Is ad-hoc reporting available if necessary? If yes, what is the cost?	Yes, \$150 per development hour
Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)	<div>Trends Analysis and Reports</div> <div>AWP will provide LHSEBT with a record keeping system for the workplace services offered. These customer service reports identify utilization, the status and outcome of all counseling and referral services, and will include a list of referral resources utilized during the period reported. The reports will be made available on a quarterly and annual basis and in a format determined by AWP and LHSEBT. (In addition to regular reporting, ad hoc reports are available with a 30-day turn around on a fee for service basis.) AWP can record and report program results on a regular basis detailing the following information:</div> <div><ul style="list-style-type: none">• Demographic data on clients• Number of clients (unduplicated count)<ul style="list-style-type: none">• Number of calls• Sessions and referrals• Types of presenting problems<ul style="list-style-type: none">• Case resolutions• Listing of outside referral sources and kinds of services used• Follow-up data to reflect client satisfaction, service appropriateness, and effectiveness<ul style="list-style-type: none">• Annual ROI report</div> <div>Upon request, LHSEBT's dedicated account manager will consult with the program coordinator to explain the reports and identify trends of utilization. These trends can alert LHSEBT to areas where training, team building, or other types of AWP service may be helpful. By comparing previous reports to current reports, your account manager can help identify or validate workplace issues, which may be affecting productivity, then make recommendations for improving those situations.</div>

CuraLinc (SupportLinc)
CuraLinc, LLC (d.b.a. CuraLinc Healthcare); 314 West Superior St. Chicago, IL 60654. Richard Alvarez; ralvarez@curalinc.com; 224.534.2263. Corporation.
40
12
CuraLinc Healthcare acquired a health and wellness provider, Marquee Health, in 2014.
No.
See above regarding the d.b.a. This has been our name since 2008.
By virtue of the aforementioned acquisition, CuraLinc (through Marquee Health) offers wellness programming.
In addition to the HQ location referenced above, CuraLinc has two additional offices that may service this account: 4140 East Baseline Rd., Mesa, AZ 85206, for worksite services; and 233 W. Erie St., Suite 7SW, Chicago, IL 60654.
1,573
1,965,671
Yes. CuraLinc's public sector clients in AZ include Yuma County, Yuma Union School District, Gadsden School District, and Mt. Graham Regional Medical Center. CuraLinc also provides services to many other Arizona-based employers, including GoDaddy and ASML.
22.89%
92%

Yes. The Trust's single point of contact will be based in Chicago.
--

44
12

24/7/365
M-F, 6am-6pm AZ Time
Yes.
8 seconds. However, unlike most EAP providers, CuraLinc does not allow unlicensed attendants to answer incoming calls. All intakes are answered live by a master or doctorate level clinician.
All calls into the SupportLinc EAP are answered directly by a licensed clinician.
CuraLinc does not employ 'customer service' staff. CuraLinc's clinicians (who answer every call, around the clock) meet the following minimum criteria: <ul style="list-style-type: none">• Masters or Doctorate degree in a mental health discipline from an accredited university;• Professional license(s) that is current, in good standing and issued by the state to practice independently;• Minimum of five (5) years post-graduate experience providing mental health or employee assistance (EAP) services;• Ability to collect data, establish facts, define problems and draw valid conclusions during the initial assessment and throughout the course of treatment.
13 years.
Approximately 6%
Yes.
Yes (English and Spanish-speaking clinicians on staff, as well)

23,221
485
Please see attached Appendix A -1. Mohave County is highlighted in green.
Routine cases are confirmed within 48-72 hours. Urgent cases are confirmed within 24 hours and Emergency cases are typically triaged to the ER.
Masters-level Social Workers, 42.37%; Masters-level Marriage and Family Therapists, 12.69%; Masters-level Professional Counselors, 32.78%; Psychologists, 12.16%. Note: Any provider that includes Psychiatrists in their EAP network is intentionally misleading, as a Psychiatrist will never see an EAP case.
15 Years.
Approximately 1%.
Yes.
<ul style="list-style-type: none">• Masters or Doctorate degree in a mental health discipline from an accredited university;• Professional license(s) that is current, in good standing and issued by the state to practice independently;• Minimum of five (5) years post-graduate experience providing mental health or employee assistance (EAP) services;• Ability to collect data, establish facts, define problems and draw valid conclusions during the initial assessment and throughout the course of treatment.
The affiliate providers' qualifications and their approach to therapy are reviewed carefully by the Provider Relations Manager. Providers must meet CuraLinc's credentialing criteria. The minimum standards are as follows: has a minimum of five (5) years post-graduate degree clinical experience in the direct provision of mental health care; has received a post graduate degree (MA, MSW, Psy.D, PhD) in a related mental health discipline; is currently engaged in active clinical practice; possesses a current, unrestricted license and/or certification at the independent practice level by the state in which services are provided as required by applicable law, and verified with the state licensing board; has professional liability (malpractice) insurance coverage uninterrupted and in good standing for the past five years; maintains CuraLinc's organization standard for professional liability insurance of \$1,000,000 per occurrence and \$3,000,000 aggregate; has no record involving criminal activity; has not been sanctioned by state or federal agencies concerning serious matters relating to his/her professional conduct; is physically and mentally competent of delivering services; furnishes CuraLinc with a copy of the following: copy of state license and/or certification; copy of diploma; proof of professional liability insurance; resume.

Responses EAP Preferred
Integrated Behavioral Health, Inc. 3070 Bristol St., Suite 350 Costa Mesa, CA 92626. Corporation. Carmen De Los Reyes - cdelosreyes@ibhsolutions.com 602-373-6797
in continuous operation since October 1982
Yes, Integrated Behavioral Health (IBH) purchased EAP Preferred. IBH is and EAP and Behavioral health company located in California that owns four other regional EAP and Wellness companies across the country. EAPP continues to function as it has for over 35 years, but now we have the ability to better serve customer a national basis
No
No
Yes, besides EAP services, IBH provides behavioral health services for clients covered under health plan programs, and our parent companies offers the programs for your consideration - Fee for Service Program are Managed Behavioral Health , Specialty Case Management, Occupational Health, Opioid Risk Management, Substance Use Monitoring, Health Risk Assessments, Behavioral Coaching , Health Coaching, Resilience, Maternity Program and Toxicology Testing
Account management services are administratively housed at the corporate office at 99 E. Virginia Ave, Ste 275 Phoenix, AZ 85004. However, account managers routinely visit with customers on-site.
105
7,000,000
Yes, in Arizona state and Nationwide
Utilization varies by industry or employer sector, but EAP Preferred's aggregate average 5%
85%

Yes, the dedicated service representative is Carmen De Los Reyes, Sales and Account Manager. She is located in Phoenix Arizona and she is available to meet on-site if requested
--

22 employees in Phoenix Arizona (IBH and it's regional facilities employee just over 100 employees total)
The primary Account Manager is Carmen De Los Reyes

24 hours a day / 365 days per year
Non-emergent inquiries Monday through Friday 8:00 AM to 5:00 PM. Crisis inquiries 24 hours a day / 365 days per year
Yes, the number is 800-395-1616
30 seconds
Live person
Customer service representatives have a college degree or high school diploma with at least 5 years of industry experience.
15 years
Less than 1%
Yes
IBH has on-line and telephonic Spanish capabilities. IBH's work life partner's call center is staffed with multicultural employee assistance and work life professionals able to speak in a variety of languages. Language-line service support is also available which offers immediate access to telephonic interpreters for over 200 languages. Completed work life referrals are available in different languages and individuals seeking counseling will be matched with a provider who speaks their language.

The following criteria are required of all EAP providers, including over 15,000 providers across the country: Education: minimum MS/MA/MSW in a behavioral health field, plus 3 years behavioral health or EAP clinical experience. Licensure: appropriate state license, CEAP, or national substance abuse certification.
395 currently and constantly adding
Attached
The provider shall offer to members an appointment for EAP Services within three business day for a routine situation, within 48 hours for urgent situation and within 24 hours for emergency situation
See attached
15 plus years
Less than 2% due to retirement or relocation
Yes
5 years post graduate clinical experience, state licensure, employee assistance experience
Initial provider credentialing includes verification of academic credentials, state licensure and proof of malpractice and general liability insurance coverage. Providers are re-credentialled every three years.

Re-credentialing and confirming the accuracy of the network is an ongoing and continuous process. Providers are contacted, re-credentialled and updated in several ways. Their records and contract dates are entered into the database, which is programmed to alert us several months prior to the expiration of the current license, malpractice policy and affiliate contract. The provider is contacted accordingly and the database is updated, and then resetting the renewal schedule. In addition, the day-to-day interaction the EAP case managers have with the provider gives us another level of feedback to ensure accurate information. In this fashion, the network remains up-to-date and current. We also review clinical or program effectiveness in terms of treatment goals and objectives, quality assurance issues, timeliness and completeness of documentation, quality of evaluations, and suitability of treatment. The entire network is completely re-credentialled every three years per the frequency standard of NCQA. Our comprehensive credentialing and re-credentialing processes, including statistical tracking of provider performance ensures that only the most effective providers join and remain in our affiliate provider network.

Providers are requested to submit current licensure and proof of malpractice and general liability insurance coverage, as well as update clinical specialties, office locations and contact numbers.

Yes. Although we prefer that our initial assessment leads to an in-person referral for short-term counseling, some members prefer telephonic or technology-enabled counseling through CuraLinc's proprietary eConnect® platform. eConnect®, which is used in less than 1% of cases, is typically offered when participants have mobility problems.
Yes.
Yes.
The cost for onsite services is \$225.00 per hour (including travel expenses).
Yes.
\$225.00 per hour.
Yes.
The aforementioned allocation of hours applies to product orientation, too. However, CuraLinc will include unlimited virtual or online orientation sessions, as well as a customized EAP orientation video for each of the entities within the Trust.
Yes.
Yes.
CuraLinc will include onsite attendance at one benefits fair or open enrollment meeting per year at no cost. Once those hours are exhausted, the cost for onsite services is \$225.00 per hour. However, if the Trust has a specific plan in mind for onsite attendance at benefits fairs and would like the cost of attendance baked into the program's PEPM price, please let us know.
Yes, CuraLinc will provide the trust with a year-round promotional calendar that includes scheduled worksite posters, flyers, and newsletters. Please refer to Appendix A-2 for a representative sample of marketing materials. The SupportLinc promotional calendar can be tailored to suit the needs of the Trust.
Both, at the Trust's discretion.
No.
The EAP web platform acts as an excellent complement to the program's telephonic and in-person services. More than just a static website, the portal – which can be tailored in several ways to suit each EAP client – contains an extensive library of informative articles, webinars (live and archived), search engines, audio and video files, self-assessments and valuable resource links. <ul style="list-style-type: none">• Ask the Expert. The 'Ask the Expert' feature, located on the web portal landing page, allows employees to easily schedule a call-back or request more information about the EAP.• Monthly Topical Webinar. Every month, CuraLinc will host a one-hour topical webinar that is focused on improving productivity and wellbeing. These webinars are aligned with the program's monthly promotional flyer, and are archived on the web portal.• Employee Orientation Video. This 10-minute eLearning course, which can be found in a tab on the website landing page, provides an introduction to the EAP.• Discounted Gym Memberships. Through GlobalFit®, CuraLinc provides EAP clients with discounted access to thousands of gyms in North America.<ul style="list-style-type: none">• 'Self Search' Locators. Users can conduct a targeted search of over 600,000 resources: child care providers, elder care services, adoption, education, pet sitting, private and public colleges, volunteer opportunities and attorneys.• 'Skill Builders'. These 20-minute online training modules develop proficiency in a variety of subjects, such as: Effective Communication and Resilience.• Health and Wellness Resources. The EAP website includes everything from WebMD content to tip sheets to wellness-related articles to personal health assessments.<ul style="list-style-type: none">• Will Creation. CuraLinc provides access to NOLO®, which allows participants to create a free legally-binding will.• Mindfulness Toolkit. CuraLinc's proprietary Mindfulness Toolkit includes audio lessons, tip sheets and other resources to help employees stay more focused, less stressed and 'mindful'.
Quarterly.
Yes, year-round.
Yes, annually.
Yes, at no cost.
CuraLinc's methodology for reporting utilization percentages is based on two key metrics: case utilization, which counts each unique case and divides by the total employee population; and program utilization, which counts cases, consultations, training participants, critical event participants, technology utilization, etc. and divides by the total population. Both figures are displayed in bold on the report's first page. See Appendix A-3 for a sample EAP utilization report.

Yes. In-person counseling services are offered to members at their request and if a provider location can be identified within their immediate geographic location. Telephonic counseling can be utilized for members residing in remote locations where no provider is conveniently located or for immediate response (crisis management).
Yes
As a matter of protocol, IBH will follow up with the appropriate customer representatives to schedule the on-site CISD. By mutual agreement, IBH will dispatch an especially CISD trained EAP counselor to the identified location to meet with employees. IBH will follow up with the customer to discuss participants' experiences.
None
Yes
Onsite, limited to three [3] hours per year and they can be used for orientation, health fairs events and open enrollment. Additional hours may be purchased for \$275.00 for the first hour and \$175.00 for additional hours, portal to portal.
Unlimited telephonic, and 1 on-site per year
None
Yes, unlimited management referrals
Yes, as need to promote the EAP Services
None
Yes
Both
None
IBH provides the Pool members with a customized Employee Assistance and Work-Life website. Members have access to legal, financial, id theft, child and elder care and wellness educational articles as well as, monthly webinars, audio and video for medical and financial topics, self-assessment courses, and employee corporate discounts. Online Video Peer Support, Scheduled Phone EAP Coaching Sessions, Live chat services are accessible through the website.
Quarterly and Annually EAP and Work-Life Services Reporting
Yes, members are provided a satisfaction questionnaire at the conclusion of services.
Yes, employers are provided a satisfaction survey quarterly. Additionally, meeting between the employer and IBH can be requested at anytime to discuss program concerns.
Yes, at no cost
2 reporting systems, one reports on clinical information which includes demographic information and counseling visits utilization; the second reports on the use of Work-Life Program and includes the access to the website logins/searches

<p>Legal Consultation</p> <p>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:</p> <ul style="list-style-type: none"> • 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 30,000 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. <p>Financial Consultation</p> <p>The financial consultation component provides employees and their family members with access to seasoned financial professionals (CFPs) and experienced accountants (CPAs) when needs arise. The following services are included:</p> <ul style="list-style-type: none"> • Financial Consultation Hotline. Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, college planning and bankruptcy prevention. In addition, Certified Financial Planners are available to answer questions about financial planning and long-term goal-setting. • 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. <p>Identify Theft Recovery</p> <p>CuraLinc's identity theft recovery services help 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.</p> <p>Dependent Care Referrals</p> <p>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.</p> <p>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.</p> <p>Daily living (CONVENIENCE) and Concierge Referrals</p> <p>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.</p>	<p>Yes.</p>
<p>As mentioned on line 10, CuraLinc owns a health and wellness provider, Marquee Health. Approximately 20% of CuraLinc's national accounts also placed their wellness program with us. Please refer to Appendix A-6 for a summary of plan design options.</p>	

<p>Work-Life Program is included in the comprehensive EAP benefit. Services include: 30-minute free consultation with an attorney for legal services, identify theft, financial, wellness, elder care, child care, health information audio library, the saving center, mediation services, Collage assistance, and corporate discount.</p>
<p>If selected as the EAP vendor, IBH will immediately set up meetings with Pool member representatives to identify an implementation schedule which includes orienting Pool representatives 90 days (April 2020) prior to program start date, delivering printed materials 60 days (May 2020) prior to program start date, and addressing any final Pool representatives concerns 30 days (June 2020) prior to program start date.</p>
<p>Yes</p>
<p>In addition to the comprehensive EAP & Work-Life Services provided by IBH, we offer Fee for Service Program. They are Managed Behavioral Health , Specialty Case Management, Occupational Health, Opioid Risk Management, Substance Use Monitoring, Health Risk Assessments, Behavioral Coaching , Health Coaching, Resilience, Maternity Program and Toxicology Testing</p>

	\$1.29 PEPM
	\$1.42 PEPM
	3 year rate guaranteed.
	Coverage is extended to the employee, the spouse or domestic partner, and dependents under the age of 26 - regardless of whether they live in the household.
	Yes.
	In addition to short-term counseling, the SupportLinc EAP includes work-life benefits (legal and financial consultation, dependent and concierge referrals), organizational consultation, critical incident response services, training, management referrals, and technology (web portal and mobile app).
	No.
	\$225.00 per hour (includes the cost of travel).

1.09 pemp
1.69 pemp
5 years
Employees that are enrolled in the medical plan, spouse and dependent children's and grandchildren up to the age of 26 years old and college student.
LHSEBT can communicate with IBH about the intentions to add part-time, and IBH will invoice the client
Counseling and Coaching delivered in multiple ways (face to face, telephone, digital, video chat) Online video peer support, and Work-Life Services
No
No

Holman Group
The Holman Group of Arizona is headquartered at 8511 Fallbrook Avenue, Suite 400, West Hills, CA 91309. The corporate contact is Elizabeth Holman, President, and the Account Executive is Jill Schlesinger. Both Elizabeth and Jill can be reached at (800) 321-2843. The Holman Group is the parent company and is a privately held corporation providing employee assistance programs (EAP) and managed behavioral health.
The Holman Group has been in business for 41 years of providing EAP and managed behavioral health services.
The Holman Group of Arizona was established and operational in 2001 (AKA Holman-Frazier, LLC).
No
No
The Holman Group of Arizona was established in 2001 as Holman-Frazier, LLC.
Yes. Holman has mental health and substance use carve outs on a fully-insured or self-funded basis depending on the size of the group and claims experience. Other additional services include work-life benefits, legal and financial counseling. Additionally, The Holman Group is well known for its critical incident stress management and responsiveness (CISM). Given our expansive network, Holman is able to respond to a CISM incident within the same day if requested, or a most other time frames requested from our clients. Holman is also compliant with all Department of Transportation (DOT) laws and hires SAP professionals to assist with the necessary interventions. Holman provides return to duty evaluation, monitoring and follow-up, including drug testing on a fee -for-service basis. The schedule is recommended & tracked with the employer. Our website will also be available and includes the following online tools and resources: a) Self-Assessment Tests for depression and substance abuse b) Behavioral Health and Wellness Library c) Online and community resources d) Weekly webinars on pertinent behavioral health and wellness topics e) Health Improvement Programs f) Online self-help videos on topics, such as Pre-Surgery Prep and Relaxation
Operational services and call center will be managed at The Holman Group corporate and operations office in West Hills, California. The address is 8511 Fallbrook Avenue, Suite 400, West Hills, California 91309.
We serve 500 individual employer groups.
This represents 1,000,000 members nationwide
Yes, both The Holman Group of Arizona and The Holman Group located in California are contracted with public entities in Arizona and California respectively. Many clients include municipalities and school districts. These client organizations are a strength for Holman.
Average utilization for EAP is 4.5 sessions
95% of all individuals have their issues resolved within a 6 visit model

Yes. To access services at anytime, day or night all a member needs to do is contact our toll-free, nationwide 800 number. This number is always answered by a live person. Upon calling in the member will talk with a Call Center Specialist who will gather all the necessary information to assign the member to the correct counselor. If the member would like to speak with a counselor immediately, the Care Access Specialist will transfer the call directly to a licensed clinician. For service requests from HR, you will be assigned a dedicated Client Service Representative who will assist you. Any member of the Client Service team can assist you with your needs at any time and all members are knowledgeable of your account. The Client Services Representative is located at the operations headquarters in West Hills, California. Additionally, an account executive will also be assigned.
In total, The Holman Group has approximately 130 employees, the majority are located in West Hills, California. We also have utilization management staff and account management staff in Arizona.
We currently have 31 employees directly handling intake calls or member inquiries regarding benefits.
Jill Schlesinger, Sales Executive will handle all employer, consultant and broker inquiries.

Our standard business hours and days of operation are Monday through Friday, 7:30 am to 6:30 pm Pacific Standard Time (PST); 8:30 am to 7:30 pm Mountain Standard Time (MST). After hours are operable Monday through Friday from 6:30 pm to 7:30 am Pacific Standard Time (PST) and 7:30 pm to 8:30 am Mountain Standard Time (MST) week days, weekends and holidays.
Holman’s toll-free hotline is available 24 hours a day, seven days a week, 365 days a year; with unlimited access to licensed clinicians for crisis situations. Members can be warm-transferred to a provider anytime for telephonic counseling. Routine calls to set up appointments or answer benefit questions are answered Monday – Friday, 7:30 AM – 6:30 PM Pacific Standard Time (8:30 AM - 7:30 PM Mountain Standard Time. At a minimum, ninety five percent (95%) of calls are answered within 30 seconds.
Jill Schlesinger, Sales Executive will handle all employer, consultant and broker inquiries.
Yes, the Holman 1-800 number handles all calls and transfers the caller to the appropriate party. The Holman toll free number is 800-321-2843.
A member’s call is answered within 2-3 seconds.
All customer service calls are answered by a live person.
Our Care Access staff must have a bachelor’s degree in Social Work, Psychology, Counseling, Human Resource, Health Education, Nursing or related field. Their experience needs to include a minimum of 2 years work experience in wellness, behavioral health, substance abuse, or a disease management program. Our clinicians, who are available to speak to any member at any time who is in crisis, have a Master’s Degree, are licensed and average 5 years minimum experience.
3 years
During the past two (2) years the Holman Group of Arizona has experienced a 10% staff turnover rate.
Yes, a telecommunications device is used for the deaf and hard of hearing.
To meet the needs of multi-cultural members, Holman utilizes “Language Line Services”, which gives us access to over 160 languages and dialects. We have Bi-lingual Call Center Specialists available for Spanish-speaking callers. In addition, we have staff that speaks Tagalog, Ilocano, French and Russian. During initial interviews staff is interviewed in the language they are bilingual in and are also giving a reading and writing sample as well. Holman is credentialed by URAC and Knox-Keene licensed which dictates our threshold languages, standards and methods of credentialing fluency in both written and oral languages outside of English.

The Holman Group has a nationwide network of over 36,000 providers
Across Arizona, Holman has 2,486 providers. 587 mastered trained and licensed counselors are available for EAP only clients.
Included in proposal.
We offer appointments within 6 hours or same day for a crisis, for urgent situations 48 hours or 2 business days and routine cases within 5 business days.
There are LPCC, LCSW, LMFT and Psychologists available through the EAP.
The average seniority of our contracted providers is 10 years.
During the past two (2) years the Holman Group of Arizona has experienced a provider turnover rate of 2%.
Yes, a member can use a contracted provider in any location if preferred.
Prior to entering our network, a provider must submit a copy of their professional license, malpractice insurance, completed application & resume. We prefer providers be licensed for at least two years and show evidence of a minimum of five year relevant work history. Most providers average ten years experience in our network. We verify the license with the state licensing board & query the National Practioner Data Bank as well. Provider applications are reviewed by our Peer Review Credentialing Committee which includes a licensed masters level, psychologist and psychiatrist. The provider is admitted to our network after the committee has reviewed the file to make sure that the provider has adequate training, sufficient professional experience, and is willing to comply with our polices and procedures. Providers are recredentialed every three years or sooner upon expiration of their insurance or licensure.
Prior to entering the network, an individual provider must submit a copy of his/her professional license, malpractice insurance, completed application, resume, and DEA Certificate if applicable. We prefer providers be licensed for at least two years and show evidence of a minimum five (5) year relevant work history. Upon application, providers should indicate appointment availability, disclose any health issue that may affect the delivery of care and indicate a willingness to conform to Holman treatment philosophy. The Credentialing Department will verify the provider’s license with the appropriate state licensing board and query The National Practitioner Data Bank. Licensed mental health specialist staff (licensed as appropriate to serve members located in California and throughout the U.S.). EAP Counselor: Master’s degree. Certification/License: CA clinical licensure as LMFT, LCSW, PhD or Psych-RN with a minimum 2 years experience as a behavioral health care manager. Prefer 3-5 years experience as an EAP Representative or Regional, Behavioral Health Consultant.

Jorgensen Brooks
Jorgensen Healthcare Associates, Inc., dba Jorgensen Brooks Group 7467 N. Oracle Road, Suie 131, Tucson, AZ 85704 Contact: Paul Fleming, President; paul@jorgensenbrooks.com; 480-586-0897 Jorgensen Healthcare is an Arizona corporation
30 continuous years
N / A
No
None
Always operated under the dba, Jorgensen Brooks Group
No
Jorgensen Brooks Group is headquartered in Tucson. Our Phoenix facility [301 E. Bethany Home Road, Phoenix, AZ, 85012] will provide account management services to the Lake Havasu group.
76
44,000 employees [approximately 110,000 lives]
ARIZONA: Dysart / Phoenix; Flagstaff; Flowing Wells / Tucson; Tucson USD; SMIT / Phoenix [Genesis Academy, Globe USD, J. O. Combs USD, Morristown SD, Murphy SD, and Wilson SD]; Rural Schools of Northern Arizona / Navajo Reservation [Cedar, Chinle. Ganado, Kayenta, and Morenci]. NEW MEXICO: Pueblo of Laguna Education Department.
5.10%
95+%

Yes; account manager will be located in Phoenix.
3 staff in Tucson and 1 in Phoenix.
2 in Tucson and 2 in Phoenix

24 hours / 365 days live
24 hours / 365 days live
Yes; toll-free number in place.
Less than 20 seconds.
All calls [24 hours / 365 days] are answered live.
Customer service staff [Intake / Scheduling Specialists]must have aminimum of two years experience providing services and assistance by telephone or in direct contact with customers. JBG conducts initial and ongoing training on the specifics of counseling services and EAP practices. Our Intake / Scheduling Specialists are trained to include empathy in their responses to all calls and to be alert to to caller emotions and reactions. JBG clinicians are on hand to assume crisis calls or offer in-the-moment support.
4 years
None
Yes
Yes

43,000	
304	
Attached to proposal	
Urgent appointments are scheduled for the same day. appointments are offered for within three business days.	Standard
Detail attached to proposal	
9+ years	
1%	
Yes	
JBG network providers must be licensed in the state in which they provide services; have a history without complaints to their respective licensing board; maintain a minimum of professional liability insurance of \$1m / \$1m; at least two years of consistent EAP experience; and at a minimum, a Master's degree in their counseling specialty[ies].	
JBG follows a primary [direct] confirmation of provider applicant credentials.	

<p>In some cases upon recredentialing (other then license, insurance and specialty updates), we need to notify the provider of a change in billing, contracted rate, or new polices or procedures. This may happen sooner then they are due for recredentialing or the provider may contact us for a rate increase which could trigger recredentialing. Providers are given 45 days notice written notification of any changes or amendments.</p>

<p>Re-credentialing occurs every two years following the initial credentialing process.</p>

<p>Holman can provide face-to-face or telephonic sessions for employees and their household members. We utilize network licensed Master’s and PhD therapists for face to face and a combination of staff and network counselors for telephonic visits. In addition, we can provide them with referrals to community agencies specializing in family-related issues for free or low fee services.</p>
<p>Holman’s toll-free hotline is available 24 hours a day, seven days a week, 365 days a year with unlimited access to licensed clinicians for crisis situations. Members can be warm-transferred to a provider any time for telephonic counseling. After hours, all calls are answered by our "live" answering service who immediately helps with crisis-related calls. For callers not in crisis (or routine calls or inquiries), a Care Access Specialist returns calls the following business day. All calls are logged and reviewed by the call center supervisor the following business day for needed follow up.</p>
<p>Routine calls to set up appointments or benefit questions are answered Monday - Friday, 7:30 AM - 6:30 PM Pacific .</p>
<p>The Holman Group provides onsite critical incident stress debriefing (CISD) services when a threat or actual violence affects a location, using staff counselors or a select specialty CISD network of The Holman Group's credentialed providers. These situations appear in the local and national news almost daily, and having The Holman Group as a local responder prepared to support the client's workforce 24/7, 365 days a year is necessary. CISD response provides all staff with the reassurance they need to know they are supported and valued. Individuals authorized to request a CISD would contact The Holman Group, relay all of the pertinent information about the incident and identify a desired time-frame for a counselor to visit. The Holman Group would then contact an identified expert provider, convey the CISD information and dispatch the provider to the site. We would select an expert licensed network counselor based on their experience, provider report card in our system, department affected at your location, language and background. The Holman Group has experience being part of an emergency response team for several large clients who have City, Federal, Nuclear and other protocols to coordinate with.</p>
<p>No</p>
<p>We have the ability to offer worksite seminars on a variety of wellness and HR topics at locations requested with reasonable advanced notice. The supervisory training program is one of the top priorities during the implementation of a new program. We have found that a supervisor’s familiarity with, and trust of, the EAP is critical to the program's success. Account Managers, who are clinicians, will provide Supervisory Training. Each supervisor will also be given a training manual at the completion of the seminar. Sample topics include mindfulness, parenting, conflict resolution, work/life balance, wellness and exercise.</p>
<p>2 hours = \$0.08 pepm per benefit year 4 hours = \$0.15 pepm per benefit year</p>
<p>Video orientation for supervisors online.</p>
<p>No</p>
<p>Holman has a dedicated Management Referral team who works with HR to support their needs around employee issues on the job. The process involves the HR director or designee calling our dedicated management referral team member who will assess the needs of the employee and determine the next best course of intervention. Situations vary and there is no specific direction we take with an employer. If counseling is needed, the employee will be directed to call our care access team for a referral for either behavioral health or substance abuse treatment, and the referral process would start. Due to HIPAA regulations, Holman is limited on some communications back to the employer on the course of referral and treatment. Holman also follows all DOT regulations in the event of an employee is in violation of these standards. This is a very common process for Holman as we serve the EAP and management referral benefit for several municipalities in Arizona.</p>
<p>Yes. It is customary for The Holman Group of Arizona to attend open enrollment meetings at both the time and locations desired.</p>
<p>No</p>
<p>The following products are available at any time.</p> <ul style="list-style-type: none"> • Brochures, Wallet Cards and Posters: Holman provides full color tri-fold brochures for each eligible employee. The brochures include information on how to access EAP services as well as answers to some of the most commonly asked questions about the program. Holman also provides employees with wallet cards displaying the toll-free hotline. These cards are small enough to keep in a purse or wallet so that they are available in an employee's time of need. We provide you with full color EAP and Mental Health posters that can be displayed in break rooms, lunchrooms, or wherever you choose. • Paycheck Stuffers: We have a variety of flyers available covering such topics as stress in the workplace, coping with the loss of a loved one and conflict resolution. Electronic and hard copies of our paycheck stuffers are available. • E-Mail Communication: On a regular basis you will receive a variety of materials relating to your Holman EAP, including quarterly newsletters, monthly topics of interest and current event-related news briefs. • Website: We offer employee orientation, video or webinar (in English with subtitles in Spanish and English captions for the hearing impaired), so that all members are aware of the benefits offered and how to access them. • Webinars and website access. On a weekly, monthly, and quarterly basis Holman will provide a variety of materials including quarterly monthly topics of interest, and weekly webinars.
<p>Both printed and electronic copies are provided as needed.</p>
<p>No</p>
<p>The Holman Group website for participants includes library of newsletters, seminars, webinars, videos, trainings, benefits summary, health improvement programs, self-help quizzes, access to additional benefits, etc. Human Resources portal for administrators includes all that’s available for participants plus Statistical Reports and supervisory training videos.</p>
<p>On a quarterly and annual basis, Holman Group of Arizona will post your organization’s statistical reports on our website. These reports will detail your members’ program utilization. These are simple, easy to read reports that will provide you with the number of members and dependents that have accessed the program as well as a breakdown of the types of problems for which they have called; (while maintaining confidentiality). Reports are also printable from the Holman website.</p>
<p>Each member that accesses Holman’s EAP is mailed a Client Satisfaction Survey in the quarter following the EAP session(s) (with member permission). Measures of client satisfaction include satisfaction with Holman, the timeliness of their referral, the treatment experience, the effectiveness of treatment and willingness to repeat services.</p>
<p>Annual</p>
<p>Ad hoc reports are available for a modest fee.</p>
<p>Reports are quarterly and annual. The following categories to protect member confidentiality. Face-to-face counseling visits, crisis calls, management referrals, legal/financial and other services (community referrals). The issues or presenting problems and if an employee or dependent. Each quarter members are counted one time for calling in though it may show that they have used multiple services.</p>

<p>JBG prefers EAP counseling to be delivered in-person near where the participant lives or work. However in those instances when a participant cannot or chooses not to attend counseling in-person, JBG offers scheduled telephonic counseling.</p>
<p>Yes</p>
<p>Yes; JBG's proposal includes four [4] on-site response each contract year.</p>
<p>No</p>
<p>JBG's proposal includes unlimited use of webinar and eLearning training through its web portal [30 webinars are archived on our site and 16 eLearning topics are on the site]. Certificates are available for each of the completed activities.</p>
<p>No on-site training hours are included in our fees [available at negotiated fee].</p>
<p>On-line orientation included</p>
<p>None</p>
<p>Yes; unlimited</p>
<p>One event is included each contract year</p>
<p>One event per contract year</p>
<p>Yes. Provided electronically; samples of current materials included in this proposal.</p>
<p>Electronic</p>
<p>None</p>
<p>Yes. Significant information for employees and family members is offered through our Personal Care website; including, but not limited to, legal, personal financial management, ID theft recovery, child & elder care resources, mortgage assistance, discount purchasing portal, and much more.</p>
<p>Quarterly utilization reports; Annual report includes customer-specific ROI calculations, Summary of BOB Client Satisfaction Surveys, and Standard Performance Guarantee Report.</p>
<p>Collected throughout the year and summarized annually.</p>
<p>No</p>
<p>Yes. There are no additional costs for reports produced from standard collected data.</p>
<p>A sample JBG utilization report is included in our proposal.</p>

<p>Included in our quote: 3 referrals given initially with a 2 to 3 business day turnaround time. Topics include: child & eldercare, camps, schools, scholarships, event planning, sports, relocation, cleaning, mechanic, housing, and daily living services, medical supplies & services; etc. We verify the referral, the price (if they will quote over the phone), if there is an opening & if they are licensed. We do not complete the transaction or purchase & are not giving recommendations only a list of businesses that meet their criteria.</p>
<p>We can implement quickly; 30 day timeline or more is ideal, though we have implemented successfully with less time. Step 1: send out application & invoice & W9. Step 2: send out contract for approval. Step 3: Schedule implementation call. On call go over how program works, how to do management referral, how we assist you in a crisis for onsite services or individual services, place order for communication materials, posters, tri-folds, wallet cards and get dates for health fair or open enrollment meetings if known. Step 4: Notify staff internally of sale & ensure contract is signed & sent back. Step 5: Attend open enrollment meeting or health fair. Step 6: Assist with ongoing communication needs including schedule of future trainings.</p>
<p>Yes, if preferred The Holman Group will provide renewal rates 6 months in advance of the renewal date.</p>
<p>LifeSolutions is a full-service resource and referral program that provides rapid and complete responses to your employees' work/life needs. This innovative program gives your employees the widest possible coverage of life-cycle and daily living information topics. Whether online or through The Hol-man Group's toll-free telephone number, employees, their families and household members can receive unlimited information and referrals for a variety of issues. LifeSolutions is included at no extra charge.</p> <p>The Identity Theft Program™ is a confidential and easily accessible service that provides an administrative structure for dealing quickly with Identity Theft. By simply contacting The Holman Group customer service, a member will receive a free 60-minute consultation with a trained and experienced Fraud Resolution Specialist (FRS). The Identity Theft program is \$0.08 pepm.</p> <p>The WellnessConnect program connects employee populations to wellness tools and a knowledge base that is successful and effective in motivating behavioral change that results in a positive ROI for organizations of all sizes. The Wellness program is a cost effective and comprehensive health management solution. WellnessConnect is \$0.75 pepm.</p> <p>Additional training/CISD is offered at \$150 per hour, and \$75 per hour for necessary travel.</p>

\$1.76 pepm
\$3.19 pepm
The rate is guaranteed for 24 months/2 years.
All members of the household and all members on the plan.
They are automatically covered.
LifeSolutions, Tickets at Work, ScriptSaver, Utilization Reporting, legal and financial consultations, work - life, and community referrals.
3% discount for prepaying the contract on an annual basis.
\$150/hr + 75/ per travel for onsite critical incidents.

<p>There are no limitations to use of work-life services.</p>
<p>Implementation timeline attached to our proposal.</p>
<p>JBG will guarantee its fee[s] for the first three contract years; for contract years thereafter, JBG will provide renewal rates six months in advance of July 1st.</p>
<p>The extent of JBG's EAP services are detailed in its List of Services attached to our proposal. JBG includes Standard Performance Guarantees with its proposal; a copy is attached to our proposal.</p>

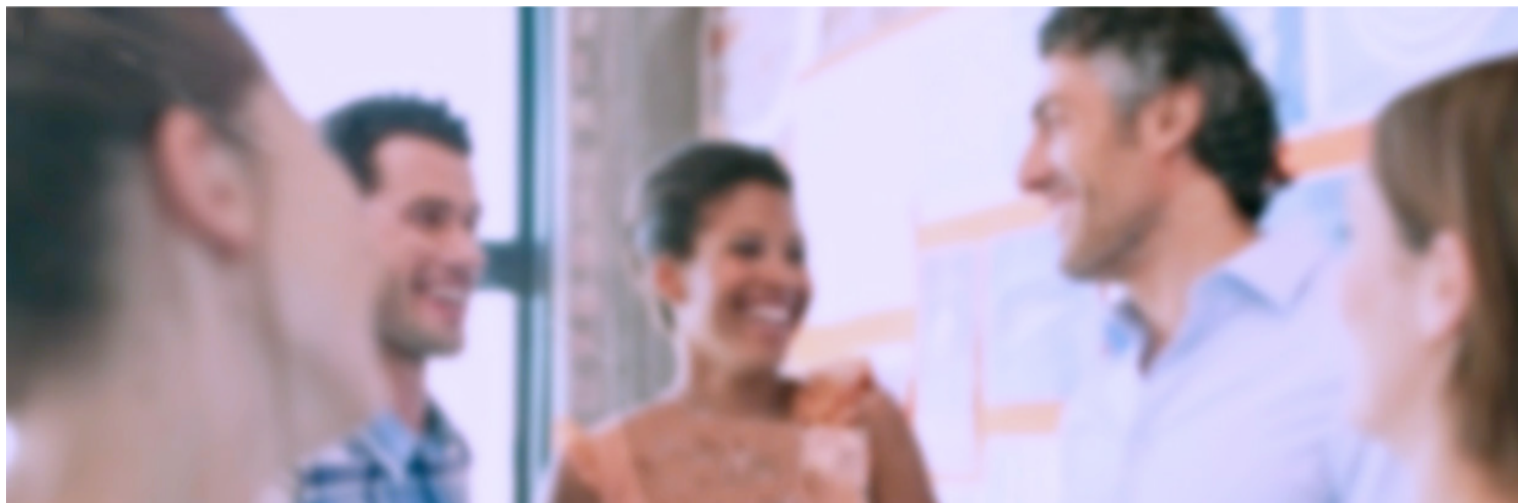
\$1.40
\$1.75
Three [3] contract years.
All employees, dependents up-to-26 years old, and family members residing in the home.
JBG fees consider that part-time employees are to be covered in the program.
None anticipated, other on-site training or CISD response above four [4] hours each contract year.
No
Specified above.



A **wap** Program

alliance work partners

workplace solutions since 1977



**An Alliance Work Partners
Proposal Prepared for**

Lake Havasu Schools EBT

January 29, 2020

**Rick Dielman, Chief Account
Executive: 2525 Wallingwood Drive,
Bldg 5 Austin, Texas 78746
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All information, descriptions, and materials contained in this proposal are proprietary, confidential and subject to copyright protection.

alliance work partners

A **wap** Program

It will be a privilege to serve Lake Havasu Schools Employee Benefit Trust and work with ECA and your HR department(s) to: Elevate employee wellbeing, increase productivity, improve attendance, support your mission and lower healthcare costs.

You can look forward to a 4:1 return on investment (ROI) or better, which we gladly detail and report each year. High quality training, Safe-Ride, CISD, US DOT services and unlimited HR support and consultation are just some of the premium services, that come standard in all our programs.

alliance work partners

A **wap** Program

ABOUT ALLIANCE WORK PARTNERS

Alliance Work Partners (AWP) is much more than an employee assistance program (EAP). We are your full-service, workplace partner, providing fully integrated Employee Assistance Program, Wellness and Work-Life solutions, nationwide. Our over thirty seven years of experience allows us to offer a wide range of workplace services from which to choose in customizing a program that fits your organization's goals and budget.

AWP is a trusted partner of employers across the country, providing services that give you the greatest return to your bottom line. AWP delivers individual and organizational services by providing a two tier approach. **AWP supports management by increasing productivity and retention, reducing absenteeism and managing health care costs.** AWP supports employees and their family members by promoting wellness both physically and emotionally with individual assessment; solution-focused, evidence based counseling; training and referral services. In addition, we offer a full range of professional, leadership, managerial, and wellness training and programs.

As a professional service of Workers Assistance Program, Inc., we have provided leadership at the national level since 1977 to improve the employee assistance program industry, while continually upgrading the services we provide to our customers. **As a nonprofit, we have worked for over four decades to reinvest in your communities by funding at-risk youth programs, substance abuse educational programs, children's food programs and a nationally recognized youth leadership program.**

We are committed to your organization's success and to delivering the maximum return on your investment. We welcome the opportunity to provide customized workplace solutions for Lake Havasu Schools EBT (LHSEBT).

Alliance Work Partners Headquarters
2525 Wallingwood Drive, Bldg 5
Austin, Texas 78746
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Phone 512-328-8519
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TDD: 800-448-1823
Teen Hotline: 800-334-TEEN(8336)
E-Mail: eap@alliancewp.com
Website: www.alliancewp.com



MEASURABLE DIFFERENCES & DISTINCTIONS

AWP Provides the Maximum Return on Your Largest Investment: Your Employees

THE AWP DIFFERENCE

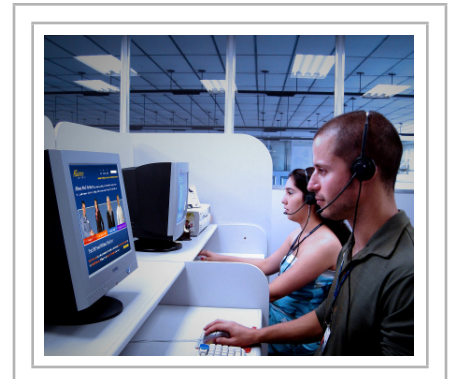
AWP is a freestanding, independent EAP, worklife and wellness provider. We have no conflicts of interest. Unlike integrated service models, AWP is not part of a mental health network business with ties to any insurance or managed health treatment system. We are vested in you and your employees success. We do not refer participants into managed care or insurance provider networks, where workplace services are secondary or non-existent. We are not part of a larger whole that makes profits from counseling or treatment insurance claims. Free from any conflict-of-interest, AWP counselors and case managers make referral decisions based solely on the best interest of the client. This approach speeds recovery, saves insurance dollars, reduces out-of-pocket expense for participants, and increases employee retention and productivity.

Account Management AWP's Account Management and Business Development team has a broad range of backgrounds and skills. They are all dedicated to outstanding customer service and have over 255 years of combined EAP and HR experience. Each organization is served by a dedicated primary account manager and supported by this experienced team.

Call Center AWP's call center is staffed by professional counselors, 24 hours a day, 7 days a week, 365 days a year, including TDD (Telecommunications Device for the Deaf) service and language translation into more than 150 languages for non-English speakers. AWP has less than a 1 percent abandonment rate.

Face to Face Counseling 97.3% of all employees/family members report "improved" or "resolved" from EAP visits in 2017 & 97% of customers report EAP services were "helpful" or "very helpful".

Network Nationwide network of over 14,000 EAP counselors in all 50 states, Canada, Puerto Rico, and other international locations who are credentialed, licensed and qualified. We qualify counselors by requiring a minimum of three or more years of post-license experience. No interns or doctoral candidates are allowed to counsel your employees and our average counselor seniority is 15 years. These high standards ensure a network of the best-qualified counselors in the industry.



MEASURABLE DISTINCTIONS

Cost Containment 95% of all employees/family members using EAP are retained in the EAP system, resulting in only 5% being referred to the health plan or other resources for 2017. Outcome studies show 92% of management referred employees with job performance problems are successfully returned to work and are retained and productive 1 year after the referral. AWP demonstrates an average return on investment across our full-service EAPs of 5.8:1.

Customer Satisfaction 2017 Customer Satisfaction Survey showed 97 percent of AWP Clients were so satisfied with the services received that they would use AWP again, if needed.

Experience A leader in setting the highest standards in the industry since 1977. With strong financial condition, high reserves and low debt, AWP has an “A” rating from Dun and Bradstreet.

Quality Management AWP ensures quality management and customer satisfaction by using a quality improvement (QI) model endorsed by the Institute of Medicine that breaks the variables affecting health care services in structure, process and outcome and includes a grievance procedure for effectively resolving client complaints as quickly as possible, ensuring each client is satisfied with the outcome. We back this process up with direct feedback opportunities and client satisfaction surveys to ensure that participants receive the very best care and service possible. AWP has never been the subject of a lawsuit with a customer or client.

Case Management With frequent case monitoring and reviews, we provide flexible, client-centered counseling services. Client confidentiality rights are protected at all times.

AWP's Client Satisfaction

According to 2017 satisfaction survey results, 97% of AWP clients were so satisfied with the services received that they said they would use AWP if the need arose again.

AWP's Book of Business

Ninety five percent of our clients address their issues at AWP in 2017. Less than 5% of clients are referred to insurance or other resources.

AWP's Utilization Rate

Because our clients find continued value in our services, the overall utilization rate of AWP of full service EAP is consistently higher than the national average, with utilization at 8%.



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WHAT OUR CUSTOMERS HAVE SAID

"The time management seminar was a good reminder to motivate me to be more organized.
It helped me to structure my activities."

State Office of Administrative Hearings

"This is a wonderful program that truly helped me find myself
again."

Dell

"Thank you so much for this service.
It is essential and hopefully will be around a good long time."

Teacher Retirement System

"AWP Services made all the difference!"

Protective and Regulatory Commission

"Great Counselor, very happy with results."

City of Austin

"Your Counselor was so kind and helpful. He has made a huge difference in my life.
Thanks so much!"

Texas Department of Transportation

"My daughter and I could not have asked for a more compassionate professional and caring
counselor."

Texas Rehabilitation Commission

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INTEGRATED EAP, WORK-LIFE AND WELLNESS PROGRAMS AND FEATURES



24-Hour Call Center staffed and live-answered by, trained counselors (24/7/365) available to all clients, including TDD (Telecommunications Device for the Deaf) service and language translation into more than 150 languages for non-English speakers.

Solution-Focused Counseling and problem resolution sessions that are short-term and cover all types of issues including, but not limited to: marital, family, elder care, child care, domestic violence, sexual orientation, pre-retirement, HIV, literacy, psychological, emotional, vocational, stress-related, and other concerns that affect job performance and personal wellbeing.

Access to Nationwide Provider Network of over 14,000 affiliates nationwide.

Convenient Counseling Locations accessible and geo-matched from home and/or work.



Procedural Referrals for managers and supervisors who need assistance with troubled employees exhibiting work-related problems. Includes intake, referral, case management, Return-To-Duty and follow-up services.



Management Consultations AWP account management provides - at no extra charge - unlimited coaching and telephone consultation to Lake Havasu Schools EBT's management on how to confront troubled employees for possible referral to the AWP program. Depending on the extent and nature of the problem, and the requirements of LHSEBT's policies and procedures, AWP staff will consult on referral decisions, alternatives to a procedural referral, appropriate intervention techniques, follow-up, impact on the work team, and confidentiality.

Assistance will be provided immediately and if further research is needed, assistance will be provided within one (1) working day of the request.

WORKPLACE SOLUTIONS & FEATURES

Management Consultations can include situations such as:

“A team member has been in the hospital for several weeks to treat obesity. He is coming back to work next week. Is there anything I should do to prepare for his return?”

“I have an employee who demonstrates ongoing problems with ambition, avoidance in making tough decisions, procrastination, and does not appear interested in doing her best work. What can I do?”

“My employee recently told me that he has been struggling with grief and depression following his father’s death last year. He is having trouble concentrating at work and he feels as if he’s falling apart. What do I do?”

“An employee says she is “bullied” by a coworker and is becoming depressed. I have never seen the coworker acting inappropriately. How can I best approach this situation?”

Case Management Services including crisis intervention, referral to outside treatment resources, referral to community resources, consultation with treatment and service providers, and follow-up support for each client.



Extended Care Referrals, assistance with transition as needed for substance abuse treatment and mental health care, with assurance that AWP counselors are knowledgeable of Lake Havasu Schools EBT’s health plan network.



Critical Incident Stress Response (CISR) Rapid response is provided on an unlimited and as-needed basis to address stress and trauma induced by any crisis impacting the work group.

24-Hour Resources and Referrals provides access to over 500,000 community resources and includes follow-up to determine if services were received, appropriate, and useful.

WORKPLACE SOLUTIONS & FEATURES

Three monthly electronic newsletters provide excellent tips on wellness, workplace problem solving, and work-life balance, boosting participant engagement.

Online Resources at www.alliancewp.com offers useful links for HR professionals, personnel managers, drug and alcohol-free workplace administrators. Includes password-protected access to AWP's monthly publications: Frontline Supervisor, Balanced Living and Wellness News.



SafeRide Program encourages employees and their immediate family members whose driving may be impaired to call a cab. With a saved receipt, participants will be reimbursed by AWP.

Workplace Toolkits address specific workplace issues, affecting supervisors and employees such as returning to work after a long absence.

Legal and Financial Assistance through **LawAccess**, offers free consultations by phone or in person per issue, per year, and a discount of up to 25% on continued face-to-face consultation. Includes ID-theft monitoring and recovery assistance (enrollment required).

HelpNet your customized EAP web site provides participants with service package, training, orientation, resource articles, tips and tools on balancing work and family life.



PTX is an online Postural Therapy exercise "engine", accessible from any computer, tablet, or phone. After completing a simple interactive questionnaire, the intelligence system carefully selects approximately 10 gentle postural strengthening exercises from a library of 1,000 - and puts them in correct sequence with the right sets & reps or time for the individual's needs. Instructional videos guide the user throughout this at-home program, without the need for any special equipment. Among the many benefits of PTX is its low cost and best in class approach to lowering the risk of Opioid abuse or addiction. Most employers should see at least a 2X ROI in the first year from claims cost reductions. (Value-added Service)

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WORKPLACE SOLUTIONS & FEATURES

Workplace Protection that develops drug-free workplace policies and procedures integrated with current human resource policies that meet all applicable state and federal requirements, including U.S. DOT regulations.

National Network of Substance Abuse Professionals (SAPs) who meet U.S. DOT's criteria to perform all required SAP duties through AWP's turnkey coordination of SAP and case management services. US DOT SAP services are included at no additional charge.

Drug and Alcohol Awareness Training for employees, U.S. DOT reasonable suspicion training for all modes of transportation, and non-U.S. DOT reasonable suspicion training for supervisors.

Return to Work Programs ensures a smooth re-entry to work for any employee returning to work after having experienced a treatment episode or disciplinary action (i.e. positive drug test).

Dedicated Account Management Team serves as advocate of customer relations, representing AWP services in their entirety (from I&R to claims) and taking full responsibility for every element of the business relationship.

Transition and Implementation in the form of support and technical assistance for integrating services into workplace policies and procedures, transitioning services, and an awareness campaign to acquaint Lake Havasu Schools EBT's employees with AWP services.



Promotional Materials provided are an EAP orientation video or DVD, brochures, wallet cards, flyers, posters and a 24-hour, toll free resource line.

Trained Crisis Intervention Staff: In August of 2015, the Alliance Work Partners Intake and Referral Department adopted the crisis intervention protocol of The American Association of Suicidology. Employers can rest a bit easier knowing that their employees, who may be in life-threatening and other crises, are obtaining services in accordance with rigorous nationally recognized standards and from staff who benefit from ongoing training and education.

WORKPLACE SOLUTIONS & FEATURES

EAP Program Orientation for Employees provides information on how to access services through AWP and encourages participants to seek and accept appropriate help for all types of issues that may affect work or well-being.

EAP Program Orientation for Supervisors provides a clear understanding of AWP workplace services, benefits to participants, impact on working conditions, instructions on how to identify and intervene when an employee is experiencing job performance problems, and procedures for participants and managers to access services.

Trending and Reports including utilization, follow-up, and statistical information on a quarterly and annual basis that meet standards for ethics, legality, and confidentiality. Includes annual ROI analysis.



Frontline Supervisor is a monthly electronic newsletter providing questions and answers to managers' most pressing questions, including how to deal with troubled employees, implementing procedural referrals, leadership skills, and workplace policies and procedures. This publication is an invaluable tool for supervisors with difficult employees or who are

Health and Benefit Fair Participation informs and educates employees about AWP services to promote participant engagement.

Ongoing Support provides oversight and ongoing technical assistance for HR policy coordination and review, unlimited management consultations, and workplace-related activities.



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TRAINING & EDUCATIONAL SEMINARS

Supervisory and Management Training provides supervisors and managers with specialized skills including working with difficult employees, managing change, and dealing with violence in the workplace.

Professional Development Seminars provide useful information and practical skills for employees and supervisors on topics including workplace communication, cube etiquette, dynamic problem solving, effective listening, and strategic time management.

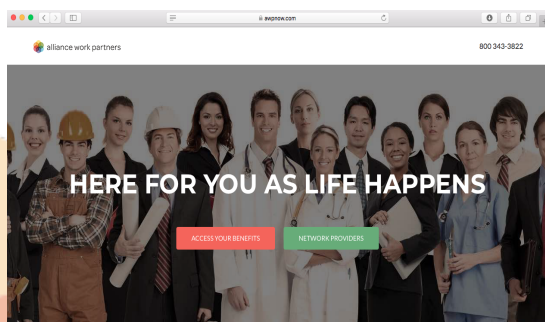


Personal Growth and Development Seminars provides useful information and practical skills for employees and supervisors on topics including but not limited to stress management, smoking cessation, retirement, and healthy relationships.

Organizational Training reduces risk or liability for companies and organizations. Topics include sexual harassment, cultural diversity, substance abuse, and downsizing.

Organizational Development and Customized Training are also available on request.

Drug-Free Workplace Seminars offers training for employees and supervisors to inform and educate them on drug and alcohol issues that may affect the workplace. Includes US DOT compliance training.



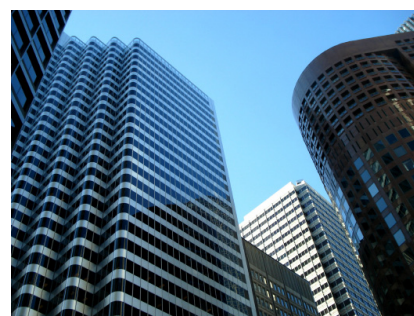
Customized EAP Website / Learning Center: Self-Directed Online Training provides self-assessment modules to ask questions, summarize responses, and provide recommendations for addressing specific areas of interest such as relationship satisfaction, depression, conflict management, emotional intelligence, nutrition, and goal setting.

Online Training and Resources provides useful links and lists of trainings for HR professionals, personnel managers, and drug- and alcohol-free workplace administrators. Plus, free live and interactive webcast training events every month.

VALUE ADDED OPTIONS

WorkLife Premium offers personalized research by Work-Life specialists who gather and research information on a variety of services from child and elder care to academic and convenience services. Research is based on the client's specified criteria after the initial request is placed. Outsource your to-do list! **(Value-added Service)**

Customized Training designed to meet the needs of your specific workplace. May include adapting a wellness or workplace seminar to meet your organization's needs or creating a new presentation tailored to your specifications. **(Optional Training Series)**



Tobacco Cessation Courses help participants quit tobacco use once and for all and improves their health. **(Value-added Service)**



Nurse Support offers 24-hour access to healthcare information to assist users in making more educated decisions about their care, encouraging them to use healthcare resources more judiciously. **(Value-added Service)**

WellCoach delivers unlimited telephonic and online health coaching to address preventive health and complementary care as well as educational services to encourage employees and their families to become and remain healthy, resulting in reduced healthcare costs.

RATES, FINANCIAL ASSUMPTIONS, AND SUMMARY

AWP is pleased to offer the following rates for Lake Havasu Schools EBT. The offered fees include consultation, program implementation, education, and support materials described in this proposal. The fees are based on a monthly cost per employee covered and invoiced monthly. Clinical services cover employees, their household members and dependents and retirees.

In addition, all employees who sever for any reason are covered for a period of six months at no additional charge.

• <u>Full service EAP with up to three (3) sessions per issue</u> (Includes WorkLife Standard, HelpNet, LawAccess, SafeRide)	<u>\$1.42 PEPM</u>
• <u>Full service EAP with up to six (6) sessions per issue</u> (Includes WorkLife Standard, HelpNet, LawAccess, SafeRide)	<u>\$1.67 PEPM</u>
• <u>Value-added Services (Additional Cost):</u>	
• WorkLife Premium	\$0.49 PEPM
• NurseSupport	\$0.15 PEPM
• PTX	\$0.25 PEPM
• WellCoach	\$0.10 PEPM

FINANCIAL ASSUMPTIONS

- The effective date of services shall be July 1, 2020
- Quote assumes 894 covered employees.
- Cost of implementation of the program is included in the base fee. AWP does not charge an additional fee for program start up.
- Rate quoted includes all consultation, education, and program promotional materials described in the proposal.
- Onsite Critical Incident Stress Response (CISR) is included and unlimited.
- Onsite, individual counseling is available at the rate of \$200 per hour plus travel expenses.
- Bid includes follow-up and statistical reports on a quarterly and annual basis that meet standards for ethics, legality, and confidentiality. In addition to regular reporting, ad hoc reports are available with a 30-day turn around at a cost of \$150 per development hour.
- Bid includes free legal consultations per incident, per participant, per year and free financial consultations per incident, per participant, per year offered under LawAccess. Includes ID Theft monitoring and recovery assistance (enrollment required).
- Bid includes Safe Ride, a confidential reimbursement benefit for the cab fare of any participant whose driving becomes impaired by any means, while away from home.
- Covered employees shall include part-time, full-time and contract employees, severed employees (for a period up to six months) and retirees. In addition, dependents and individuals residing in the employee's household will be covered.
- This bid is valid for 90 days. If the EAP is not awarded within this period, AWP reserves the right to adjust the proposed rate.
- Lake Havasu Schools EBT may terminate their program with a ninety-day written notice to AWP prior to the termination date. Customer satisfaction, as is the case with all AWP contracts, will ultimately determine the length of the relationship.
- Bid includes unlimited access to online training, and 8 hour(s) of onsite training per year.
- Online training consists of 16 live & interactive training events each year, as listed in AWP's annual webinar schedule; and 150 + prerecorded, e-learning training modules, which will stream from your customized EAP website .
- Additional onsite training, selected from AWP's Training Catalog, may be purchased at the rate of \$200 per hour, plus travel expenses.
- Customized training may be purchased at the rate of \$250 per hour for development, and \$200 per hour for delivery, plus travel expenses.
- At any time, customers may request a training be delivered by webinar, and eliminate travel expenses.

WHY ALLIANCE WORK PARTNERS?

- **Alliance Work Partners** offers your company a greater return on your investment with an average 6:1 ratio across our book of business.
- **No Conflict of Interest**: At AWP, our first concern is you. We have never charged a participant or an insurance company for our services.
- **One Customer**: AWP works for YOU! As a non-profit organization and freestanding entity, our goal is to **assist** organizations and the individuals of which they are comprised **achieve** optimal levels of performance.

Thank you for considering our proposal. It will be a privilege to serve you!

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)

EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions	Responses
<u>Entity Information</u>	
Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.	Alliance Work Partners is a professional service of WAP, Inc., a 501c3 corporation, specializing in EAP, Work-Life and Wellness since 1977. Our corporate address is: Alliance Work Partners, 2525 Wallingwood Drive, Building 5, Austin, Texas 78746 - for questions about this proposal, please call Rick Dielman at 512-328-8519
How many years has your firm been in business?	43
- If different from above, how many years has your firm been operating in Arizona?	11
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.	No
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?	No
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.	Parent company is WAP, Inc.
Does your organization manage and/or offer any other products/services besides the EAP programs?	AWP manages and specializes in EAP, Work-Life and Wellness Programs
If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.	AWP's Account Executive in AZ is Ken Downey: 602-300-0979 7650 S McClintock Dr. Suite 103 #224, Tempe, AZ 85283
How many individual employer groups does your organization serve (entire firm, not just a region or office)?	About 700
- How many enrollees does this represent?	Counting employees, dependents and household members, over 1M covered lives
Is your firm currently contracted with any school district clients in Arizona? Other states?	Yes, approximately 120 schools in Arizona, Texas and the US
What is your book of business average EAP utilization?	8%
Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?	93% are resolved at the EAP-level and less than 5% are referred into insurance-based services or treatment
<u>Customer Service</u>	
Will the Trust be assigned to a dedicated service representative? If so, where are they located?	Yes, Ken Downey, Senior Account Executive in Tempe, AZ. Phone: 602-300-0979. Email: kdownie@alliancewp.com. Physical Address: 7650 S McClintock Dr. Suite 103 #224, Tempe, AZ 85283
How many employees does your organization have in the following areas and where are they physically located?	60 in Austin, Texas
- Member Services - directly handling intake calls or member inquires regarding benefits	14, Austin, TX
- Account Services - directly handling employer/consultant/broker inquiries	7, Austin, TX and 1, Tempe, AZ
What are the hours of operation (Please list Arizona times) for the service office in terms of:	
- Responding to member inquiries	24/7/365
- Responding to employer/consultant/broker inquiries	6 AM - 5 PM AZ Time (M-F)

In regards to customer service telephone lines ,do you have a toll free number that can be used by the organization and/or members to contact Customer Service?
- On average, what is the call waiting time before a customer service representative responds?
Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff?
During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
Does your network of contracted providers include those who specialize in law enforcement and/or public safety? If so, please note how many by location in Arizona.
What is the average seniority of your contracted providers?
During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?
Please outline your organization's provider requirements including minimum licensure and experience.
Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?
Please outline your organization's re-credentialing process?

Benefits/Contract Specifics

Does your organization offer the following:

Yes
Calls are answered within < 20-seconds and our abandonment rate is < 1%
Calls are live answered by trained counselors
A bachelors degree in mental health and masters level counselors are always available
8 years
20% for call center staff only - less than 4% when account managers and case managers are included in the calculation
Yes
Yes, over 150 dialects
AWP has access to over 14,000 affiliate offices nationwide
224
Attached
Appointments are offered within 24-48 hours of initial call
Attached
Yes, credentials are attached
16 years
< 1%
Yes, participants will have nationwide access
Minimum of masters degree and 3 years post licensure experience
Providers must complete an initial credentialing application and submit copies of license, insurance, resume and any other qualifying credentials. We also do primary source verification of licenses at the time of initial credentialing.
Thereafter, re-credentialing is conducted annually at the time of malpractice insurance renewal. Additionally, licenses are verified at the time of expiration, which varies for each provider.

- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.
- 24-hr, 365 day, telephonic crisis response
- Critical incident debriefing and crisis response?
- Any limits/exclusions on this benefit?
- Training (supervisory and employee) on various topics?
- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?
- Product orientation for client managers - in-person, virtual, online?
- Any limits/exclusions on this benefit?
- Management/Supervisor referrals accepted?
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?
- Any limits/exclusions on this benefit?
- Provide marketing materials, communications to build product awareness?
- Printed or electronic copies provided?
- Any limits/exclusions on this benefit?
- Online Portal? If yes, please outline what is available on the portal.
- Monthly, Quarterly or Annual Utilization Reporting?
- Member satisfaction surveys? If yes, how often?
- Client/Employer satisfaction surveys? If yes, how often?
- Is ad-hoc reporting available if necessary? If yes, what is the cost?

Yes, our call center is always available on an unlimited basis for crisis response, intake, assessment, referral and counseling, if indicated. In person (FTF) counseling is our standard for counting sessions. Telephonic counseling is also available when clients have transportation or mobility challenges.
Yes
Yes
No
Yes
Yes, online training is unlimited. In-person, onsite training is allotted at 8-hours per year. Additional hours can be purchased at \$200 per hour, plus travel
Yes, all three
No
Yes
Yes
No
Yes, including three newsletters every month
Printed and electronic awareness materials are provided
No
Yes, AWP will provide LHSEBT its own custom website with online assessments, budget calculators, legal forms, wellness challenges, HRAs, 100 modules of management training, vetted white papers, online chat with wellness counselors and more.
Reporting is quarterly, and includes an annual summary and ROI report
Every client is given a satisfaction survey
Available upon request
Yes, \$150 per development hour

Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)

- Work Life Programs? If yes, please list all of the services offered with any limitations.

Trends Analysis and Reports

AWP will provide LHSEBT with a record keeping system for the workplace services offered. These customer service reports identify utilization, the status and outcome of all counseling and referral services, and will include a list of referral resources utilized during the period reported. The reports will be made available on a quarterly and annual basis and in a format determined by AWP and LHSEBT. (In addition to regular reporting, ad hoc reports are available with a 30-day turn around on a fee for service basis.) AWP can record and report program results on a regular basis detailing the following information:

- Demographic data on clients
- Number of clients (unduplicated count)
 - Number of calls
 - Sessions and referrals
- Types of presenting problems
 - Case resolutions
 - Listing of outside referral sources and kinds of services used
- Follow-up data to reflect client satisfaction, service appropriateness, and effectiveness
 - Annual ROI report

Upon request, LHSEBT's dedicated account manager will consult with the program coordinator to explain the reports and identify trends of utilization. These trends can alert LHSEBT to areas where training, team building, or other types of AWP service may be helpful. By comparing previous reports to current reports, your account manager can help identify or validate workplace issues, which may be affecting productivity, then make recommendations for improving those situations.

Yes, Work-Life solutions include HelpNet, Safe Ride and LawAccess and unlimited call in and referral to community resources, which make work and home life better and more productive for your employees and their families. AWP also offers a variety of Value-added services including Work-Life Premium, WellCoach, and Nurse Support, which are detailed in our service proposal and attached for your review.

Please explain your organization implementation process including timelines for an assumed July 1, 2020 implementation date.

Is your organization willing to provide renewal rates 6 months in advance (by January 1 for the following July 1st)?

Please outline here any additional products and/or services that your firm would like to highlight that have not been requested and/or addressed specifically.

Pricing (assume a July 1, 2020 effective date)

3 visit PEPM (net of commissions)
6 visit PEPM (net of commissions)
On all pricing above:
- Guaranteed for how many months/years?
- Who is covered for services under the PEPM (All employees with payment based on benefit-eligible count, benefit-eligible employees only, all family members who reside with employee, etc.)?
- If part-time employees aren't automatically covered in the PEPM above, is there a mechanism in place to bill for part-time employees separately?

Implementation

Upon award, an AWP project manager will confer with appropriate staff to begin service provisions.

The customer will be provided with:

- A sample letter of announcement in English and Spanish, that can be mailed to each employee's home
 - A customized webpage providing access information, and portals to all online services
 - Brochures and wallet-sized cards in English and Spanish for distribution to all employees
 - Large and small posters in English and Spanish for display at all LHSEBT's locations
 - An orientation video in DVD and online video streaming formats
 - EAP electronic handbook (PDF document) to post on Fort LHSEBT's Intranet
 - On-site employee program orientation and program orientation for supervisors

To support and promote the workplace services offered, AWP will provide color brochures, wallet cards, and posters in English and Spanish. In addition, we will provide an orientation video in DVD and video streaming formats. These materials will provide the 24-hour, toll free number and information about the various benefit offerings. To remind employees to utilize their AWP benefits, we design monthly reminders that can be used by LHSEBT as mailbox or payroll stuffers, or mini flyers. These reminders address issues suitable for counseling or work-life resources and referrals.

A SAMPLE IMPLEMENTATION SCHEDULE IS ATTACHED FOR YOUR REVIEW

Yes

Includes broad member and retiree coverage, CISD, management referrals, reporting, webpage & awareness campaign, Work-Life, HelpNet, Safe Ride and LawAccess. Work-Life solutions include unlimited call in and referral to community resources, which make either work or home life better and more productive for your employees and their families. AWP also offers a variety of Value-added services including Work-Life Premium, WellCoach, and Nurse Support, which are detailed in our service proposal and attached for your review.

\$1.42
\$1.67
Three year rate guarantee
All employees, dependents and household members are covered. The PEPM applies to all employees.
All employees, dependents and household members are covered. The PEPM applies to all employees.

<p>- Please specify which additional services (i.e., work-life) are included in this fee.</p>
<p>Are there any discounts for paying in advance quarterly or annually?</p>
<p>Additional per hour fees for services, if not outlined above.</p>

<p>Includes broad member and retiree coverage, CISD, management referrals, reporting, webpage & awareness campaign, Work-Life, HelpNet, Safe Ride and LawAccess. Work-Life solutions include unlimited call in and referral to community resources, which make either work or home life better and more productive for your employees and their families. AWP also offers a variety of Value-added services including Work-Life Premium, WellCoach, and Nurse Support, which are detailed in our service proposal and attached for your review.</p>
<p>No</p>
<p>No</p>

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A **wap** Program



Ariζona ζetζorζ Provider List

ζζ Psychologist

ζζζ LPC

ζ LPC ζ LMFT

ζζ LMFT

ζ LCSζ ζ LMFT

ζζ LCSζ

ζ DOTζζ SAP

First Name	Last Name	City	State	Credential
ζreanne	Fahs	Aζondale	Aζ	Psychologist
ζafisa	Seζandari	Aζondale	Aζ	Psychologist
Paζela Rζ	ζlunt	ζisζee	Aζ	LCSζ
ζζ ily Faye	Hoese	ζisζee	Aζ	LPC
Carole	Parent	ζisζee	Aζ	LPC
Ann	ζacζson	ζucζeye	Aζ	LMFT
ζruce	Allen	ζullhead City	Aζ	Psychologist
Roζert	Cornelius	Casa Grande	Aζ	LMFT
Alζa	Figueroa	Casa Grande	Aζ	LPC
ζodi Lζ	Liζerζon	Casa Grande	Aζ	LPCζLISAC
ζeff Pζ	ζaggenstoss	Chandler	Aζ	LPC
Ronald ζ ζ	Gluff	Chandler	Aζ	LPC
Audrey ζζ	ζung	Chandler	Aζ	LPC
Carol	ζetchuζ	Chandler	Aζ	LPC
ζannette	Leζons	Chandler	Aζ	LMFT
ζliζaζeth ζergζan	Rahaζiζ	Chandler	Aζ	LCSζ ζDOTζζ SAP
Marζ	Lutζ	Coolidge	Aζ	LPC
Monty	ζondurant	Cottonζood	Aζ	LPCζLISAC
ζaζes	Musgraζe	Cottonζood	Aζ	LPC
Deζorah	Pardee	Cottonζood	Aζ	Psychologist
ζen	Taylor	Cottonζood	Aζ	LPC
ζulie	ζicholson	ζagar	Aζ	LPC
Teresa	Dunn	Flagstaff	Aζ	LCSζ
ζalarie	Hanneζ ann	Flagstaff	Aζ	Psychologist
Martha	Scranton	Flagstaff	Aζ	LCSζ
Catherine	ζno	Flagstaff	Aζ	LPC
Taζi Lorraine	Young	Flagstaff	Aζ	Psychologist
Carζa a ζζ	ζlacζturn	Fountain Hills	Aζ	LCSζ
Shauna	ζroζn	Gilζert	Aζ	LPC
Aζy	ζryant	Gilζert	Aζ	LCSζ
Deζra	ζurζlund	Gilζert	Aζ	LPCζLISAC
Ingrid M	Hagen	Gilζert	Aζ	LPCζLISAC
ζicole	Lore	Gilζert	Aζ	LCSζ
Heidi	ζyζan	Gilζert	Aζ	LMFT

First Name	Last Name	City	State	Credential
Shannon S	Brohn	Glendale	AZ	LMFT
Raquel M	Dorahe	Glendale	AZ	LPC
Mary H	Finnes	Glendale	AZ	LCS
Carol A	Gegenheiser	Glendale	AZ	LMFT/LISAC
Lia	Grant	Glendale	AZ	LPC
Lucinda	Gross	Glendale	AZ	LMFT
Sandy	Hoots	Glendale	AZ	LPC
Lorraine	Luciano	Glendale	AZ	LPC/LISAC
Marla	Morton	Glendale	AZ	LCS
Lara	Molan	Glendale	AZ	LCS
Latonya	Mhitar	Glendale	AZ	LCS
Mar	Treegoob	Glendale Tepe	AZ	Psychologist
Michael	Munion	Gold Canyon	AZ	LPC
Linda	Calderone	Goodyear	AZ	LCS
Corra	Mayer	Green Valley	AZ	LPC
Ben L	Gaspar	Kingman	AZ	LCS
Larry S	Toinsley	Kingman	AZ	LMFT
Delores	Craford	La Habra City	AZ	LPC
Christine	Fielder	La Habra City	AZ	LMFT/LPC/LISAC
Larry Don L	Luption	La Habra City	AZ	LCS/LISAC
Paula	Lupo	La Habra City	AZ	LPC
Katherine	Pent	La Habra City	AZ	LCS
Andis A	Silvestri	La Habra City	AZ	LPC
Theresa	Beltran	Litchfield Park	AZ	LCS
Lisa	Dodd	Litchfield Park	AZ	LPC
Joseph	Gaunt	Litchfield Park	AZ	LCS
Mac	Johnson	Litchfield Park	AZ	LCS
Donna	Logston	Litchfield Park	AZ	LPC
Laura	Schul	Litchfield Park	AZ	LPC
Shannon	Dinning	Marana	AZ	LPC
Andrea	Goldstein	Marana	AZ	LPC
Stefanie	Locery	Marana	AZ	LCS
Cheryl A	Martin	Marana	AZ	LPC
Raymond	Shields	Maricopa	AZ	LPC
Marc	Magnasco	Mesa	AZ	LPC
David C	Brohn	Mesa	AZ	LMFT
Ernest	Ford	Mesa	AZ	LPC
Thomas C	Hall	Mesa	AZ	LCS
Merrill	Heslop	Mesa	AZ	LCS
Lourdes M	Iannello	Mesa	AZ	LPC
Kathleen	Mittler	Mesa	AZ	LPC/LISAC
Fran	DeArano	Mogales	AZ	LPC
Tiffany	Mihelish	Mogales	AZ	LPC
Shelley	Solocon	Oro Valley	AZ	LCS
Ronald	Macdonald	Page	AZ	LPC/LISAC
John	Calzo	Page	AZ	LPC/DOT SAP/LISAC
Carrie	Cane	Parlier	AZ	LPC
Gerald T	Soyans	Parlier	AZ	LPC/LISAC
Penny	Paiss Schidt	Payson	AZ	LCS
Donna S	Stecfal	Payson	AZ	Psychologist
Victoria L	Moods	Payson Phoenix	AZ	LCS

First Name	Last Name	City	State	Credential
Dorothy	Anderson	Peoria	IL	LCSW
David	Ashbeck	Peoria	IL	LCSW
Kathryn A	Atha	Peoria	IL	LPC
Tammi	Brandon	Peoria	IL	LPC/LISAC
Sonia	Cano	Peoria	IL	LPC
Yolanda	Capriles	Peoria	IL	LPC
Lauren David	Donley	Peoria	IL	LPC
Chlorie	Porton	Peoria	IL	LPC
Georgia	Franco	Peoria	IL	LCSW
Kathleen	Haro	Peoria	IL	LMFT
Lesley	Hayes	Peoria	IL	LCSW
Melissa	MacKason	Peoria	IL	LPC
Samuel S	Laple	Peoria	IL	LPC
Murdette	Leibold	Peoria	IL	LPC/LISAC
Ronald	Lynch	Peoria	IL	LPC/LISAC
Bernice A	Macias	Peoria	IL	LPC/LISAC
Shannon R	Martin	Peoria	IL	LCSW
Devin	Moler	Peoria	IL	LPC
Michelle D	Nielsen	Peoria	IL	LCSW
Taylor	Orde	Peoria	IL	LMFT
Gerald	Riley	Peoria	IL	LPC
Williameth	Roerts	Peoria	IL	LCSW
Patti	Ryan	Peoria	IL	LMFT/LISAC
Myrie A	Thompson	Peoria	IL	LCSW
Eric	Wightman	Peoria	IL	LPC
Asa	Arauro	Phoenix	IL	LCSW
Julio	Benebra	Phoenix	IL	LPC
MacLue	Bhansale	Phoenix	IL	LCSW
Thomas	Callahan	Phoenix	IL	LCSW
Dori	DiPietro	Phoenix	IL	LCSW
Susan	Friend	Phoenix	IL	LCSW
Robert	Fuschini	Phoenix	IL	LCSW
Scott R	Hooyan	Phoenix	IL	LCSW
Christian	Johnson	Phoenix	IL	LCSW
Thomas	Leis	Phoenix	IL	LMFT
Lashli	Polletti	Phoenix	IL	LCSW/LISAC
Marcia	Reagan Scialli	Phoenix	IL	LCSW
Jennifer	Slothower	Phoenix	IL	LPC
Rista	Soste	Phoenix	IL	LPC/LISAC
MaIne	Talenfeld	Phoenix	IL	LCSW
Carlos	Tosca	Phoenix	IL	LPC
James	Westly	Phoenix	IL	LPC
Trudy	Sloane Farrell	Phoenix/Scottsdale	IL	LCSW
Susan	Armstrong	Prescott	IL	LPC
Robert	Broome	Prescott	IL	LCSW
Laurie	Baton	Prescott	IL	LCSW
Lori	Bidd	Prescott	IL	LPC
Debbie	Mehl	Prescott	IL	LPC
Carol A	Bettino	Prescott Valley	IL	LPC
Debbie	Foreman	Prescott Valley	IL	LPC
Patricia	Dean	Queen Cree	IL	LCSW

First Name	Last Name	City	State	Credential
Bill	Doren Cushman	Queen Creek	AZ	LPC
Bristen	Hughes	Safford	AZ	LCSW
Shannon	Turley	Safford	AZ	LPC
David M	Wilhelms	Safford	AZ	LPC
Joan M	Linder	Sahuarita	AZ	LPC
Chari	Moennig	Sahuarita	AZ	LPC
Lynn	Marinau	Scottsdale	AZ	LCSW
David W	DeLaey	Scottsdale	AZ	LMFT/LPC
Donna	Hoda	Scottsdale	AZ	LCSW
Michael	Hoyt	Scottsdale	AZ	LPC
Catherine	Uhlman	Scottsdale	AZ	Psychologist
Robert	McGinley	Scottsdale	AZ	DOT /SAP/LISAC
Diana	Sussman	Scottsdale	AZ	LCSW
Sandra	Ritter	Sedona	AZ	LPC
Doni	Dees	Sho Lo	AZ	LPC
Leslie R	Keene	Sho Lo	AZ	LCSW
Andre	Rousseau	Sho Lo	AZ	Psychologist
Melissa	Starzel	Sho Lo	AZ	LCSW
Margaret	Reese	Sho Lo	AZ	LCSW
Darwin	West	Sho Lo	AZ	LMFT
Margaret	Coronec	Sierra Vista	AZ	LMFT
Talia	Christman	Sierra Vista	AZ	LCSW
Toni Dr	Leo	Sierra Vista	AZ	Psychologist
Brooke	Mansour	Sierra Vista	AZ	LMFT
Joe A	Santos	Sierra Vista	AZ	LCSW /DOT/ SAP
Jackie	Andres	Sierra Vista	AZ	LCSW
Christopher L	Jackson	Surprise	AZ	LPC/LISAC
Lane	Meier	Surprise	AZ	LCSW
Marcy	Meorach	Surprise	AZ	LCSW /LISAC
William	Bradley	Tempe	AZ	LCSW /LMFT
Ed	Bratspis	Tempe	AZ	LMFT
Linda	Caterino	Tempe	AZ	Psychologist
Nicole	Hei	Tempe	AZ	LPC
Deborah	Lane	Tempe	AZ	LPC
Paula	Tanis	Tempe	AZ	LPC
Rhonda	Reaer	Tempe	AZ	LPC
Michael	Allen	Tucson	AZ	LCSW
Jeffrey	Aronson	Tucson	AZ	LPC
Donna W	Reaer	Tucson	AZ	LCSW /LISAC
Steve	Arcaic	Tucson	AZ	LPC
Linda	Chernus	Tucson	AZ	LCSW
Todd	Dumont	Tucson	AZ	LPC
Cynthia	Donald Thorne	Tucson	AZ	LPC
Robert	Dunose	Tucson	AZ	LCSW
Wancy	Brin	Tucson	AZ	LCSW
Margaret T	Forgey	Tucson	AZ	LCSW
Cassandra	Gorman	Tucson	AZ	LCSW
Rebecca	Hallin	Tucson	AZ	LCSW
Judith	Henderson	Tucson	AZ	LCSW
Renata R	Inigo	Tucson	AZ	LPC
Renee	Johnson	Tucson	AZ	LCSW

First Name	Last Name	City	State	Credential
Moreen	Jordan	Tucson	AZ	LPC
Linda	Kessler	Tucson	AZ	LCSW
Deborah	Kircholder	Tucson	AZ	LCSW
Sherrill	Koogler	Tucson	AZ	LCSW
Loretta	Kraemer	Tucson	AZ	LPC/LISAC
Marilyn D	Levy	Tucson	AZ	LPC
Kelena	Malofeeva	Tucson	AZ	Psychologist
Sanjay	Manchanda	Tucson	AZ	LMFT
Sherri	Mitchels-Rodero	Tucson	AZ	LCSW
Julie	Miller	Tucson	AZ	LPC/LISAC
Karen	Olson	Tucson	AZ	LPC
Katherine	Perrone	Tucson	AZ	LCSW
Kune	Pitts	Tucson	AZ	LCSW
Deborah	Quinley-Hayes	Tucson	AZ	LPC/LISAC
David	Rodero	Tucson	AZ	LPC
Margaret	Ronstadt	Tucson	AZ	Psychologist
Kayne	Satten	Tucson	AZ	Psychologist
Kernadette	Sayre	Tucson	AZ	LMFT/LISAC
Killia L	Seery	Tucson	AZ	LMFT
Mary	Stafford	Tucson	AZ	LPC
Laura	Stanley	Tucson	AZ	LCSW
Debra Chet	Seld	Tucson	AZ	LPC
Kancy K	Killias	Tucson	AZ	LCSW
Susan T	Kinder	Tucson	AZ	LCSW
Holly A	Kron-Sisson	Tucson Green Valley	AZ	LPC
Koelle	Kapell	Tucson Green Valley	AZ	LCSW
Anna	Steele	Mail	AZ	LCSW
Diane	Detweiler-App	Phoenix	AZ	LPC
Laura Leigh	Gates	Phoenix	AZ	LCSW
Maria	Strube	Phoenix	AZ	LPC
Caryn	Attianese	Phoenix	AZ	LPC
Kenn	Kenney	Yuma	AZ	LPC
Kada	Co	Yuma	AZ	LCSW
Kidal	Garcay	Yuma	AZ	LPC/LISAC
Krenda	Goe	Yuma	AZ	LPC
Maria	McKernan	Yuma	AZ	LPC
Cynthia	Tanaka	Yuma	AZ	LPC

Please note: Lake Havasu has a shortage of counselors. We work with virtually everyone in the area, 6 counselors. No one has better authentic EAP coverage.

Therefore, AWP has adopted a strong, national telephonic and video counseling service to ensure needed services to historically underserved populations, effective January 1, 2020.

Our familiarity with the area, and other underserved populations in the US, prompted us to initiate this important asset.

See attached PDF, 2019 study on Mohave county finds mental health provider shortage, page 5

First Name	Last Name	City	State	Credential
<p>"Mohave County is a federally designated medically underserved area (MUA) and identified as a health professional shortage area (HPSA)."</p> <p>page 20</p> <p>"MENTAL HEALTH AND SPECIALTY HEALTH-CARE NEEDS</p> <p>Shortage of Providers</p> <p>When asked what worries community members the most regarding their health, mental-health-care providers, pediatricians, and neurologists were overwhelmingly mentioned as a critical need across Mohave County....Overall, it was felt that there is a large turnover in specialty providers across the county. This was especially relevant within the Lake Havasu City and Bullhead City communities, where participants mentioned having to frequently travel to Kingman, Las Vegas, and Flagstaff for specialty health-care services."</p> <p>AWP believes client care and outcome efficacy come first. That why we employ the BetterHelp telephonic and video counseling protocol.</p>				

EMPLOYEE ASSISTANCE PROGRAM (EAP) PROPOSAL



PREPARED FOR

Lake Havasu Schools
Employee Benefit Trust
January 28, 2020

PREPARED BY

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ABOUT CURALINC

CuraLinc Healthcare delivers an outcomes-driven suite of employee assistance program (EAP), behavioral health and wellness programs to thousands of clients in the U.S. and around the world. CuraLinc's team of experienced professionals are passionate about delivering services that support the needs of employees and their family members, as well as the organization that employs them.

CuraLinc's EAP, delivered to most customers under the brand name SupportLinc, provides an organizational, yet confidential, approach to working constructively with employees who experience personal and work-related problems that impact their health and productivity. The program also reduces direct and indirect costs through an innovative and highly-structured care management model.

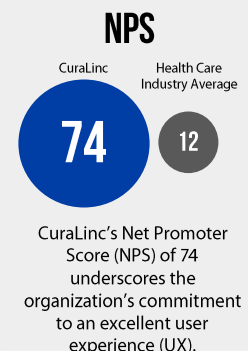
Addictive Behaviors
Caregiver Support
Family/Marital Problems
Organizational Change

Alcohol Abuse
Dependent Care Issues
Financial Issues
Relationship Concerns

Anger Management
Depression
Grief and Loss
Stress-Related Concerns

Anxiety
Drug Use and Abuse
Legal Problems
Work-Life Balance

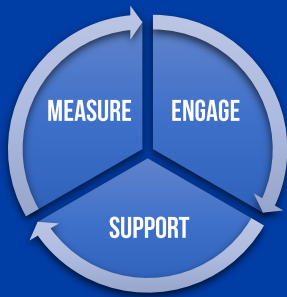
CuraLinc approaches EAP administration with three simple goals in mind: engage employees; create a positive impact on employee health and productivity; and help the employer manage risk.



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. An employee assistance program (EAP) is the most effective resource in an employer-driven strategy to address these issues.

CuraLinc's approach to delivering value to EAP clients starts with a tailored engagement strategy that drives awareness and utilization to an evidence-based program that has a measurable impact on participants, as well as the organization.




ENGAGE

- Develop a Culturally-Relevant Engagement Strategy
- Leverage Innovation and Creativity to Engage the "Un-Engageable"
- Drive Engagement via Promotion, Integration and Technology
- Offer Multiple Channels for Users to Access the Program

SUPPORT

- Deliver an Advocacy-Based UX that Addresses Care Gaps
- Provide In-the-Moment Support and Advocacy Around the Clock
- Coordinate Care with Other Programs and Benefits
- Support the Organization – and the Plan Sponsor(s)

MEASURE

- Deliver Reports that Clearly Illustrate Usage and Impact
 - Measure the Effect of the EAP on Health, Productivity and Costs
 - Regularly Evaluate and Audit Program Quality
-  **Review and Refine Engagement Strategy**

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. CuraLinc's innovative approach to EAP administration provides clients with several unique differentiators.

FEATURE	WHY IT MATTERS	VISIT
Culturally-Relevant Engagement Strategy	An in-the-box approach to maximizing EAP visibility won't reach your out-of-the-box employees.	Page 3
Multiple Points of Access (Phone, Video, Text Therapy, SMS, Email, Web, etc.)	CuraLinc provides EAP participants with a variety of avenues to access care and resources – in a personally-relevant manner.	Page 4
24/7 Live-Answer Clinical Intake	Every call into the EAP, around the clock, is answered directly by an independently-licensed mental health clinician.	Page 5
Comprehensive Behavioral Health Assessment from Licensed Clinicians	CuraLinc's clinical process provides in-the-moment support, guidance and advocacy when employees need it most.	Page 5
EAP Referrals Verified for Availability and MHSA Alignment	CuraLinc avoids "failed referrals" by proactively verifying provider availability and confirming network participation.	Pages 5-6
Innovative, Customizable and Easy-to-Use Web and Mobile Platforms	Technology has opened new opportunities to engage and impact employees with depression, stress or anxiety.	Pages 8-11
Dedicated and Insightful Single Point-of-Contact for Every Client	CuraLinc's proactive and collaborative approach to client services maximizes the value of the EAP.	Page 14
Structured Approach to Case, Data and Marketing Integration	By facilitating integration, CuraLinc fills the gap of behavioral health that exists in an employer's health management strategy.	Page 16
Solution-Focused Innovation Roadmap	CuraLinc drives engagement and positive clinical outcomes with a nimble and strategic approach to innovation.	Page 17
Measurable Health and Productivity Outcomes	CuraLinc measures the impact of the EAP on absenteeism, productivity, depression and substance abuse.	Page 18

ENGAGEMENT STRATEGY

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: promotion, integration and technology.

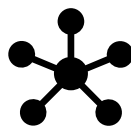
LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST
CuraLinc

THREE-PRONGED EAP ENGAGEMENT STRATEGY FOR EVERY CLIENT



COMMUNICATION

- Develop a Culturally-Relevant Plan to Maximize Visibility – Make Sure Every Employee Knows the EAP Exists
- Tailor the EAP Promotional Schedule to a Client's Communication and Technological Profile
- Deliver a Consistent Message Through All Channels
- Market the EAP as an Early-Stage Resource for MHSA Concerns



INTEGRATION

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



TECHNOLOGY

- Leverage Technology to Connect Employees to the EAP and to Provide New Care Avenues for Employees (Video Counseling, Text Therapy, Digital Behavioral Health, Web Portal, etc.)
- Establish SSO Connections from Client Intranet and Third-Party Vendor Portals
- Customize the Mobile App and Launch a Download Initiative

3x

Clients that follow CuraLinc's engagement recommendations have over three times higher EAP utilization.



EAP ENGAGEMENT STRATEGY FOR LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT



EAP EFFECTIVE DATE FOR LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST

USING THE EAP

CuraLinc's employee assistance program (EAP) addresses a wide array of concerns that impact health and productivity:

Addictive Behaviors
Anxiety
Depression
Grief and Loss
Relationship Problems

Alcohol or Drug Abuse
Caregiver Support
Family/Marital Problems
Legal Issues
Stress-Related Concerns

Anger Management
Dependent Care Issues
Financial Issues
Organizational Change
Work-Life Balance

ACCESS

Accessibility is a key to the success of an EAP. A provider can have the strongest clinical model, but the program will fall flat if employees don't have a variety of ways to access care around the clock.

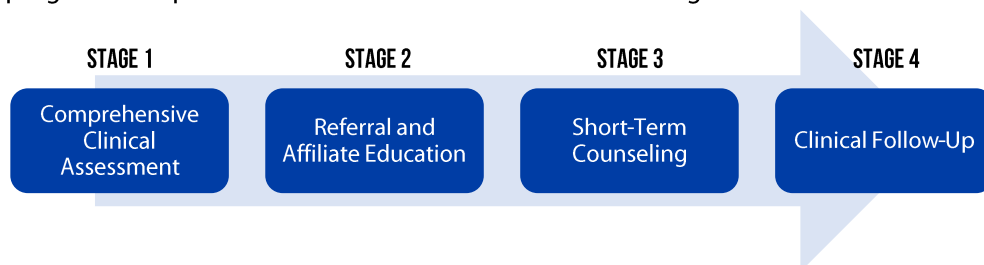
Benefit-eligible employees and their immediate family members have access to the program twenty-four hours a day, every day of the year. To address the needs of non-English speaking members, CuraLinc employs Spanish, Mandarin, Polish and Russian-speaking Case Managers. CuraLinc also offers translation capabilities for more than 140 other languages and maintains a toll-free TDD line for hearing-impaired participants.

CuraLinc provides clients with several avenues to connect employees to the EAP – all with the goal of ensuring that every person with a mental health or substance abuse concern can access the program on their terms.



CLINICAL SERVICES

For EAP participants seeking clinical services, CuraLinc provides a structured and advocacy-based care path that increases the likelihood of optimal health- and productivity-related outcomes, as well as resolution within the program. This process is broken down into four distinct stages.



STAGE 1: COMPREHENSIVE CLINICAL ASSESSMENT

Every call into the EAP is answered directly (no phone tree or “intake specialist”) by one of CuraLinc’s Case Managers, all of whom possess the following characteristics:

- Masters or Doctorate degree in a mental health discipline from an accredited university;
- Professional license(s) that is current, in good standing and issued by the state to practice independently;
- Average of eleven (11) years post-graduate experience providing mental health or employee assistance (EAP) services;
- Ability to collect data, establish facts, define problems and draw valid conclusions during the initial assessment and throughout the course of treatment.

During the initial clinical assessment, which lasts an average of 22 minutes, CuraLinc’s Case Managers conduct a thorough psychosocial evaluation to determine the participant’s presenting problem, underlying or secondary problem and problem acuity. CuraLinc’s Case Managers also employ SBIRT (Screening, Brief Intervention, and Referral to Treatment), an evidence-based assessment technique used to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs.

If a participant contacts the EAP with an acute mental health or substance abuse disorder that is not appropriate for treatment within the program, the Case Manager will work with the participant to locate an appropriate resource within the group health plan or the community.

CuraLinc also uses the initial clinical assessment as a vehicle to coordinate with a client’s other health management components, such as health coaching or telemedicine. CuraLinc’s Case Managers are cross-trained to identify, prioritize and refer members with comorbid physical health conditions to the proper treatment channels.

CuraLinc’s initial clinical assessment is the catalyst that drives successful outcomes from the EAP. By providing the highest level of guidance, care and support on the first call into the program, CuraLinc optimizes the participant experience and increases the likelihood of resolution within the program.

MEASURING EAP IMPACT

CuraLinc’s initial assessment incorporates several tools that support the evaluation process, as well as the ability to measure the impact of the program on health and productivity.

- **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

STAGE 2: REFERRAL AND AFFILIATE EDUCATION

After conducting the initial assessment, the Case Manager will make a strategic referral to a local network 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);
- Participates in the member’s benefit plan network;
- Verified willingness to accept new appointments.

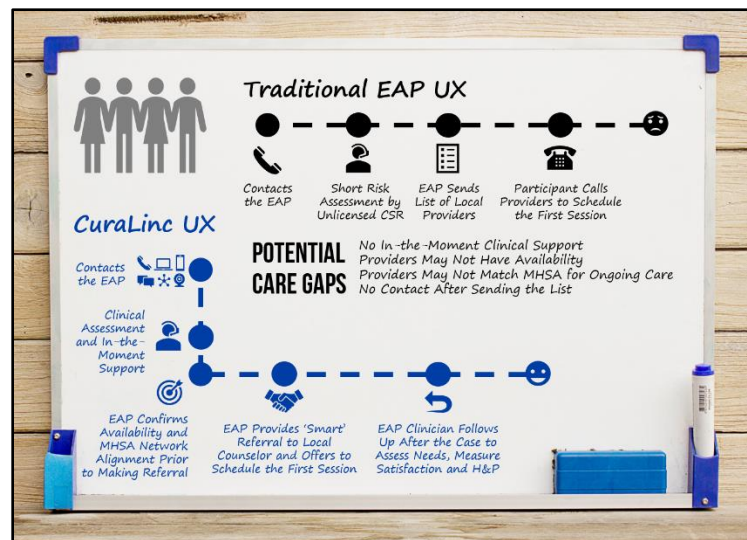
NO “FAILED REFERRALS”

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 participants 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.

CuraLinc avoids “failed referrals” by offering every participant a referral to a clinician who is accepting new patients and who participates in their MHSA network.

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 around half of Americans living in Mental Health Professional Shortage Areas (Kaiser), many participants will get frustrated and simply abandon their care plan when providers don't have an opening for new patients.

CuraLinc's advocacy-based user experience (UX) eliminates "failed referrals" and ensures that participants receive the help they need, when they need it. CuraLinc's Case Managers even offer to schedule the first appointment to further ensure that the participant receives the support necessary to address his or her concern.



STAGE 3: SHORT-TERM COUNSELING

After the first two stages are complete, the participant is referred to a local clinician for resolution-driven face-to-face counseling. CuraLinc's nationwide network of over 23,000 counselors are state-licensed professionals with a minimum of five years clinical experience.

The clinician will spend the first counseling session evaluating the member. Subsequent sessions are used to facilitate treatment. To increase the likelihood of resolution within the program, the CuraLinc Case Manager 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, ensuring that EAP participants will have excellent access to resources.

PROVIDER MANAGEMENT

CuraLinc's provider network is evaluated on a series of quality metrics that increase the likelihood of a positive experience for EAP participants, including scheduling, resolution, outcomes and adherence to policies.

TELEBEHAVIORAL (VIDEO AND CHAT) COUNSELING

CuraLinc's proprietary distance counseling platform, eConnect®, is included with all EAP models. eConnect® is a confidential and secure resource that provides participants with video and chat access to licensed behavioral health professionals who also possess a BC-TMH (Board Certified Telemental Health Provider) accreditation.



By adding video- and chat-based counseling to the program's existing telephonic and face-to-face services, eConnect® improves access to care for members with urgent behavioral health needs, those in far-reaching rural locations and people who prefer the convenience of distance counseling.

EMOTIONAL FITNESS COACHING ('TEXT THERAPY')

Emotional Fitness Coaching ('text therapy') is embedded within all EAP models. Coaching is a convenient and stigma-free avenue that allows EAP participants to conveniently connect with a licensed counselor, also known as a 'Coach'. After completing a short questionnaire, new users can begin communicating with their Coach immediately. Coaching 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.



STAGE 4: CLINICAL FOLLOW-UP

CuraLinc practices “true” case management by following up with both the participant and the affiliate clinician after counseling sessions within the framework of the EAP have been exhausted. Although this follow-up typically leads to case closure and resolution, sometimes a referral to the medical plan or a community-based resource may be in order. Under the latter two circumstances, the Case Manager will offer to schedule a three-way call with the external provider – then follow up a second time to ensure he or she received the proper guidance from the post-EAP referral.

CuraLinc also reconnects with the participant 30, 60 and 90 days after closure to measure health and productivity outcomes, gauge satisfaction with the program and identify any new opportunities for the EAP to address a need.

92%

Approximately
92% of EAP
Cases are
Resolved
Within the
Program

WORK-LIFE BENEFITS

CuraLinc's personalized suite of work-life benefits improve employee productivity and engagement by helping EAP participants stay free of distractions and remain focused on their job.

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 seasoned financial professionals (CFPs) and experienced accountants (CPAs) when needs arise. The following services are included:

- **Financial Consultation Hotline.** Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, college planning and bankruptcy prevention. In addition, Certified Financial Planners are available to answer questions about financial planning and long-term goal-setting.
- **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

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.

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.

EAP TECHNOLOGY SUITE

Technology has opened a new frontier for people with depression, stress or anxiety – and there's no better place to start than with the program at the front line of mental health support, an EAP.

56% OF AMERICANS WITH A MENTAL ILLNESS DO NOT RECEIVE CARE OR TREATMENT. (MHA, 2018)
123 MILLION AMERICANS LIVE IN MENTAL HEALTH PROFESSIONAL SHORTAGE AREAS. (KAISER FOUNDATION, 2019)

Access to technology is on the rise, while access to mental health professionals is declining. Today, more than ever, EAP providers must incorporate technology into the fiber of the program – or risk missing engagement opportunities with employees who may not use the EAP through traditional access points. CuraLinc's technology suite includes two platforms and multiple applications (or 'point solutions') that expand the footprint of EAP treatment and engage employees on personally-relevant terms.



WEB PLATFORM



The EAP web platform acts as an excellent complement to the program’s telephonic and in-person services. More than just a static website, the platform – which is available in English, Spanish and French – contains an extensive library of informative articles, webinars (live and archived), search engines, audio and video files, self-assessments and valuable resource links.

Entry Point

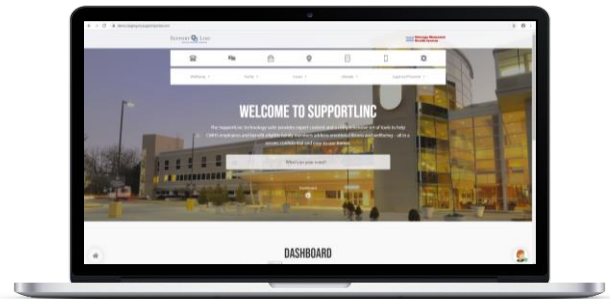
EAP participants can connect to the portal through multiple entry points.

- Client-Level Entry Point at supportlinc.com or Vanity URL
- SSO Connectivity from Client Intranet or Third-Party Portals

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 Lake Havasu Schools Employee Benefit Trust Benefits, Upcoming Events
- Vertical-Specific Toolkits for Retail, Education, Restaurant, Hospital and Health Care, etc.
- EAP Orientation Video for Lake Havasu Schools Employee Benefit Trust



WWW.EAPDEMO.COM

To review a mock-up of CuraLinc’s EAP web 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
- **‘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 All Pages; Alternative Channel to Access Information and Resources

Platform Resources

The portal contains a variety of resources that help participants address emotional fitness and wellbeing.

- **Toolkits.** Resiliency, Mindfulness, Mental Health First Aid and Meditation
- **Flash Courses.** 20 Short Educational Modules with Post-Module Certificate
- **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
- **Additional Resources.** Wellbeing Place Blog, Discount Center, Free Will and Power of Attorney, Anti-Stigma Hub, Request Information or Call-Back

MOBILE PLATFORM

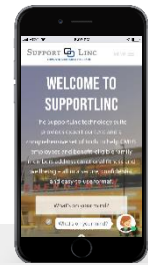


The EAP mobile platform provides participants with mobile access to secure and confidential counseling, as well as helpful resources on a variety of wellbeing and productivity-related topics. The app also contains a summary of each client's unique program and – most importantly – the ability to connect immediately with one of CuraLinc's licensed and experienced clinicians by phone or live chat.

ECONNECT® MOBILE QR CODE



USERNAME: DEMO



Key Features of the EAP Mobile Platform

- Connect Immediately with a CuraLinc Healthcare Clinician
- Schedule an Assessment, Appointment or Call Back
- Review a Summary of the EAP for Lake Havasu Schools Employee Benefit Trust
- Access to a Resource Library of Helpful Articles and Tip Sheets
- Secure Chat/SMS/IM with a CuraLinc Healthcare Clinician
- Video Counseling Through the New Counselor Connect Feature
- SSO Link to the EAP Web Platform for Lake Havasu Schools Employee Benefit Trust
- Optional Push Messaging Campaign to Drive EAP Awareness
- Customizable Links to a Client's Other Mobile-Friendly Resources

COUNSELOR CONNECT

Through CuraLinc's innovative Counselor Connect feature, EAP participants can use the mobile app to schedule a video counseling session with the click of a button. CuraLinc's counselors are required to host the first session within 48 hours. This enhancement improves access to the EAP and appeals to employees who may not have otherwise used the program.

APPLICATIONS (OR 'POINT SOLUTIONS')

TELEBEHAVIORAL (VIDEO) COUNSELING



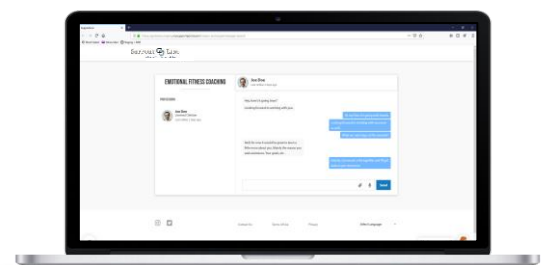
CuraLinc's innovative telebehavioral counseling platform, eConnect®, is included with all EAP models. eConnect® is a confidential and secure technology-based counseling medium that provides members with video and web chat access to licensed masters- and doctorate-level behavioral health professionals who are also Board Certified Telemental Health Providers (BC-TMH). By adding video and chat-based treatment to the EAP's existing telephonic and face-to-face services, CuraLinc increases accessibility to care for members in far-reaching rural locations, those with mobility problems and people with urgent behavioral health needs.

EMOTIONAL FITNESS COACHING ('TEXT THERAPY')



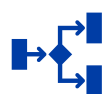
CuraLinc's proprietary Coaching platform provides participants with convenient access to licensed counselors. Through CuraLinc's secure platform, counselors (also known as 'Coaches') help users boost emotional fitness and wellbeing by exchanging text messages, voice notes, resource links and videos.

After completing a short questionnaire, new users can begin communicating with their Coach immediately to address stress, anxiety, grief, depression or relationship issues – or to proactively work on mindfulness or resiliency. Coaching 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.



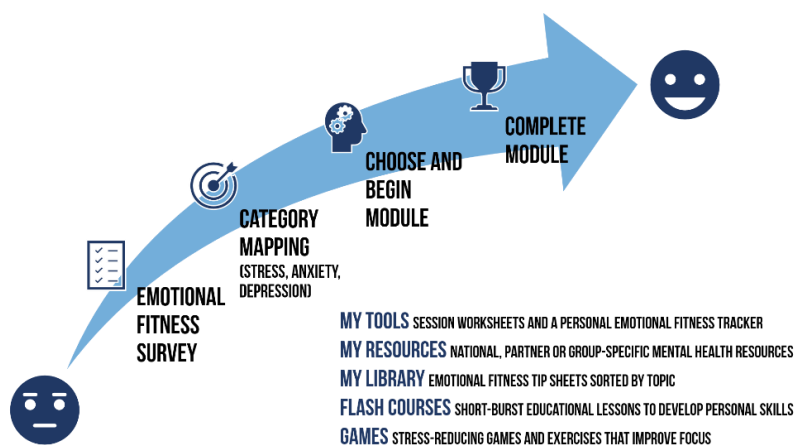
- **Stigma-Free.** Coaching is an excellent resource for those who may not be receptive to ‘traditional’ face-to-face or distance counseling through the EAP.
- **Convenient.** Participants can text with their Coach at any time – on mobile or desktop – without worrying about scheduling or other conflicts.
- **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 BEHAVIORAL HEALTH (cCBT)



Animo, CuraLinc’s digital behavioral health platform, provides participants with evidence-based content, practical lessons and daily inspiration to foster meaningful and lasting behavior change. The platform, which is based on the underlying principles of computerized cognitive behavioral therapy (cCBT), delivers a variety of self-directed dynamic resources that improve emotional fitness, reduce the stigma associated with mental health treatment and enhance overall wellbeing.

Once a new user creates a personal profile and watches a three-minute orientation video, the process for using Animo begins with a short emotional fitness survey. The results of the survey will map the participant to one of three categories: stress, anxiety or depression. Participants are then free to choose any module within the category – and can also utilize a variety of other tools, resources, games and exercises in a safe and confidential environment.



- **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 behavioral health 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 case manager to every user, drives additional engagement to (and awareness of) the EAP.

Digital Behavioral Health (cCBT) may not be included for every client. Please refer to the Pricing page for details.

INTERACTIVE TOPICAL TOOLKITS

CuraLinc’s technology suite includes four resource-heavy toolkits that can be connected to the web or mobile platform.

- **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.

OTHER TECH RESOURCES

- **Short Code Text.** EAP Participants can text SUPPORT to a 5-digit code to connect with a CuraLinc Case Manager.
- **Supervisor Toolkit.** This toolkit contains CuraLinc's EAP Handbook for Supervisors, copies of bilingual wallet cards, brochures and FAQs, over 100 topic-specific tip sheets and the Supervisor Training Module.
- **Communications Toolkit.** CuraLinc's marketing toolkit is a self-serve resource for plan sponsors who need a poster, flyer, brochure or presentation in short order.
- **CuraLinc TV.** CuraLinc's YouTube channel provides a variety of orientation, instructional and service component videos.

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). 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.

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.

ORGANIZATIONAL DEVELOPMENT SERVICES (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
Benefits of Mindfulness
Building Resiliency
Conflict Resolution
Psychologically Healthy Workplace

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.

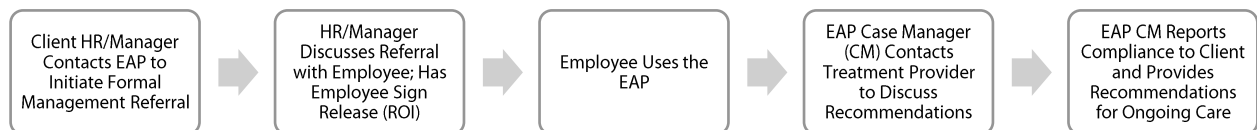
MANAGEMENT CONSULTATIONS

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: (a) violated the company's substance abuse policy; (b) violated another workplace policy, such as harassment; or (c) 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.

When a formal management referral occurs, the Case Manager 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 (1in4)

According to the National Alliance on Mental Illness (NAMI), one in four 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 January, CuraLinc hosts an anti-stigma campaign for EAP clients called '1in4' 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 1in4 campaign includes a marketing toolkit, with wristbands, flyers, eblasts and worksite posters. It also includes a resource-heavy website (1in4.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 30-60 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.

From the implementation meeting, CuraLinc will provide each client with a checklist and timeline of deliverables that will ensure a successful rollout.



PROGRAM MANAGEMENT AND ONGOING PROMOTION

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 every three months, typically at the beginning of each quarter.
- **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 EAP web portal.
- **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 EAP.
- **Push Messaging Campaign.** Beginning in 2018, CuraLinc provides clients with monthly mobile push notifications that increase awareness of the EAP. 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 FOR LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST

	Worksite EAP Poster	EAP Monthly Flyer	EAP Monthly Webinar	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	EAP Overview	Get Your Head in the Game: Focus on the now	The Mind-Body Connection	
February		Financial Fitness: How to live lean	Living Within a Realistic Budget	LinLine Newsletter
March		Get It Together: Make your disaster plan	Practical Strategies to Stay Safe	
April	Balance	Addressing Anxiety: How to take charge	Disrupting Negative Thoughts	

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.

5.2
The average
CuraLinc EAP
Return on
Investment

- **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.

WWW.EAPROI.COM

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. In addition, according to a study by The Hartford, EAPs were shown to help prevent short-term disability claims from becoming long-term disability claims.
- **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 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.
- **Dental.** CuraLinc can partner with an employer's dental insurance to identify employees with TMJ disorders, which are caused by stress and anxiety, for outreach and engagement with the EAP.

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:

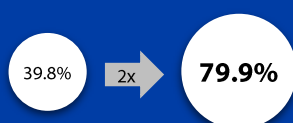
- **Access and Availability**
- **Participant and Client Satisfaction**
- **Clinical Audits and Follow-Up Procedures**
- **Risk Management**
- **Provider Network Performance**
- **Participant Health and Productivity**

OUTCOMES

Historically, EAP providers have used a handful of metrics to illustrate their ability to resolve or mitigate concerns like depression, stress, relationship issues, substance abuse and anxiety, 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* that the EAP had on the people who used the program.

CuraLinc Healthcare's proprietary assessment and case management process embeds tools such as the SPS-6, WOS, PHQ-9 and AUDIT, to establish baselines and measure outcomes from EAP participants. Every year, in February, CuraLinc publishes the results in a case study titled, 'Outcomes and Impact'.

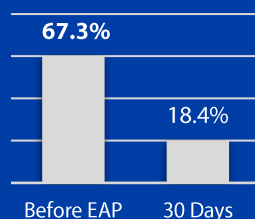
PRODUCTIVITY



Almost 80% of employees reported 'high' productivity after EAP treatment, up from 39.8% prior to using the program.

69% of participants with low or moderate productivity migrated

DEPRESSION



Only 18.4% of participants with depression were moderate, moderately-severe or severe after using the EAP,

ABSENTEEISM



During the initial assessment, EAP participants reported missing 12.4 hours of work due to their behavioral health concern. Thirty days after EAP treatment was completed, employees reported missing

ALCOHOL USE

89.2%



After completing EAP treatment, over 89% of alcohol-using employees were classified as 'low risk'.

The percentage of employees at higher alcohol risk levels

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 case study or visit **www.eapoutcomes.com**.

OPTIONAL PROGRAMS

In addition to employee assistance (EAP) services, CuraLinc also offers several a la carte programs that impact participant health and productivity. Additional fees may apply.

WELLNESS

Three wellness plan design options that are tailored to suit an employer's budget, experience and culture.

- **Plan Design Option: Core.** The Core plan design model 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 includes all of the components of the Core program, but also incorporates additional features that will assess, stratify and engage a higher percentage of the population.
- **Plan Design Option: Premier.** The Premier solution is proven to lower health care costs, increase employee productivity and improve the health and wellbeing of participants.

	CORE	ENHANCED	PREMIER
Unlimited Inbound Telephonic Health Coaching	●	●	●
Client-Specific Health and Wellness Portal	●	●	●
eConnect® Video and Web Chat Wellness Consultation	●	●	●
Customizable Mobile App	●	●	●
Tailored Promotional Campaign	●	●	●
Team or Individual Competition Administration with Device Integration	●	●	●
Interactive Web-Based Health Coaching Modules	●	●	●
Program Utilization Reporting	●	●	●
Discounted Gym Memberships	●	●	●
Case- and Data-Level Integration with EAP and Other Programs	●	●	●
Biometric Screenings (Fingerstick or Venipuncture)	A	●	●
Targeted Outbound Coaching Invitations to High Risk Population		●	●
Incentive and Reasonable Alternative Standard (RAS) Administration		●	●
Comprehensive Risk/Claims Analysis		●	●
Health Risk Assessment Tests		A	●
Outcomes-Based Program			●
Compliance Reporting			●
My Rewards (Wellness Rewards Administration)	A	A	●

● = Included; A = Available

HYBRID EAP ADMINISTRATION

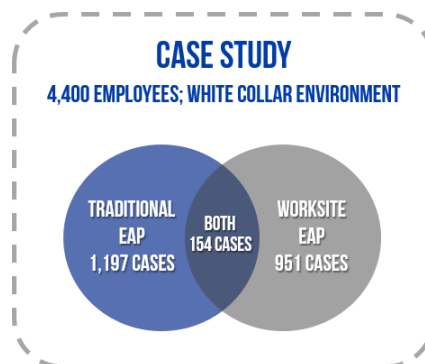
For some clients, a traditional EAP model may not completely fill the gap of behavioral health that exists in their approach to population health management – and an approach to EAP administration that also includes worksite, near-site or clinic-based resources may address their needs in a more comprehensive manner.

In CuraLinc's experience, the majority of employees who use clinical services at the worksite, in a near-site office or in a clinic setting will not use a traditional EAP referral model. Furthermore, most participants in a traditional model feel that an onsite program compromises their confidentiality and limits their clinical

options to a specific time or counselor – and, subsequently, prefer the option of being referred to a counselor near their home or office.

By combining an onsite EAP with wraparound traditional programming, a client's employees will receive the best of both worlds – the convenience, trust and client-specific expertise of a worksite EAP, combined with the resource-heavy platform and technology suite offered by CuraLinc.

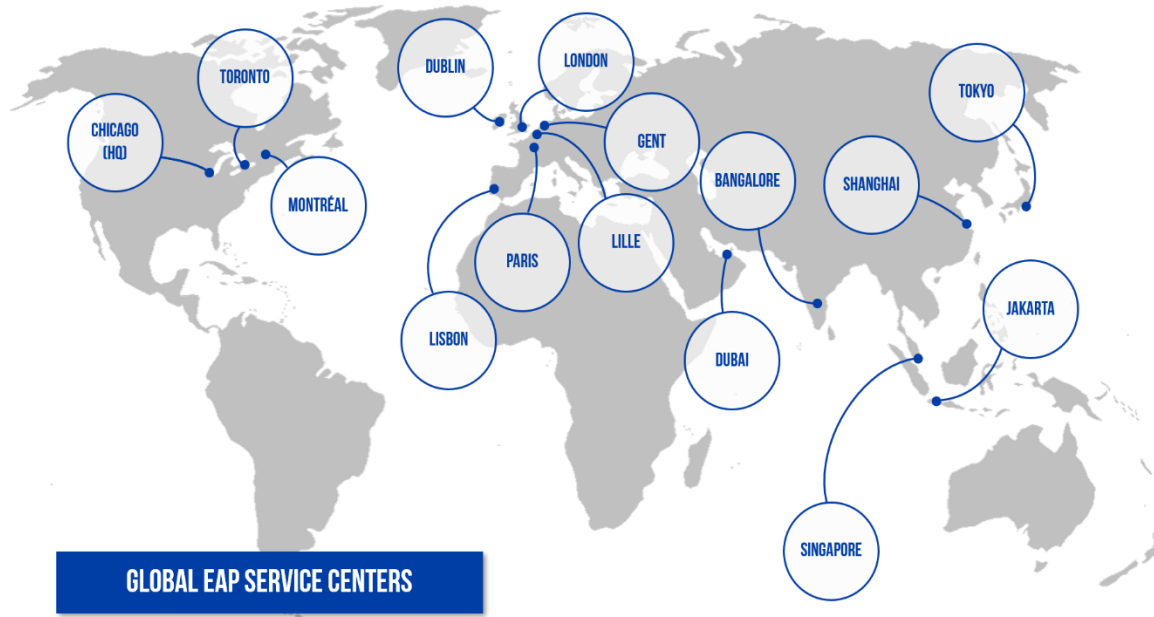
- **Complete Service Administration.** CuraLinc takes ownership of the entire program, including recruiting, culture mapping, onboarding, training, managing and auditing.
- **Nationwide Footprint.** The hybrid model can be delivered anywhere in the country; and in multiple locations for each client.
- **Flexible Staffing Options.** CuraLinc can staff worksite, near-site or clinic-based counselors any day of the week and at any time of the day.
- **Worksite EAP Connectivity.** CuraLinc will build a web and mobile scheduling portal for each client so that employees can easily schedule counseling. While walk-in appointments are certainly welcomed, this portal will streamline the registration process.
- **Organizational Support.** In addition to counseling, CuraLinc's licensed clinicians also provide clients with organizational and crisis support.
- **Integrated Reporting.** CuraLinc's reporting suite includes data from both 'traditional' and site-based counseling. This reporting may be used to adjust the hours and days of clinic, worksite or near-site counseling, as needed.



A hybrid EAP approach expands the footprint of care and ensures that all employees with a mental health or substance abuse concern access resources in a method that suits their personal style and need.

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 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.



PRICING SUMMARY

CLIENT
EMPLOYEES
EFFECTIVE DATE
BROKER/CONSULTANT

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST
498
JULY 1, 2020
ECA

ACCESS <ul style="list-style-type: none"> Multiple Access Points: Phone, Video Counseling, Email, SMS/Text, Mobile or Desktop Chat, Web/Mobile Inquiry Form, Integration and (if applicable) Digital Behavioral Health 	<p>OPTION 1 3-SESSION SHORT-TERM COUNSELING MODEL: \$1.29 PEPM</p> <p>OPTION 2 6-SESSION SHORT-TERM COUNSELING MODEL: \$1.42 PEPM</p> <p>ALL MODELS ARE 'PER PRESENTING ISSUE', NOT PER YEAR; PARTICIPANTS MAY ACCESS THE EAP FOR MULTIPLE PRESENTING ISSUES IN THE SAME YEAR</p>
SHORT-TERM COUNSELING <ul style="list-style-type: none"> Live-Answer Intake from Licensed Mental Health Professionals Around the Clock <ul style="list-style-type: none"> Comprehensive Clinical and Risk Assessment Determine Presenting Concern and Problem Acuity Build Baseline for EAP Impact on Health and Productivity Referral to Nationwide Network of Licensed Clinicians for Face-to-Face Counseling <ul style="list-style-type: none"> No "Failed Referrals" → All Referrals Made to Clinicians with Availability for New Appointments and Verified Participation in the Participant's Benefit Plan (MHSA) Network Over 23,000 Licensed Mental Health Clinicians in the U.S. Post-Case Clinical Follow-Up and (if applicable) MHSA Referral Coordination 30/60/90-Day Clinical Follow-Up to Track H&P Outcomes and Satisfaction 	
EAP TECHNOLOGY SUITE <ul style="list-style-type: none"> Web Platform Tailored for Lake Havasu Schools Employee Benefit Trust <ul style="list-style-type: none"> Monthly Topical Webinars, 'Skill Builder' eLearning Modules, Articles, Videos, Tip Sheets, Search Engines for Dependent Care and Legal Resources, Mindfulness Toolkit, etc. Mobile Platform Tailored for Lake Havasu Schools Employee Benefit Trust <ul style="list-style-type: none"> Call, Live Chat, Request a Call Back, Request an Appointment, Resource Center Web and Mobile Digital Applications or 'Point Solutions' <ul style="list-style-type: none"> Telebehavioral (Video) Counseling: 30- or 60-Minute Video Counseling Session with Licensed Mental Health Clinicians Emotional Fitness Coaching: Stigma-Free 'Text Therapy' to Boost Emotional Fitness Interactive Toolkits: Mindfulness, Mental Health First Aid, Resiliency and Meditation 	
WORK-LIFE BENEFITS <ul style="list-style-type: none"> <u>Legal Consultation</u>: Free In-Person or Telephonic Legal Advice <u>Financial Consultation</u>: Free Consultation with a Financial Advisor (CFP or CPA) <u>ID Theft Support</u>: Free Identity Theft Recovery Consultation <u>Dependent Care Support</u>: Expert Child and Elder Care Referrals and Fulfillment <u>Convenience/Concierge</u>: Referrals for Pet Care, Travel, Automotive, Cleaning Services, etc. 	
ORGANIZATIONAL RESOURCES <ul style="list-style-type: none"> Unlimited Management Consultations to Assist with Challenging Employee Situations Unlimited Formal and Informal Management Referrals into the EAP 	
CLIENT SERVICES <ul style="list-style-type: none"> Dedicated Single Point-of-Contact for Lake Havasu Schools Employee Benefit Trust Culturally-Relevant Engagement Strategy <ul style="list-style-type: none"> Comprehensive Year-Round Communication Schedule for Lake Havasu Schools Employee Benefit Trust Case, Data and Marketing Integration with Other Lake Havasu Schools Employee Benefit Trust Benefits Leverage Technology to Engage Lake Havasu Schools Employee Benefit Trust Employees Comprehensive Utilization Reporting Suite, Including Executive Summary 	
WORKSITE/ONSITE SERVICES <ul style="list-style-type: none"> <u>Training</u>: 55 Customizable One-Hour Topical Training Modules Available <ul style="list-style-type: none"> EAP Orientation Video Included for Lake Havasu Schools Employee Benefit Trust Employees and Managers Unlimited Technology-Based Orientation and Benefit Training Sessions <u>Critical Incident Response Services</u>: Onsite Clinical Response to Crisis Events <ul style="list-style-type: none"> Written Response Plan Provided for Every Event 	

\$225.00 PER HOUR

DIGITAL BEHAVIORAL HEALTH (cCBT)

- Personalized Digital (Web/Mobile) Application to Address Stress, Anxiety and Depression

\$0.10 PEP
(OPTIONAL)

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)
EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions	Responses
<u>Entity Information</u>	
Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.	CuraLinc, LLC (d.b.a. CuraLinc Healthcare); 314 West Superior St. Chicago, IL 60654. Richard Alvarez; ralvarez@curalinc.com; 224.534.2263. Corporation.
How many years has your firm been in business?	40
- If different from above, how many years has your firm been operating in Arizona?	12
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.	CuraLinc Healthcare acquired a health and wellness provider, Marquee Health, in 2014.
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?	No.
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.	See above regarding the d.b.a. This has been our name since 2008.
Does your organization manage and/or offer any other products/services besides the EAP programs?	By virtue of the aforementioned acquisition, CuraLinc (through Marquee Health) offers wellness programming.
If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.	In addition to the HQ location referenced above, CuraLinc has two additional offices that may service this account: 4140 East Baseline Rd., Mesa, AZ 85206, for worksite services; and 233 W. Erie St., Suite 7SW, Chicago, IL 60654.
How many individual employer groups does your organization serve (entire firm, not just a region or office)?	1,573
- How many enrollees does this represent?	1,965,671
Is your firm currently contracted with any school district clients in Arizona? Other states?	Yes. CuraLinc's public sector clients in AZ include Yuma County, Yuma Union School District, Gadsden School District, and Mt. Graham Regional Medical Center. CuraLinc also provides services to many other Arizona-based employers, including GoDaddy and ASML.
What is your book of business average EAP utilization?	22.89%
Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?	92%
<u>Customer Service</u>	
Will the Trust be assigned to a dedicated service representative? If so, where are they located?	Yes. The Trust's single point of contact will be based in Chicago.
How many employees does your organization have in the following areas and where are they physically located?	
- Member Services - directly handling intake calls or member inquires regarding benefits	44
- Account Services - directly handling employer/consultant/broker inquiries	12
What are the hours of operation (Please list Arizona times) for the service office in terms of:	
- Responding to member inquiries	24/7/365
- Responding to employer/consultant/broker inquiries	M-F, 6am-6pm AZ Time

In regards to customer service telephone lines ,do you have a toll free number that can be used by the organization and/or members to contact Customer Service?
- On average, what is the call waiting time before a customer service representative responds?
Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff?
During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
Does your network of contracted providers include those who specialize in law enforcement and/or public safety? If so, please note how many by location in Arizona.
What is the average seniority of your contracted providers?
During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?
Please outline your organization's provider requirements including minimum licensure and experience.

Yes.
8 seconds. However, unlike most EAP providers, CuraLinc does not allow unlicensed attendants to answer incoming calls. All intakes are answered live by a master or doctorate level clinician.
All calls into the SupportLinc EAP are answered directly by a licensed clinician.
CuraLinc does not employ 'customer service' staff. CuraLinc's clinicians (who answer every call, around the clock) meet the following minimum criteria: <ul style="list-style-type: none"> • Masters or Doctorate degree in a mental health discipline from an accredited university; • Professional license(s) that is current, in good standing and issued by the state to practice independently; • Minimum of five (5) years post-graduate experience providing mental health or employee assistance (EAP) services; • Ability to collect data, establish facts, define problems and draw valid conclusions during the initial assessment and throughout the course of treatment.
13 years.
Approximately 6%
Yes.
Yes (English and Spanish-speaking clinicians on staff, as well)

23,221
485
Please see attached Appendix A -1. Mohave County is highlighted in green.
Routine cases are confirmed within 48-72 hours. Urgent cases are confirmed within 24 hours and Emergency cases are typically triaged to the ER.
Masters-level Social Workers, 42.37%; Masters-level Marriage and Family Therapists, 12.69%; Masters-level Professional Counselors, 32.78%; Psychologists, 12.16%. Note: Any provider that includes Psychiatrists in their EAP network is intentionally misleading, as a Psychiatrist will never see an EAP case.
Yes. CuraLinc provides EAP services to similar entities in Arizona and prioritizes referrals to local clinicians with experience counseling public safety professionals. Approximately 9% of our AZ-based counselors fall into this category.
15 Years.
Approximately 1%.
Yes.
<ul style="list-style-type: none"> • Masters or Doctorate degree in a mental health discipline from an accredited university; • Professional license(s) that is current, in good standing and issued by the state to practice independently; • Minimum of five (5) years post-graduate experience providing mental health or employee assistance (EAP) services; • Ability to collect data, establish facts, define problems and draw valid conclusions during the initial assessment and throughout the course of treatment.

<p>Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?</p>
<p>Please outline your organization's re-credentialing process?</p>

<p>The affiliate providers' qualifications and their approach to therapy are reviewed carefully by the Provider Relations Manager. Providers must meet CuraLinc's credentialing criteria. The minimum standards are as follows: has a minimum of five (5) years post-graduate degree clinical experience in the direct provision of mental health care; has received a post graduate degree (MA, MSW, Psy.D, PhD) in a related mental health discipline; is currently engaged in active clinical practice; possesses a current, unrestricted license and/or certification at the independent practice level by the state in which services are provided as required by applicable law, and verified with the state licensing board; has professional liability (malpractice) insurance coverage uninterrupted and in good standing for the past five years; maintains CuraLinc's organization standard for professional liability insurance of \$1,000,000 per occurrence and \$3,000,000 aggregate; has no record involving criminal activity; has not been sanctioned by state or federal agencies concerning serious matters relating to his/her professional conduct; is physically and mentally competent of delivering services; furnishes CuraLinc with a copy of the following: copy of state license and/or certification; copy of diploma; proof of professional liability insurance; resume.</p>
<p>Re-credentialing and confirming the accuracy of the network is an ongoing and continuous process. Providers are contacted, re-credentialled and updated in several ways. Their records and contract dates are entered into the database, which is programmed to alert us several months prior to the expiration of the current license, malpractice policy and affiliate contract. The provider is contacted accordingly and the database is updated, and then resetting the renewal schedule. In addition, the day-to-day interaction the EAP case managers have with the provider gives us another level of feedback to ensure accurate information. In this fashion, the network remains up-to-date and current. We also review clinical or program effectiveness in terms of treatment goals and objectives, quality assurance issues, timeliness and completeness of documentation, quality of evaluations, and suitability of treatment. The entire network is completely re-credentialled every three years per the frequency standard of NCQA. Our comprehensive credentialing and re-credentialing processes, including statistical tracking of provider performance ensures that only the most effective providers join and remain in our affiliate provider network.</p>

Benefits/Contract Specifics

Does your organization offer the following:
- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.
- 24-hr, 365 day, telephonic crisis response
- Critical incident debriefing and crisis response?
- Any limits/exclusions on this benefit?
- Training (supervisory and employee) on various topics?
- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?
- Product orientation for client managers - in-person, virtual, online?
- Any limits/exclusions on this benefit?
- Management/Supervisor referrals accepted?
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?
- Any limits/exclusions on this benefit?
- Provide marketing materials, communications to build product awareness?

Yes. Although we prefer that our initial assessment leads to an in-person referral for short-term counseling, some members prefer telephonic or technology-enabled counseling through CuraLinc's proprietary eConnect® platform. eConnect®, which is used in less than 1% of cases, is typically offered when participants have mobility problems.
Yes.
Yes.
The cost for onsite services is \$225.00 per hour (including travel expenses).
Yes.
\$225.00 per hour.
Yes.
The aforementioned allocation of hours applies to product orientation, too. However, CuraLinc will include unlimited virtual or online orientation sessions, as well as a customized EAP orientation video for each of the entities within the Trust.
Yes.
Yes.
CuraLinc will include onsite attendance at one benefits fair or open enrollment meeting per year at no cost. Once those hours are exhausted, the cost for onsite services is \$225.00 per hour. However, if the Trust has a specific plan in mind for onsite attendance at benefits fairs and would like the cost of attendance baked into the program's PEPM price, please let us know.
Yes, CuraLinc will provide the trust with a year-round promotional calendar that includes scheduled worksite posters, flyers, and newsletters. Please refer to Appendix A-2 for a representative sample of marketing materials. The SupportLinc promotional calendar can be tailored to suit the needs of the Trust.

- Printed or electronic copies provided?
- Any limits/exclusions on this benefit?
<p>- Online Portal? If yes, please outline what is available on the portal.</p>
- Monthly, Quarterly or Annual Utilization Reporting?
- Member satisfaction surveys? If yes, how often?
- Client/Employer satisfaction surveys? If yes, how often?
- Is ad-hoc reporting available if necessary? If yes, what is the cost?
Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)

Both, at the Trust's discretion.
No.
<p>The EAP web platform acts as an excellent complement to the program's telephonic and in-person services. More than just a static website, the portal – which can be tailored in several ways to suit each EAP client – contains an extensive library of informative articles, webinars (live and archived), search engines, audio and video files, self-assessments and valuable resource links.</p> <ul style="list-style-type: none"> • Ask the Expert. The 'Ask the Expert' feature, located on the web portal landing page, allows employees to easily schedule a call-back or request more information about the EAP. • Monthly Topical Webinar. Every month, CuraLinc will host a one-hour topical webinar that is focused on improving productivity and wellbeing. These webinars are aligned with the program's monthly promotional flyer, and are archived on the web portal. • Employee Orientation Video. This 10-minute eLearning course, which can be found in a tab on the website landing page, provides an introduction to the EAP. • Discounted Gym Memberships. Through GlobalFit®, CuraLinc provides EAP clients with discounted access to thousands of gyms in North America. <ul style="list-style-type: none"> • 'Self Search' Locators. Users can conduct a targeted search of over 600,000 resources: child care providers, elder care services, adoption, education, pet sitting, private and public colleges, volunteer opportunities and attorneys. • 'Skill Builders'. These 20-minute online training modules develop proficiency in a variety of subjects, such as: Effective Communication and Resilience. • Health and Wellness Resources. The EAP website includes everything from WebMD content to tip sheets to wellness-related articles to personal health assessments. <ul style="list-style-type: none"> • Will Creation. CuraLinc provides access to NOLO®, which allows participants to create a free legally-binding will. • Mindfulness Toolkit. CuraLinc's proprietary Mindfulness Toolkit includes audio lessons, tip sheets and other resources to help employees stay more focused, less stressed and 'mindful'.
Quarterly.
Yes, year-round.
Yes, annually.
Yes, at no cost.
<p>CuraLinc's methodology for reporting utilization percentages is based on two key metrics: case utilization, which counts each unique case and divides by the total employee population; and program utilization, which counts cases, consultations, training participants, critical event participants, technology utilization, etc. and divides by the total population. Both figures are displayed in bold on the report's first page. See Appendix A-3 for a sample EAP utilization report.</p>

<p>- Work Life Programs? If yes, please list all of the services offered with any limitations.</p>
<p>Please explain your organization implementation process including timelines for an assumed July 1, 2020 implementation date.</p>
<p>Is your organization willing to provide renewal rates 6 months in advance (by January 1 for the following July 1st)?</p>
<p>Please outline here any additional products and/or services that your firm would like to highlight that have not been requested and/or addressed specifically.</p>

Pricing (assume a July 1, 2020 effective date)

3 visit PEPM (net of commissions)
6 visit PEPM (net of commissions)
On all pricing above:
- Guaranteed for how many months/years?

<p style="text-align: center;">Legal Consultation</p> <p>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:</p> <ul style="list-style-type: none"> • 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 20,000 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. <p style="text-align: center;">Financial Consultation</p> <p>The financial consultation component provides employees and their family members with access to seasoned financial professionals (CFPs) and experienced accountants (CPAs) when needs arise. The following services are included:</p> <ul style="list-style-type: none"> • Financial Consultation Hotline. Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, college planning and bankruptcy prevention. In addition, Certified Financial Planners are available to answer questions about financial planning and long-term goal-setting. • 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. <p style="text-align: center;">Identity Theft Recovery</p> <p>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.</p> <p style="text-align: center;">Dependent Care Referrals</p> <p>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.</p>
<p>The implementation process typically begins with an implementation meeting. This allows CuraLinc's client services team to learn more about the culture, other benefits, communications channels, policies, etc. of the Trust - and of each entity within the Trust. From there, implementation is a turnkey process that allows the Trust to have a 'running start' with their EAP, which includes the timely distribution of promotional materials and, if applicable, orientation sessions. Please refer to Appendix A-4 for the implementation timeline; and A-5 for the implementation meeting checklist.</p>
<p style="text-align: center;">Yes.</p>
<p>As mentioned on line 10, CuraLinc owns a health and wellness provider, Marquee Health. Approximately 20% of CuraLinc's national accounts also placed their wellness program with us. Please refer to Appendix A-6 for a summary of plan design options.</p>

\$1.29 PEPM
\$1.42 PEPM
3 year rate guaranteed.

- Who is covered for services under the PEPM (All employees with payment based on benefit-eligible count, benefit-eligible employees only, all family members who reside with employee, etc.)?
- If part-time employees aren't automatically covered in the PEPM above, is there a mechanism in place to bill for part-time employees separately?
- Please specify which additional services (i.e., work-life) are included in this fee.
Are there any discounts for paying in advance quarterly or annually?
Additional per hour fees for services, if not outlined above.

Coverage is extended to the employee, the spouse or domestic partner, and dependents under the age of 26 - regardless of whether they live in the household.
Yes.
In addition to short-term counseling, the SupportLinc EAP includes work-life benefits (legal and financial consultation, dependent and concierge referrals), organizational consultation, critical incident response services, training, management referrals, and technology (web portal and mobile app).
No.
\$225.00 per hour (includes the cost of travel).

State	City	Last Name	First Name	License	County
AZ	Apache Junction	Berry	George	LPSY	Pinal
AZ	Apache Junction	Bohanske	Robert	LPSY	Pinal
AZ	Apache Junction	Mitchell	Charlie	LPSY	Pinal
AZ	Avondale	Beltran	Theresa	LCSW	Maricopa
AZ	Avondale	Church	Scott	LCSW	Maricopa
AZ	Avondale	Gamez	Alison	LPC	Maricopa
AZ	Avondale	Green	Meka	LCSW	Maricopa
AZ	Avondale	Hagar	Toby	LPC	Maricopa
AZ	Avondale	Sanchez Kasicki	Diana	LPC	Maricopa
AZ	Avondale	Uribe	Valerie	LPC	Maricopa
AZ	Avondale	Williams	Vaun	LPC	Maricopa
AZ	Benson	Arenas	Sherri	LPC	Cochise
AZ	Benson	Diederich	Gaye	LCSW	Cochise
AZ	Benson	Roberson	Marcell	LPC	Cochise
AZ	Benson	Skater	Tonilyn	LPC	Cochise
AZ	Benson	Spahl	Nicole	LPC	Cochise
AZ	Bisbee	Arenas	Sheri	LPC	Cochise
AZ	Bisbee	Dehaven	Cheryl	LPC	Cochise
AZ	Bisbee	Parent	Carole	LPC	Cochise
AZ	Bisbee	Quibell	Candace	MSW	Cochise
AZ	Bisbee	Tucker	Walter	LPC	Cochise
AZ	Bisbee	Williams	Tamika	MSSW	Cochise
AZ	Boaz	Kinght	Chad J	CSW	Etowah
AZ	Bullhead City	Keating	Hugh	LPC	Mohave
AZ	Carefree	Cali	Marilyn	LPC	Maricopa
AZ	Carefree	Sherman	Stephanie	LPC	Maricopa
AZ	Casa Grande	Backs	Shawn	LPC	Pinal
AZ	Casa Grande	Bessire	Alethea	LPC	Pinal
AZ	Casa Grande	Bissett	Cathy	LPSY	Pinal
AZ	Casa Grande	Bushman	Benjamin	LPSY	Pinal
AZ	Casa Grande	Cooper Lopez	Nicole	LPSY	Pinal
AZ	Casa Grande	Cooper Lopez	Nicole	LPSY	Pinal
AZ	Casa Grande	Del Grande	Andrea	LPC	Pinal
AZ	Casa Grande	Haak	Molly	LCSW	Pinal
AZ	Casa Grande	King	Laurie	LCSW	Pinal
AZ	Casa Grande	Mendenhall	Sharon	LCSW	Pinal
AZ	Casa Grande	Park	Lori	LCSW	Pinal
AZ	Casa Grande	Pfohl	Robin	LPC	Pinal
AZ	Casa Grande	Simonson	Connie	LMFT	Pinal
AZ	Casa Grande	Winter	Elaine	LCSW	Pinal
AZ	Cave Creek	Hyde	Suzanne	MSW	Pinal
AZ	Cave Creek	Miller	Sandra	LCSW	Pinal
AZ	Chandler	Baker	John	LPC	Maricopa
AZ	Chandler	BEVACQUA	FRANK	PhD	Maricopa
AZ	Chandler	Burt	Teresa	LPC	Maricopa
AZ	Chandler	CARABAJAL	JOE	PhD	Maricopa
AZ	Chandler	Coate	Heather	LPC	Maricopa
AZ	Chandler	DANNENBAUM	SANDRA	PhD	Maricopa
AZ	Chandler	EERD	MARCEL	PhD	Maricopa
AZ	Chandler	Hoffman	Christine B	MSW	Maricopa
AZ	Chandler	LEROY	JAMES	PhD	Maricopa
AZ	Chandler	Monica	Caroline	MSW	Maricopa
AZ	Chandler	MURPHY	CASEY	PhD	Maricopa
AZ	Chandler	NGAN HOANG	KHANH	PhD	Maricopa
AZ	Chandler	OBANA	MAKI	PhD	Maricopa
AZ	Chandler	Patwardhan	Surabhi	LPSY	Maricopa
AZ	Chandler	PEREZ	JAVIER	PhD	Maricopa
AZ	Chandler	RUIZ	ESTER	PhD	Maricopa
AZ	Chandler	SAENZ-SIERZEGA	ROSWITHA	PhD	Maricopa
AZ	Chandler	TREESE	DOUGLAS	PhD	Maricopa
AZ	Chandler	WARD	MARTIN	PhD	Maricopa
AZ	Clifton	Fiscus	Georgina	LPC	Greenlee
AZ	Clifton	Hollingsworth	Randolph	LPC	Greenlee
AZ	Clifton	Macri	Karri	LCSW	Greenlee
AZ	Clifton	Wilhelm	Jared	LPC	Greenlee
AZ	Coolidge	Lutz	Mark	LPC	Pinal
AZ	Douglas	Arenas	Sherri	LPC	Cochise
AZ	Douglas	Canez	Teresa	LPC	Cochise

AZ	Douglas	Johnson	Lisa	LPC	Cochise
AZ	Douglas	Medina	Manuel	LPC	Cochise
AZ	Douglas	Ronn	Davina	MSW	Cochise
AZ	Douglas	Williams	Tamika	MSSW	Cochise
AZ	Flagstaff	Colburn	Mary	LPC	Coconino
AZ	Flagstaff	Darley	Sally	LCSW	Coconino
AZ	Flagstaff	Davis	Craig	LCSW	Coconino
AZ	Flagstaff	Kelley	Star	LCSW	Coconino
AZ	Flagstaff	McRae	Janalene	LCSW	Coconino
AZ	Flagstaff	Smith	William	LMFT	Coconino
AZ	Flagstaff	Townsley	Larry	LPC	Coconino
AZ	Flagstaff	Trunnell	Tiffany	LPC	Coconino
AZ	Flagstaff	Watson English	Kelle	LPC	Coconino
AZ	Gilbert	Beazer	Russell	LMFT	Maricopa
AZ	Gilbert	Brodsky Jones	Nikki	LPSY	Maricopa
AZ	Gilbert	Cox	Jill	LPSY	Maricopa
AZ	Gilbert	Dinehart	Jared	LPSY	Maricopa
AZ	Gilbert	Edwards	Jennifer	LPC	Maricopa
AZ	Gilbert	Huey	Kelly	LCSW	Maricopa
AZ	Gilbert	Janikowski	Laura	LCSW	Maricopa
AZ	Gilbert	Kusak	Darcy	LPC	Maricopa
AZ	Gilbert	Lacy	Michelle	LPC	Maricopa
AZ	Gilbert	Melim	Carol	LCSW	Maricopa
AZ	Gilbert	MOTOIKE	JANICE	PhD	Maricopa
AZ	Gilbert	Overson	Amanda	LCSW	Maricopa
AZ	Gilbert	Parker	Daniel	LCSW	Maricopa
AZ	Gilbert	Roman	Terri	LPC	Maricopa
AZ	Gilbert	Schwertfeger	Charise	LMFT	Maricopa
AZ	Gilbert	Strong	Kimberly	LCSW	Maricopa
AZ	Gilbert	Tupper	Gary	LMFT	Maricopa
AZ	Gilbert	Tursini	Sandra	LPC	Maricopa
AZ	Gilbert	Whalen	Jamie	LPSY	Maricopa
AZ	Glendale	Conser	Anne	MSW	Maricopa
AZ	Glendale	Gross	Cindy	LMFT	Maricopa
AZ	Glendale	Jurek	Sonia	LMFT	Maricopa
AZ	Glendale	Kinsey	Vincent	LPC	Maricopa
AZ	Glendale	Morton	Mark	MSW	Maricopa
AZ	Glendale	Peskind	Susan	LCSW	Maricopa
AZ	Glendale	Smith	Elizabeth	LCSW	Maricopa
AZ	Glendale	Summers	Darlene	LPC	Maricopa
AZ	Glendale	Thieking	Glenda	LP	Maricopa
AZ	Glendale	Threadgill	Shannon	LCSW	Maricopa
AZ	Glendale	Wheeler	Robert	LPC	Maricopa
AZ	Globe	Enders	Jennifer	LPC	Gila
AZ	Globe	Martorana	Diana	LPC	Gila
AZ	Globe	McGroarty	Elena	LPC	Gila
AZ	Globe	McMann	Neal	LPC	Gila
AZ	Globe	Murdock	Sandra	LPC	Gila
AZ	Globe	Park	Lori	LCSW	Gila
AZ	Globe	Price	Brenda	LPC	Gila
AZ	Gold Canyon	Dean	Pamela	LCSW	Pinal
AZ	Gold Canyon	Munion	Michael	LPC	Pinal
AZ	Goodyear	Andrew	Dennis	LMFT	Maricopa
AZ	Goodyear	Calderone	Linda	LCSW	Maricopa
AZ	Goodyear	Cartone	Paul	LPC	Maricopa
AZ	Goodyear	Durfy	Lynda	LPC	Maricopa
AZ	Goodyear	Durfy	Lynda	LPC	Maricopa
AZ	Goodyear	Rivers	Susan	LMFT	Maricopa
AZ	Kearny	Haak	Molly	LCSW	Pinal
AZ	Kingman	Cousineau	Cathy	LPC	Mohave
AZ	Kingman	Keating	Hugh	LPC	Mohave
AZ	Kingman	Yost	Robin	LPC	Mohave
AZ	Kingman	Yost	Robin	LPC	Mohave
AZ	Lake Havasu City	Coate	Heather	LPC	Mohave
AZ	Lake Havasu City	Colburn	Mary	LPC	Mohave
AZ	Lake Havasu City	Crawford	Delores	LPC	Mohave
AZ	Lake Havasu City	Goldstein	Beth	LCSW	Mohave
AZ	Lake Havasu City	Lumpkin	L.D.	LCSW	Mohave
AZ	Lake Havasu City	Nelson	Renee	LPC	Mohave

AZ	Lake Havasu City	Paquette	Linda	LPC	Mohave
AZ	Lake Havasu City	Ripsin	Eileen	LPC	Mohave
AZ	Lake Havasu City	Silvestri	Kandis	LPC	Mohave
AZ	Lake Havasu City	Simon	Nirit	LPC	Mohave
AZ	Lake Havasu City	Smith	William	LMFT	Mohave
AZ	Lake Havasu City	Swanson	Pamela	LPC	Mohave
AZ	Lakeside	Blackham	Janet	LPSY	Navajo
AZ	Litchfield Park	Gaunt	Joseph	LCSW	Maricopa
AZ	Marana	Bly	Janeen	LPC	Pima
AZ	Marana	Buck	Randall	LPC	Pima
AZ	Marana	Buck	Randall	LPC	Pima
AZ	Marana	Burns	Kristin	LPC	Pima
AZ	Maricopa	Camden	Janet	LCSW	Pinal
AZ	Maricopa	Del Grande	Andrea	LPC	Pinal
AZ	Maricopa	Harding	Benjamin	LCSW	Pinal
AZ	Maricopa	Miller	Jolene	LCSW	Pinal
AZ	Maricopa	Robison	Cecelia	LCSW	Pinal
AZ	Maricopa	Shields	Raymond	LPC	Pinal
AZ	Mesa	Akins-Arbuckle	Francine	LPC	Maricopa
AZ	Mesa	Bailey	Stephen	LPSY	Maricopa
AZ	Mesa	Balderama	Karen	LCSW	Maricopa
AZ	Mesa	Cajolet Eckhardt	Julie	LPSY	Maricopa
AZ	Mesa	Clouse	Glenn	LPSY	Maricopa
AZ	Mesa	Combs	C. Edward	LPC	Maricopa
AZ	Mesa	Combs, Jr.	Charles	LPC	Maricopa
AZ	Mesa	Cost	Mary	LPSY	Maricopa
AZ	Mesa	Cronkhite	Barb	LCSW	Maricopa
AZ	Mesa	Cuyar	Marco	LPC	Maricopa
AZ	Mesa	Hasler	Connie	LMFT	Maricopa
AZ	Mesa	Hawkins	Korey	LPSY	Maricopa
AZ	Mesa	Henkelman	Lovilla	LCSW	Maricopa
AZ	Mesa	Hubbard	David	LPSY	Maricopa
AZ	Mesa	Iannello	Lourdes	LPC	Maricopa
AZ	Mesa	Kingsley	Ronald	LPSY	Maricopa
AZ	Mesa	Kitzmiller	Kathleen	LPC	Maricopa
AZ	Mesa	Lassen	Maureen	LPSY	Maricopa
AZ	Mesa	Leblanc	Meghan	LPSY	Maricopa
AZ	Mesa	Lucas	April	LCSW	Maricopa
AZ	Mesa	Lueck	Wade	LPSY	Maricopa
AZ	Mesa	Lyle	Clifford	LPC	Maricopa
AZ	Mesa	Melamed	David	LCSW	Maricopa
AZ	Mesa	Mulready	Sally	LMFT	Maricopa
AZ	Mesa	Munion	Michael	LPC	Maricopa
AZ	Mesa	Rice	Randall	LPC	Maricopa
AZ	Mesa	Sciandra	Jodi	LPSY	Maricopa
AZ	Mesa	Seward	Kay	LPSY	Maricopa
AZ	Mesa	Stromsness	Marilyn	LPSY	Maricopa
AZ	Mesa	Van Der Veer	Nancy	LPSY	Maricopa
AZ	Mesa	Ware	Linda	LPC	Maricopa
AZ	Mesa	Weller	Jennifer	LPSY	Maricopa
AZ	Mesa	Wexler	Alan	LCSW	Maricopa
AZ	Mesa	White	Bradley	LPSY	Maricopa
AZ	Mesa	Whitney	Robert	LCSW	Maricopa
AZ	Nogales	Gooden	David	LCSW	Santa Cruz
AZ	Nogales	Maxwell	Sonia	LCSW	Santa Cruz
AZ	Oro Valley	Mautner	Barbara	LCSW	Pima
AZ	Paradise Valley	Combs, Jr.	Charles	LPC	Maricopa
AZ	Payson	Navis-Schmidt	Penny	LCSW	Gila
AZ	Payson	Woods	Lee	LCSW	Gila
AZ	Peoria	Anderson	Dorothy	LCSW	Maricopa
AZ	Peoria	Aragon	Nichollette	LMFT	Maricopa
AZ	Peoria	Ashbeck	David	LCSW	Maricopa
AZ	Peoria	Brodala	Shannon	LMFT	Maricopa
AZ	Peoria	Brown	Shannon	LMFT	Maricopa
AZ	Peoria	Buck	Johnny (Jason)	LPC	Maricopa
AZ	Peoria	Castillo	Kelly	LPC	Maricopa
AZ	Peoria	Donley	Lauren	LPC	Maricopa
AZ	Peoria	Elia	Beth	LPSY	Maricopa
AZ	Peoria	Everton	Valorie	LPC	Maricopa

AZ	Peoria	Franko	Georgia	LCSW	Maricopa
AZ	Peoria	Gale	Joan	LCSW	Maricopa
AZ	Peoria	Gillespie	Kathleen	LPC	Maricopa
AZ	Peoria	Girod	Valerie	LPC	Maricopa
AZ	Peoria	Leikvoll	Burdette	LPC	Maricopa
AZ	Peoria	Locke	Kathi	LPC	Maricopa
AZ	Peoria	Nielsen	Kimberly	LCSW	Maricopa
AZ	Peoria	Roberts	Elizabeth	LCSW	Maricopa
AZ	Peoria	Ryan	Patti	LMFT	Maricopa
AZ	Peoria	Slothower	Jennifer	LPC	Maricopa
AZ	Peoria	Soncrant	Trudy	LCSW	Maricopa
AZ	Peoria	Soste	Krista	LPC	Maricopa
AZ	Peoria	Taniel	Rebecca	LPC	Maricopa
AZ	Peoria	Tennyson	Robyn	LCSW	Maricopa
AZ	Peoria	Thompson	Elissa	LCSW	Maricopa
AZ	Peoria	Wheeler	Robert	LPC	Maricopa
AZ	Peoria	Zang	Amanda	LPC	Maricopa
AZ	Peoria	Zangara	Nicole	LCSW	Maricopa
AZ	Phoenix	Abbott	Lindsay	LPC	Maricopa
AZ	Phoenix	Alvear	Natalia	LCSW	Maricopa
AZ	Phoenix	Aragon	Nichollette	LMFT	Maricopa
AZ	Phoenix	Arko	Marlyn	LPC	Maricopa
AZ	Phoenix	Balderama	Karen	LCSW	Maricopa
AZ	Phoenix	Benezra	Julio	LPC	Maricopa
AZ	Phoenix	Bischoff	Karen	LPC	Maricopa
AZ	Phoenix	Boarman	David	LPC	Maricopa
AZ	Phoenix	Bohanske	Jacquie	LCSW	Maricopa
AZ	Phoenix	Burrue	Jennifer	LPC	Maricopa
AZ	Phoenix	Callahan	Thomas	LCSW	Maricopa
AZ	Phoenix	Castillo	Kelly	LPC	Maricopa
AZ	Phoenix	Christensen	Cathy	LPC	Maricopa
AZ	Phoenix	Conser	Anne	LCSW	Maricopa
AZ	Phoenix	Crawford	Phyllis	LPC	Maricopa
AZ	Phoenix	Crawford	Phyllis	LPC	Maricopa
AZ	Phoenix	Davidson	Janet	LPC	Maricopa
AZ	Phoenix	Davidson	Janet	LPC	Maricopa
AZ	Phoenix	Dean	Jody	LCSW	Maricopa
AZ	Phoenix	DeJesus	Benjamin	LCSW	Maricopa
AZ	Phoenix	Dipietro Sharpe	Dori	LCSW	Maricopa
AZ	Phoenix	Ellis	Diane	LPC	Maricopa
AZ	Phoenix	Ficeli	Judith	LCSW	Maricopa
AZ	Phoenix	Ficeli	Judith	LCSW	Maricopa
AZ	Phoenix	Fried	Adam	LPSY	Maricopa
AZ	Phoenix	Friend	Susan	LCSW	Maricopa
AZ	Phoenix	Furch	Alisa	LPC	Maricopa
AZ	Phoenix	Gale	Joan	LCSW	Maricopa
AZ	Phoenix	Gianetto	Liza	LPC	Maricopa
AZ	Phoenix	Gibson	Gregory	LPC	Maricopa
AZ	Phoenix	Goff	Felice	LCSW	Maricopa
AZ	Phoenix	Hastings	Karen	LCSW	Maricopa
AZ	Phoenix	Henkelman	Lovilla	LCSW	Maricopa
AZ	Phoenix	Hodax	Donna	LCSW	Maricopa
AZ	Phoenix	Hooyman	Scott	LCSW	Maricopa
AZ	Phoenix	Hornyan	Maria	LPC	Maricopa
AZ	Phoenix	Howard	Heidi	LCSW	Maricopa
AZ	Phoenix	Hoyt	Michael	LPC	Maricopa
AZ	Phoenix	Hurd	Dorothy	LPC	Maricopa
AZ	Phoenix	Janowitz-Price	Beverly	LPC	Maricopa
AZ	Phoenix	Johnson	Christian	LCSW	Maricopa
AZ	Phoenix	Kennedy	Charles	LCSW	Maricopa
AZ	Phoenix	Kerr	Jean	LCSW	Maricopa
AZ	Phoenix	Kiteley	Telia	LPC	Maricopa
AZ	Phoenix	Klein	Roslyn	LPSY	Maricopa
AZ	Phoenix	Kronholm	Adrienne	LMFT	Maricopa
AZ	Phoenix	Leigh	Kent	LPSY	Maricopa
AZ	Phoenix	Locke	Kathi	LPC	Maricopa
AZ	Phoenix	Maxson	Barbara	LCSW	Maricopa
AZ	Phoenix	McCaine	Jon	LPSY	Maricopa
AZ	Phoenix	McCall	Paula A	LPSY	Maricopa

AZ	Phoenix	McCutcheon	Jeni	LPSY	Maricopa
AZ	Phoenix	McRae	Janalene	MSW	Maricopa
AZ	Phoenix	Monachelli	Ronald	LPC	Maricopa
AZ	Phoenix	Monica	Caroline	LCSW	Maricopa
AZ	Phoenix	Mony	Courtney	LCSW	Maricopa
AZ	Phoenix	Morton	Mark	LCSW	Maricopa
AZ	Phoenix	Mulready	Sally	LMFT	Maricopa
AZ	Phoenix	Murphy	Casey	LPSY	Maricopa
AZ	Phoenix	Oblas	Barry	LCSW	Maricopa
AZ	Phoenix	Olshan	Neal	LPSY	Maricopa
AZ	Phoenix	Perez	Javier	LPSY	Maricopa
AZ	Phoenix	Ricketts	Mary	LCSW	Maricopa
AZ	Phoenix	Ricketts	Mary	LCSW	Maricopa
AZ	Phoenix	Robinson	Christopher	LPC	Maricopa
AZ	Phoenix	Scialli	Marcia	LCSW	Maricopa
AZ	Phoenix	Shelton	Patricia	LPC	Maricopa
AZ	Phoenix	Stover	Lauren	LPC	Maricopa
AZ	Phoenix	Taylor	Jeffery	LCSW	Maricopa
AZ	Phoenix	Townesley	Larry	LMFT	Maricopa
AZ	Phoenix	Vimmerstedt	Ellen	LPC	Maricopa
AZ	Phoenix	Von Lentz	Sharon	LPSY	Maricopa
AZ	Phoenix	Wexler	Alan	LCSW	Maricopa
AZ	Phoenix	Williams	Amanda	LCSW	Maricopa
AZ	Phoenix	Williams	Juliene	MSW	Maricopa
AZ	Phoenix	Wooten	Buffy	LPSY	Maricopa
AZ	Phoenix	Young	Jean	LCSW	Maricopa
AZ	Phoenix	Younger	Jessica	LPSY	Maricopa
AZ	Prescott	Burns	Nancy	LPSY	Yavapai
AZ	Prescott	Gillum	Lloyd	LPC	Yavapai
AZ	Prescott	Heitzman	A. Lynn	LPSY	Yavapai
AZ	Prescott	Langford	Don	LPC	Yavapai
AZ	Prescott	Lemberg	Sally	LCSW	Yavapai
AZ	Prescott	Owens	B. Diana	LCSW	Yavapai
AZ	Prescott	Owens	B. Diana	LCSW	Yavapai
AZ	Prescott	Woodard	Carol	LPC	Yavapai
AZ	Prescott Valley	Barnes	Lisa	MSW	Yavapai
AZ	Prescott Valley	Clegg	David	LPSY	Yavapai
AZ	Prescott Valley	McRae	Janalene	MSW	Yavapai
AZ	Queen Creek	Dean	Pamela	LCSW	Maricopa
AZ	Queen Creek	Ewalt	Mary	LPC	Maricopa
AZ	Queen Creek	Heslop	Merrill	LCSW	Maricopa
AZ	Safford	Brockmeier-Hughes	Kristen	LCSW	Graham
AZ	Safford	Hartzler	M. Christine	LPC	Graham
AZ	Safford	Jorgensen	Jeffrey	LPC	Graham
AZ	Safford	Schildhauer	Alice	LPC	Graham
AZ	Safford	Thomas	Donald	LPC	Graham
AZ	Safford	Wilhelm	Jared	LPC	Graham
AZ	Sahuarita	Linder	Joan	LPC	Pima
AZ	Sahuarita	Moennig	Kari	LPC	Pima
AZ	Sahuarita	Sassard	Elena	LCSW	Pima
AZ	San Luis	Canez	Teresa	LPC	Yuma
AZ	San Luis	Kennedy	Michael	MSW	Yuma
AZ	San Manuel	Enders	Jennifer	LPC	Pinal
AZ	San Manuel	McGroarty	Elena	LPC	Pinal
AZ	San Manuel	Park	Lori	LPC	Pinal
AZ	San Manuel	Robinson	Cecelia	MSW	Pinal
AZ	San Manuel	Word	Tyrae	LPC	Pinal
AZ	Scottsdale	Anderson	Dana	LPSY	Maricopa
AZ	Scottsdale	Archambault	Rita	LPC	Maricopa
AZ	Scottsdale	Bauer	Karl	LCSW	Maricopa
AZ	Scottsdale	Berry	Franklin	LPSY	Maricopa
AZ	Scottsdale	Berry	Franklin	LPSY	Maricopa
AZ	Scottsdale	Bliss	Deidre	LPC	Maricopa
AZ	Scottsdale	Cardwell	Cindi	LPC	Maricopa
AZ	Scottsdale	Cauble	Cassandra	LCSW	Maricopa
AZ	Scottsdale	Cauble	Daniel	LCSW	Maricopa
AZ	Scottsdale	Cofrances	Ernest "Buz"	LPC	Maricopa
AZ	Scottsdale	Craig	Daniel	LCSW	Maricopa
AZ	Scottsdale	Curiale	Jennifer	LCSW	Maricopa

AZ	Scottsdale	Dubin	Barry	LCSW	Maricopa
AZ	Scottsdale	Exelby	Kathleen	LPC	Maricopa
AZ	Scottsdale	Gale	Valerie	LMFT	Maricopa
AZ	Scottsdale	Gregory	Zona	LPC	Maricopa
AZ	Scottsdale	Hart	Rosalind	LCSW	Maricopa
AZ	Scottsdale	Hirohata	Gerald	LCSW	Maricopa
AZ	Scottsdale	Hodax	Donna	LCSW	Maricopa
AZ	Scottsdale	House	Sabra	LCSW	Maricopa
AZ	Scottsdale	Hunt	Kimberly	LPC	Maricopa
AZ	Scottsdale	Jardine	Sandy	LPC	Maricopa
AZ	Scottsdale	Lindgren	Paula	LCSW	Maricopa
AZ	Scottsdale	Marietti	Elizabeth	LCSW	Maricopa
AZ	Scottsdale	Masters	Jonathan	LPSY	Maricopa
AZ	Scottsdale	Maxson	Barbara	LCSW	Maricopa
AZ	Scottsdale	Mayer	Eve	LCSW	Maricopa
AZ	Scottsdale	Osollo	Reuben	LCSW	Maricopa
AZ	Scottsdale	Siegel	Bobette	LCSW	Maricopa
AZ	Scottsdale	Smith	Elizabeth	LCSW	Maricopa
AZ	Scottsdale	Sussman	Diana	LCSW	Maricopa
AZ	Scottsdale	Traub	Michael	LCSW	Maricopa
AZ	Sedona	Connolly	Suzanne	LCSW	Coconino
AZ	Sedona	Sproul	Annette	LCSW	Yavapai
AZ	Show Low	Dees	Joni	LPC	Navajo
AZ	Show Low	Godwin	Randall	LPC	Navajo
AZ	Show Low	Goodwin	Gary	LCSW	Navajo
AZ	Show Low	Keene	Leslie	LCSW	Navajo
AZ	Show Low	Lee	Jean	LPC	Navajo
AZ	Show Low	Lynch	Larry	LCSW	Navajo
AZ	Show Low	McNabb	Marilyn	LPC	Navajo
AZ	Show Low	Merrill	Brian	LPC	Navajo
AZ	Show Low	Nelson	Renee	LPC	Navajo
AZ	Show Low	Rousseau	Andre	LPSY	Navajo
AZ	Show Low	Smith	William	LMFT	Navajo
AZ	Show Low	Starkel	Melissa	LCSW	Navajo
AZ	Show Low	West	Darwin	LMFT	Navajo
AZ	Sierra Vista	Buehring	Jo Lynne	LCSW	Cochise
AZ	Sierra Vista	Davis	Mary Taylor	LPSY	Cochise
AZ	Sierra Vista	Giangregorio	Gary	LPC	Cochise
AZ	Snowflake	Luck	Michael	LPC	Navajo
AZ	Snowflake	Rogers	Heather	LPC	Navajo
AZ	Sun City	Fimbres	Mary	MSW	Maricopa
AZ	Sun City	Seward	James	LPSY	Maricopa
AZ	Sun City West	Domann	Steven	LPSY	Maricopa
AZ	Sun City West	Knapp	Amy	LPSY	Maricopa
AZ	Sun City West	Lloyd	Sandra	LPSY	Maricopa
AZ	Sun City West	Novi	Mary Jane	LPSY	Maricopa
AZ	Sun City West	Stoddard	Beth	LPC	Maricopa
AZ	Sun Lakes	Morrone Strupinsky	Jeannine	LPSY	Maricopa
AZ	Surprise	Axson	Don	LPSY	Maricopa
AZ	Surprise	Cartone	Paul	LPC	Maricopa
AZ	Surprise	Hanchett	Sarah	MSW	Maricopa
AZ	Surprise	Jackson	Christopher	LPC	Maricopa
AZ	Surprise	Johnson	Eric	LPSY	Maricopa
AZ	Surprise	Kirby	Leslie	LPSY	Maricopa
AZ	Surprise	Maxson	Tyler	LPSY	Maricopa
AZ	Surprise	Smith	Walanda	LPSY	Maricopa
AZ	Tempe	Baker	Jane	LCSW	Maricopa
AZ	Tempe	Beebe	Bonnie	LPC	Maricopa
AZ	Tempe	Boyle	Pamela	LPC	Maricopa
AZ	Tempe	Bradley	Jennifer	LPSY	Maricopa
AZ	Tempe	Bradley	William	LCSW	Maricopa
AZ	Tempe	Busch	David	LCSW	Maricopa
AZ	Tempe	Busch	Kay	LCSW	Maricopa
AZ	Tempe	Clarke	Kathleen	LCSW	Maricopa
AZ	Tempe	Combs	C. Edward	LPC	Maricopa
AZ	Tempe	Frick	Sharon	LPC	Maricopa
AZ	Tempe	Jenkins	Sarah	LPC	Maricopa
AZ	Tempe	Lane	Deborah	LPC	Maricopa
AZ	Tempe	Loeser	Mark	LPC	Maricopa

AZ	Tempe	Sabatino	Bryon	LPC	Maricopa
AZ	Tucson	Allen	Michael	LCSW	Pima
AZ	Tucson	Bernat	Gloria	LPSY	Pima
AZ	Tucson	Daniell	David	LCSW	Pima
AZ	Tucson	Dear	Earlene	LCSW	Pima
AZ	Tucson	Feldman	Clyde	LPC	Pima
AZ	Tucson	Flores	Christina	LCSW	Pima
AZ	Tucson	Flores	Christina	LCSW	Pima
AZ	Tucson	Flynn	Sean	LPSY	Pima
AZ	Tucson	Galanos	Carol	LPC	Pima
AZ	Tucson	Gooden	David	LCSW	Pima
AZ	Tucson	Grossman	Sol	LPSY	Pima
AZ	Tucson	Holiman	Marjorie	LPSY	Pima
AZ	Tucson	Hollander	Carol	LMFT	Pima
AZ	Tucson	Hurlbut	Barbara	LCSW	Pima
AZ	Tucson	Keller	Kenneth	LPSY	Pima
AZ	Tucson	Konigsberg	Julie	LCSW	Pima
AZ	Tucson	Krumwiede	Patricia	LPC	Pima
AZ	Tucson	Levy	Marilyn	LPC	Pima
AZ	Tucson	Marcus	Ginger	LCSW	Pima
AZ	Tucson	Mautner	Barbara	LCSW	Pima
AZ	Tucson	Mikels-Romero	Sherri	LCSW	Pima
AZ	Tucson	Misner	Priscilla	LCSW	Pima
AZ	Tucson	Neal	Sylvia	LCSW	Pima
AZ	Tucson	Nichols	Mark	LPC	Pima
AZ	Tucson	Nichols	Mark	LPC	Pima
AZ	Tucson	Njuguna	Lova	LPC	Pima
AZ	Tucson	Novak	Virginia	LCSW	Pima
AZ	Tucson	Paulic	Norma	LCSW	Pima
AZ	Tucson	Paulic	Norma	LCSW	Pima
AZ	Tucson	Peter	Larry	LCSW	Pima
AZ	Tucson	Reynolds	Priscilla	LCSW	Pima
AZ	Tucson	Sampliner	Linda	LPSY	Pima
AZ	Tucson	Satten	Wayne	LPSY	Pima
AZ	Tucson	Shaw	Nori	LCSW	Pima
AZ	Tucson	Stericker	Anne	LPSY	Pima
AZ	Tucson	Stofko	Renee	LCSW	Pima
AZ	Tucson	Stofko	Renee	LCSW	Pima
AZ	Tucson	Unger	Ruth	LCSW	Pima
AZ	Tucson	Volkerts	Patricia	LPSY	Pima
AZ	Tucson	Ware	Jean	LCSW	Pima
AZ	Tucson	Winters	Elizabeth	LPC	Pima
AZ	Vail	Steele	Anna	LCSW	Pima
AZ	Wickenburg	Martin	Tammy	MSW	Maricopa
AZ	Wickenburg	McArthur	Barbara	LPC	Maricopa
AZ	Willcox	Fiscus	Georgina	LPC	Cochise
AZ	Willcox	Hollingsworth	Randolph	LPC	Cochise
AZ	Willcox	Ware	Jean	MSW	Cochise
AZ	Willcox	Wilhelm	Jared	LPC	Cochise
AZ	Yuma	Benbow	Kevin	LPC	Yuma
AZ	Yuma	Cady	Marjorie	LCSW	Yuma
AZ	Yuma	Cox	Nada	LCSW	Yuma
AZ	Yuma	Garibay	Vidal	LPC	Yuma
AZ	Yuma	Gomez	Brenda	LPC	Yuma
AZ	Yuma	Hagar	Toby	LPSY	Yuma
AZ	Yuma	Hart	Ashley	LPSY	Yuma
AZ	Yuma	Holbert	Cordelia	LCSW	Yuma
AZ	Yuma	Horberg	Benjamin	LCSW	Yuma
AZ	Yuma	Hotchkiss	Scottie	LCSW	Yuma
AZ	Yuma	Love	Troy	LCSW	Yuma
AZ	Yuma	Marquardt	Florentina	LISAC	Yuma
AZ	Yuma	McDonald	Kim	LMSW	Yuma
AZ	Yuma	McGroarty	Elena	LPC	Yuma
AZ	Yuma	McKivergan	Maria	LPC	Yuma
AZ	Yuma	McMann	Neal	LPC	Yuma
AZ	Yuma	Ott	Elizabeth	LPSY	Yuma
AZ	Yuma	Park	Lori	LPC	Yuma
AZ	Yuma	Prieto	Carolina	LPSY	Yuma
AZ	Yuma	Reardon	Maryls	MSW	Yuma

AZ Yuma
AZ Yuma
AZ Yuma

Roberts
Sarff
Trone

Renee
Len
Evelyn

LPSY
LPSY
LCSW

Yuma
Yuma
Yuma

Welcome to the Modern EAP



Our Proposal to You

With over three decades of specialized behavioral health experience, your organization can count on IBH to deliver a reliable Employee Assistance Program (EAP) that proactively solves workplace and employee performance challenges.

The IBH EAP is thoughtfully designed to help employers attract, engage, and keep valuable employees focused, productive, and resilient on the job and through life.

2019

Value and Commitment



Touchstones of the IBH EAP

IBH offers a comprehensive, time-tested EAP for all types of employers in every corner of the country. This proposal introduces the key features that make IBH the best choice for your organization:

1. Customer Reach
2. Quality Assurance and Customer Service
3. Support for Worksites and Leaders
4. Team and Individual Trainings
5. Counseling and Coaching
6. Technology and Telehealth
7. Life Balance and Wellness
8. Early Intervention Matters
9. Life Changing Member Journey
10. Optional Enhancements

EAP Pricing

Services are personalized to address real problems, including worksite tragedies, organizational challenges, and individual struggles with relationships, parenting, grief, money, loneliness, anger, anxiety, stress, and other life transitions and demands.

From helping new hires adjust to their jobs to supporting workers following a crisis, the EAP will meet your changing needs by delivering responsive services that help your people and organization work better.

30+
Years of Experience

25,000+
Customers Served

7,000,000+
Lives Covered

1. Customer Reach

Local Presence with a National Footprint

IBH and our regional service centers cater to the unique needs of each organization we serve in diverse fields such as healthcare, manufacturing, banking, service, retail, transportation, school systems, and high-tech industries, as well as governmental and municipal entities.

Serving millions of people nationwide, IBH has credentialed providers in every state, and offers technologies capable of reaching into every workplace and employee home. We are particularly experienced at serving customers with geographically dispersed populations, including both urban and rural areas.

IBH is ready to serve you and your employees right away, and we would be proud to add you to our esteemed family of customers.



Real-World Story

A supervisor, with employees living and working in mostly rural communities, offered the following feedback about the IBH EAP:

"Our department relies on the EAP program to help our supervisors deal with delicate situations, provide one-on-one assistance to employees in need, and train our employees. Our employees are spread across the entire state, and having a central repository for assistance is invaluable. During new employee orientations, many people express excitement in learning how much our organization provides for them. I have used the EAP service personally and as a manager, and I am grateful for the help."

2. Quality Assurance and Customer Service

We Make It Easy for You

We provide visible services for over 25,000 companies of all sizes. We are experienced at promoting the EAP using best-practice communication strategies that motivate wellbeing while encouraging use by everyone.

The EAP delivers:

Rapid and simple implementation and contract renewals with no start-up fees

High-touch customer and clinical services to engage people at multiple touchpoints and connect them to the right services at the right time

Consultations to manage specific risks, particularly those identified through satisfaction, health, or productivity data

A responsive partner in times of need, to prevent scrambling to find worksite support as needs or worksite crises arise

An established clinical team ready to help solve worksite challenges

Unlimited electronic materials including tip sheets, newsletters, training packets, and push emails

Print materials to build visibility, hope, and trust in the program

Quarterly and annual utilization reports to identify trends and needs

Dedicated account manager for coordinating and delivering on-site events, orientations, report reviews, and advocating for clients

We Know This for Sure

For the EAP to be successful, leadership must communicate its value throughout the organization. We support supervisors and HR staff to help establish and expand the program as a confidential and reliable resource.

>95%

Annual Customer Retention

<30

Days to Full Implementation

3. Support for Worksites and Leaders

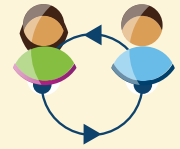
Improving Workplace Culture

You know from experience your employees often face personal problems. You may even have supervisors who feel overwhelmed or unprepared for some challenges. We help to build strong leaders and employee engagement.

- P**rocess development for policies (EAP, substance, violence, respectful workplace)
- M**anagement referrals for employee conduct or substance use and return-to-work planning
- D**OT evaluations conducted by licensed SAPs
- U**nlimited Critical Incident Stress Debriefings (CISDs) following worksite crisis events
- B**enefit/Wellness Fair attendance
- D**irect support and consultation with the HR administrator
- S**pecialty crisis provider panels for specific employee groups (first responders, public events, healthcare providers, veterans)
- S**upervisor resources (guides to using the EAP, web content, and promotional materials)
- U**nlimited phone consultations for supervisors to get private advice on performance issues and worksite challenges, including documenting and intervening appropriately.

Our clinical staff is just a phone call away:

1-866-750-1327



Why Leaders Need Help

Improving Skills

Promoted without past leadership experience? Facing obstacles they just haven't seen before?

Building Confidence

Unsure about talking with peers or HR about challenges? Concerned they'll appear unqualified if they seek support at work?

Avoiding Isolation

Feeling alone? Working in a rural area or small workplace? Maybe they have limited access to peers or HR?

Real-World Story

During a phone consultation with a clinical case manager, a laboratory supervisor shared that as a PhD scientist, she loves her work, but she's not a natural supervisor.

She said, "I really appreciate the convenience of just calling the EAP at any time for advice so I can get quick answers and improve my leadership skills without having to take a lot of time out of my day."

The tools the EAP offers supervisors can help make your leaders' jobs easier so they can stay focused on priorities.

4. Team and Individual Trainings

Let's Improve Personal and Professional Skills

The IBH EAP offers a variety of training opportunities for individuals and teams to improve their personal and professional skills, including unlimited online webinars and trainings.

- Employee and supervisor orientations

- Online or on-site trainings (over 150 topics available)

- Live, pre-scheduled monthly webinars delivered by industry experts

- YouTube channel with past webinars for employees and supervisors

- Self-guided, online trainings for individual self improvement

- Resilience training and coaching for individuals (limited spaces)

50+
Online Trainings
for Individuals

Targeted Solutions

Gathering employees for on-site trainings takes time and money. That's why we are dedicated to helping you select the trainings your organization needs most.

We have over 150 current trainings available as needed, and they are updated every two years to ensure fresh and accurate content. At times, we may recommend an option that offers more value than traditional trainings, such as EAP referrals or peer support groups.

You can count on our experience to guide educational opportunities for your employees that will result in positive changes within your organization.

Real-World Story

A supervisor called the EAP to request sensitivity training for her employees.

Instead of simply delivering a training as requested, an IBH clinician reached out to the supervisor and HR to uncover their exact needs.

It turned out that a long-term employee had been lashing out at others after seeming more short-tempered recently.

Instead of pulling all of the employees from their jobs to address one employee's issue, we helped HR and the supervisor refer the employee to EAP counseling.

As a result, the employee received help with a personal issue, and the workplace saved money by not having to provide training that was only needed by one employee.

5. Counseling and Coaching

Employees Need and Appreciate Support

At any given moment, over half of employees are distracted at work because of personal issues. Sometimes people are afraid to seek care or they don't even realize they need help until their problems are making their lives too difficult to manage alone. No issue is too big or small for the IBH EAP, and we promote the program so employees are aware they have private, confidential access to help when they need it most.

Single, toll-free number for all EAP and work-life services

Language Line translator and TDD/TTY services

Phone and online appointment requests

Comprehensive problem assessments conducted by compassionate clinicians from the initial contact

Confidential in-person or video counseling for unlimited issues with individualized resolution plans

On-line access to private and secure counseling consultations

Helpful referrals to community resources or other appropriate services

Smooth transition between the EAP and other healthcare services and benefits

Participants matched with providers based on appropriate specialties and individual preferences

Services cover employee (member), dependents, and all household members

>95%

Participant Satisfaction

15,000+

Provider Locations

80+

Provide Specialties

24/7

Crisis Support

6. Technology and Telehealth

High-Tech Resources Make Services Convenient

People naturally want to do their best, but when they feel stressed, sad, distracted, or have personal problems, it makes doing their best harder. Choosing an EAP that provides flexible technology for employees to access help on their own time makes solving problems easier, and then they can refocus on their jobs feeling more secure about their lives and their work.

Website Features

- Detailed communication with employees and family members regarding online capabilities
- Summary of available EAP benefits (group/employer specific)
- Online HR and supervisor information and resources
- Newsletters for supervisors and employees
- Live monthly webinars, recorded webinar YouTube channel, and over 50 self-guided trainings
- Legal forms website (create, edit, print, and save online wills, contracts, leases, etc.)
- Family and life-balance resources, assessments, and tools (health, emotional, financial), including pet care resources
- Fresh content including thousands of current health and wellbeing articles and movies

Telehealth Features

- IBH Mobile app
- Live, online video counseling in every state
- Online video peer support groups
- Mobile artificial intelligence (AI) chatbot for behavioral health support
- Optional 24-hour nurseline

Real-World Story

IBH understands the importance of developing useful technology and telehealth resources.

While enrollees in our substance abuse monitoring program have the option of checking in by phone, website, or mobile app, over 73% choose to use the app to check in every day.

7. Life Balance and Wellness

Help Employees Catch Their Balance

People need help managing personal responsibilities to keep them focused and less stressed at work. The EAP includes a suite of life-balance resources to help employees manage time and responsibilities with less stress. Our goal is to deliver reliable and useful services people really need.

Legal Services

A free, half-hour consultation by phone or in person with a local attorney, followed with a 25% discount in legal fees, and access to the online legal forms website.

Mediation Services

A free half-hour consultation for issues such as divorce, neighbor disputes, or real estate, followed with a 25% discount in fees.

Financial Services

Free consultations by phone for up to 30 days for financial challenges such as debt counseling, college or retirement planning, and budgeting.

Child and Adult Care

Access to life-balance specialists who help locate family services such as daycare, in-home care, and meal programs for children or aging adults, and even pets.

Home Ownership Program

Free support and potential savings when buying or selling a home, including financing and relocation resources.

Identity Theft Services

Support in planning the recovery process for restoring identity and credit after a theft incident.



8. Early Intervention Matters

We all have problems. Usually, they affect our personal lives first.



With early intervention, the EAP can help people resolve personal issues quickly and privately so they don't creep into the workplace.

Sometimes people don't even realize they are struggling until their issues are noticed by others. Without early intervention, problems can grow into more serious issues that affect people even more.



That's why it's important to train managers to recognize warning signs so they can intervene and help connect employees with support. The EAP can still help even if problems have escalated and work performance is affected.

In time, unresolved issues may lead to dangerous or tragic outcomes at work or at home.



The EAP offers 24-hour crisis support, but by this time, people's lives at work and at home have likely been greatly affected.

The EAP supports early intervention to solve problems as quickly as possible before they grow into unhealthy, unsafe, or more costly issues.

We deliver ongoing promotion, AI resources, and responsive customer service at every level of your organization for every type of personal problem.

>90%
Problem Resolution
within the IBH EAP

9. Life Changing Member Journey



10. Optional Enhancements



Next Generation Population Health Management

Our revolutionary behavioral health platform promotes total person wellbeing, leveraging all of your benefit investments from a single access point for a flexible, intelligent, and seamless experience.

Managed Behavioral Health

Manage complex cases that affect insurance premiums. Support physical and mental health, safety, attendance, and returns to work during and following episodes.

Condition Management

Help targeted participants discover motivation, recover from slips, and improve quality of life when living with chronic health conditions. From diabetes to COPD, coaches help people get and stay on track.

Maternity Management

Help moms have a healthier experience from pre-conception through pregnancy, including telehealth coaching by nurses, evidence-based content, and postpartum screenings and childcare resources. Worksite services help employers support growing families and plan returns to work for new moms.

Focused Engagement Strategies

Conduct personalized outreach targeting specific engagement goals to improve program participation and outcomes. Inform, connect, remind, and engage eligible participants in benefited resources.

Opioid Addiction Recovery

Improve life quality, eliminate or minimize opioid dependency, and reduce medical and workers comp claim costs through an integrated, multi-specialty, complex case management program for workers with opioid use or abuse.

Monitoring & Toxicology Testing

Hire and keep stable, qualified employees, limiting human and financial risks, by testing and monitoring impaired workers in safety-sensitive positions. Optional home monitoring can also help employees by keeping dependents accountable when recovering from substance abuse.

Employee Assistance Program

Reduce burnout, stress, conflicts, violence, and turnover. Support wellbeing, life balance, and strong leadership while creating a respectful and productive organization.

Resilience Training

Develop resilient employees through personalized coaching and individual practice. Build a mindful and resilient workforce skilled at paying attention, self-control, and recovering from challenges faster.

Wellbeing Programs

Promote wellbeing and productivity with interactive, personalized resources, including health coaching and online programs designed to sustain a healthy lifestyle. Identify and intervene with individuals who need support with reaching or maintaining optimal wellbeing.

EAP Pricing

The following fees are set as per employee per month (pepm) rates:

3-Session EAP: \$ 1.09 pepm

6-Session EAP: \$ 1.69 pepm

Date: 01/29/20

Customer Name: Lake Havasu Schools Employee Ben

Number of Employees: 498

The EAP includes the services described in this proposal and summarized in the following list. All services are included with the quoted EAP fees, unless otherwise noted below:

For the Worksite

- Rapid and simple implementation and contract renewals
- Quarterly and annual utilization reports
- Satisfaction surveys for participants
- Hardcopy materials include flyers, posters, and wallet cards in English and Spanish
- Unlimited electronic materials for supervisors and members
- Dedicated account manager supported by a national team
- Annual Benefit/Wellness fair attendance*
- Supervisor resources (user guides, web content, and promotional materials)
- Unlimited phone consultations for supervisors or HR
- Process development for workplace policies
- Management referral packets and coaching and return-to-work planning
- DOT/SAP Evaluations*
- Unlimited online trainings or onsite trainings*
- Employee and supervisor orientations
- Critical Incident Stress Debriefings (CISDs)*

For the Individual

- 24/7/365 crisis support
- Comprehensive assessments conducted by clinicians
- Helpful referrals to community resources
- Smooth transition between EAP and other benefits
- In-person or online video counseling, as appropriate
- Live, video peer support groups
- Work-Life balance and wellbeing website
- IBH Mobile app and AI chatbot
- Suite of Work-Life Services
- Live, pre-scheduled monthly webinars
- Unlimited online trainings

3 hours CISD's and 3 hours training per calendar year

*Additional fees may result, based on group size and locations.

Thank you for the opportunity to present the IBH EAP. If you have any questions or would like more details about the services summarized in this proposal, please contact me. I look forward to talking with you in person and launching our EAP for your employees and their families.

IBH Representative: Carmen De Los Reyes

Phone: 602-373-6797

email: carmen@eappreferred.com

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)

EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions	Responses
<u>Entity Information</u>	
Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.	Integrated Behavioral Health, Inc. 3070 Bristol St., Suite 350 Costa Mesa, CA 92626. Corporation. Carmen De Los Reyes - cdelosreyes@ibhsolutions.com 602-373-6797
How many years has your firm been in business? - If different from above, how many years has your firm been operating in Arizona?	in continuous operation since October 1982
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.	Yes, Integrated Behavioral Health (IBH) purchased EAP Preferred. IBH is and EAP and Behavioral health company located in California that owns four other regional EAP and Wellness companies across the country. EAPP continues to function as it has for over 35 years, but now we have the ability to better serve customer a national basis
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?	No
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.	No
Does your organization manage and/or offer any other products/services besides the EAP programs?	Yes, besides EAP services, IBH provides behavioral health services for clients covered under health plan programs, and our parent companies offers the programs for your consideration - Fee for Service Program are Managed Behavioral Health , Specialty Case Management, Occupational Health, Opioid Risk Management, Substance Use Monitoring, Health Risk Assessments, Behavioral Coaching , Health Coaching, Resilience, Maternity Program and Toxicology Testing
If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.	Account management services are administratively housed at the corporate office at 99 E. Virginia Ave, Ste 275 Phoenix, AZ 85004. However, account managers routinely visit with customers on-site.
How many individual employer groups does your organization serve (entire firm, not just a region or office)? - How many enrollees does this represent?	105 7,000,000
Is your firm currently contracted with any school district clients in Arizona? Other states?	Yes, in Arizona state and Nationwide
What is your book of business average EAP utilization? Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?	Utilization varies by industry or employer sector, but EAP Preferred's aggregate average 5% 85%
<u>Customer Service</u>	
Will the Trust be assigned to a dedicated service representative? If so, where are they located? How many employees does your organization have in the following areas and where are they physically located?	Yes, the dedicated service representative is Carmen De Los Reyes, Sales and Account Manager. She is located in Phoenix Arizona and she is available to meet on-site if requested

- Member Services - directly handling intake calls or member inquires regarding benefits
- Account Services - directly handling employer/consultant/broker inquiries
What are the hours of operation (Please list Arizona times) for the service office in terms of:
- Responding to member inquiries
- Responding to employer/consultant/broker inquiries
In regards to customer service telephone lines ,do you have a toll free number that can be used by the organization and/or members to contact Customer Service?
- On average, what is the call waiting time before a customer service representative responds?
Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff?
During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
Does your network of contracted providers include those who specialize in law enforcement and/or public safety? If so, please note how many by location in Arizona.
What is the average seniority of your contracted providers?
During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?

22 employees in Phoenix Arizona (IBH and it's regional facilities employee just over 100 employees total)
The primary Account Manager is Carmen De Los Reyes

24 hours a day / 365 days per year
Non-emergent inquiries Monday through Friday 8:00 AM to 5:00 PM. Crisis inquiries 24 hours a day / 365 days per year
Yes, the number is 800-395-1616
30 seconds
Live person
Customer service representatives have a college degree or high school diploma with at least 5 years of industry experience.
15 years
Less than 1%
Yes
IBH has on-line and telephonic Spanish capabilities. IBH's work life partner's call center is staffed with multicultural employee assistance and work life professionals able to speak in a variety of languages. Language-line service support is also available which offers immediate access to telephonic interpreters for over 200 languages. Completed work life referrals are available in different languages and individuals seeking counseling will be matched with a provider who speaks their language.

The following criteria are required of all EAP providers, including over 15,000 providers across the country: Education: minimum MS/MA/MSW in a behavioral health field, plus 3 years behavioral health or EAP clinical experience. Licensure: appropriate state license, CEAP, or national substance abuse certification.
395 currently and constantly adding
Attached
The provider shall offer to members an appointment for EAP Services within three business day for a routine situation, within 48 hours for urgent situation and within 24 hours for emergency situation
See attached
Currently EAPP holds the contract for NAEBT ; the cities are getting tremendous help with their law enforcement and/or public safety. The cities of Lake Havasu and Bullhead City have clinicians that specialized in dealing with work Trauma
15 plus years
Less than 2% due to retirement or relocation
Yes

Please outline your organization's provider requirements including minimum licensure and experience.
Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?
Please outline your organization's re-credentialing process?

Benefits/Contract Specifics

Does your organization offer the following:
- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.
- 24-hr, 365 day, telephonic crisis response
- Critical incident debriefing and crisis response?
- Any limits/exclusions on this benefit?
- Training (supervisory and employee) on various topics?
- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?
- Product orientation for client managers - in-person, virtual, online?
- Any limits/exclusions on this benefit?
- Management/Supervisor referrals accepted?
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?
- Any limits/exclusions on this benefit?
- Provide marketing materials, communications to build product awareness?
- Printed or electronic copies provided?
- Any limits/exclusions on this benefit?
- Online Portal? If yes, please outline what is available on the portal.
- Monthly, Quarterly or Annual Utilization Reporting?
- Member satisfaction surveys? If yes, how often?
- Client/Employer satisfaction surveys? If yes, how often?
- Is ad-hoc reporting available if necessary? If yes, what is the cost?
Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)

5 years post graduate clinical experience, state licensure, employee assistance experience
Initial provider credentialing includes verification of academic credentials, state licensure and proof of malpractice and general liability insurance coverage. Providers are re-credentialed every three years.
Providers are requested to submit current licensure and proof of malpractice and general liability insurance coverage, as well as update clinical specialties, office locations and contact numbers.

Yes. In-person counseling services are offered to members at their request and if a provider location can be identified within their immediate geographic location. Telephonic counseling can be utilized for members residing in remote locations where no provider is conveniently located or for immediate response (crisis management).
Yes
As a matter of protocol, IBH will follow up with the appropriate customer representatives to schedule the on-site CISD. By mutual agreement, IBH will dispatch an especially CISD trained EAP counselor to the identified location to meet with employees. IBH will follow up with the customer to discuss participants' experiences.
None
Yes
Onsite, limited to three [3] hours per year and they can be used for orientation, health fairs events and open enrollment. Additional hours may be purchased for \$275.00 for the first hour and \$175.00 for additional hours, portal to portal.
Unlimited telephonic, and 1 on-site per year
None
Yes, unlimited management referrals
Yes, as need to promote the EAP Services
None
Yes
Both
None
IBH provides the Pool members with a customized Employee Assistance and Work-Life website. Members have access to legal, financial, id theft, child and elder care and wellness educational articles as well as, monthly webinars, audio and video for medical and financial topics, self-assessment courses, and employee corporate discounts. Online Video Peer Support, Scheduled Phone EAP Coaching Sessions, Live chat services are accessible through the website.
Quarterly and Annually EAP and Work-Life Services Reporting
Yes, members are provided a satisfaction questionnaire at the conclusion of services.
Yes, employers are provided a satisfaction survey quarterly. Additionally, meeting between the employer and IBH can be requested at anytime to discuss program concerns.
Yes, at no cost
2 reporting systems, one reports on clinical information which includes demographic information and counseling visits utilization; the second reports on the use of Work-Life Program and includes the access to the website logins/searches

- Work Life Programs? If yes, please list all of the services offered with any limitations.
Please explain your organization implementation process including timelines for an assumed July 1, 2020 implementation date.
Is your organization willing to provide renewal rates 6 months in advance (by January 1 for the following July 1st)?
Please outline here any additional products and/or services that your firm would like to highlight that have not been requested and/or addressed specifically.

Pricing (assume a July 1, 2020 effective date)

3 visit PEPM (net of commissions)
6 visit PEPM (net of commissions)
On all pricing above:
- Guaranteed for how many months/years?
- Who is covered for services under the PEPM (All employees with payment based on benefit-eligible count, benefit-eligible employees only, all family members who reside with employee, etc.)?
- If part-time employees aren't automatically covered in the PEPM above, is there a mechanism in place to bill for part-time employees separately?
- Please specify which additional services (i.e., work-life) are included in this fee.
Are there any discounts for paying in advance quarterly or annually?
Additional per hour fees for services, if not outlined above.

Work-Life Program is included in the comprehensive EAP benefit. Services include: 30-minute free consultation with an attorney for legal services, identify theft, financial, wellness, elder care, child care, health information audio library, the saving center, mediation services, Collage assistance, and corporate discount.
If selected as the EAP vendor, IBH will immediately set up meetings with Pool member representatives to identify an implementation schedule which includes orienting Pool representatives 90 days (April 2020) prior to program start date, delivering printed materials 60 days (May 2020) prior to program start date, and addressing any final Pool representatives concerns 30 days (June 2020) prior to program start date.
Yes
In addition to the comprehensive EAP & Work-Life Services provided by IBH, we offer Fee for Service Program. They are Managed Behavioral Health , Specialty Case Management, Occupational Health, Opioid Risk Management, Substance Use Monitoring, Health Risk Assessments, Behavioral Coaching , Health Coaching, Resilience, Maternity Program and Toxicology Testing

1.09 pemp
1.69 pemp
5 years
Employees that are enrolled in the medical plan, spouse and dependent children's and grandchildren up to the age of 26 years old and college student.
LHSEBT can communicate with IBH about the intentions to add part-time, and IBH will invoice the client
Counseling and Coaching delivered in multiple ways (face to face, telephone, digital, video chat) Online video peer support, and Work-Life Services
No
No

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	List of cities and towns[edit]														
2	Name	Type[12]	County	Population	MS	MA	MC	MSW	MSN	PHD	PSYI	MED	ED.D	TOTAL	
3	Ajo					2								2	
4	Apache Junction	City	Pinal[a]	35,840				2	3	1				6	
5	Avondale	City	Maricopa	76,238		2	1				3			6	
6	Benson	City	Cochise	5,105			1							1	
7	Bisbee[b]	City	Cochise	5,575			1	1				1		3	
8	Buckeye	City	Maricopa	50,876		1								1	
9	Bullhead City	City	Mohave	39,540				3		1				4	Additional 3 Pending Credentialing
10	Camp Verde	Town	Yavapai	10,873											They can use Cottonwood Providers
11	Carefree	Town	Maricopa	3,363		1	1							2	
12	Casa Grande	City	Pinal	48,571		2		2			1	1		6	
13	Cave Creek	Town	Maricopa	5,015						1				1	
14	Chandler	City	Maricopa	236,123	2	2	3	3	2	1	1	0	2	16	
15	Chino Valley	Town	Yavapai	10,817											They can use Prescott providers
16	Clarkdale	Town	Yavapai	4,097											They can use New Mexico providers
17	Clifton[b]	Town	Greenlee	3,311											They can use Casa Grande providers
18	Coolidge	City	Pinal	11,825											They can use Casa Grande providers
19	Cottonwood	Town	Yavapai	11,265		1		2		1				4	
20	Dewey-Humboldt	Town	Yavapai	3,894											They can use Prescott providers
21	Duncan	Town	Greenlee	696											They can use New Mexico providers
22	Eagar	Town	Apache	4,885											They can use St. John or Springerville providers
23	El Mirage	City	Maricopa	31,797											They can use Surprise Providers
24	Eloy	City	Pinal	16,631											They can use Casa Grande providers
25	Flagstaff[b]	City	Coconino	65,870	2	2		3	1	2	1	1	1	13	
26	Fountain Hills	Town	Maricopa	22,489			1							1	
27	Gilbert	Town	Maricopa	208,453	1	2	2	2	1	2	2	1		13	
28	Glendale	City	Maricopa	226,721	1	2	3	3	1	2		1		13	
29	Globe[b]	City	Gila	7,532			1							1	
30	Goodyear	City	Maricopa	65,275		1		1						2	
31	Holbrook[b]	City	Navajo	5,053			1	1	1					3	
32	Hereford				1									1	
33	Kearny	Town	Pinal	1,950					1					1	
34	Kingman[b]	City	Mohave	28,068		1		4				1		6	Additional 2 Pending Credentialing
35	Lake Havasu City	City	Mohave	52,527		5	1	2						8	
36	Litchfield Park	City	Maricopa	5,476	1	1	1			1	1			5	
37	Marana	Town	Pima	34,961	1		2	3	2					8	
38	Maricopa	City	Pinal	43,482			1							1	
39	Mesa	City	Maricopa	439,041	1	3	4	3	1	2	1			15	EAP Preferred - Clinical Office
40	Nogales[b]	City	Santa Cruz	20,837							1			1	
41	Oro Valley	Town	Pima	41,011	1									1	
42	Page	City	Coconino	7,247		1		1						2	
43	Parker[b]	Town	La Paz	3,083		1								1	
44	Payson	Town	Gila	15,301				1		2				3	
45	Peoria	City	Maricopa[a]	154,065	1	5	5	3		1	1			15	EAP Preferred - Clinical Office
46	Phoenix[b]	City	Maricopa	1,445,632	10	10	6	13	5	6	5	4	2	51	EAP Preferred - Clinical Office
47	Prescott[b]	City	Yavapai	39,843	1	3		4		3	1		2	14	
48	Prescott Valley	Town	Yavapai	38,822	2	1								3	
49	Queen Creek	Town	Maricopa[a]	26,361					1					1	
50	Safford[b]	City	Graham	9,566		1								1	
51	Sahuarita	Town	Pima	25,259		2			1					3	
52	San Tan Valley							1						1	
53	San Luis	City	Yuma	25,505											They can use Yuma providers
54	Scottsdale	City	Maricopa	217,385	1	2	7	4	3	2	2	1		22	EAP Preferred - Clinical Office
55	Sedona	City	Yavapai[a]	10,031	1		2			1				5	
56	Show Low	City	Navajo	10,660		2	1	2	4	1	1			11	
57	Sierra Vista	City	Cochise	43,888		2		6	5	3				16	
58	Snowflake	Town	Navajo	5,590			2	1	1	1				5	
59	Somerton	City	Yuma	14,287											They can use Yuma providers
60	Springerville/St. J	Town	Apache	1,961	1	2	4							7	
61	Sun City				1	1		1			1			4	
62	Sun City West						1							1	
63	Surprise	City	Maricopa	117,517		2	1	1	1					5	
64	Taylor	Town	Navajo	4,112											They can use Showflakes / Showlow Providers

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
65	Tempe	City	Maricopa	161,719	3	3	3	3	1	2	1		1	17	EAP Preferred - Clinical Office
66	Thatcher	Town	Graham	4,865											They can use Tucson priders
67	Tolleson	City	Maricopa	6,545											They can use Litchield , Avondale or Goodyear providers
68	Tombstone	City	Cochise	1,380											They can use Siera Vista providers
69	Tucson[b]	City	Pima	520,116	5	7	7	12	5	3	3	4	1	47	
70	Wellton	Town	Yuma	2,882											They can use Yuma providers
71	Wickenburg	Town	Maricopa	6,363		1								1	
72	Willcox	City	Cochise	3,757											EAP Nothing - 50 Vail AZ
73	Williams	City	Coconino	3,023		1			1					2	
74	Winkelman	Town	Gila	353											They can use Tucson priders
75	Winslow	City	Navajo	9,655					1	1				2	
76	Youngtown	Town	Maricopa	6,156											They can use Surprise Providers
77	Yuma[b]	City	Yuma	93,064	1	3		4		1			1	10	
78					44	63	64	90	42	41	26	15	10	395	



Employee Assistance Program



**The Holman Group of
Arizona**

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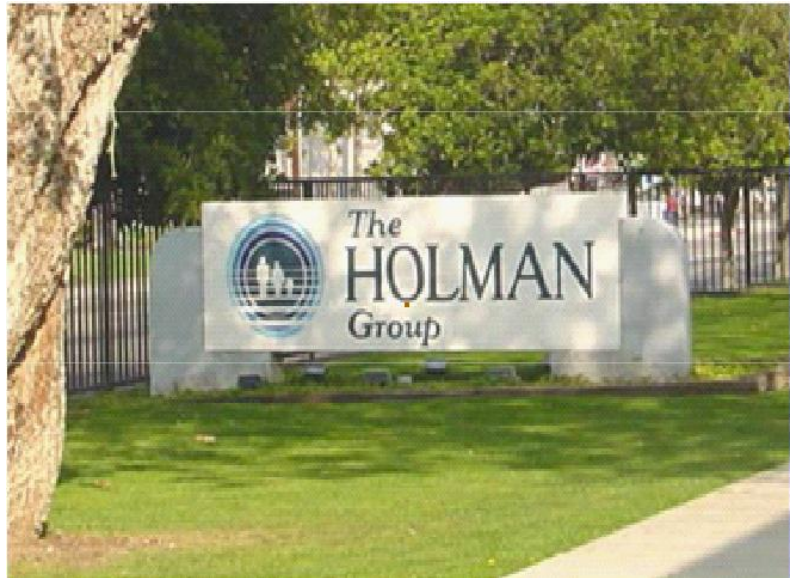


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The Holman Group

2018 marks the 39th year the Holman Group, an innovator in the behavioral health care and specialty benefit industry, has managed care for over one million members working for companies of all types and sizes, municipalities and union trusts globally. Holman offers Employee Assistance Program (EAP), mental health and specialty benefits that are proactive in early problem identification, resolution, clinical excellence, superb quality management and customer-focused service. We offer a full continuum of treatment, workplace support options, creativity and flexibility in the diverse needs of our client companies through an extensive and proprietary global provider network that's



owned and maintained by Holman. Our organization is committed to making a difference in peoples' lives. Our belief system is founded in serving others through superior clinical care and customer support.

The Holman Group is *"dedicated to doing the right thing, even when no one is looking."* The best proof of our service is through the loyalty of our client companies and the brokers who renew our plans. The number of years that a client company remains with us means a lot. The employer is thereby saying the program works that it serves the company, its employees and their household members. Also, our high rate of customer renewal means a group's HR goals are being met. Holman is proud of client companies renewing year after year, many for decades. This is how strong our relationships are. Adding our EAP, mental health carve-out, specialty or work/life modules to your company's benefit offering is like adding HR staff to your team!

Leading the Way

Experience

Holman has continually grown and organically added benefits and services, while retaining and maintaining licenses that make us a company unlike others. Holman is proud that most all of our products and services are built and provided by Holman. Today's vendor often sub-contracts many of the services they provide, in a very non-transparent way. Except for very specialized services, such as legal, or wellness, Holman's services are our own, and that creates services that are provided in a comprehensive, expedient and conducive manner. The Holman Group is also the parent company to other specialty benefit groups, these partnerships are all founded by and are complimentary to The Holman Group. Making our offerings full service and global.

Benefits of Partnering with a Licensed Plan

A license assures the client company that auditing, reporting and quality assurance systems are in place for members. Generally, as with the following licenses: TMAS, URAC, TPA, UR and Knox-Keene, it means that we provide quality services. Holman has differentiated itself by earning and maintaining a number of licenses,

assuring you of the efficacy of our benefit models, and ability to grow the benefit package over time. Holman has been a Knox-Keene licensed managed behavioral health care organization since 1985, with the ability to provide our clients a full continuum of behavioral health care services including Employee Assistance Programs, fully insured, self-insured managed behavioral health care plans and substance abuse treatment programs.

Our Commitment to You

The Holman Group is dedicated to providing clinically appropriate, quality services to our members whether B2B or introduced to us by our broker partners. We value the trust you put in us knowing there are other vendors to choose from. You can be assured that Holman supports the culture and beliefs of each individual client company we serve, and having Holman as your partner, should feel like having extra members on your HR team. It is our philosophy that ***each member will be treated as a member of our own family***. No two companies are alike – priorities, goals and needs change with each industry. Unlike other benefit vendors who offer boilerplate programs, The Holman Group has the ability to tailor the benefits to meet your needs and become part of your organizational culture.

Provider Network

Holman has developed and owns our provider network across the United States and globally, which is primarily made up of private practice or group practice therapists, facilities and treatment programs. Our EAP network providers include Psychologists (Ph.D.), Licensed Clinical Social Workers (L.C.S.W.), Marriage & Family Therapists (M.F.T.), Substance Abuse Providers (SAP) and Licensed Professional Counselors (LPC).

With over 36,000 providers and facilities nationwide, our network can be developed to meet the needs of our client companies. This includes providers with many specialties, which include requests for ethnicity, religion, personal preferences, languages and other specialties.



Holman understands that selecting a provider is personal, and we work to choose the correct provider the first time, with a successful experience in response to a request for help.

- **Ethnicity, Religion, Personal:** African American ♦ Biracial ♦ Catholic ♦ Caucasian ♦ Christian ♦ Hindu ♦ Jewish ♦ Hispanic ♦ Mormon ♦ Muslim ♦ Native American ♦ Pacific Islander ♦ Visually Impaired ♦ Hearing Impaired ♦ Disabled
- **Language:** Arabic ♦ Chinese ♦ Farsi ♦ French ♦ German ♦ Hebrew ♦ Hindi ♦ Italian ♦ Japanese ♦ Korean ♦ Polish ♦ Russian ♦ Sign Language/ASL ♦ Spanish ♦ Tagalog ♦ Vietnamese
- **Specialties:** Addictionology ♦ Alcohol & Drugs ♦ Anger Management ♦ Behavior Modification ♦ Couples Issues ♦ Divorce Issues ♦ Family Issues ♦ Gender Issues ♦ Grief ♦ Men's Issues ♦ Minority Issues ♦ Religious beliefs ♦ Sexual Abuse ♦ Step Family Issues ♦ Women's Issues ♦ Law Enforcement

Holman's Network Standards

Therapists must meet our criteria of education (Masters level and above with five years in practice and three years' experience within a network). Also, three years of practical experience in their area of specialization. **This is a differentiator:** many EAP's use interns or simply list (check the boxes) of all specialties, without the thorough check. Holman conducts a proactive check, including personal interviews and checking their reputation in the professional community. That also comes with being a licensed group. Providers must agree to comply with Holman's treatment philosophies and guidelines.

Nationwide, 24-Hour Telephone Access

Holman's toll-free hotline is available 24 hours a day, seven-days a week / 365 day a year; unlimited access to licensed clinicians for crisis situations. Members can be warm-transferred to a provider anytime for telephonic counseling. A Holman bonus: telephonic crisis counseling sessions aren't counted against your EAP session model. As described in our provider section: Holman utilizes "Language Line Services," giving us access to over 160 languages and dialects and have Spanish-speaking specialists available at all times. Routine appointments are made M-F from 7:30 am to 6:30 pm PST. Work/life, legal financial, or making an informal or formal management referral, this can be done M-F from 7:30 am to 5:00 pm or calls by HR or management are addressed in the CISM/CISD section. 24/7/365 assistance for crisis calls.



eCura Information System

The Holman Group uses the eCura® information system for our managed behavioral healthcare and Employee Assistance Programs. Why is this important to the client company? The Holman Group made a decision to invest in the eCura® Information System to differentiate our ability to collect and provide services, making Holman the superior choice. eCura® incorporates clinical, administrative, provider, referral and claims data into one information system. eCura® assists Holman professionals in referrals, case management and tracking member progress. In real time, by month or years across the entire client service history. Finally eCura® allows for customized reports, collection of data and customizing your experience with The Holman Group. Utilizing eCura and Holman owned benefits and services allows for consistent and knowledgeable, personal service for your employees.

How Members Access the EAP Benefit

When an employee or their household member has made the decision to access EAP services, they call Holman's toll-free telephone number. In a routine situation, the Intake Specialist would explain what services are included in their plan and reiterate the confidentiality of the call and their use of the program. During the intake call, the member is informed that a qualified provider will contact him/her within two business days. The Holman Intake Specialist would then locate a clinically and geographically appropriate provider for the appointment. Holman has a network of providers that have appointment times available during the day, evenings and weekends. **Here is a real differentiator in Holman's offering** - The provider calls the member to introduce him/herself and offers an appointment time within five business days. We have found that contacting the member for an appointment decreases frustration that may occur from trying to contact a provider from a list of names while increasing the likelihood that the member will seek assistance.

Assessment, Referral and Treatment

Holman utilizes the same provider for the assessment, referral and treatment process, whenever possible. We want to avoid re-assignment and/or disruption. We don't want an employee to tell their story over and over. Following the initial assessment, the provider formulates a treatment plan, and face-to-face sessions with the provider continue within the sessions in their plan as clinically appropriate. Throughout treatment, Holman consults and reviews with the provider on the member's progress and treatment/referral options for efficacy.

Employee email sent to Holman's comment box.

"Thank you Holman Group for our new EAP. How refreshing! I will be telling my HR as well. I couldn't believe how easy it was to make an appointment to see a counselor and how friendly your staff is. Our old EAP just gave me names and I made my own appointment- sometimes! Most the time I either didn't get a call back or they were not able to see me for a month. Holman not only found someone with a specialty that I don't think is an easy one, (and I live in a remote area), the next morning the counselor called me back and introduced herself, and then booked an appointment for me that was only two days later! I'm surprised that a company as large as yours can still feel like a "mom and pop" store. Love our new EAP and thank you for the change!"

- California Casino Employee



Crisis Response

Holman's toll-free telephone number is available 24 hours a day, seven days a week for members in crisis. Our Intake Specialists have been specially trained to handle all types of calls, including those from members or a company experiencing an urgent situation or crisis.

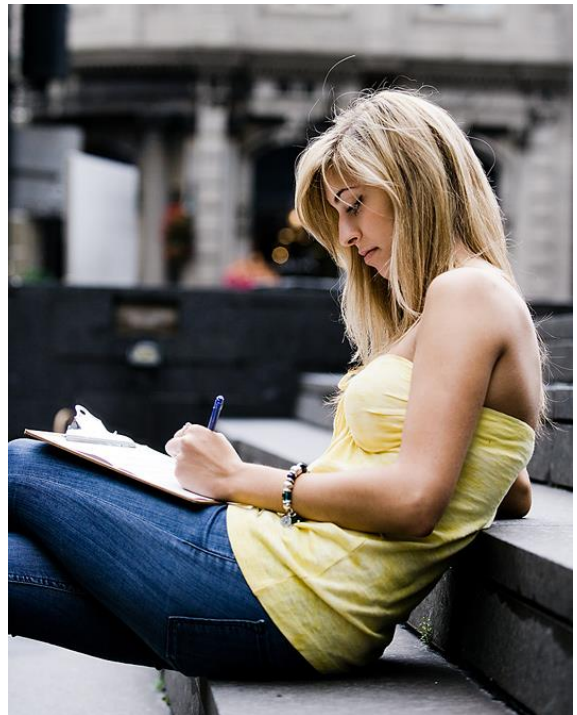
If a caller identifies they are in crisis during Holman business hours, they are immediately transferred to a licensed staff clinician to assess and begin treatment if necessary. Holman is licensed under the "Department of Consumer Affairs Telephone Medical Advice Services Bureau" (TMAS) to provide treatment telephonically.

After hours, Holman’s medical answering service keeps the caller on the line while at the same time contacting an on-call licensed staff clinician. The answering service then patches the call through to the clinician who can assess the caller and begin treatment if necessary.

In addition to the clinician talking to the caller, all available clinical and non- clinical staff assigned as the “emergency” team may be used to contact community resources, facilities, family members (with caller permission), etc., to ensure that the caller is stabilized and/or brought to in-person care. Typically, the member will be seen by a therapist the same day. If it is determined that the caller is in an urgent situation, but not in crisis, he/she will typically be seen by a therapist within 48 hours. Emergencies are handled within six hours or the same day.

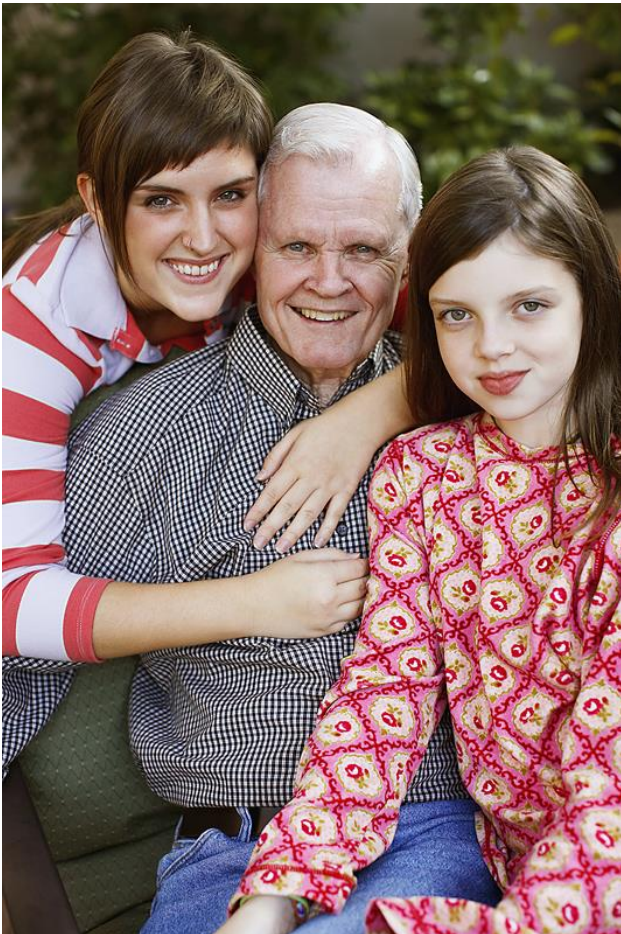
Follow-Up

We consider quality management to be synonymous with “doing good business”. As a result, each member that accesses Holman’s EAP is mailed a Client Satisfaction Survey in the quarter following the EAP session(s) (with member permission). Measures of client satisfaction include satisfaction with Holman, the timeliness of their referral, the treatment experience, the effectiveness of treatment and willingness to repeat services. The results of our Client Satisfaction Surveys consistently reflect a range of 90%- 96% level of satisfaction with Holman’s services. Custom surveys are available for large clients for an extra charge.



Worklife Benefits

In addition to the sessions included in an EAP, a common benefit includes information and referrals commonly referred to as Work/life Benefits. These often include child and eldercare, adoption, pet care, moving, cleaning, schools, etc. All of these referrals and resources are unlimited and are meant to help keep an employee focused at work. For instance, finding a summer camp for your child can be time-consuming yet very necessary to a full-time working parent. Calling Holman and working with our Work/life representatives takes that chore off your employees' plate, we do the work, research and find the referrals, and email them to your employee, saving them hours of work and phone calls which might happen during a workday. The same can be said for eldercare. Many of us are "sandwiched" raising kids, and, assisting our sick or elderly parents. Finding Meals on Wheels for your single and aging dad who lives alone in another state or a caregiver for your parents. These are also time-consuming, often stressful, and can be pre-occupying your employees. Holman's Child and Eldercare benefit are provided by our representatives. Holman's work/life doesn't stop there, we also include wellness topics, information and resources, as well as LiveWell Community Resources, legal and financial are much more detailed and included below.



"LiveWell" Community Resourcing

Holman has a number of differentiators. One being that **we offer wellness** information, trainings, resources and counseling in our EAP benefit. Another of the most important factors of an enriched EAP is its comprehensive community referral component. Members have access to a myriad of resources based in their communities such as shelter, food banks, 12-step programs, support groups, churches, volunteer programs and more. Holman will help you find them. Employees and their family can also access Holman's LiveWell Community Referral services as often as they need for wellness-related issues such as smoking cessation, self-help programs, pet care, parenting skills and much more.

Legal, Mediation, Financial & Document Preparation Services

Holman's Legal & Financial Service offers members legal and financial referrals to top rated attorneys and financial professionals throughout the country.

Legal

Each EAP eligible employee, family household member, retiree or survivor is entitled to one (1) initial thirty-minute office or telephone consultation per separate legal matter at no cost with a network attorney. In the event that a participating attorney is retained, after the initial consultation, a preferred rate reduction of 25% will be given off of the attorney's normal hourly rate.

Virtually all types of legal matters are eligible for these services, including (not limited to):

- **Civil / Consumer Issues:** This category includes issues relating to retail transactions, warranty and other consumer products matters, issues relating to governmental entitlements and benefits, advice on small claims court and other general legal matters.
- **Personal / Family Legal Services:** These services include adoption and guardianship, custody and support matters, divorce, separation and annulment issues, name changes as well as other domestic or family law issues.
- **Financial Matters:** In addition to financial counseling services (listed below), members having access to bankruptcy and lending related legal issues by appropriately qualified attorneys.
- **Real Estate:** Real estate services include assistance in the acquisition or sale of real property, lease and rental agreements, property boundary disputes and other matters surrounding personal real property.
- **Criminal Matters:** These services include access for misdemeanor as well as felony criminal acts of all kinds.
- **IRS Matters:** These services are performed by former, senior level IRS employees. These specialists possess the ability to negotiate with the IRS on the caller's behalf, whether in an audit environment or to assist them with a lien or a balance due, in order to affect the most favorable outcome.
- **Estate Planning Law:** CLC has secured relationships with estate planning law firms that have agreed to prepare the most popular of estate planning/asset preservation vehicles at prices as low as 25% off usual fees. These services include wills, revocable living trusts, charitable trusts, etc.
- **Immigration and Naturalization:** This category of services includes green cards, U.S. citizenship, work and student visas, family based immigration, deportation and removal defense, INS and immigration court appeals, asylum and many immigration issues.

Some legal issues are not covered by Holman's legal services. Examples of these exclusions are:

- Employment-related or business law matters
- Disputes involving Holman Behavioral Health, its subsidiaries, affiliates or customers, and eligible participant's, or any plan attorney
- Matters that are frivolous, harassing, or otherwise a violation of ethical rules
- Also excluded are matters that, in the attorney's opinion, lack merit
- Court costs, retainers, filing fees and fines are the responsibility of the caller.





Mediation

Many consumers are choosing mediation as a first-step in resolving legal issues. This is because mediation costs less than a third of traditional legal services and sessions can be conveniently scheduled during evenings and weekends. Mediation saves time, money, and aggravation. It gives participants greater control over the outcome of their dispute and provides a confidential forum for resolving their issues. Mediation is also a voluntary process. If mediation does not end in a settlement the parties still have the right to take their case to court. Therefore, participants have nothing to lose. Civil matters including: contractual disputes, real estate, landlord tenant issues, collections, consumer disputes, and other civil matters. Family matters including: divorce, child custody, child support, parenting agreements, family crisis, elder care matters, and many others. Non legal matters including: non-legal disputes between neighbors, and other emotionally charged issues.

Financial

Statistically, nearly 9% of employees and/or their household members will encounter some kind of personal financial problem in the course of each year. While the cost of delivering financial counseling services is modest, the cost to employees of unresolved financial problems can be enormous. Employees stressed by financial concerns are distracted, and the lack of focus leads to lost productivity, additional stresses on co-workers, and accidents in the workplace.

Our financial specialists support and assist employees dealing with issues such as:

- College planning
- Consumer debt and budgeting assistance
- Tax issues
- Credit counseling
- Insurance
- Investments
- Financial aspects of retirement and estate planning, or
- Financial issues related to the loss of a wage earner as a result of death or divorce
- Retirement

This benefit provides up to a 60 minute confidential telephone session with financial counselors, (for members with no limit on the number of times an employee can call.) These services are provided by financial professionals including CPAs, former bankers, registered financial representatives, and our financial specialists who are all certified credit counselors. In addition, local assistance is available for those members having more complex financial planning issues.

Document Preparation

All eligible employees and their dependents also have access to 100% accurate state specific forms; popular forms include: Divorce, Immigration, Name Change, Living Trusts, Living Wills, Power of Attorney, Prenuptials and Wills. If there is an additional need following the initial consultation, the services will be offered to you at a 10% discount.

Holman's Information Kits

As an additional benefit, Holman's EAP includes the options of kits. These are informative and realistic to the needs of the affairs of an employee in their work/life.



End of Life Kit

Addressing end of life issues can play an important role in any person's life. There are several things to plan for including hospice care and advance healthcare directives. You and your loved one may wish to have an accountant or lawyer help you sort through financial and legal issues. Arranging a funeral may seem overwhelming, especially when someone you care for dies and you are left feeling numb, confused, extremely distraught and exhausted. Our End of Life Kit addresses all the issues to help you get through immediate choices. Holman offers electronic versions of the booklet on *Getting One's Affairs in Order* which addresses all the issues above. We have also included a comprehensive funeral checklist for your convenience in planning a funeral.

Retirement Kit

You have spent most of your adult life working, then, before you know it, it's time to retire. Because the average life expectancy is age 76, many Americans that retire after age 67 can expect to spend the next ten to twenty years as a retiree. Many adults nearing retirement age are at a loss when it comes to retirement planning. The idea of making financial, legal, family and other plans can seem like a daunting task. You may ask yourself, "How does Medicare work?", "Are there any other options besides Social Security?", "What can I do to secure my family's future

when I'm gone?" Our retirement kit is available electronically and includes information to help answer your questions and guide you on the right path for planning a fruitful and secure retirement.

Will Kits

Families today have misconceptions about Estate Planning, Wills and Trust and while also assuming that they are only for the elderly. The truth is, it's about who gets your possessions when you pass away. It's about who raises your children if they're still minors. It's about who makes critical medical decisions if you're incapacitated. Holman has prepared a Will Kit with information on getting your affairs in order to help you address certain end of life issues. Our Will Kit contains an electronic version of: *Estate Planning* booklet and an *Estate Planning Checklist*. Holman realizes that preparing for a death can make things easier on your friends and family.

Holman LifeSolutions

LifeSolutions is a program built and staffed by Holman, not subcontracted out. Much like a personal concierge, each referral is customized for the caller by our LifeSolutions professionals. Today employees are working longer hours, spending more time commuting and simultaneously handling personal responsibilities outside of work. As a result, they are seeking organizations that offer benefits that more effectively manage their work and personal responsibilities.

LifeSolutions is a full-service resource and referral program that provides rapid and complete responses to your employees' work/life needs. This innovative program gives your employees the widest possible coverage of lifecycle and daily living information topics. Whether online or through Holman's toll-free telephone number, employees, their families and household members can receive unlimited information and referrals for a variety of issues including:



Daily Living / Eldercare / Childcare

Health & Wellness ♦ In-Home Care ♦ Childcare Centers
Self Improvement Programs ♦ Respite Care ♦ Family Day Care
Cleaning Services ♦ Geriatric Specialists ♦ After School
Relocation Assistance ♦ Meals on Wheels ♦ Pre-School

College / Prenatal Services / Adoption

Colleges/Universities ♦ Birthing Classes ♦ Adoption Agencies
Financial Aid Information ♦ Support Groups
Scholarship Information ♦ Parent Education Information
Community Colleges Exercise ♦ Nutrition Financial Concerns

We offer employees, their families and household members all the tools needed to better manage their personal and professional responsibilities – and be their best at work and at home. By offering an integrated EAP and work/life program, employees will receive a one-stop resource for all of their work/life needs and your organization can position yourself as an “Employer of Choice.”

EAP Benefits for HR, Managers & Supervisors

Client Service Representatives (CSR)



Lake Havasu Schools Employee Benefit Trust will be assigned a CSR who will ensure they understand and address your unique culture, mission and work force needs. Your CSR will assist with everyday issues as well as support your organization in orientation and promotion, for your employees to understand the EAP benefit available to them. Your CSR will also build a relationship to support HR in their job.

Employee Orientation

The objective of our employee orientation sessions is to inform employees about their EAP benefit as well as to encourage them to access services and understand that an EAP is much, much more than a “free counseling session.” Topics covered in the employee orientation include: *Program Confidentiality*, *How to Use the EAP* and the *Types of Services Available* through the program. In addition, our training orientations can also be provided via the website link or via CDs which can be provided at no additional cost.

Supervisory Training

A supervisor or manager understanding and supporting the EAP is crucial to the program’s success. Through training, supervisors and managers gain in-depth understanding of the EAP, how it works, as well as the important role of a management support system and tool for employees in a proactive manner. Supervisory training also provides an overview of *How to Refer a Troubled Employee to the EAP* and techniques for *Effectively Dealing with Difficult Employee Issues in the Workplace*. These trainings will be discussed with HR prior to meeting with your supervisory staff in order to stay in support of your company’s policies and procedures.

Holman’s Administrative Guide (AG) was created to assist Human Resources, Supervisors and Managers in the implementation and on-going use of the benefit. Included in the guide is information regarding the benefits and services included in the EAP, communicating and presenting the EAP to your employees and EAP upgrade options for future planning. **An EAP is only as good as it is used and promoted!**

Management Consultations & Referrals

Often, managers are the first to notice that an employee may have an issue. It’s important to remember that through use of the EAP, these issues can be greatly improved. Holman encourages managers to contact us and consult through an issue whenever they need assistance dealing with a troubled employee. Referring an employee to the EAP can be a difficult and uncomfortable task. Holman’s skilled staff is available to assist HR, supervisors or managers with the referral while helping them to use the correct language in identifying the problems related to their work, and identifying goals to show improvement. It all begins with a phone call.

Wellness and EAP Training Topics

Holman provides numerous resources! EAP webinars are provided weekly at no extra charge with the ability to review past topics online at your convenience. Enjoy any of our pre-recorded webinars in the comfort of your office or conference room – from home, or while traveling on business anywhere in the world. In addition, we have the ability to work with you to present seminars or webinars that are customized and, are of importance to your organization's particular culture and needs.

Holman has over 100 seminars available including wellness topics! Trainings such as *Supporting the Culture of Your Employer through Service*, *Be A Healthy Non-Smoker*, *Walking to Health and Happiness*, *The Rewards in Supporting Others: at Work and in Life*, *Cancer Support: Empowering Story of Wigs During Chemotherapy*, *How to Find Hidden Money**, *Surviving and Thriving in the Midst of Change*, *Supervisor Training*. Seminars are available onsite and online and can include handouts that can be taken home to household members.

** Financial seminars are equal to 3 seminar hours.*

Critical Incident Stress Management (CISM) & Debriefing (CISD)

Incidents that occur at the worksite can often have a lasting effect on employees. Studies have shown that when negative events happen, employees who participate in critical incident stress meetings are more easily able to return to work and function at a higher level more quickly, than those who did not participate. Business today is fast-paced and events can happen, employees can be traumatized and not even know it! CISD coverage is of the utmost importance to have available 24/7. Holman has a global network of therapists who are experts in CISD and can conduct debriefings for all of those involved in or affected by an incident at your worksite.

Utilization Reporting

An important feature in determining what is going on with your workforce is utilization reporting. This is going to help Holman to work with your HR Executive team and identify training needs, stressors, and positive outcomes of internal and corporate strategies. On a quarterly and annual basis, Holman will post your organization's statistical reports on our website. These reports will detail your members' program utilization. These are simple, easy to read reports that will provide you with the number of members and dependents that have accessed the program as well as a breakdown of the types of problems for which they have called; (while maintaining confidentiality). Reports are also printable from the Holman website.



Promotional Materials

A program is only as good as it is promoted and known about by HR, managers, supervisors and employees. We believe that proactive communication and promotion is crucial to the success of any EAP. Holman understands that some employees want to view materials virtually, while others prefer something they can hold in their hand. We provide what your group needs upon request. All promotional materials are available in English and Spanish at no additional charge. To achieve promotional goals, we will make your employees, their families and household members aware of our EAP services through:

- ❖ **Brochures:** Holman provides full color tri-fold brochures for employees and household members. Information on how to access EAP services as well. Brochures are free of charge upon implementation and as needed. If you are interested in customizing our brochures with your organizations name and/or logo, we can quote a nominal additional fee.
- ❖ **Webinars:** Holman provides weekly webinars (available 24/7 for viewing) on a variety of work/life, wellness and mental health topics free of charge.
- ❖ **Wallet Cards:** In addition to the tri-fold brochures, Holman also provides your employees with wallet cards displaying Holman's toll-free hotline. These cards are small enough to keep in a purse or wallet so that they are available in an employee's time of need.
- ❖ **EAP Posters:** Communicating the EAP to your employees is of the utmost importance to Holman. Therefore, we provide you with full color EAP posters (8x10), which can be displayed in break rooms, lunchrooms, or wherever you choose. Posters will be provided to you initially upon implementation. Posters are free of charge upon implementation and as needed.
- ❖ **Paycheck Stuffers:** Upon request, Holman can provide a variety of paycheck stuffers and flyers. We have over 100 types of flyers available covering such topics as, *Stress in the Workplace*, *Coping with the Loss of a Loved One* and *Conflict Resolution*. Electronic copies are available for your convenience.
- ❖ **Topic of the Month:** Holman will send you mental health and wellness-related emails monthly. These emails offer timely information on subject matters such as *Holiday Stress*, *Depression in the Workplace*, and *Balancing Work & Family Life*. This email service is available at no additional charge and once again includes wellness topics and is another great way to encourage use of the EAP.
- ❖ **Multiple Location Promotion Strategies:** For companies with more than one location and/or employees who are not working in an office at a computer, promoting the benefit via hard copy materials is an important strategy to increase utilization. Holman will provide initial individual material packets for each location to hang in the break rooms, on employee cork boards or as needed. This promotional strategy boosts use of the program by promoting all aspects of the benefit. This is at no additional cost.

Legal & Financial Resource Center

Each member shall be provided with unlimited access to the Legal and Financial Services section with information on thousands of legal and financial topics, over 5,000 legal documents, more than 45 financial calculators, professionally (located in the Members section of the Holman website under See My Plan) written articles, FAQ's and financial forms for our clients' use.

Gym Discount

Access to our Gym Discount Program through **Global Fit** with dozens of gyms available by zip code is **included in our program free of charge**.

Prescription Drug Discount Card

Through our partnership with ScriptSave Select, a leading provider of prescription drug savings programs, The Holman Group offers your employees unlimited prescription savings at no cost to you or your employees. This is an excellent value added benefit for your employees who may not have health insurance for themselves or their families. It also can benefit those employees who have high deductible plans or are responsible for paying for their prescriptions out of pocket. Members save every time when using their ScriptSave Select Card to fill or refill a prescription. The program offers discounts of up to 50% for prescription drugs with an average savings of over 20%. Employees and household members access the plan through our website and can use their discount card at over 50,000 participating pharmacies.

Employees can better plan their budget and out-of-pocket prescription expenses by using the online Drug Price Tier Look-Up Tool in order to find the price of a prescription before stepping foot into a pharmacy.



DISCOUNT ONLY – NOT INSURANCE. Discounts are available exclusively through participating pharmacies. The range of the discount will vary depending on the pharmacy or provider chosen and services rendered. The program does not make payments directly to the pharmacies or providers. Members are required to pay for all health care services. You may cancel your registration at any time or file a complaint by contacting Customer Care at 1-800-700-3957. This program is administered by Medical Security Card Company, LLC of Tucson, AZ.

*Average savings of 37%, with potential savings of up to 75% (based on 2013 national program savings data).

This program is not an insurance policy and does not provide insurance coverage. Discounts are available exclusively through participating pharmacies. Above is a sample of the ScriptSave Select card.

Additional Services

Core Identity Theft Benefits*

The Holman Group, in partnership with CLC, is happy to provide a new **Fraud Resolution Program™** which is an affordable and expedient process that assists employees/members at the inception of a fraud related emergency. This service:

- Provides members with a 60-minute free consultation with a highly trained **Fraud Resolution Specialist™** (FRS) and conducts eight emergency response activities.
- Assists members with restoring their identity and good credit.
- Provides members with a free “ID Theft Emergency Response Kit™.”
- Assists with the costly steps to dispute fraudulent debts, as a result of ID theft.
- Follows-up with the member and monitors the Fraud Resolution progress.
- Counsels and provides a list of the “Preventative Steps” necessary to help in an effort to avoid future ID theft losses and damages to the employees/members’ credit reputation.



ID Theft Emergency Response Protocol™ - How it works

The **Fraud Resolution Program™** is a confidential and easily accessible service that provides an administrative structure for dealing quickly with Identity Theft. By simply contacting The Holman Group customer service, a member will receive a **free 60 Minute Consultation** with a trained and experienced FRS.

When an employee/member contacts a FRS and informs the FRS of an Identity Theft event, the FRS will conduct the following *eight emergency response activities*:

- 1) Provide the member with a Uniform ID Theft Affidavit, answer any questions with regards to completing the affidavit and counsel the member on submitting the affidavit to the proper authorities, credit bureaus and creditors.
- 2) Furnish the member with separate fraudulent account statements for itemizing each fraudulent occurrence and advising the members on where to submit the statements.
- 3) Direct the member on where to report the fraudulent activity and how to notify the local and federal authorities, as well as the fraud departments of their creditors.
- 4) Furnish the member with the contact information for the three major credit reporting agencies.
- 5) Advise the member on how to obtain a “free copy” of their credit report and how to place a “Fraud Alert” on their credit record.
- 6) Provide the member with an “ID Theft Emergency Response Kit™”.
- 7) Educate the member on how identity theft occurs and inform the member of protective measures to take to avoid further ID theft occurrences and further damage to the member’s credit reputation.
- 8) Follow-up with the member and monitor the Fraud Resolution progress.

**Excludes insurance or credit monitoring.*

Full-Service Wellness

This health management solution connects employee populations to wellness tools and a knowledge base that is successful and effective in motivating behavioral change that results in a positive ROI for organizations of all sizes. The Wellness program is a cost effective and comprehensive health management solution.

Each client is assigned a dedicated and highly experienced Account Manager and Wellness Team for administrative and technical support. The program features are as follows:

Website (English/Spanish):

- Health Risk Assessment
- Incentive Tracking System
- Challenges
- Goals and Activity Trackers

Wellness Coaching:

- Dedicated Coach
- Unlimited Phone Sessions
- Instant Messaging

Program Support and Implementation

- Dedicated Account Manager
- Incentive Plan Design
- Implementation Plan and Strategy
- Program Orientation Webinar
- Virtual Communication Materials
- Wellness Lessons & Library
- Journal/Food Diary
- Pedometer Integration
(For members to purchase on their own)
- Social Media



Client References

The Holman Group provides services for client companies nationally and globally, including:

Higley Unified School District

Contact: Isabel Castillo
Title: Benefits Specialist
Phone: 480-279-7181
Email: Isabel.castillo@husd.org

Imperial County Schools Voluntary Employees Benefits Association (ICSVEBA)

Contact: Aria Pacheco
Title: ICSVEBA Account Manager
Phone: 858-768-7302
Email: aira.pacheco@hubinternational.com

ALADS

Contact: Susan Santos
Title: Account Manager
Phone: 805-653-2030
Email: ssantos@fickewirth.com

EAP Pricing for Lake Havasu Schools Employee Benefit Trust

EAP Model	(Per employee, per month)
- 3 Sessions per household unit, per incident	\$1.76
- 6 Sessions per household unit, per incident	\$3.19

Work Life & Community Referrals	Rate
- Community-Based Resource Referrals	Included and Unlimited
- Elder Care Referrals & Information	Included and Unlimited
- Child Care Referrals & Information	Included and Unlimited

Legal/Financial Consultations	Rate
- Legal and Financial Telephonic Consultations with face to face and a discount available (see proposal)	Included and Unlimited

Services for Managers

Onsite Orientations, Health Fairs, Open-Enrollment Meetings	Rate
- Unlimited participation	Included

Topical Training	Rate (pepm)
- Onsite & Unlimited Webinars	2/hrs per year = \$0.08 pepm
- Additional Training or CISD	4/hrs per year = \$0.15 pepm

CISM/CISD	Rate (pepm)
- Onsite counseling group or individual	2/hrs per year = \$0.08 pepm
- Additional Training or CISD	4/hrs per year = \$0.15 pepm

Promotional Materials	Rate (pepm)
- Full Color Brochures, Posters (8 1/2 x 11), Wallets, & Paycheck stuffers in Spanish & English	Included & Unlimited

HR and Management Referrals	Rate (pepm)
- Formal & Informal & Coaching	Included & Unlimited

Website	Rate (pepm)
- Website w/Wellness & EAP Promotional materials	Included
* Dedicated page for Employees & for HR	
* Legal & Financial Forms Library	
* Discount Pharmacy Card	
* Gym Discounts	
* Tickets At Work (Discounts for Hotels, theatre, sports, movies, amusement parks and more!)	

Holman Services (at an additional cost)

LifeSolutions Work/Life Services

-Full-service resource and referral program
-Daily living, colleges, prenatal, adoption, pet care, moving, personal assistants, cleaning, mechanics & more

Rate (pepm)

Included

Identity Theft Services

Identity Theft Program (as outlined in proposal)

Rate (pepm)

\$0.08

Wellness Connect Program

Website, HRA & telephone wellness coaching

Rate (pepm)

\$0.75

The above rates are guaranteed for two years.

EAP Benefit Review:

- Face-to-Face Sessions with a Holman Network Therapist Per Household Unit, Per Problem Area, Per Year
- Outbound Provider calls made for ease of service and low reassignment rate
- 24/7 Toll Free Nationwide Telephone Access
- Worklife & LifeSolutions Includes: Legal/Financial/Dependent Care, LiveWell Community Resourcing & LifeSolutions
- Crisis Line, Crisis Intervention & Immediate Warm Transfer for Telephonic Counseling (does not go against sessions)
- Multilingual & Special Request Services Available
- Dedicated Account Management
- Unlimited Management Consultations & Referrals w/Dedicated SVR Clinician Provided
- Unlimited Education & Communication Materials
- Unlimited Supervisory Training Manuals
- Unlimited Website Access
- Webinars and Videos Employee Orientation & Supervisory Training and Quarterly EAP Utilization Reporting & Annual Reporting

Onsite Services low guaranteed pricing for hours over contracted inclusions:

\$150.00 per hour, plus \$75.00 per hour for travel:

Pricing Assumptions and Limitations

- The quoted rates are based on up to 498 employees for the fully-insured EAP. Should the actual employee count vary \pm 10% from the assumed employee count, rates will be adjusted accordingly.
- Client will be billed on a monthly basis prior to the month service begins, with premium due no later than the 1st of each month. Claims advance at start of contract and bi-weekly funding of claims account as needed.
- Four (4) weeks' notice in advance is needed for planned events.

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)

EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions

Entity Information

Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.
How many years has your firm been in business?
- If different from above, how many years has your firm been operating in Arizona?
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.

Responses

The Holman Group of Arizona is headquartered at 8511 Fallbrook Avenue, Suite 400, West Hills, CA 91309. The corporate contact is Elizabeth Holman, President, and the Account Executive is Jill Schlesinger. Both Elizabeth and Jill can be reached at (800) 321-2843. The Holman Group is the parent company and is a privately held corporation providing employee assistance programs (EAP) and managed behavioral health.
The Holman Group has been in business for 41 years of providing EAP and managed behavioral health services.
The Holman Group of Arizona was established and operational in 2001 (AKA Holman-Frazier, LLC).
No
No
The Holman Group of Arizona was established in 2001 as Holman-Frazier, LLC.

<p>Does your organization manage and/or offer any other products/services besides the EAP programs?</p>
<p>If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.</p>
<p>How many individual employer groups does your organization serve (entire firm, not just a region or office)?</p>
<p>- How many enrollees does this represent?</p>
<p>Is your firm currently contracted with any school district clients in Arizona? Other states?</p>
<p>What is your book of business average EAP utilization?</p>
<p>Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?</p>

<p>Yes. Holman has mental health and substance use carve outs on a fully-insured or self-funded basis depending on the size of the group and claims experience. Other additional services include work-life benefits, legal and financial counseling. Additionally, The Holman Group is well known for its critical incident stress management and responsiveness (CISM). Given our expansive network, Holman is able to respond to a CISM incident within the same day if requested, or a most other time frames requested from our clients. Holman is also compliant with all Department of Transportation (DOT) laws and hires SAP professionals to assist with the necessary interventions. Holman provides return to duty evaluation, monitoring and follow-up, including drug testing on a fee -for-service basis. The schedule is recommended & tracked with the employer.</p> <p>Our website will also be available and includes the following online tools and resources:</p> <ul style="list-style-type: none"> a) Self-Assessment Tests for depression and substance abuse b) Behavioral Health and Wellness Library c) Online and community resources d) Weekly webinars on pertinent behavioral health and wellness topics e) Health Improvement Programs f) Online self-help videos on topics, such as Pre-Surgery Prep and Relaxation
<p>Operational services and call center will be managed at The Holman Group corporate and operations office in West Hills, California. The address is 8511 Fallbrook Avenue, Suite 400, West Hills, California 91309.</p>
<p>We serve 500 individual employer groups.</p>
<p>This represents 1,000,000 members nationwide</p>
<p>Yes, both The Holman Group of Arizona and The Holman Group located in California are contracted with public entities in Arizona and California respectively. Many clients include municipalities and school districts. These client organizations are a strength for Holman.</p>
<p>Average utilization for EAP is 4.5 sessions</p>
<p>95% of all individuals have their issues resolved within a 6 visit model</p>

Customer Service

Will the Trust be assigned to a dedicated service representative? If so, where are they located?
How many employees does your organization have in the following areas and where are they physically located?
- Member Services - directly handling intake calls or member inquires regarding benefits
- Account Services - directly handling employer/consultant/broker inquiries
What are the hours of operation (Please list Arizona times) for the service office in terms of:
- Responding to member inquiries
- Responding to employer/consultant/broker inquiries
In regards to customer service telephone lines ,do you have a toll free number that can be used by the organization and/or members to contact Customer Service?
- On average, what is the call waiting time before a customer service representative responds?

Yes. To access services at anytime, day or night all a member needs to do is contact our toll-free, nationwide 800 number. This number is always answered by a live person. Upon calling in the member will talk with a Call Center Specialist who will gather all the necessary information to assign the member to the correct counselor. If the member would like to speak with a counselor immediately, the Care Access Specialist will transfer the call directly to a licensed clinician. For service requests from HR, you will be assigned a dedicated Client Service Representative who will assist you. Any member of the Client Service team can assist you with your needs at any time and all members are knowledgeable of your account. The Client Services Representative is located at the operations headquarters in West Hills, California. Additionally, an account executive will also be assigned.
In total, The Holman Group has approximately 130 employees, the majority are located in West Hills, California. We also have utilization management staff and account management staff in Arizona.
We currently have 31 employees directly handling intake calls or member inquiries regarding benefits.
Jill Schlesinger, Sales Executive will handle all employer, consultant and broker inquiries.
Our standard business hours and days of operation are Monday through Friday, 7:30 am to 6:30 pm Pacific Standard Time (PST); 8:30 am to 7:30 pm Mountain Standard Time (MST). After hours are operable Monday through Friday from 6:30 pm to 7:30 am Pacific Standard Time (PST) and 7:30 pm to 8:30 am Mountain Standard Time (MST) week days, weekends and holidays.
Holman's toll-free hotline is available 24 hours a day, seven days a week, 365 days a year; with unlimited access to licensed clinicians for crisis situations. Members can be warm-transferred to a provider anytime for telephonic counseling. Routine calls to set up appointments or answer benefit questions are answered Monday – Friday, 7:30 AM – 6:30 PM Pacific Standard Time (8:30 AM - 7:30 PM Mountain Standard Time. At a minimum, ninety five percent (95%) of calls are answered within 30 seconds.
Jill Schlesinger, Sales Executive will handle all employer, consultant and broker inquiries.
Yes, the Holman 1-800 number handles all calls and transfers the caller to the appropriate party. The Holman toll free number is 800-321-2843.
A member's call is answered within 2-3 seconds.

Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff?
During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

All customer service calls are answered by a live person.
Our Care Access staff must have a bachelor's degree in Social Work, Psychology, Counseling, Human Resource, Health Education, Nursing or related field. Their experience needs to include a minimum of 2 years work experience in wellness, behavioral health, substance abuse, or a disease management program. Our clinicians, who are available to speak to any member at any time who is in crisis, have a Master's Degree, are licensed and average 5 years minimum experience.
3 years
During the past two (2) years the Holman Group of Arizona has experienced a 10% staff turnover rate.
Yes, a telecommunications device is used for the deaf and hard of hearing.
To meet the needs of multi-cultural members, Holman utilizes "Language Line Services", which gives us access to over 160 languages and dialects. We have Bi-lingual Call Center Specialists available for Spanish-speaking callers. In addition, we have staff that speaks Tagalog, Ilocano, French and Russian. During initial interviews staff is interviewed in the language they are bilingual in and are also giving a reading and writing sample as well. Holman is credentialed by URAC and Knox-Keene licensed which dictates our threshold languages, standards and methods of credentialing fluency in both written and oral languages outside of English.

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
Does your network of contracted providers include those who specialize in law enforcement and/or public safety? If so, please note how many by location in Arizona.
What is the average seniority of your contracted providers?

The Holman Group has a nationwide network of over 36,000 providers
Across Arizona, Holman has 2,486 providers. 587 mastered trained and licensed counselors are available for EAP only clients.
Included in proposal.
We offer appointments within 6 hours or same day for a crisis, for urgent situations 48 hours or 2 business days and routine cases within 5 business days.
There are LPCC, LCSW, LMFT and Psychologists available through the EAP.
Yes, 6+ providers.
The average seniority of our contracted providers is 10 years.

During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?
<p>Please outline your organization's provider requirements including minimum licensure and experience.</p>
<p>Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?</p>
<p>Please outline your organization's re-credentialing process?</p>

Benefits/Contract Specifics

Does your organization offer the following:

During the past two (2) years the Holman Group of Arizona has experienced a provider turnover rate of 2%.
Yes, a member can use a contracted provider in any location if preferred.
<p>Prior to entering our network, a provider must submit a copy of their professional license, malpractice insurance, completed application & resume. We prefer providers be licensed for at least two years and show evidence of a minimum of five year relevant work history. Most providers average ten years experience in our network. We verify the license with the state licensing board & query the National Practioner Data Bank as well. Provider applications are reviewed by our Peer Review Credentialing Committee which includes a licensed masters level, psychologist and psychiatrist. The provider is admitted to our network after the committee has reviewed the file to make sure that the provider has adequate training, sufficient professional experience, and is willing to comply with our polices and procedures. Providers are recredentialled every three years or sooner upon expiration of their insurance or licensure.</p>
<p>Prior to entering the network, an individual provider must submit a copy of his/her professional license, malpractice insurance, completed application, resume, and DEA Certificate if applicable. We prefer providers be licensed for at least two years and show evidence of a minimum five (5) year relevant work history. Upon application, providers should indicate appointment availability, disclose any health issue that may affect the delivery of care and indicate a willingness to conform to Holman treatment philosophy.</p> <p>The Credentialing Department will verify the provider's license with the appropriate state licensing board and query The National Practitioner Data Bank.</p> <p>Licensed mental health specialist staff (licensed as appropriate to serve members located in California and throughout the U.S.). EAP Counselor: Master's degree. Certification/License: CA clinical licensure as LMFT, LCSW, PhD or Psych-RN with a minimum 2 years experience as a behavioral health care manager. Prefer 3-5 years experience as an EAP Representative or Regional, Behavioral Health Consultant.</p>
<p>In some cases upon recredentialing (other then license, insurance and specialty updates), we need to notify the provider of a change in billing, contracted rate, or new polices or procedures. This may happen sooner then they are due for recredentialing or the provider may contact us for a rate increase which could trigger recredentialing. Providers are given 45 days notice written notification of any changes or amendments.</p>

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- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.
- 24-hr, 365 day, telephonic crisis response
- Critical incident debriefing and crisis response?
- Any limits/exclusions on this benefit?
- Training (supervisory and employee) on various topics?

Holman can provide face-to-face or telephonic sessions for employees and their household members. We utilize network licensed Master's and PhD therapists for face to face and a combination of staff and network counselors for telephonic visits. In addition, we can provide them with referrals to community agencies specializing in family-related issues for free or low fee services.
Holman's toll-free hotline is available 24 hours a day, seven days a week, 365 days a year with unlimited access to licensed clinicians for crisis situations. Members can be warm-transferred to a provider any time for telephonic counseling. After hours, all calls are answered by our "live" answering service who immediately helps with crisis-related calls. For callers not in crisis (or routine calls or inquiries), a Care Access Specialist returns calls the following business day. All calls are logged and reviewed by the call center supervisor the following business day for needed follow up. Routine calls to set up appointments or benefit questions are answered Monday - Friday, 7:30 AM - 6:30 PM Pacific .
The Holman Group provides onsite critical incident stress debriefing (CISD) services when a threat or actual violence affects a location, using staff counselors or a select specialty CISD network of The Holman Group's credentialed providers. These situations appear in the local and national news almost daily, and having The Holman Group as a local responder prepared to support the client's workforce 24/7, 365 days a year is necessary. CISD response provides all staff with the reassurance they need to know they are supported and valued. Individuals authorized to request a CISD would contact The Holman Group, relay all of the pertinent information about the incident and identify a desired time-frame for a counselor to visit. The Holman Group would then contact an identified expert provider, convey the CISD information and dispatch the provider to the site. We would select an expert licensed network counselor based on their experience, provider report card in our system, department affected at your location, language and background. The Holman Group has experience being part of an emergency response team for several large clients who have City, Federal, Nuclear and other protocols to coordinate with.
No
We have the ability to offer worksite seminars on a variety of wellness and HR topics at locations requested with reasonable advanced notice. The supervisory training program is one of the top priorities during the implementation of a new program. We have found that a supervisor's familiarity with, and trust of, the EAP is critical to the program's success. Account Managers, who are clinicians, will provide Supervisory Training. Each supervisor will also be given a training manual at the completion of the seminar. Sample topics include mindfulness, parenting, conflict resolution, work/life balance, wellness and exercise.

- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?
- Product orientation for client managers - in-person, virtual, online?
- Any limits/exclusions on this benefit?
- Management/Supervisor referrals accepted?
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?
- Any limits/exclusions on this benefit?

2 hours = \$0.08 pepm per benefit year 4 hours = \$0.15 pepm per benefit year
Video orientation for supervisors online.
No
Holman has a dedicated Management Referral team who works with HR to support their needs around employee issues on the job. The process involves the HR director or designee calling our dedicated management referral team member who will assess the needs of the employee and determine the next best course of intervention. Situations vary and there is no specific direction we take with an employer. If counseling is needed, the employee will be directed to call our care access team for a referral for either behavioral health or substance abuse treatment, and the referral process would start. Due to HIPAA regulations, Holman is limited on some communications back to the employer on the course of referral and treatment. Holman also follows all DOT regulations in the event of an employee is in violation of these standards. This is a very common process for Holman as we serve the EAP and management referral benefit for several municipalities in Arizona.
Yes. It is customary for The Holman Group of Arizona to attend open enrollment meetings at both the time and locations desired.
No

<p>- Provide marketing materials, communications to build product awareness?</p>
<p>- Printed or electronic copies provided?</p>
<p>- Any limits/exclusions on this benefit?</p>
<p>- Online Portal? If yes, please outline what is available on the portal.</p>
<p>- Monthly, Quarterly or Annual Utilization Reporting?</p>

<p>The following products are available at any time.</p> <ul style="list-style-type: none"> • Brochures, Wallet Cards and Posters: Holman provides full color tri-fold brochures for each eligible employee. The brochures include information on how to access EAP services as well as answers to some of the most commonly asked questions about the program. Holman also provides employees with wallet cards displaying the toll-free hotline. These cards are small enough to keep in a purse or wallet so that they are available in an employee's time of need. We provide you with full color EAP and Mental Health posters that can be displayed in break rooms, lunchrooms, or wherever you choose. • Paycheck Stuffers: We have a variety of flyers available covering such topics as stress in the workplace, coping with the loss of a loved one and conflict resolution. Electronic and hard copies of our paycheck stuffers are available. • E-Mail Communication: On a regular basis you will receive a variety of materials relating to your Holman EAP, including quarterly newsletters, monthly topics of interest and current event-related news briefs. • Website: We offer employee orientation, video or webinar (in English with subtitles in Spanish and English captions for the hearing impaired), so that all members are aware of the benefits offered and how to access them. • Webinars and website access. On a weekly, monthly, and quarterly basis Holman will provide a variety of materials including quarterly monthly topics of interest, and weekly webinars.
<p>Both printed and electronic copies are provided as needed.</p>
<p>No</p>
<p>The Holman Group website for participants includes library of newsletters, seminars, webinars, videos, trainings, benefits summary, health improvement programs, self-help quizzes, access to additional benefits, etc.</p> <p>Human Resources portal for administrators includes all that's available for participants plus Statistical Reports and supervisory training videos.</p>
<p>On a quarterly and annual basis, Holman Group of Arizona will post your organization's statistical reports on our website. These reports will detail your members' program utilization. These are simple, easy to read reports that will provide you with the number of members and dependents that have accessed the program as well as a breakdown of the types of problems for which they have called; (while maintaining confidentiality). Reports are also printable from the Holman website.</p>

- Member satisfaction surveys? If yes, how often?
- Client/Employer satisfaction surveys? If yes, how often?
- Is ad-hoc reporting available if necessary? If yes, what is the cost?
Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)
- Work Life Programs? If yes, please list all of the services offered with any limitations.
Please explain your organization implementation process including timelines for an assumed July 1, 2020 implementation date.
Is your organization willing to provide renewal rates 6 months in advance (by January 1 for the following July 1st)?

Each member that accesses Holman's EAP is mailed a Client Satisfaction Survey in the quarter following the EAP session(s) (with member permission). Measures of client satisfaction include satisfaction with Holman, the timeliness of their referral, the treatment experience, the effectiveness of treatment and willingness to repeat services.
Annual
Ad hoc reports are available for a modest fee.
Reports are quarterly and annual. The following categories to protect member confidentiality. Face-to-face counseling visits, crisis calls, management referrals, legal/financial and other services (community referrals). The issues or presenting problems and if an employee or dependent. Each quarter members are counted one time for calling in though it may show that they have used multiple services.
Included in our quote: 3 referrals given initially with a 2 to 3 business day turnaround time. Topics include: child & eldercare, camps, schools, scholarships, event planning, sports, relocation, cleaning, mechanic, housing, and daily living services, medical supplies & services; etc. We verify the referral, the price (if they will quote over the phone), if there is an opening & if they are licensed. We do not complete the transaction or purchase & are not giving recommendations only a list of businesses that meet their criteria.
We can implement quickly; 30 day timeline or more is ideal, though we have implemented successfully with less time. Step 1: send out application & invoice & W9. Step 2: send out contract for approval. Step 3: Schedule implementation call. On call go over how program works, how to do management referral, how we assist you in a crisis for onsite services or individual services, place order for communication materials, posters, trifold, wallet cards and get dates for health fair or open enrollment meetings if known. Step 4: Notify staff internally of sale & ensure contract is signed & sent back. Step 5: Attend open enrollment meeting or health fair. Step 6: Assist with ongoing communication needs including schedule of future trainings.
Yes, if preferred The Holman Group will provide renewal rates 6 months in advance of the renewal date.

Please outline here any additional products and/or services that your firm would like to highlight that have not been requested and/or addressed specifically.

LifeSolutions is a full-service resource and referral program that provides rapid and complete responses to your employees' work/life needs. This innovative program gives your employees the widest possible coverage of life-cycle and daily living information topics. Whether online or through The Holman Group's toll-free telephone number, employees, their families and household members can receive unlimited information and referrals for a variety of issues.

LifeSolutions is included at no extra charge.

The Identity Theft Program™ is a confidential and easily accessible service that provides an administrative structure for dealing quickly with Identity Theft. By simply contacting The Holman Group customer service, a member will receive a free 60-minute consultation with a trained and experienced Fraud Resolution Specialist (FRS). The Identity Theft program is \$0.08 pepm.

The WellnessConnect program connects employee populations to wellness tools and a knowledge base that is successful and effective in motivating behavioral change that results in a positive ROI for organizations of all sizes. The Wellness program is a cost effective and comprehensive health management solution. WellnessConnect is \$0.75 pepm.

Additional training/CISD is offered at \$150 per hour, and \$75 per hour for necessary travel.

Pricing (assume a July 1, 2020 effective date)

3 visit PEPM (net of commissions)
6 visit PEPM (net of commissions)
On all pricing above:
- Guaranteed for how many months/years?
- Who is covered for services under the PEPM (All employees with payment based on benefit-eligible count, benefit-eligible employees only, all family members who reside with employee, etc.)?
- If part-time employees aren't automatically covered in the PEPM above, is there a mechanism in place to bill for part-time employees separately?
- Please specify which additional services (i.e., work-life) are included in this fee.
Are there any discounts for paying in advance quarterly or annually?
Additional per hour fees for services, if not outlined above.

\$1.76 pepm
\$3.19 pepm
The rate is guaranteed for 24 months/2 years.
All members of the household and all members on the plan.
They are automatically covered.
LifeSolutions, Tickets at Work, ScriptSaver, Utilization Reporting, legal and financial consultations, work - life, and community referrals.
3% discount for prepaying the contract on an annual basis.
\$150/hr + 75/ per travel for onsite critical incidents.

NAME	PHYS_ADDR1	PHYS_ADDR2	PHYS_CITY	PHYS_CNTY	PHYS_STATE	Degree
REYNOLDS, PRISCILLA W.	3001 EAST FRONTAGE ROAD		AMADO	SANTA CRUZ	AZ	Masters of Social Work
JACOBS, TAMMY	288 N. IRONWOOD DRIVE, STE 110		APACHE JUNCTION	PINAL	AZ	Masters of Social Work
JOHNSON, FRANCESCA V.	2050 W SOUTHERN		Apache Junction	PINAL	AZ	Masters of Social Work
MORIAH, KIMBERLEY F.	879 N. PLAZA		APACHE JUNCTION	PINAL	AZ	Masters of Arts
OLIN, KEVIN S.	288 NORTH IRONWOOD DRIVE	SUITE 110	APACHE JUNCTION	PINAL	AZ	Doctor of Philosophy
SEWARD, KAY	625 N. PLAZA DR.		APACHE JUNCTION	PINAL	AZ	Doctor of Philosophy
BELTRAN, THERESA	12725 W. INDIAN SCHOOL ROAD	SUITE E-101	AVONDALE	MARICOPA	AZ	Masters of Social Work
BELTRAN, THERESA	13065 W. MCDOWELL RD.	STE. C-124	AVONDALE	MARICOPA	AZ	Masters of Social Work
BELTRAN, THERESA	13065 WEST MCDOWELL RD #C-113		AVONDALE	MARICOPA	AZ	Masters of Social Work
FAHS, BREANNE	3400 N. DYSART RD., STE. 117		AVONDALE	MARICOPA	AZ	Doctor of Psychology
HIGGINS, ROSEMARIE	3400 N DYSART RD #117		Avondale	MARICOPA	AZ	Masters of Social Work
KOOL, STEFANIE	3400 N DYSART RD #117		AVONDALE	MARICOPA	AZ	Doctor of Psychology
PETTA, LORENE	3400 N DYSART RD #117		Avondale	MARICOPA	AZ	Psychologist
SEKANDARI, NAFISA	12725 W. INDIAN SCHOOL RD	ST.E101	AVONDALE	MARICOPA	AZ	Doctor of Philosophy
WEAVER, VICTORIA	3400 N DYSART RD #117		Avondale	MARICOPA	AZ	L-Licensed Clinical Social Worker
HOLLINGSWORTH, RANDOLPH	611 W UNION ST		Benson	COCHISE	AZ	Masters in Counseling
PARENT, CAROLE	6 MOON CANYON		Bisbee	COCHISE	AZ	L-Licensed Clinical Social Worker
ALLEN, BRUCE	2681 HWY 95, SUITE 100		BULLHEAD CITY	MOHAVE	AZ	Doctor of Philosophy
ALLEN, BRUCE	3003 HIGHWAY 95 STE 104		BULLHEAD CITY	MOHAVE	AZ	Doctor of Philosophy
Ehrmantraut, Nicole	2580 Hway 95 Ste 213		Bullhead City	MOHAVE	AZ	L-Licensed Professional Counselor
GASPAR, KEN	3003 HIGHWAY 95 STE 104		BULLHEAD CITY	MOHAVE	AZ	Masters of Social Work
CARSON, DEBORAH K.	661 E. HOWARD'S RD		CAMP VERDE	YAVAPAI	AZ	Masters of Arts
BEASTALL, SUSAN K.	11 SUNDIAL CIRCLE, #7		CAREFREE	MARICOPA	AZ	Masters of Arts
BEASTALL, SUSAN K.	7223 E. CAREFREE DR.		CAREFREE	MARICOPA	AZ	Masters of Arts
WILSON, CINDY	7301 EAST SUNDANCE	SUITE B203	CAREFREE	MARICOPA	AZ	Masters of Arts
BRAMLETTE, SUSAN J.	635 E COTTONWOOD LANE		CASA GRANDE	PINAL	AZ	Masters of Arts
LIVERMON, JODI	635 E. COTTONWOOD LN		Casa Grande	PINAL	AZ	Masters in Counseling
MURRAY, TIMOTHY T.	635 E.COTTONWOOD LANE		CASA GRANDE	PINAL	AZ	Masters in Counseling
BASSIL, DEEDEE D.	485 S. DOBSON RD.	STE # 208	CHANDLER	MARICOPA	AZ	Masters in Counseling
BISCHOFF, KAREN	1405 N. DOBSON ROAD, STE. 1		CHANDLER	MARICOPA	AZ	Masters in Counseling
BRAMLETTE, SUSAN J.	10637 EAST HALLEY DRIVE		CHANDLER	MARICOPA	AZ	Masters of Arts
BURNS, CARRIE	3125 S PRICE RD.		Chandler	MARICOPA	AZ	L-Licensed Clinical Social Worker
DANNENBAUM, SANDRA	3200 N DOBSON RD SUITE D3		CHANDLER	MARICOPA	AZ	Doctor of Philosophy
DAVIDSON, JANET D.	485 S. DOBSON RD.	STE # 208	CHANDLER	MARICOPA	AZ	Doctor of Education
DEOLIVEIRA, CHERISH	1600 W CHANDLER BLVD STE 110		Chandler	MARICOPA	AZ	Doctor of Psychology
GEARY, SHELLEY	10440 E RIGGS RD STE 207		Chandler	MARICOPA	AZ	L-Licensed Professional Counselor
LITTLEFORD, WARREN R.	1490 SOUTH PRICE ROAD	SUITE 110C	CHANDLER	MARICOPA	AZ	Doctor of Philosophy
LITTLEFORD, WARREN R.	2971 W. ELLIOT ROAD, SUITE 3		CHANDLER	MARICOPA	AZ	Doctor of Philosophy
MACKEY, JONATHAN C.	1835 W CHANDLER BLVD SUITE 100		CHANDLER	MARICOPA	AZ	Masters of Social Work
MELAMED, DAVID S.	1405 NORTH DOBSON ROAD	SUITE 1	CHANDLER	MARICOPA	AZ	Masters of Social Work
MELAMED, DAVID S.	485 S. DOBSON RD.	STE # 208	CHANDLER	MARICOPA	AZ	Masters of Social Work
DANNENBAUM, SANDRA	475 DOBSON RD		CHANDLER	MARICOPA	AZ	Doctor of Psychology
NDHU, JAGVEER S.	3115 SOUTH PRICE ROAD		Chandler	MARICOPA	AZ	L-Psychologist
OBANA, MAKI	3200 N DOBSON RD, SUITE D-3		CHANDLER	MARICOPA	AZ	Doctor of Psychology
PEREZ, JAVIER F.	1405 N. DOBSON RD. STE. 1		CHANDLER	MARICOPA	AZ	Doctor of Philosophy
RUSSOMANNO, JULIA	1351 N ALMA SCHOOL RD.	STE # 250	CHANDLER	MARICOPA	AZ	Masters in Counseling
VOGELSANG, RANDALL	1405 N. DOBSON ROAD, STE. 1		CHANDLER	MARICOPA	AZ	Masters of Social Work
CAVANAGH, PATRICIA L.	2700 WINDMILL LANE		CLARKDALE	YAVAPAI	AZ	Masters of Arts
CAVANAGH, PATRICIA L.	723 COVE PKWY, SUITE C		COTTONWOOD	YAVAPAI	AZ	Masters of Arts
CAVANAGH, PATRICIA L.	753 NORTH MAIN STREET		COTTONWOOD	YAVAPAI	AZ	Masters of Arts
CAVANAGH, PATRICIA L.	849 COVE PARKWAY	SUITE A	COTTONWOOD	YAVAPAI	AZ	Masters of Arts
L'ESPERANCE, JULIE M.	753 N. MAIN COTTONWOOD ST	STE F3	COTTONWOOD	YAVAPAI	AZ	L-Psychologist
TAYLOR, BENNY F.	807 COVE PARKWAY, SUITE 101		COTTONWOOD	YAVAPAI	AZ	Doctor of Philosophy
WALDEN, MARGARET	753 MAIN ST		COTTONWOOD	YAVAPAI	AZ	Masters of Social Work
APPLETON, CHRISTINA	416 N. KENDRICK SUITE #3		FLAGSTAFF	COCONINO	AZ	Doctor of Philosophy
DARLEY, SALLY	222 N VERDE ST		FLAGSTAFF	COCONINO	AZ	Masters of Social Work
DUNN, TERESA A.	21 W PINE AVE		FLAGSTAFF	COCONINO	AZ	Masters of Social Work
ERWIN-MAHLIOS, ERIN	416 N KENDRICK ST #3		FLAGSTAFF	COCONINO	AZ	Doctor of Philosophy
KEITH, ANGELA	1016 W. UNIVERSITY AVE.	STE. #202	FLAGSTAFF	COCONINO	AZ	Doctor of Psychology
NELSON, RENEE	2920 N. 4TH STREET		FLAGSTAFF	COCONINO	AZ	Masters in Counseling
PACKARD, BRUCE	1006 W ELIZABETH RD		Flagstaff	COCONINO	AZ	L-Psychologist
PAUL, RONALD	711 N BEAVER ST		FLAGSTAFF	COCONINO	AZ	Masters of Social Work
VALVO, JOHN J.	416 N. KENDRICK ST., #2		FLAGSTAFF	COCONINO	AZ	Masters in Counseling

WEATHERS, CAISLIN	223 N. SAN FRANCISCO STE 206		FLAGSTAFF	COCONINO	AZ	Doctor of Psychology
WEATHERS, CAISLIN	2800 SOUTH HIGHLAND MESA DR		Flagstaff	COCONINO	AZ	Doctor of Psychology
WEATHERS, CAISLIN	855 N. PINE CLIFF DR.		FLAGSTAFF	COCONINO	AZ	Doctor of Psychology
TAYLOR, PEGGY S.	170 N MAIN ST		FREDONIA	COCONINO	AZ	Doctor of Psychology
AHUMARAEZE, CHYNWE C.	2450 E GUADALUPE RD STE 103		Gilbert	MARICOPA	AZ	Masters of Science
BASSIL, DEEDEE D.	3551 E. BASELINE RD.	STE # 222	GILBERT	MARICOPA	AZ	Masters in Counseling
BRYANT, AMY	1206 E WARNER RD #101		Gilbert	MARICOPA	AZ	Masters of Social Work
BRYANT, AMY	2730 S. VAL VISTA DR. #135		GILBERT	MARICOPA	AZ	Masters of Social Work
CANFIELD, DIANA	200 W. SMOKE TREE RD.		Gilbert	MARICOPA	AZ	L-Licensed Professional Counselor
DAVIDSON, JANET D.	3651 E. BASELINE RD.	STE# 222	GILBERT	MARICOPA	AZ	Doctor of Education
JACOBS (JASKOLSKI), JULIE	1166 E. WARNER RD. # 101-G		GILBERT	MARICOPA	AZ	Masters of Arts
LAHANN, REBBECA	1772 E. BOSTON ST, SUITE 105		GILBERT	MARICOPA	AZ	Doctor of Psychology
LORE, NICOLE M.	7400 S. POWER RD # 116		GILBERT	MARICOPA	AZ	Masters of Social Work
MELAMED, DAVID S.	3551 E. BASELINE RD.	STE # 222	GILBERT	MARICOPA	AZ	Masters of Social Work
MOYER, CHRISTINE	1452 HIGLEY RD. #101		GILBERT	MARICOPA	AZ	Doctor of Psychology
PARKE, DANIEL	7400 S. POWER RD. STE 116		GILBERT	MARICOPA	AZ	Masters of Social Work
PEREZ, JAVIER F.	3651 E. BASELINE RD	#222	GILBERT	MARICOPA	AZ	Doctor of Philosophy
RUSSOMANNO, JULIA	2563 S. VAL VISTA DR.	STE. 108	GILBERT	MARICOPA	AZ	Masters in Counseling
SCHULZ, ARIEL A.	1400 N. GILBERT RD, #G-2		GILBERT	MARICOPA	AZ	Masters of Social Work
TURSINI, SANDRA	207 N. GILBERT RD., SUITE 107		GILBERT	MARICOPA	AZ	Masters in Counseling
BELTRAN, THERESA	4915 W. BELL RD #202		GLENDALE	MARICOPA	AZ	Masters of Social Work
CONSER, ANNE L.	17100 N. 67TH AVE., SUITE 400		GLENDALE	MARICOPA	AZ	Masters of Social Work
DRANE, MICHAEL	ABRAZO ARROWHEAD CAMPUS	18701 N 67TH AVE	GLENDALE	MARICOPA	AZ	Masters of Arts
GALEANO, KELLEY	17505 N. 79TH AVE, SUITE 311E		GLENDALE	MARICOPA	AZ	Masters of Social Work
GRIEST, LAWRENE M.	15249 N. 59 AVE.		GLENDALE	MARICOPA	AZ	Masters of Arts
KLEIN, LYNN	4915 W BELL ROAD SUITE 202		GLENDALE	MARICOPA	AZ	Doctor of Education
KOZIMOR, MICHELLE	18701 NORTH 67TH AVE		GLENDALE	MARICOPA	AZ	Masters of Social Work
MCCOY, MARK	17505 N 79TH AVE SUITE 203		Glendale	Maricopa	AZ	Masters of Science
MCKINNEY, ROSEKAMAL	6677 W THUNDERBIRD RD #I-164		Glendale	Maricopa	AZ	L-Licensed Professional Counselor
MOE, TERRY F.	14021 N. 51ST AVENUE	SUITE 118	GLENDALE	MARICOPA	AZ	Masters of Arts
MOE, TERRY F.	19420 N 59TH AVE SUITE C269		GLENDALE	MARICOPA	AZ	Masters of Arts
MOE, TERRY F.	5510 W. MYRTLE AVENUE		GLENDALE	MARICOPA	AZ	Masters of Arts
MORTON, MARK A.	7155 W CAMPO BELLO DR STE C120		GLENDALE	MARICOPA	AZ	Masters of Social Work
PECAUT, LINNUS S.	4915 W BELL RD SUITE 202		Glendale	MARICOPA	AZ	Doctor of Philosophy
RODDY, JACK	6802 N. 47TH AVE., STE. 7		GLENDALE	MARICOPA	AZ	Masters of Social Work
SCOTT, VICKI E.	21448 N 75TH AVE STE 6		Glendale	MARICOPA	AZ	Masters of Arts
SONCRANT, TRUDY M.	7155 W. CAMPO BELLO DRIVE	SUITE B 160	GLENDALE	MARICOPA	AZ	Masters of Social Work
SONCRANT, TRUDY M.	7200 WEST BELL ROAD	SUITE 103	GLENDALE	MARICOPA	AZ	Masters of Social Work
TREEGOOB, MARK R	14021 N 51ST AVE SUITE 118		GLENDALE	MARICOPA	AZ	Doctor of Philosophy
TREEGOOB, MARK R	19420 N. 59TH AVE #C269		GLENDALE	MARICOPA	AZ	Doctor of Philosophy
WARDEN, MICHAEL F.	7155 W CAMPO BELLO DR STE C120		GLENDALE	MARICOPA	AZ	Doctor of Philosophy
GALEANO, KELLEY	1616 N. LITCHFIELD ROAD	SUITE 240	GOODYEAR	Maricopa	AZ	Masters of Social Work
HARDESTY, AUBREY A.	2620 N 140TH AVE STE 101		Goodyear	Maricopa	AZ	L-Licensed Clinical Psychologist
HIGGINS, DANE	2440 N LITCHFIELD RD # 210		GOODYEAR	Maricopa	AZ	L-Licensed Clinical Psychologist
HIGGINS, ROSEMARIE	2620 N 140TH AVE SUITE 10		Goodyear	Maricopa	AZ	Masters of Social Work
KOOL, STEFANIE	2620 N 140TH AVE SUITE 101		Goodyear	Maricopa	AZ	Doctor of Psychology
MACKENZIE, WAYNE M.	319 N LITCHFIELD RD SUITE 105		GOODYEAR	Maricopa	AZ	L-Psy D
PAWELECK-BELLINGRODT, JENNIFER K.	14539 W INDIAN SCHOOL RD #800		GOODYEAR	Maricopa	AZ	L-Psy D
PETTA, LORENE	2620 N 140TH AVE SUITE 101		Goodyear	Maricopa	AZ	L-Psy D
RODRIGUEZ, ERASMO	2620 N. 140TH AVE.	STE. 101	Goodyear	Maricopa	AZ	L-Psy D
SAINI, RAMAN	2620 N. 140TH AVE STE 101		Goodyear	Maricopa	AZ	L-Psy D
WEAVER, VICTORIA	2620 N 140TH AVE #101		Goodyear	Maricopa	AZ	L-Psy D
FABIAN, JILL	170 N LA CANADA DR SUITE 30C		Green Valley	PIMA	AZ	Masters of Social Work
MCCULLOUGH-CRUZ, MICHELE	275 W CONTINENTAL RD SUITE 141		GREEN VALLEY	PIMA	AZ	Masters of Social Work
REYNOLDS, PRISCILLA W.	290 W CALLE DE LAS TIENDAS		Green Valley	PIMA	AZ	Masters of Social Work
SILVER, JOAN	170 N LA CANADA SUITE 30C		Green Valley	PIMA	AZ	Masters of Arts
HERNDON, GRETCHEN E.	103 N 1ST AVE		HOLBROOK	NAVAJO	AZ	Masters in Counseling
SMITH, WILLIAM A.	2109 NAVAJO BLVD		Holbrook	NAVAJO	AZ	Masters of Arts
GASPAR, KEN	2401 STOCKTON HILL RD	#4	KINGMAN	MOHAVE	AZ	Masters of Social Work
TOWNSLEY, LARRY S.	2040 GOLDEN GATE AVE		KINGMAN	MOHAVE	AZ	Masters of Arts
TOWNSLEY, LARRY S.	2438 KINGMAN AVENUE	CATHOLIC SOC. SVS. OF CENTRAL	KINGMAN	MOHAVE	AZ	Masters of Arts
BOGINO, CHELSEA	1515 N. LAKE HAVASU AVE.	#100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Arts
BUTH, NICOLE	1515 N. LAKE HAVASU AVE.	#100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Science
CRAWFORD, DELORES	1930 MESQUITE AVE		LAKE HAVASU CITY	MOHAVE	AZ	L-Masters in Counseling

CRAWFORD, DELORES	2182 MCCULLOCH BLVD SUITE 3	LAKE HAVASU CITY	MOHAVE	AZ	L-Masters in Counseling
FIELDER, CHRISTINE	1951 MESQUITE AVE. STE J	Lake Havasu City	MOHAVE	AZ	L-Masters in Counseling
GILBANK, JILL	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Arts
LUMPKIN, L. D.	1695 MESQUITE AVE #216	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Social Work
LUMPKIN, L. D.	1947 MCCULLOCH BLVD. N., #103	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Social Work
LUPO, PAULA	2550 N. KIOWA BLVD. SUITE 200	Lake Havasu City	MOHAVE	AZ	L-Masters in Counseling
MATTEO, TERRENCE	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Doctor of Philosophy
MCSHEA, COLLEEN	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Science
MINNICK, JOSEPH P.	1695 MESQUITE AVE. SUITE 216	Lake Havasu City	MOHAVE	AZ	L-Licensed Clinical Psychologist
NELSON, RENEE	2090 N. SMOKETREE AVE.	LAKE HAVASU CITY	MOHAVE	AZ	Masters in Counseling
PORT, MOLLY	1695 MESQUITE AVE # 216	LAKE HAVASU CITY	MOHAVE	AZ	L-Masters in Counseling
PORT, MOLLY	1947 MCCULLOCH BLVD. SUITE 103	Lake Havasu City	MOHAVE	AZ	L-Masters in Counseling
PORT, MOLLY	3785 CHIRICACHUA DR.	LAKE HAVASU CITY	MOHAVE	AZ	L-Masters in Counseling
POWELL, TANYA	276 LAKE HAVASU AVE S APT B28	Lake Havasu City	MOHAVE	AZ	Masters in Counseling
SNYDER, BREANNA	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Arts
SONDROL, CATIE	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Arts
STAUDACHER, COURTNEY	1515 N. LAKE HAVASU AVE. #100	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Science
SZYMANSKI, GERALD	116 S LAKE HAVASU AVE SUITE 107	LAKE HAVASU CITY	MOHAVE	AZ	Masters of Arts
MERRILL, BRIAN K.	4830 HWY 260 STE 105	LAKESIDE	NAVAJO	AZ	Doctor of Philosophy
FAHS, BREANNE	13575 W INDIAN SCHOOL RD #500	Litchfield Park	Maricopa	AZ	Doctor of Psychology
ALVEAR, NATALIA	43718 WEST CAVEN DR	MARICOPA	PINAL	AZ	Masters of Social Work
BAGGENSTOSS, JEFF P.	1035 W PORTOBELLO AVE	MESA	MARICOPA	AZ	Masters of Arts
BAGNASCO, MARC M.	1424 S. STAPLEY DRIVE	MESA	MARICOPA	AZ	Masters of Arts
BAGNASCO, MARC M.	3740 E SOUTHERN AVE SUITE 120	Mesa	MARICOPA	AZ	Masters of Arts
BAGNASCO, MARC M.	4711 E. FALCON DR. #121	MESA	MARICOPA	AZ	Masters of Arts
BELUS, MICHAEL A.	2266 S. DOBSON ROAD STE 200	MESA	MARICOPA	AZ	Doctor of Philosophy
BISCHOFF, KAREN	4121 E VALLEY AUTO DR STE 122	MESA	MARICOPA	AZ	Masters in Counseling
ESTRADA, EMMANUEL	1400 S DOBSON RD	MESA	MARICOPA	AZ	Masters in Counseling
GRIFFIN, SUSANNE	5652 E. BASELINE RD.	MESA	MARICOPA	AZ	Doctor of Psychology
HALL, JOHN B.	2659 WEST GUADALUPE C-118	MESA	Maricopa	AZ	Masters of Social Work
HALL, THOMAS C.	1201 S. ALMA SCHOOL RD STE # 11750	MESA	MARICOPA	AZ	Masters of Social Work
HALL, THOMAS C.	1811 S ALMA SCHOOL RD, STE 283	MESA	MARICOPA	AZ	Masters of Social Work
HORNING, RUSSELL	2204 S. DOBSON RD. STE 102	Mesa	MARICOPA	AZ	Masters of Science
HORNUNG-STARR, JEAN	2815 S ALMA SCHOOL, STE 105	Mesa	MARICOPA	AZ	Masters of Social Work
HUDSON, FELISHA	1400 SOUTH DOBSON RD	MESA	MARICOPA	AZ	Masters of Social Work
IANNELLO, LOURDES	2929 N POWER RD SUITE 101	MESA	MARICOPA	AZ	Masters in Counseling
IANNELLO, LOURDES	7165 E. UNIVERSITY DRIVE STE. 188-1	MESA	MARICOPA	AZ	Masters in Counseling
JACOBS, TAMMY	1845 S DOBSON RD SUITE 207	MESA	MARICOPA	AZ	Masters of Social Work
JARVIS, CATHLEEN E.	3660 E UNIVERSITY DR #6B	MESA	MARICOPA	AZ	Masters of Social Work
MACARTHUR, STACIE	4140 E. BASELINE RD STE 101	Mesa	MARICOPA	AZ	L- Licensed Professional Counselor
MELAMED, DAVID S.	4121 EAST VALLEY AUTO DRIVE SUITE 122	MESA	MARICOPA	AZ	Masters of Social Work
MORIAH, KIMBERLEY F.	6239 E. BROWN RD. SUITE 115, BLDG 2	MESA	MARICOPA	AZ	Masters of Arts
MOYER, CHRISTINE	2919 S. ELLSWORTH RD., STE. 111	MESA	MARICOPA	AZ	Doctor of Psychology
MOYER, CHRISTINE	303 N. CENTENNIAL WAY	MESA	MARICOPA	AZ	Doctor of Psychology
MOYER, CHRISTINE	5652 E. BASELINE RD.	MESA	MARICOPA	AZ	Doctor of Psychology
MOYER, CHRISTINE	6644 E BAYWOOD AVE	MESA	MARICOPA	AZ	Doctor of Psychology
OLIN, KEVIN S.	10423 E. KNOWLES AVENUE	MESA	MARICOPA	AZ	Doctor of Philosophy
PEREZ, JAVIER F.	4121 E VALLEY AUTO DR STE 122	MESA	Maricopa	AZ	Doctor of Philosophy
ROGGEMAN, RANDI M.	2500 S. POWER RD STE 108	MESA	MARICOPA	AZ	Masters in Counseling
SCHULZ, ARIEL A.	1237 S VAL VISTA DR	MESA	MARICOPA	AZ	Masters of Social Work
SCHULZ, ARIEL A.	1855 E. SOUTHERN AVENUE SUITE #201	MESA	MARICOPA	AZ	Masters of Social Work
SEWARD, KAY	3740 E SOUTHERN AVE SUITE 120	Mesa	MARICOPA	AZ	Doctor of Philosophy
SEWARD, KAY	4711 E. FALCON DR., STE. 121	MESA	MARICOPA	AZ	Doctor of Philosophy
THOMPSON, DOUGLAS L.	6309 E. BAYWOOD AVENUE	MESA	MARICOPA	AZ	Doctor of Philosophy
TURSINI, SANDRA	1839 S. ALMA SCHOOL ROAD #254	MESA	MARICOPA	AZ	Masters in Counseling
TURSINI, SANDRA	2500 S POWER RD BLDG 4 STE 107	MESA	MARICOPA	AZ	Masters in Counseling
VOGELSANG, BOBBI	4121 E VALLEY AUTO DR STE 122	MESA	MARICOPA	AZ	Masters of Social Work
VOGELSANG, RANDALL	4121 E. VALLEY AUTO DRIVE STE. 122	MESA	MARICOPA	AZ	Masters of Social Work
WARD, MARTIN	4121 E VALLEY AUTO DR. SUITE 122	MESA	MARICOPA	AZ	Doctor of Psychology
BEJARANO, FRANK B.	1790 N. MASTICK WAY SUITE D	NOGALES	SANTA CRUZ	AZ	Masters of Arts
GUILFOYLE, MAUREEN	467 VISTA AVE.	PAGE	COCONINO	AZ	Masters of Arts
MACDONALD, RONALD	463 S. LAKE POWELL BLVD.	PAGE	COCONINO	AZ	Masters in Counseling
VALVO, JOHN J.	463 S. LAKE POWELL BLVD.	PAGE	COCONINO	AZ	Masters in Counseling
KANE, CARRIE J.	1017 S. LAGUNA AVE.	Parker	LA PAZ	AZ	Masters of Arts

KANE, CARRIE J.	601 W. RIVERSIDE DR. #10		PARKER	LA PAZ	AZ	Masters of Arts
LINDSEY, TAMARA	1017 S. LAGUNA AVE		PARKER	LA PAZ	AZ	Masters in Counseling
SZYMANSKI, GERALD	1017 S. LAGUNA AVE		PARKER	LA PAZ	AZ	Masters of Arts
SZYMANSKI, GERALD	601 W. RIVERSIDE DR. #10		PARKER	LA PAZ	AZ	Masters of Arts
NAVIS-SCHMIDT, PENNY	700 W. MAIN ST.		PAYSON	GILA	AZ	Masters of Social Work
STECKAL, DONNA	616 S. BEELINE HWY., SUITE 107		PAYSON	GILA	AZ	Doctor of Philosophy
ANDERSON, DOROTHY L.	13260 N 94TH DRIVE SUITE 100		PEORIA	MARICOPA	AZ	Masters of Social Work
ASHBECK, DAVID K.	13260 N 94TH DRIVE SUITE 100		PEORIA	MARICOPA	AZ	Masters of Social Work
ASHBECK, DAVID K.	13460 N. 94TH DRIVE, SUITE J2		PEORIA	MARICOPA	AZ	Masters of Social Work
ATHA, KATHRYN	13260 N 94TH DR SUITE 100		PEORIA	MARICOPA	AZ	L-Licensed Professional Counselor
ATHA, KATHRYN	13460 N. 94TH DRIVE	SUITE J2	PEORIA	MARICOPA	AZ	L-Licensed Professional Counselor
BOLDEN, LISA	13260 N 94TH DR SUITE 100		PEORIA	MARICOPA	AZ	Masters in Counseling
CANO, SONIA	13260 N 94TH DR SUITE 100		Peoria	MARICOPA	AZ	L-Licensed Professional Counselor
COLE, THERESA	13260 N 94TH DRIVE SUITE 106		PEORIA	MARICOPA	AZ	Masters in Counseling
FRIEDMAN, HEATHER	13460 N. 94TH DR., STE. K3		PEORIA	MARICOPA	AZ	L-Masters in Counseling
FUSCHINI, ROBERT	13260 N. 94TH DR STE 100		Peoria	MARICOPA	AZ	L-Licensed Clinical Social Worker
GAMEZ, ALISON A.	13460 N. 94TH DR. SUITE M-1		PEORIA	MARICOPA	AZ	L-Licensed Professional Counselor
JACKSON, CHRISTOPHER L.	13943 N. 91ST AVENUE	BUILDING A, SUITE 101	PEORIA	MARICOPA	AZ	Masters in Counseling
LEIKVOLL, BURDETTE "BUD" O.	10559 N. 99TH AVE		PEORIA	MARICOPA	AZ	Masters of Arts
MACIAS, BERNICE	8715 W UNION HILLS DR STE 111		PEORIA	MARICOPA	AZ	L-Licensed Professional Counselor
MACKENZIE FAJARDO, KARYN	13460 N 94TH DRIVE STE M-1		Peoria	MARICOPA	AZ	L-Licensed Clinical Social Worker
MARTIN, SHANNON R.	13260 N 94TH DR SUITE 100		PEORIA	MARICOPA	AZ	Masters of Social Work
ROWLAND, JILL	13260 N 94TH DR SUITE 100		Peoria	MARICOPA	AZ	Master of Education
SABEY, RENA	13260 N 94TH DR SUITE 100		PEORIA	MARICOPA	AZ	L-Licensed Clinical Social Worker
SONCRANT, TRUDY M.	13460 N. 94TH DRIVE	SUITE M1	PEORIA	MARICOPA	AZ	Masters of Social Work
SONCRANT, TRUDY M.	15188 N. 75TH AVENUE	SUITE 200	PEORIA	MARICOPA	AZ	Masters of Social Work
SOSTE, KRISTA	134 60 N 94TH DR STE J2		PEORIA	MARICOPA	AZ	Masters of Arts
VOIGTMAN, ERIC	13260 N 94TH DR SUITE 100		Peoria	MARICOPA	AZ	Masters of Science
ADAMS, SUZANA	2929 E CAMELBACK RD STE 114		Phoenix	MARICOPA	AZ	L-Psy D
AHUMARAEZE, CHYNWE C.	16620 N 40TH STREET STE 1-5		Phoenix	MARICOPA	AZ	Masters of Science
AHUMARAEZE, CHYNWE C.	6535 W CAMELBACK RD SUITE 4		Phoenix	MARICOPA	AZ	Masters of Science
ALVEAR, NATALIA	4425 E AGAVE RD BLDG 4 STE 114		Phoenix	MARICOPA	AZ	Masters of Social Work
BASSIL, DEEDEE D.	4150 NORTH 12TH STREET	SUITE A	PHOENIX	MARICOPA	AZ	Masters in Counseling
BASSIL, DEEDEE D.	5050 NORTH 8TH PLACE	STE # 8	PHOENIX	MARICOPA	AZ	Masters in Counseling
BASSIL, DEEDEE D.	7342 WEST INDIAN SCHOOL RD.	STE # 120	PHOENIX	MARICOPA	AZ	Masters in Counseling
BENEZRA, SHELLY	4425 E. AGAVE RD. STE. 116		PHOENIX	MARICOPA	AZ	Master of Education
CABIANCA, LEONARD	P.O. BOX 61628		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
CAMPBELL, KAYLA	1800 EAST VAN BUREN ST.		PHOENIX	MARICOPA	AZ	Masters in Counseling
CAVANAGH, PATRICIA L.	2960 E NORTHERN AVE, STE A-101		PHOENIX	MARICOPA	AZ	Masters of Arts
CHEIFETZ, LORNA G.	2633 E. INDIAN SCHOOL RD #365		PHOENIX	MARICOPA	AZ	Doctor of Psychology
CLAY, AARON J.	20950 N TATUM BLVD STE 380		Phoenix	MARICOPA	AZ	L-Psy D
CONSER, ANNE L.	10000 N. 31ST AVE, STE A 105		PHOENIX	MARICOPA	AZ	Masters of Social Work
CONSER, ANNE L.	10220 N. 31ST AVE #205		PHOENIX	MARICOPA	AZ	Masters of Social Work
DAVIDSON, JANET D.	2633 E INDIAN SCHOOL RD #360		PHOENIX	MARICOPA	AZ	Doctor of Education
DAVIDSON, JANET D.	5050 NORTH 8TH PLACE	STE #8	PHOENIX	MARICOPA	AZ	Doctor of Education
DAVIDSON, JANET D.	7342 WEST INDIAN SCHOOLD RD	STE 120	PHOENIX	MARICOPA	AZ	Doctor of Education
DRAKE, CELIA	10000 NORTH 31ST AVENUE	SUITE C-202	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
DRAKE, CELIA	7330 N 16TH STREET #A-120		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
DUBIN, BARRY J.	4232 E. CACTUS RD. #207		PHOENIX	MARICOPA	AZ	Masters of Social Work
EPP, AMY	11011 S. 48TH ST #101		PHOENIX	MARICOPA	AZ	Masters of Social Work
FICELI, JUDITH A.	10000 N 31ST AVE, STE A 105		PHOENIX	MARICOPA	AZ	Masters of Social Work
FICELI, JUDITH A.	10220 N. 31ST AVE, #205		PHOENIX	MARICOPA	AZ	Masters of Social Work
FICELI, JUDITH A.	1110 E MISSOURI AVE #390		PHOENIX	MARICOPA	AZ	Masters of Social Work
FICELI, JUDITH A.	1121 E. MISSOURI AVENUE,	SUITE 105	PHOENIX	MARICOPA	AZ	Masters of Social Work
FLORES, SUZANA	901 E JEFFERSON ST		Phoenix	MARICOPA	AZ	L-Psy D
FOLSOM, JIM B.	10000 N. 31ST AVENUE	SUITE A105	PHOENIX	MARICOPA	AZ	Masters of Arts
FOLSOM, JIM B.	10220 N. 31ST AVENUE	SUITE 225	PHOENIX	MARICOPA	AZ	Masters of Arts
FOLSOM, JIM B.	7330 N. 16 ST. STE. A-120		PHOENIX	MARICOPA	AZ	Masters of Arts
FRIEND, SUSAN	3240 E UNION HILLS DR STE 149		Phoenix	MARICOPA	AZ	Masters of Social Work
FRIEND, SUSAN	6232 N. 7TH STREET	STE 215	PHOENIX	MARICOPA	AZ	Masters of Social Work
FUSCHINI, ROBERT	5150 N. 16TH ST STE C-163		Phoenix	MARICOPA	AZ	L-Licensed Clinical Social Worker
GEARHART, RANDY T.	10000 N. 31ST AVE, STE A 105		PHOENIX	MARICOPA	AZ	Masters of Social Work
GEARHART, RANDY T.	10220 N. 31ST AVENUE, #205		Phoenix	MARICOPA	AZ	Masters of Social Work
GEARHART, RANDY T.	1110 E MISSOURI AVE STE 640		PHOENIX	MARICOPA	AZ	Masters of Social Work

GOFF, FELICE	10000 NORTH 31ST AVENUE	#D-201	PHOENIX	MARICOPA	AZ	Masters of Social Work
GOFF, FELICE	11811 N TATUM BLVD SUITE #3031		PHOENIX	MARICOPA	AZ	Masters of Social Work
GOLDEN, OWEN	10000 N. 31ST AVE #C202		PHOENIX	MARICOPA	AZ	Masters of Social Work
GOLDEN, OWEN	11225 N 28TH DR, STE C103		PHOENIX	MARICOPA	AZ	Masters of Social Work
GOLDEN, OWEN	7330 N. 16TH STREET # A-120		PHOENIX	MARICOPA	AZ	Masters of Social Work
GOMEZ, GERHARD	1934 E CAMELBACK RD #120-457		Phoenix	MARICOPA	AZ	L-Psy D
GREEN, MEKA	11225 N 28TH DR SUITE D115G		Phoenix	MARICOPA	AZ	Masters of Social Work
GREENROCK, SOPHIA	2000 W BETHANY HOME RD		PHOENIX	MARICOPA	AZ	Masters of Social Work
GREGORY, ZONA K.	7550 N. 19TH AVENUE	SUITE 103	PHOENIX	MARICOPA	AZ	Masters of Arts
GRIEST, LAWRENE M.	2400 E ARIZONA BILTMORE CIR	SUITE 2430	PHOENIX	MARICOPA	AZ	Masters of Arts
GRIEST, LAWRENE M.	3240 E UNION HILLS DR #151		Phoenix	MARICOPA	AZ	Masters of Arts
HARDIN, JANET	1366 E. THOMAS RD STE 108		Phoenix	MARICOPA	AZ	L-Licensed Clinical Social Worker
HORNING, RUSSELL	16620 N. 40TH ST SUITE I-5		Phoenix	MARICOPA	AZ	Masters of Science
HORNING, RUSSELL	3033 N. CENTRAL AVE, SUITE 700		Phoenix	MARICOPA	AZ	Masters of Science
HORNING, RUSSELL	77 E. COLUMBUS AVE STE 210		Phoenix	MARICOPA	AZ	Masters of Science
HORNING, RUSSELL	9014 S. CENTRAL AVE		Phoenix	MARICOPA	AZ	Masters of Science
JACKSON, JENNIFER	3929 E BELL RD		PHOENIX	MARICOPA	AZ	Masters in Counseling
JAIN, VIJAY K.	4232 E. CACTUS ROAD, #207		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
KATZ, JESSICA	2000 W BETHANY HOME RD		PHOENIX	MARICOPA	AZ	Masters of Social Work
KITELEY, TELIA T.	10000 N. 31ST AVE, SUITE B-108		PHOENIX	MARICOPA	AZ	Master of Education
KITELEY, TELIA T.	10220 N. 31ST AVE.	SUITE 205	PHOENIX	MARICOPA	AZ	Master of Education
KLEIN, LYNN	4222 E CAMELBACK RD STE 230H		PHOENIX	MARICOPA	AZ	Doctor of Education
KOONCE, DONALD	1121 E. MISSOURI AVE., STE.228		PHOENIX	MARICOPA	AZ	Masters of Social Work
KOUNS, TRACY	202 E EARLL DR STE 160		Phoenix	MARICOPA	AZ	Masters of Science
LANCASTER, VALERIE	1800 EAST VAN BUREN STREET		PHOENIX	MARICOPA	AZ	Masters in Counseling
LEE, BARBARA	7102 W. THOMAS #105		PHOENIX	MARICOPA	AZ	Masters of Arts
LEWIS, THOMAS J.	700 E. JEFFERSON ST. SUITE 250		PHOENIX	MARICOPA	AZ	Masters of Arts
LINDGREN, PAULA	5070 N. 40TH STREET	STE # 200	PHOENIX	MARICOPA	AZ	Masters of Social Work
LOPEZ, STEPHEN	20950 N. TATUM BLVD. STE 380		Phoenix	MARICOPA	AZ	Doctor of Psychology
LUDWIG, ROSEMARIE B.	2432 W. PEORIA AVENUE STE.1227		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
MATTEO, TERRENCE	2929 CAMELBACK RD. STE 114		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
MCCAFFREY, KAITLIN J.	9201 WEST THOMAS ROAD		PHOENIX	MARICOPA	AZ	Masters of Social Work
MCCUTCHEON, JENI	2942 NORTH 24TH ST STE 108		PHOENIX	MARICOPA	AZ	Doctor of Psychology
MCCUTCHEON, JENI	4501 N 22ND ST SUITE 100		PHOENIX	MARICOPA	AZ	Doctor of Psychology
MELAMED, DAVID S.	5050 NORTH 8TH PLACE	STE # 8	PHOENIX	MARICOPA	AZ	Masters of Social Work
MELAMED, DAVID S.	7342 WEST INDIAN SCHOOL RD.	STE # 120	PHOENIX	MARICOPA	AZ	Masters of Social Work
METROFF, GINA S.	21620 N 19TH AVE STE A-102		PHOENIX	MARICOPA	AZ	Masters in Counseling
METROFF, GINA S.	2633 E. INDIAN SCHOOL RD.	STE. 360	PHOENIX	MARICOPA	AZ	Masters in Counseling
METROFF, GINA S.	5050 N. 8TH PLACE, STE. 8		PHOENIX	MARICOPA	AZ	Masters in Counseling
MITCHELL, LAJUANA	4425 E AGAVE RD	STE #116	Phoenix	MARICOPA	AZ	Masters in Counseling
MOE, TERRY F.	1202 E. MARYLAND AVE SUITE 1-F		PHOENIX	MARICOPA	AZ	Masters of Arts
MOE, TERRY F.	6130 N. 18TH DRIVE		PHOENIX	MARICOPA	AZ	Masters of Arts
MOGA, MIRELA L.	525 N 18TH ST SUITE 309		PHOENIX	MARICOPA	AZ	Masters of Science
MORIAH, KIMBERLEY F.	16415 N. 32ND WAY		PHOENIX	MARICOPA	AZ	Masters of Arts
MORIAH, KIMBERLEY F.	8222 S 48TH ST SUITE 200		PHOENIX	MARICOPA	AZ	Masters of Arts
MORTON, MARK A.	10220 N. 31ST AVE #205		PHOENIX	MARICOPA	AZ	Masters of Social Work
MORTON, PETER M.	8433 N BLACK CANYON HWY #100		PHOENIX	MARICOPA	AZ	L-Psy D
NEWELL, LARISA E.	1110 NORH TATUM BLVD.	STE #103	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
O'BRIEN, BARBARA A.	1825 E. NORTHERN AVE	SUITE #161	PHOENIX	MARICOPA	AZ	Masters of Arts
OLIN, KEVIN S.	10220 N. 31ST AVENUE	SUITE 225	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
OLIN, KEVIN S.	20950 N TATUM BLVD STE 380		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
PATEL, PRITI	20950 N TATUM BLVD STE 380		Phoenix	MARICOPA	AZ	Doctor of Philosophy
PAUSTIAN, ZACKARY	2000 W BETHANY HOME RD		PHOENIX	MARICOPA	AZ	Masters of Science
PECAUT, LINNUS S.	4222 E CAMELBACK RD 230-H		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
PEREZ, JAVIER F.	7342 WEST INDIAN SCHOOL RD	STE # 120	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
PERGOLA, ANGELA	4150 W PEORIA AVE SUITE 133		PHOENIX	MARICOPA	AZ	L-Licensed Professional Counselor
POOLE, BRITTANY	2000 W BETHANY HOME RD		PHOENIX	MARICOPA	AZ	Masters of Social Work
PROSSER, SHEILA	1800 EAST VAN BUREN ST.		PHOENIX	MARICOPA	AZ	Masters in Counseling
RAINWATER, MYSTI	11011 S 48TH ST STE 101		PHOENIX	MARICOPA	AZ	Masters in Counseling
RAMPERSAD, DARA N.	8808 N CENTRAL AVE SUITE 208		Phoenix	MARICOPA	AZ	L-Psy D
RICKETTS, MARY E.	2633 E INDIAN SCHOOL RD #360		PHOENIX	MARICOPA	AZ	Masters of Social Work
RICKETTS, MARY E.	5050 N. 8TH PLACE, STE. 8		PHOENIX	MARICOPA	AZ	Masters of Social Work
RODDY, JACK	10000 N 31ST AVE C100-132		PHOENIX	MARICOPA	AZ	Masters of Social Work
SCHOENWALD-OBERBECK, BETH	11020 N TATUM BLVD SUITE 100		PHOENIX	MARICOPA	AZ	Doctor of Philosophy

SCHOENWALD-OBERBECK, BETH	3404 WEST CHERYL DRIVE	SUITE 180	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
SCOTT, VICKI E.	11225 NORTH 28TH DRIVE #B205		PHOENIX	MARICOPA	AZ	Masters of Arts
SOSTE, KRISTA	5150 N.16TH STE. C-163		PHOENIX	MARICOPA	AZ	Masters of Arts
TANG, ELAINE K.	7111 N. 7TH STREET		PHOENIX	MARICOPA	AZ	Masters in Counseling
THOMPSON, DOUGLAS L.	3420 E. SHEA BLVD SUITE 200		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
THOMPSON, DOUGLAS L.	5070 N. 40TH STREET	SUITE 200	PHOENIX	MARICOPA	AZ	Doctor of Philosophy
TRAN, ANNA	1107 E TONTO ST		PHOENIX	MARICOPA	AZ	Masters of Social Work
ULRICH, RICHARD W.	16620 N. 40TH STREET STE. 1-5		Phoenix	MARICOPA	AZ	L-Psy D
ULRICH, RICHARD W.	6535 W CAMELBACK RD SUITE 4		Phoenix	MARICOPA	AZ	L-Psy D
URIBE, MORGAN E.	20860 N TATUM BLVD SUITE 300		Phoenix	MARICOPA	AZ	Masters of Social Work
WARDEN, MICHAEL F.	10000 N. 31ST AVE, SUITE A 105		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
WARDEN, MICHAEL F.	10220 N. 31ST AVE #205		PHOENIX	MARICOPA	AZ	Doctor of Philosophy
WILSON, CINDY	13416 N. 32ND STREET	SUITE 101	PHOENIX	MARICOPA	AZ	Masters of Arts
ARMSTRONG, SUSAN B.	115 S. MCCORMICK STREET # 2		PRESCOTT	YAVAPAI	AZ	Masters of Arts
ARMSTRONG, SUSAN B.	141 S. MCCORMICK	SUITE 209	PRESCOTT	YAVAPAI	AZ	Masters of Arts
ARMSTRONG, SUSAN B.	143 N MCCORMICK ST SUITE 103		Prescott	YAVAPAI	AZ	Masters of Arts
ARMSTRONG, SUSAN B.	3111 CLEARWATER DRIVE	SUITE C	PRESCOTT	YAVAPAI	AZ	Masters of Arts
ARMSTRONG, SUSAN B.	335 PARK AVE.		PRESCOTT	YAVAPAI	AZ	Masters of Arts
CARLSON, SUSAN F.	172 E. MERRITT ST. SUITE E		PRESCOTT	YAVAPAI	AZ	Masters of Arts
CARSON, DEBORAH K.	1129 IRON SPRINGS RD		Prescott	YAVAPAI	AZ	Masters of Arts
CLARK, MARYLYN A.	915 EAST GURLEY STREET	SUITE 105	PRESCOTT	YAVAPAI	AZ	Doctor of Philosophy
CROSS, KEITH	1580 PLAZA WEST DR.		PRESCOTT	YAVAPAI	AZ	Doctor of Philosophy
CROSS, KEITH	510 E MOELLER ST		Prescott	YAVAPAI	AZ	Doctor of Philosophy
DUMOCH, DAVID	119 E GOODWIN ST		PRESCOTT	YAVAPAI	AZ	Masters of Science
DUMOCH, DAVID	141 S MCCORMICK ST SUITE 103		Prescott	YAVAPAI	AZ	Masters of Science
DUMOCH, DAVID	510 E. MOELLER ST.		PRESCOTT	YAVAPAI	AZ	Masters of Science
EDGERTON, GAIL	143 E MERRITT ST		PRESCOTT	YAVAPAI	AZ	Masters of Social Work
FOREMAN, JEANINE L.	505 S. CORTEZ		PRESCOTT	YAVAPAI	AZ	Masters of Arts
FOREMAN, JEANINE L.	642 DAMERON DRIVE		PRESCOTT	YAVAPAI	AZ	Masters of Arts
FREDERIKSEN, TRACEY L.	240 S. MONTEZUMA ST.	SUITE 204	Prescott	YAVAPAI	AZ	L-Licensed Professional Counselor
HALD, KATHLEEN	1678 OAKLAWN DR.		PRESCOTT	YAVAPAI	AZ	Masters in Counseling
HODGE, ELAINE A.	606 HUMMINGBIRD WAY		PRESCOTT	YAVAPAI	AZ	Doctor of Education
HUSK, KRISTI	141 S MCCORMICK ST STE 109		Prescott	YAVAPAI	AZ	Doctor of Psychology
JACKSON, SHARON	141 S McCormick St Ste 103		PRESCOTT	YAVAPAI	AZ	L-Licensed Professional Counselor
JENSEN, CHRISTINE M.	172 E. MERRITT ST, SUITE E		PRESCOTT	YAVAPAI	AZ	Masters of Arts
JOHNSON, SHERRINA	1580 PLAZA WEST DR.		PRESCOTT	YAVAPAI	AZ	Masters of Science
JOHNSON, SHERRINA	510 E MOELLER ST		Prescott	YAVAPAI	AZ	Masters of Science
MCGLYNN-MOORE, SARAH (KATE)	914 E. GURLEY ST STE 200		Prescott	YAVAPAI	AZ	L-Licensed Clinical Social Worker
MEHL, JEANNIE	143 N MCCORMICK ST SUITE 103		PRESCOTT	YAVAPAI	AZ	Masters of Arts
RITTERBUSH, DEBBIE A.	1678 OAKLAWN DR, SUITE A		PRESCOTT	YAVAPAI	AZ	Masters of Arts
RITTERBUSH, DEBBIE A.	448 S.MARINA ST		PRESCOTT	YAVAPAI	AZ	Masters of Arts
RITTERBUSH, DEBBIE A.	914 E GURLEY ST SUITE 200		Prescott	YAVAPAI	AZ	Masters of Arts
ROSEBAUGH, STEPHANIE	1575 PLAZA WEST DR. SUITE C		Prescott	YAVAPAI	AZ	Masters in Counseling
SCHMUCKLER, DAVID E.	126 N. MARINA STREET	SUITE 203	PRESCOTT	MARICOPA	AZ	Masters of Social Work
SCHMUCKLER, DAVID E.	339 S CORTEZ ST		PRESCOTT	MARICOPA	AZ	Masters of Social Work
SCHMUCKLER, DAVID E.	510 E. MOELLER STREET		PRESCOTT	MARICOPA	AZ	Masters of Social Work
STANISCI, ANTHONY	1129 IRON SPRINGS RD.	STE 104	Prescott	YAVAPAI	AZ	L-Licensed Clinical Social Worker
STEWART, JOSEPH B.	1129 IRON SPRINGS RD STE 102-B		PRESCOTT	YAVAPAI	AZ	Doctor of Education
STEWART, JOSEPH B.	919 12TH PLACE	SUITE 13	PRESCOTT	YAVAPAI	AZ	Doctor of Education
SUMMERS, JULIA L.	115 S. MC CORMICK ST #2		PRESCOTT	YAVAPAI	AZ	Doctor of Psychology
WENNERHOLM, WILLIAM C.	1660 WILLOW CREEK RD SUITE B		PRESCOTT	MARICOPA	AZ	Masters of Social Work
WHITEHEAD, SIMONE	143 N. MCCORMICK ST SUITE 103		PRESCOTT	YAVAPAI	AZ	Masters of Arts
WOODARD, CAROL	1380 COPPER CANYON DR		PRESCOTT	YAVAPAI	AZ	Masters of Arts
WOODARD, CAROL	315 SOUTH CORTEZ STREET	SUITE F	PRESCOTT	YAVAPAI	AZ	Masters of Arts
BETTINO, CAROL A.	3343 N. WINDSONG DRIVE	SUITE 1	PRESCOTT VALLEY	YAVAPAI	AZ	Master of Education
BETTINO, CAROL A.	8430 E. SPOUSE DRIVE		PRESCOTT VALLEY	YAVAPAI	AZ	Master of Education
FOREMAN, JEANINE L.	8591 E. FLORENTINE ROAD	SUITE A	PRESCOTT VALLEY	YAVAPAI	AZ	Masters of Arts
FOREMAN, JEANINE L.	7120 E PAV WAY, STE 104		PRESCOTT VALLEY	YAVAPAI	AZ	Masters of Arts
FOREMAN, JEANINE L.	8030 E. SPOUSE DR. STE. B		PRESCOTT VALLEY	YAVAPAI	AZ	Masters of Arts
HEATH, CYNTHIA (Cindy) G.	8430 E SPOUSE DR		PRESCOTT VALLEY	YAVAPAI	AZ	Masters of Science
DEAN, PAMELA	20185 E Ocotillo Rd, #102		Queen Creek	MARICOPA	AZ	Masters of Social Work
JACOBS (JASKOLSKI), JULIE	20185 E. OCOTILLO ROAD	SUITE 102	QUEEN CREEK	MARICOPA	AZ	Masters of Arts
LORE, NICOLE M.	20185 E. OCOTILLO ROAD	SUITE 105	QUEEN CREEK	MARICOPA	AZ	Masters of Social Work
STEVENSON, MARK J.	21772 S. ELLSWORTH LOOP RD		QUEEN CREEK	MARICOPA	AZ	Doctor of Philosophy

BROCKMEIER-HUGHES, KRISTIN	409 W. 7TH ST.		SAFFORD	GRAHAM	AZ	Masters of Social Work
BROCKMEIER-HUGHES, KRISTIN	624 W. 8TH ST.		SAFFORD	GRAHAM	AZ	Masters of Social Work
JORGENSEN, JEFFREY	409 W. 7TH ST.		SAFFORD	GRAHAM	AZ	Masters in Counseling
LINDER, JOAN M.	246 W CALLE DEL ESTRIBO		SAHUARITA	PIMA	AZ	Masters in Counseling
COLE JR., HARRY	470 W CLEVELAND ST.		SAINT JOHNS	APACHE	AZ	Masters in Counseling
LORE, NICOLE M.	5418 E. SKYLINE DR. BLDG 1		SAN TAN VALLEY	MARICOPA	AZ	Masters of Social Work
BAILEY-ARIZPE, MELISSA A.	10210 N. 92ND STREET	SUITE 300	SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
BARTLETT, SCOTT	10752 N 89TH PL SUITE 123		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
BERGER, PETER A.	7101 EAST INDIAN SCHOOL ROAD		SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
BUTANEY, BHUPIN	7622 E VIA MONTOYA		SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
CABAY, MARILYN	4300 N. MILLER RD STE 110-5		Scottsdale	MARICOPA	AZ	Doctor of Psychology
CAPLIN, JACCI A.	13430 NORTH SCOTTSDALE RD	SUITE 214	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
CAPLIN, JACCI A.	15030 N HAYDEN RD, SUITE 100		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
CAPLIN, JACCI A.	8035 N 85TH WAY SUITE 105		Scottsdale	MARICOPA	AZ	Masters of Social Work
CHRISTIANSEN, CARRIE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
CHRISTIANSEN, CARRIE	HONOR HEALTH SCOTTSDALE	7400 E THOMPSON	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
CHURCH, PHILIP	7400 EAST OSBORN ROAD		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
DEBLAEY, DAVID	6390 E. THOMAS RD STE 120		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
DEBLAEY, DAVID	9832 N HAYDEN RD SUITE 211		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
DRANE, MICHAEL	3260 N. HAYDEN RD	SUITE 112	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
DRINKMAN, MELISSA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
DUBIN, BARRY J.	15615 N. 71ST STREET	SUITE 108	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
DUBIN, BARRY J.	7010 E ACOMA DR #101		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
ESTRADA, EMMANUEL	3260 N HAYDEN RD	SUITE 112	SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
FRANKLIN, MICHELLE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
GALLAGHER, JOANNE W.	11000 NORTH SCOTTSDALE ROAD	SUITE 163	SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
GALLAGHER, JOANNE W.	8283 N. HAYDEN RD. STE 240		SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
GOLBECK, KATIE	3260 N. HAYDEN ROAD, SUITE 106		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
GOODYKOONTZ, SUSAN B.	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
GOODYKOONTZ, SUSAN B.	7400 EAST OSBORN ROAD		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
GORDON, KAREN	6424 E GREENWAY PKWY SUITE 100		Scottsdale	MARICOPA	AZ	L-Licensed Clinical Social Worker
GORDON, KAREN	8585 E HARTFORD DR STE 400		Scottsdale	MARICOPA	AZ	L-Licensed Clinical Social Worker
GREENROCK, SOPHIA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
GREGORY, ZONA K.	10752 N 89TH PL SUITE 205		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
HODSDON, DAVID	14354 N FRANK LLOYD WRIGHT	STE # 13	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
HUDSON, FELISHA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
HUSK, KRISTI	10149 N. 92ND ST STE 103		Scottsdale	MARICOPA	AZ	Doctor of Psychology
HUSK, KRISTI	9590 E IRONWOOD SQUARE DR #220		Scottsdale	MARICOPA	AZ	Doctor of Psychology
JACKSON, JENNIFER	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
JACKSON, JENNIFER	9003 EAST SHEA BLVD		SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
JAIN, VIJAY K.	13402 N. SCOTTSDALE RD # A-102		SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
JAIN, VIJAY K.	15615 N. 71ST STREET.SUITE 108		SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
JONES GOLDBACH, LAUREN	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
KOZIMOR, MICHELLE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LANCASTER, VALERIE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
LAYTON-POLLART, LINDA	7514 E. MONTEREY WAY #4		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LINDGREN, PAULA	10505 N. 69TH ST.#300		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LINDGREN, PAULA	6945 E. SAHUARO DR., SUITE B-1		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LINDSEY, CRISCYNTHIA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LOPEZ, ERIKA	3260 N HAYDEN RD	SUITE 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
LOPEZ, ERIKA	7400 east osborn road		scottsdale	MARICOPA	AZ	Masters of Social Work
LUNDEEN, ERICA	3260 N. HAYDEN RD	SUITE 112	SCOTTSDALE	MARICOPA	AZ	Masters of Science
MAHER, ANDREA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
MARIETTI, ELIZABETH M.	10250 NORTH 92ND STREET	SUITE 107	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
MARIETTI, ELIZABETH M.	8040 E MORGAN TRAIL #4		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
MARTIN, SHANNON R.	3260 N. HAYDEN RD. #112		SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
MCCAFFREY, KAITLIN J.	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
MENDOZA, LISA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
MORALES, TSONG	3260 N. HAYDEN RD	SUITE 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
PAUSTIAN, ZACKARY	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Science
PROSSER, SHEILA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
REDD, JENENNE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
REPS, MONICA	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
SCHOENWALD-OBERBECK, BETH	10505 N. 69TH STREET	BLDG. 3, SUITE 1000	SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy

SHAND, VALERIE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
SHEARD, CRYSTAL	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Science
SIMONS, AMY	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
SMILEY, NORINE	11000 N SCOTTSDALE RD	SUITE 163	SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
SMILEY, NORINE	8283 N HAYDEN ROAD STE 240		SCOTTSDALE	MARICOPA	AZ	Doctor of Philosophy
SOIYA, CRISTI A.	8426 E. SHEA BLVD		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
SPEARMAN, TERRIE	3260 N. HAYDEN RD.	STE. 112	SCOTTSDALE	MARICOPA	AZ	Masters of Social Work
STERENFELD, CHERE	3260 N. HAYDEN RD SUITE 112		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
STERENFELD, CHERE	9696 E. SHEENA DR.		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
STOFFERS, LYNN T.	9260 E. RAINTREE DR	SUITE 130	Scottsdale	MARICOPA	AZ	L-Licensed Clinical Social Worker
TRAN, NHA	3260 N. HAYDEN RD., STE. 112		SCOTTSDALE	MARICOPA	AZ	Masters in Counseling
URIBE, MORGAN E.	9915 E BELL RD SUITE 120		Scottsdale	MARICOPA	AZ	Masters of Social Work
WALL, SUZANNE U.	7345 E EVANS RD.		Scottsdale	MARICOPA	AZ	Masters of Social Work
WILSON, CINDY	11000 N SCOTTSDALE RD	STE 163	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
WILSON, CINDY	7320 E. DEER VALLEY ROAD	SUITE #100	SCOTTSDALE	MARICOPA	AZ	Masters of Arts
WILSON, CINDY	8283 N. HAYDEN RD. STE. 240		SCOTTSDALE	MARICOPA	AZ	Masters of Arts
EMMERICH, JENNIFER L.	6446 S.R. HWY 179, SUITE 207 B		Sedona	YAVAPAI	AZ	Masters of Social Work
KEENE, LESLIE R.	501 S CLARK RD STE 8		Show Low	NAVAJO	AZ	Masters of Social Work
MERRILL, BRIAN K.	4731 S WHITE MOUNTAIN RD		SHOW LOW	NAVAJO	AZ	Doctor of Philosophy
ROUSSEAU, ANDRE	135 WEST SIERRA BUENA CT.		Show Low	NAVAJO	AZ	L-Psychologist
STARKEL, MELISSA	580 E. OLD LINDEN RD., STE. 6		SHOW LOW	NAVAJO	AZ	Masters of Social Work
SANTOS, JOE A.	198 S CORONADO DRIVE SUITE B		SIERRA VISTA	COCHISE	AZ	Masters of Social Work
SANTOS, JOE A.	4996 E MEDITERRANEAN DR STE D		Sierra Vista	COCHISE	AZ	Masters of Social Work
SANTOS, JOE A.	77 CALLE PORTAL, C240		SIERRA VISTA	COCHISE	AZ	Masters of Social Work
VALLADARES, MARIANNE S.	333 W. WILCOX DR #303		SIERRA VISTA	COCHISE	AZ	Masters of Social Work
WEST, DARWIN R.	423 S MAIN STREET		SNOWFLAKE	NAVAJO	AZ	Doctor of Psychology
COLE JR., HARRY	50 N HOPI ST.		SPRINGERVILLE	APACHE	AZ	Masters in Counseling
BHARGAVA, RUCHI	10451 WEST PALMERAS DRIVE	SUITE 105W	SUN CITY	Maricopa	AZ	L-Psychologist
MORALES, TSONG	BANNER BOSWELL	10401 W THUNDERBIRD BLVD	SUN CITY	MARICOPA	AZ	Masters of Social Work
PROSSER, SHEILA	10401 W. THUNDERBIRD BLVD		SUN CITY	MARICOPA	AZ	Masters in Counseling
SONCRANT, TRUDY M.	13000 N 103RD AVE SUITE 79		Sun City	MARICOPA	AZ	Masters of Social Work
WALL, SUZANNE U.	14502 WEST MEEKER BLVD		SUN CITY	MARICOPA	AZ	Masters of Social Work
FRANKLIN, MICHELLE	14502 W. MEEKER BLVD.		SUN CITY WEST	MARICOPA	AZ	Masters of Social Work
LLOYD, SANDRA J.	14506 W GRANITE VALLEY DR #221		SUN CITY WEST	MARICOPA	AZ	Doctor of Psychology
MORALES, TSONG	14502 WEST MEEKER BLVD		SUN CITY WEST	MARICOPA	AZ	Masters of Social Work
REPS, MONICA	14502 W MEEKER		SUN CITY WEST	MARICOPA	AZ	Masters of Arts
JACKSON, CHRISTOPHER L.	12301 W BELL RD., SUITE A-102		SURPRISE	MARICOPA	AZ	Masters in Counseling
JACKSON, CHRISTOPHER L.	15282 W. BROOKSIDE LANE	SUITE 110	SURPRISE	MARICOPA	AZ	Masters in Counseling
KOOL, STEFANIE	14872 NORTH 142ND LANE		SURPRISE	MARICOPA	AZ	Doctor of Psychology
SEWARD, THERESA	12301 W. BELL ROAD	SUITE A102	SURPRISE	MARICOPA	AZ	Masters in Counseling
SEWARD, THERESA	15282 W. BROOKSIDE LANE	STE. 110	SURPRISE	MARICOPA	AZ	Masters in Counseling
ASHER, ALAN	6625 S RURAL ROAD SUITE 111		TEMPE	MARICOPA	AZ	Masters in Counseling
BRADLEY, WILLIAM L.	2101 E BROADWAY RD SUITE 25		TEMPE	MARICOPA	AZ	Masters of Social Work
BRATSPIS, NED D.	6625 S RURAL RD SUITE 111		Tempe	MARICOPA	AZ	Masters of Arts
CAPLIN, JACCI A.	2 W DAWN DRIVE		TEMPE	MARICOPA	AZ	Masters of Social Work
CHRISTIANSEN, CARRIE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Arts
CONBOY, TRACY	1492 S. MILL AVE SUITE 305		TEMPE	MARICOPA	AZ	Masters of Science
DRANE, MICHAEL	2120 S MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters of Arts
DRINKMAN, MELISSA	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
ECKLEY, EMILY	1400 E SOUTHERN AVE SUITE 735		Tempe	MARICOPA	AZ	Masters of Social Work
ESTRADA, EMMANUEL	2120 S MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters in Counseling
EVERSON, MAJA	1437 W. AUTO DR.		Tempe	MARICOPA	AZ	I-psy d
FRANKLIN, MICHELLE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
GOLBECK, KATIE	2120 MCCLINTOCK AVE #105		TEMPE	MARICOPA	AZ	Masters of Social Work
GOLDBERG, KENNETH	600 E BASELINE RD, SUITE C-1		TEMPE	MARICOPA	AZ	L-Psychologist
GOODYKOONTZ, SUSAN B.	2120 S. MCCLINTOCK DR, #105		TEMPE	MARICOPA	AZ	Masters of Social Work
GREENROCK, SOPHIA	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
GUPTA, MAMTA	1730 S. JENTILLY LANE #101		TEMPE	MARICOPA	AZ	Masters of Arts
HUDSON, FELISHA	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
JACKSON, JENNIFER	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters in Counseling
JENSEN, REBECCA	2120 S MCCLINTOCK STE 105		TEMPE	MARICOPA	AZ	Masters in Counseling
JONES GOLDBACH, LAUREN	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
KOZIMOR, MICHELLE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
LANCASTER, VALERIE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters in Counseling

LANE, DEBORAH	ONE WEST ELLIOTT STE #106		TEMPE	MARICOPA	AZ	Masters of Arts
LINDSEY, CRISCYNTHIA	2120 S MCCLINTOCK DRIVE 105		TEMPE	MARICOPA	AZ	Masters of Social Work
LITTLEFORD, WARREN R.	4015 S. MCCLINTOCK DRIVE	SUITE #112	TEMPE	MARICOPA	AZ	Doctor of Philosophy
LOPEZ, ERIKA	2120 S MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters of Social Work
LUNDEEN, ERICA	2120 S MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters of Science
MAHER, ANDREA	2120 S. MCLINTOCK DR, STE 105		TEMPE	MARICOPA	AZ	Masters of Social Work
MARTIN, SHANNON R.	2120 S. MCCLINTOCK DR. #105		TEMPE	MARICOPA	AZ	Masters of Social Work
MCCAFFREY, KAITLIN J.	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
MOE, TERRY L. F.	4801 S LAKESHORE DR STE 206		TEMPE	MARICOPA	AZ	Masters of Arts
MOOREHEAD, LORAIN	1400 E. SOUTHERN AVE.	SUITE 735	Tempe	MARICOPA	AZ	L-Licensed Clinical Social Worker
MORALES, TSONG	2120 S. MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters of Social Work
O'BRIEN, BARBARA A.	4635 S. LAKESHORE DR. #108		TEMPE	MARICOPA	AZ	Masters of Arts
OLIN, KEVIN S.	1492 S. MILL AVE., SUITE 201		TEMPE	MARICOPA	AZ	Doctor of Philosophy
OLIN, KEVIN S.	6625 S. RURAL ROAD, SUITE 111		TEMPE	MARICOPA	AZ	Doctor of Philosophy
PAUSTIAN, ZACKARY	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Science
PROSSER, SHEILA	2120 MCCLINTOCK DR STE 105		TEMPE	MARICOPA	AZ	Masters in Counseling
REDD, JENENNE	2120 S MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
REPS, MONICA	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Arts
SEXTON, KATHY	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Arts
SHAND, VALERIE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
SHEARD, CRYSTAL	2120 S. MCCLINTOCK DRIVE	SUITE 105	TEMPE	MARICOPA	AZ	Masters of Science
SIMONS, AMY	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
SPEARMAN, TERRIE	2120 S. MCCLINTOCK DR.	STE. 105	TEMPE	MARICOPA	AZ	Masters of Social Work
STERENFELD, CHERE	2120 S MCCLINTOCK DR SUITE 105		TEMPE	MARICOPA	AZ	Masters of Arts
TRAN, NHA	2120 S MCCLINTOCK DR	SUITE 105	TEMPE	MARICOPA	AZ	Masters in Counseling
TREEGOOB, MARK R	6625 SOUTH RURAL ROAD #111		TEMPE	MARICOPA	AZ	Doctor of Philosophy
URIBE, MORGAN E.	424 E. SOUTHERN AVE STE 102		Tempe	MARICOPA	AZ	Masters of Social Work
REYNOLDS, PRISCILLA W.	2247 E. FRONTAGE RD.		TUBAC	SANTA CRUZ	AZ	Masters of Social Work
ABTIN, AZITA	5210 EAST PIMA, SUITE 200		TUCSON	PIMA	AZ	Doctor of Psychology
ALLEN, MICHAEL H.	1601 N TUCSON BLVD SUITE 20		TUCSON	PIMA	AZ	Masters of Social Work
BAKER, DONNA K.	380 E. FT. LOWELL #221		TUCSON	PIMA	AZ	Masters of Social Work
BAKER, DONNA K.	51 W WETMORE ROAD SUITE # 11		TUCSON	PIMA	AZ	Masters of Social Work
BEAVER, WILLIAM T.	2802 N. ALVERNON WAY, STE 300		TUCSON	PIMA	AZ	Doctor of Philosophy
BEAVER, WILLIAM T.	7790 N ORACLE RD SUITE 120		Tucson	PIMA	AZ	Doctor of Philosophy
CABIANCA, LEONARD	4400 E BROADWAY BLVD SUITE 600		TUCSON	PIMA	AZ	Doctor of Philosophy
CATES, SHARYL K.	1430 E. FT. LOWELL ROAD	SUITE 103	TUCSON	PIMA	AZ	Masters of Social Work
CATES, SHARYL K.	1735 E FORT LOWELL RD SUITE #7		TUCSON	PIMA	AZ	Masters of Social Work
DIMONT, TOBIE	380 EAST FORT LOWELL	SUITE 203	TUCSON	PIMA	AZ	Master of Education
DIMONT, TOBIE	5151 N. ORACLE Rd. #118C		TUCSON	PIMA	AZ	Master of Education
DUNCAN, SUSAN	6600 NORTH ORACLE ROAD	STE. 110	TUCSON	PIMA	AZ	Masters in Counseling
DUNCAN, SUSAN	7790 N. ORACLE RD. #120		TUCSON	PIMA	AZ	Masters in Counseling
FELDMAN, CLYDE M.	5210 E PIMA RD SUITE 200		TUCSON	PIMA	AZ	Doctor of Philosophy
FIMBRES, MARTHA M.	2802 N ALVERNON SUITE 300		TUCSON	PIMA	AZ	Masters of Social Work
FLYNN, SEAN	5920 E. PIMA ROAD	SUITE 140	TUCSON	PIMA	AZ	Doctor of Philosophy
GARIGAN, ELIZABETH L.	1601 N TUCSON BLVD #20		TUCSON	PIMA	AZ	Masters of Arts
GUIDA, ANGELA	1661 N SWAN ROAD SUITE 200-3		Tucson	PIMA	AZ	Masters of Social Work
INTSCHERT, TABITHA A.	5669 N ORACLE ROAD, SUITE 2101		TUCSON	PIMA	AZ	Masters of Social Work
JAKACHIRA, AISHA	39958 S OLD ARENA DR		TUCSON	PIMA	AZ	L-Licensed Professional Counselor
JOHNSON, RENEE M.	5210 E PIMA ST, SUITE 200		Tucson	PIMA	AZ	Masters of Social Work
KESLER, MONICA	1661 N SWAN RD	230	Tucson	PIMA	AZ	L-Licensed Clinical Social Worker
LEINWEBER, ELIZABETH R.	1661 N. SWAN RD. STE# 244		TUCSON	PIMA	AZ	Masters of Social Work
MILLER, RHODA	6408 E. TANQUE VERDE RD.		Tucson	PIMA	AZ	L-Licensed Clinical Social Worker
MORRIS, HARVEY	6408 E. TANQUE VERDE RD.		Tucson	PIMA	AZ	Doctor of Philosophy
OTTO-PARKINSON, NECOE L.	10371 N. ORACLE STE. 204		TUCSON	PIMA	AZ	Doctor of Philosophy
OTTO-PARKINSON, NECOE L.	2200 E. RIVER ROAD, SUITE 121		TUCSON	PIMA	AZ	Doctor of Philosophy
OTTO-PARKINSON, NECOE L.	6812 N. ORACLE ROAD, SUITE 124		TUCSON	PIMA	AZ	Doctor of Philosophy
PETROVICH, SHANNON	6408 E. TANQUE VERDE RD.		Tucson	PIMA	AZ	Masters of Social Work
RAYMOND, JUDITH R.	6408 E TANQUE VERDE RD		Tucson	PIMA	AZ	L-Licensed Clinical Social Worker
REYNOLDS, PRISCILLA W.	6600 N. ORACLE RD.	SUITE # 110	TUCSON	PIMA	AZ	Masters of Social Work
REYNOLDS, PRISCILLA W.	7360 N LA CHOLLA BLVD		TUCSON	PIMA	AZ	Masters of Social Work
RONSTADT, MARGARET I.	5240 E. KNIGHT DR #112		TUCSON	PIMA	AZ	Doctor of Philosophy
RONSTADT, MARGARET I.	800 N SWAN RD., SUITE 100		TUCSON	PIMA	AZ	Doctor of Philosophy
RUSSEK, LINDA G.	5540 N AIRWAY DR		Tucson	PIMA	AZ	Doctor of Psychology
SCHULZ, RYAN M.	2224 N CRAYCROFT RD SUITE 100		Tucson	PIMA	AZ	L-Licensed Clinical Social Worker


WELD, DEVEREAUX	7445 N ORACLE RD STE 155	Tucson	PIMA	AZ	Masters in Counseling
WILSON, ERIN M.	2224 N CRAYCROFT RD SUITE 100	Tucson	PIMA	AZ	Masters of Social Work
WITTELS, BETTY J.	356 E. KELSO ST	Tucson	PIMA	AZ	Masters of Science
FROELICHER, KARI	315 W APACHE STREET	WICKENBURG	MARICOPA	AZ	Masters of Arts
GARIBAY, VIDAL A.	1414 S 5TH AVE	YUMA	YUMA	AZ	Masters of Arts
GOMEZ, BRENDA H.	3970 W. 24TH STREET #206	YUMA	YUMA	AZ	Masters of Arts
HART II, ASHLEY B.	106 E 1ST ST SUITE D	YUMA	YUMA	AZ	Doctor of Philosophy
HART II, ASHLEY B.	1700 1ST AVENUE SUITE # 208	YUMA	YUMA	AZ	Doctor of Philosophy
LIIMATAINEN, MARTHA PATRICIA	890 SOUTH 5TH AVE	YUMA	YUMA	AZ	Masters of Science
MCKIVERGAN, MARIA	3970 W 24TH STREET #206	YUMA	YUMA	AZ	Masters of Arts
SARFF, LEONARD	2450 S 4TH AVE # 207	YUMA	YUMA	AZ	Doctor of Philosophy
VAZQUEZ, JESUS	3970 W 24TH STREET STE 206	YUMA	YUMA	AZ	L-Licensed Professional Counselor


LIST OF EAP SERVICES



A full-service resource for employers, of which help for employees is part of the solution to workplace success.

JBG Clinical Care		INCLUDED
24-hour / 365-day / live / confidential response for help with crisis interventions; appointment scheduling; management support; on-site response for CISD [<i>Critical Incident Stress Debriefings</i>]; and other assistance.		YES
One number for all calls / all hours from employees, family members, Human Resources, and supervisors; toll free, 1-888-520-5400.		YES
<p>Up to six [6] face-to-face clinical sessions per person, per problem, per year [*]. Standard appointments, Monday through Friday, 9:00am to 5:00pm; many therapists have evening and Saturday hours.</p> <p>OR clients may choose to have their sessions by telephone; scheduled through JBG with licensed therapists; extended hours, Monday through Saturdays.</p> <p>Adult children living in the household may receive services until the age of 26.</p> <p>[*] A break-in-service of ninety [90] days is mandatory between problems. Sessions for marital / relationship and family / child are offered for the group involved; separate additional sessions may be authorized for individuals.</p>		YES
<p>Solution focused / brief therapy counseling includes, but not limited to:</p> <ul style="list-style-type: none"> Marital and Relationship Separation and divorce Parenting Substance (alcohol/drug) misuse Gambling Stress Work conflicts Financial concerns Depression Loss and grief 		YES
A network of therapists [credentialed according to the standard National Committee for Quality Assurance] is in place throughout Arizona and the United States .		YES
Post-EAP – or emergency – referral to appropriate resources in the Group’s medical plan, or community resources.		YES
Client advocate: JBG staff person for needs within the assistance program or coordination with other care organizations.		YES
JBG Personal Care		INCLUDED
<p>An unlimited service for employees, family members and managers/supervisors.</p> <p>24-hour / 365-day / live / confidential access by telephone, internet chat and website.</p>		Yes
<p>Access to JBG Personal Care website:</p> <ul style="list-style-type: none"> ➤ www.jorgensenbrooks.com; ➤ Locate/Click JBG Personal Care on Home Page; ➤ Locate/Click “Click here to access your JBG Personal Care ➤ Enter Company Login[*] and click Login; ➤ Opens to all web-based information and tools ➤ [*] For proposal demonstration, enter employer name of JBG 		YES
Website medical content provided by Mayo Clinic.		YES

Wellness and other webinars: <ul style="list-style-type: none"> ➤ Monthly, live, one-hour sessions for Human Resources staff and senior management; ➤ 30-month inventory of webinars is archived on the JBG Personal Care website for unlimited viewing by employees and family members; ➤ 2020 calendar of webinars and invitations ➤ Certificate of completion is provided by email following the survey after each webinar. 	YES
Rapid turn-around time for JBG Personal Care requests: Twelve (12) business hours for regular cases or six (6) business hours for urgent cases.	YES
Consultation, resource and referrals include, but are not limited to: <ul style="list-style-type: none"> • Adoption • Parenting • Elder/adult care • Prenatal and postnatal care • Summer care • Travel resources • Child care • Education • Pet care • Wellness • Special needs • Discount shopping 	YES
Educational materials to support each customized consultation: <ul style="list-style-type: none"> • Tip sheets on many topics • Checklists to help evaluate resources • Interactive CDs • Many resources are offered in Spanish translation • Provider profiles • Handbooks filled with consumer information 	YES
Customized website offering 5,000+ articles, tip sheets, interactive self-assessments, personal plans, audio files, and articles with resources available in English and Spanish.	YES
eLearning seminars; an online Certificate is available upon completion of each course. <ul style="list-style-type: none"> • Accountability • Appreciating Personality Differences • Business Etiquette & Professionalism • Caring for Aging Relatives • Cultural Diversity in the Workplace • Drug-Free Workplace Compliance • Eating Your Way to Wellness • Effective Communication • Emotional Intelligence for Success • Estate Planning: Essential Documents • Maximizing Your Day: Time Management • Nobody Likes a Bully • Recognizing a Troubled Employee • Say What You Mean the Right Way • Self-Care: Remaining Resilient • Sexual Harassment Prevention • The Art of Conflict Resolution 	YES
Legal, Financial, and ID Theft Recovery <ul style="list-style-type: none"> • Divorce/custody issues • Estate planning/wills/trusts • Landlord/tenant issues • Small Claims • Bankruptcy • Buying a home for the first time • Major life event planning • Retirement planning • Criminal • Real estate • Personal injury/malpractice • Adoption • Budgeting • Foreclosure prevention • College fund planning • Will preparation 	YES LEGAL SERVICES INCLUDE 30-MINUTE FREE APPOINTMENT WITH A LOCAL ATTORNEY [telephone or in-person] AND 25% DISCOUNT ON ATTORNEY FEES.
	INCLUDED
Telephonic management consultations.	YES
Formal management / supervisory referrals for assessment and EAP sessions, and / or referral to appropriate treatment facilities in the Group Medical Plan.	YES
On-site response to Critical Incidents / Trauma. Includes post-incident services for employees and managers / supervisors.	AN ADDITIONAL FEE SERVICE

Employees failing employer drug/alcohol tests. Clinical assessment and use of EAP sessions as appropriate; education / motivation; where indicated, referral to appropriate level of treatment in the Group Medical Plan; and monitoring of progress during treatment.	YES
Marketing and promotional support; includes JBG standard EAP flyers for employees; employee wallet cards; and worksite posters. Electronic versions of all materials are included at no cost. Monthly webinar invitations and quarterly news magazines submitted in electronic format.	YES
Quarterly, detailed utilization reports submitted electronically. Annual report includes client-specific Return-on-Investment, Performance Standards and Client Satisfaction Surveys.	YES
	INCLUDED
On-site training. Group may select topics from the catalog of the <i>JBG Learning Institute</i> [www.jorgensenbrooks.com ; top tab, <i>Learning Institute</i> , click <i>Catalog</i>].	AN ADDITIONAL FEE SERVICE

LAKE HAVASU SCHOOLS EMPLOYEE BENEFIT TRUST (LHSEBT)

EAP REQUEST FOR PROPOSAL - QUESTIONNAIRE & FEES

Questions	Responses
<u>Entity Information</u>	
Please provide the full name, corporate address and contact information, and type of business (i.e., corporation, partnership, etc.) for your firm.	Jorgensen Healthcare Associates, Inc., dba Jorgensen Brooks Group Road, Suite 131, Tucson, AZ 85704 Contact: Paul Fleming, President; paul@jorgensenbrooks.com; 480-586-0897 Jorgensen Healthcare is an Arizona corporation
How many years has your firm been in business?	7467 N. Oracle
- If different from above, how many years has your firm been operating in Arizona?	30 continuous years
Has your firm been involved in a merger, or change in ownership, in the last five years? If yes, please describe.	N / A
Do you contemplate any agreement, or are any agreements being negotiated, between you and other parties which may affect ownership, corporate structure, or management during the next year?	No
Has your firm had a change of name and/or used a "dba?" If yes, please provide previous names.	None
Does your organization manage and/or offer any other products/services besides the EAP programs?	Always operated under the dba, Jorgensen Brooks Group
If your firm operates branch offices, please provide contact and address information for the office that will serve this account. If multiple offices will be utilized please list each and the services to be handled at each.	No
How many individual employer groups does your organization serve (entire firm, not just a region or office)?	Jorgensen Brooks Group is headquartered in Tucson. Our Phoenix facility [301 E. Bethany Home Road, Phoenix, AZ, 85012] will provide account management services to the Lake Havasu group.
- How many enrollees does this represent?	76
Is your firm currently contracted with any school district clients in Arizona? Other states?	44,000 employees [approximately 110,000 lives]
What is your book of business average EAP utilization?	ARIZONA: Dysart / Phoenix; Flagstaff; Flowing Wells / Tucson; Tucson USD; SMIT / Phoenix [Genesis Academy, Globe USD, J. O. Combs USD, Morristown SD, Murphy SD, and Wilson SD]; Rural Schools of Northern Arizona / Navajo Reservation [Cedar, Chinle, Ganado, Kayenta, and Morenci]. NEW MEXICO: Pueblo of Laguna Education Department.
Within your book of business, what percentage of individuals have their issues resolved within a 6 visit model?	5.10%
	95+%
<u>Customer Service</u>	
Will the Trust be assigned to a dedicated service representative? If so, where are they located?	Yes; account manager will be located in Phoenix.
How many employees does your organization have in the following areas and where are they physically located?	
- Member Services - directly handling intake calls or member inquires regarding benefits	3 staff in Tucson and 1 in Phoenix.
- Account Services - directly handling employer/consultant/broker inquiries	2 in Tucson and 2 in Phoenix
What are the hours of operation (Please list Arizona times) for the service office in terms of:	

- Responding to member inquiries
- Responding to employer/consultant/broker inquiries

24 hours / 365 days live
24 hours / 365 days live

In regards to customer service telephone lines ,do you have a toll free number that can be used by the organization and/or members to contact Customer Service?
- On average, what is the call waiting time before a customer service representative responds?
Are your customer service calls answered by a person or by an electronic selection system?
What are the minimum credential requirements for your customer service staff?
What is the average seniority of your customer service staff?
During the past two years, what has been the percentage of customer service staff turnover your firm has experienced?
Does your customer service center have telecommunications device for the deaf (TDD)?
Does your customer service center have translation services?

Yes; toll-free number in place.
Less than 20 seconds.
All calls [24 hours / 365 days] are answered live.
Customer service staff [Intake / Scheduling Specialists]must have a minimum of two years experience providing services and assistance by telephone or in direct contact with customers. JBG conducts initial and ongoing training on the specifics of counseling services and EAP practices. Our Intake / Scheduling Specialists are trained to include empathy in their responses to all calls and to be alert to caller emotions and reactions. JBG clinicians are on hand to assume crisis calls or offer in-the-moment support.
4 years
None
Yes
Yes

Provider Network

How many contracted providers does your organization currently contract with nationwide?
How many contracted providers does your organization currently contract with in Arizona?
*Please provide a directory of AZ providers by city
What is the average length of time before a member is seen by a contracted provider?
Please provide a breakdown of your contracted providers by licensure (i.e., MSW, Psychologist, Psychiatrist).
Does your network of contracted providers include those who specialize in law enforcement and/or public safety? If so, please note how many by location in Arizona.
What is the average seniority of your contracted providers?
During the past two years, what has been the percentage of contracted provider turnover your firm has experienced?
Can members use contracted providers in any location - Arizona or nationwide?
Please outline your organization's provider requirements including minimum licensure and experience.
Please outline your organization's initial provider credentialing process, including how long they will be contracted for before re-credentialing is undertaken?
Please outline your organization's re-credentialing process?

43,000
304
Attached to proposal
Urgent appointments are scheduled for the same day. appointments are offered for within three business days.
Standard
Detail attached to proposal
Statewide, JBG has 206 providers with a specialty [PTSD; 78 of which are EMDR-trained] in services to law enforcement; two [2] are in Mohave County [PTSD @ 2 in Lake Havasu and Kingman; EMDR @ 1 in Lake Havasu]. All JBG providers are licensed therapists: The law mandating expanded services [AZ38-673] permits only licensed psychologists or psychiatrists as providers, eliminating EAP network providers. However, an amendment to the law is being considered for enactment July 1, 2020 that would permit care to be provided by licensed therapists [a group which, prior to AZ38-673, had been the principal resource to law enforcement.
9+ years
1%
Yes
JBG network providers must be licensed in the state in which they provide services; have a history without complaints to their respective licensing board; maintain a minimum of professional liability insurance of \$1m / \$1m; at least two years of consistent EAP experience; and at a minimum, a Master's degree in their counseling specialty[ies].
JBG follows a primary [direct] confirmation of provider applicant credentials.
Re-credentialing occurs every two years following the initial credentialing process.

Benefits/Contract Specifics

Does your organization offer the following:
- Both in-person and telephonic counseling services? If so, please explain when each is used. Please be specific.
- 24-hr, 365 day, telephonic crisis response
- Critical incident debriefing and crisis response?
- Any limits/exclusions on this benefit?
- Training (supervisory and employee) on various topics?
- If so, does the Trust receive a set # of hours of training per plan year (July - June) to use at their discretion?
- Product orientation for client managers - in-person, virtual, online?
- Any limits/exclusions on this benefit?
- Management/Supervisor referrals accepted?
- Onsite attendance at open enrollment meetings, benefit fairs, etc.?
- Any limits/exclusions on this benefit?
- Provide marketing materials, communications to build product awareness?
- Printed or electronic copies provided?
- Any limits/exclusions on this benefit?
- Online Portal? If yes, please outline what is available on the portal.
- Monthly, Quarterly or Annual Utilization Reporting?
- Member satisfaction surveys? If yes, how often?
- Client/Employer satisfaction surveys? If yes, how often?
- Is ad-hoc reporting available if necessary? If yes, what is the cost?
Please describe your methodology for reporting on utilization (i.e., counseling visits only, access to website, use of Work/Life programs, etc.)
- Work Life Programs? If yes, please list all of the services offered with any limitations.
Please explain your organization implementation process including timelines for an assumed July 1, 2020 implementation date.
Is your organization willing to provide renewal rates 6 months in advance (by January 1 for the following July 1st)?
Please outline here any additional products and/or services that your firm would like to highlight that have not been requested and/or addressed specifically.

Pricing (assume a July 1, 2020 effective date)

3 visit PEPM (net of commissions)
6 visit PEPM (net of commissions)

JBG prefers EAP counseling to be delivered in-person near where the participant lives or work. However in those instances when a participant cannot or chooses not to attend counseling in-person, JBG offers scheduled telephonic counseling.
Yes
Yes; JBG's proposal includes four [4] on-site response each contract year.
No
JBG's proposal includes unlimited use of webinar and eLearning training through its web portal [30 webinars are archived on our site and 16 eLearning topics are on the site]. Certificates are available for each of the completed activities.
No on-site training hours are included in our fees [available at negotiated fee].
On-line orientation included
None
Yes; unlimited
One event is included each contract year
One event per contract year
Yes. Provided electronically; samples of current materials included in this proposal.
Electronic
None
Yes. Significant information for employees and family members is offered through our Personal Care website; including, but not limited to, legal, personal financial management, ID theft recovery, child & elder care resources, mortgage assistance, discount purchasing portal, and much more.
Quarterly utilization reports; Annual report includes customer-specific ROI calculations, Summary of BOB Client Satisfaction Surveys, and Standard Performance Guarantee Report.
Collected throughout the year and summarized annually.
No
Yes. There are no additional costs for reports produced from standard collected data.
A sample JBG utilization report is included in our proposal.
There are no limitations to use of work-life services.
Implementation timeline attached to our proposal.
JBG will guarantee its fee[s] for the first three contract years; for contract years thereafter, JBG will provide renewal rates six months in advance of July 1st.
The extent of JBG's EAP services are detailed in its List of Services attached to our proposal. JBG includes Standard Performance Guarantees with its proposal; a copy is attached to our proposal.

\$1.40
\$1.75

On all pricing above:
- Guaranteed for how many months/years?
- Who is covered for services under the PEPM (All employees with payment based on benefit-eligible count, benefit-eligible employees only, all family members who reside with employee, etc.)?
- If part-time employees aren't automatically covered in the PEPM above, is there a mechanism in place to bill for part-time employees separately?
- Please specify which additional services (i.e., work-life) are included in this fee.
Are there any discounts for paying in advance quarterly or annually?
Additional per hour fees for services, if not outlined above.

Three [3] contract years.
All employees, dependents up-to-26 years old, and family members residing in the home.
JBG fees consider that part-time employees are to be covered in the program.
None anticipated, other on-site training or CISD response above four [4] hours each contract year.
No
Specified above.

ALL ARIZONA PROVIDER LIST (REVISED 6/12/18)

City/State	Zip Code	Credentials	LAST Name	FIRST Name
Bisbee	85603	LPC	Parent	Carole
Buckeye	85326	LCSW	Gaunt	Joseph
Buckeye	85396	LCSW	Shevlin	Whitney
Camp Verde	86322	LPC	Carson	Debbie
Casa Grande	85122	Ph.D., LMFT	Cornelius	Robert
Casa Grande	85122	LCSW	Mendenhall	Sharon
Casa Grande	85122	LPC, LISAC	Livermon	Jodi
Casa Grande	85123	LPC	Unruh	Jill
Chandler	85224	LPC	Babendir	Sheila
Chandler	85224	LAC	Harris	Sean
Chandler	85224	LPC	Burrer	Martha
Chandler	85224	LAC	Walker	Renee
Chandler	85224	LPC	Baggenstoss	Jeff
Chandler	85224	LPC	Ketchum	Carol
Chandler	85224	LPC	Buck	Johnny "Jason"
Chandler	85225	LCSW	Whitney	Robert
Chandler	85225	LPC	Effendi	Lisa
Chandler	85226	LPC	Jung	Audrey
Clarkdale	86324	LPC	Cavanagh	Patricia
Coolidge	85128	LPC	Lutz	Mark
Cottonwood	86326	LCSW	Burr	Dorothy
Dewey	86327	LCSW	Monreal	Toni Lynn
Flagstaff	86001	Ph.D.	Kaminskas	Julie
Flagstaff	86001	Ed.D.	Rose	Patricia
Flagstaff	86001	LCSW	Scranton	Martha
Flagstaff	86001	LCSW	Dunn	Teresa
Flagstaff	86001	LPC	Wells	Cheri
Flagstaff	86001	Ed.D.	Collins	Carol
Flagstaff	86001	LISAC	Mattingly	Brad
Flagstaff	86001	LPC	Babendir	Sheila
Flagstaff	86001	LCSW	Rice	Kaitlin

Flagstaff	86004	LPC	Chensky	Frank
Fredonia	86022	PhD	Taylor	Peggy
Gilbert	85234	LPC	Lofgreen	Derek
Gilbert	85234	LAC	Grijalva	Armando
Gilbert	85234	LAC	Jacobson	Aaron
Gilbert	85234	LCSW	Watson	Jean
Gilbert	85295	LMFT	Morris	Calleen
Gilbert	85295	LAMFT	Pak	Justine
Gilbert	85295	LAMFT	Simon	Lindsey
Gilbert	85296	LCSW	Bryant	Amy
Gilbert	85296	LPC	Jacobs	Julie
Gilbert	85296	LMFT	Dolan Fragosa	Brenda
Gilbert	85296	LCSW	Hamilton-Clark	Lisa
Gilbert	85296	LAC	Fulkerson	Jeffrey
Gilbert	85297	LCSW	Lore	Nicole
Gilbert	85297	LPC	Palmer	Tracy
Gilbert	85297	LCSW	Parke	Daniel
Gilbert	85297	LPC	Pavlicek	Loralynne
Gilbert	85297	LPC	Payne	John
Glendale	85301	LISAC, LPC	Szulczewski	Joseph
Glendale	85302	LPC	Jada	Samia
Glendale	85302	LISAC, SAP	McGinley	Bobbe
Glendale	85308	Ed.D	Klein	Lynn
Glendale	85308	LPC	Myers	Bryan
Glendale	85308	LCSW	Morton	Mark
Glendale	85308	LPC	Harper	Gail
Glendale	85308	LPC	Wetherell	Nancy
Glendale	85308	LMFT	Brown	Shannon
Glendale	85308	LMFT, LISAC	Andrews	Jerry
Glendale	85308	LCSW	Fimbres	Mary
Glendale	85308	LAMFT	White	Rachel
Glendale	85308	LCSW	Moe	Terryl
Glendale	85308	Ph.D.	Treegoob	Mark
Goodyear	85395	LPC	Castano	Angelica
Goodyear	85395	LPC	Davis-Lashley	Kathryn
Goodyear	85395	LPC	Gamez	Alison
Goodyear	85395	LPC, LISAC	Gallagher	Michelle
Goodyear	85395	LPC	Grussing	Joan
Goodyear	85395	LPC	Unsworth	Thomas
Goodyear	85395	LPC	Wamboldt	Micaela
Green Valley / Sahuarita	85614	LCSW	Reynolds	Priscilla
Green Valley / Sahuarita	85614	LPC	Mayer	Norma (bilingual)
Green Valley / Sahuarita	85614	LCSW, LISAC	Fabian	Jill
Green Valley / Sahuarita	85614	LMFT	Silver	Joan

Green Valley / Sahuarita	85614	LPC	Stack	Virginia
Green Valley / Sahuarita	85629	LPC	Stack	Virginia
Green Valley / Sahuarita	85629	LPC	Linder	Joan
Holbrook	86025	LPC	Herndon	Gretchen
Kingman	86401	Ph.D., LPC	Hicks	Jamie
Lake Havasu City	86403	LPC	Powell	Tanya
Lake Havasu City	86406	LPC	Silvestri	Kandis
Lake Havasu City	86406	LISAC	Paquette	Linda
Lakeside	85929	M.Ed.	Stirling	Tiffany
Litchfield Park	85340	LCSW	Beltran	Theresa
Litchfield Park	85340	LCSW	Gaunt	Joseph
Litchfield Park	85340	LMFT	Johnson	Jacky
Maricopa	85139	LPC	Shields	Raymond
Mesa	85201	LPC, LISAC	O'Donoghue	Caroline (Judy)
Mesa	85202	LCSW	Hall	John
Mesa	85205	LCSW	Browning	Lisa
Mesa	85206	LCSW	Whitney	Robert
Mesa	85206	LPC	Effendi	Lisa
Mesa	85206	LPC	McBride	Dorna
Mesa	85206	LPC	Bagnasco	Marc
Mesa	85206	LMFT	Hallam	Lori
Mesa	85206	LPC	Wegleitner	Aubrey
Mesa	85206	LPC	Cepeda	Salvador ▯▯ilingual▯
Mesa	85207	LCSW	Jacobs	Tammy
Mesa	85209	LMFT	Morris	Calleen
Mesa	85209	LAMFT	Pak	Justine
Mesa	85209	LAMFT	Simon	Lindsey
Mesa	85210	LAC	Mastin	Kristian
Mesa	85210	LPC	Ruales	Rosa
Mesa	85210	LAC	Mansfield	Mark
Mesa	85210	LPC	Carter	Theodora
Mesa	85210	LAC	Grijalva	Armando
Mesa	85210	LAC	Bednar	Brian
Mesa	85210	LAC	Rizwi	Nutaila
Mesa	85215	LPC	Iannello	Lourdes ▯▯ilingual▯
Morenci	85540	LISAC	MacDonald	Robbin
Nogales	85621	LPC	Bejarano	Frank ▯▯ilingual▯
Page	86040	LPC, LISAC	Macdonald	Ronald

Page	86040	LPC, LISAC	Valvo	John
Page	86040	LCSW	Boyce	Ronald
Payson	85541	LCSW	Navis-Schmidt	Penny
Peoria	85345	LPC	Leikvoll	Burdette "Bud"
Peoria	85345	LPC	Holland	Rachel
Peoria	85345	LPC	Snyder	Vicky
Peoria	85345	LCSW	Williams	Jacqueline
Peoria	85381	LCSW	Anderson	Dorothy
Peoria	85381	LCSW	Ashbeck	David
Peoria	85381	LPC	Atha	Kathryn
Peoria	85381	LPC	Bolden	Lisa
Peoria	85381	LPC	Cano	Sonia
Peoria	85381	LPC	Capriles	Yolanda
Peoria	85381	LPC	Castle	Anikka
Peoria	85381	LMFT	Haro	Kathleen
Peoria	85981	LPC	Ladd	Dr. Phillip
Peoria	85381	LCSW	Martin	Shannon
Peoria	85381	LPC	Moler	Kevin
Peoria	85381	LMFT	Noble	Taylor
Peoria	85381	LPC	Riley	Gerald Ray
Peoria	85381	LPC	Roe	Mireya
Peoria	85381	LMFT, LISAC	Ryan	Patti
Peoria	85381	LCSW	Sabey	Rena
Peoria	85381	LCSW	Shetzen	Jessica
Peoria	85381	LPC	Voigtman	Eric
Peoria	85381	LPC	Anderson	Kristy
Peoria	85381	LMSW	Burnam	Breeanna
Peoria	85381	LPC	Gamez	Alison
Peoria	85381	LPC	Grussing	Joan
Peoria	85381	LAC	Montefel	Mallory
Peoria	85381	LCSW	Ray	Adena
Peoria	85381	LMSW	Sewell	Mary
Peoria	85381	LPC	Wamboldt	Micaela
Peoria	85381	LPC	Rodriguez	Erasmo
Peoria	85381	LPC, LISAC	Jones	Jennifer
Phoenix	85004	LPC	Gross	Addam
Phoenix	85004	LPC	Formica	Wayne (CISD only)
Phoenix	85004	LPC	Cole-Powell	Lisa
Phoenix	85004	LPC	Tosca	Carlos
Phoenix	85004	LPC	Huizar	Isis
Phoenix	85004	LPC	Jimenez	Dalisa
Phoenix	85004	LCSW	Sapienza	Julie
Phoenix	85012	LPC, LISAC	Keller	Heather
Phoenix	85014	LCSW	Koonce	Donald

Phoenix	85014	LPC	Crawford	Phyllis
Phoenix	85014	LPC	Madera	Jose Bilingual
Phoenix	85015	LCSW	Moe	Terryl
Phoenix	85016	LAC	Abell	Michael
Phoenix	85016	LMFT	Lewis	Thomas
Phoenix	85016	LPC, LISAC	Soste	Krista
Phoenix	85016	LCSW	Aramburo	Asa
Phoenix	85016	LCSW	Fuschini	Robert
Phoenix	85018	LCSW	Scialli	Marcia (CISD)
Phoenix	85020	LPC	Tang	Elaine
Phoenix	85023	LISAC, LPC	Witter	Jeanne
Phoenix	85024	LPC	Grant	Katelyn
Phoenix	85028	LPC	McHale	Judith
Phoenix	85029	LPC	Bernhardt	Daniel
Phoenix	85029	LPC	Myers	Bryan
Phoenix	85029	LAC	Kiener	Tara
Phoenix	85032	LCSW	Talenfeld	Maxine
Phoenix	85034	LAC	Abell	Michael
Phoenix	85034	LMFT	Lewis	Thomas
Phoenix	85086	LPC, LISAC	Keller	Heather
Phoenix	85251	LCSW	Beck	Kimberly
Prescott	86301	LPC	Jensen	Christine
Prescott	86301	LCSW	Browne	Robert
Prescott	86301	LCSW	Katon	Laurie
Prescott	86301	Ph.D., LPC	Cross	Keith
Prescott	86301	LAC	Gundacker	Marguerite
Prescott	86301	LMFT	Johnson	Sherrina
Prescott	86301	LPC	Pilicy	Terence
Prescott	86301	LPC	Ritterbush	Debbie
Prescott	86301	LAC	Adib	Nooshin
Prescott	86301	LAC	Flaum	Caitlin
Prescott	86301	LCSW	McGlynn-Moore	Sarah "Kate"
Prescott	86301	Life Coach	McHorney	Colleen
Prescott	86301	LASAC	Pritchard	Charissa
Prescott	86301	LCSW	Webber	Natalie
Prescott	86301	LCSW	Wennerholm	William
Prescott	86303	LPC	Gallagher	Nicholas
Prescott	86303	Ph.D.	Summers	Julia
Prescott	86303	LPC	Jackson	Sharon
Prescott	86303	LPC	Frederiksen	Tracey
Prescott	86303	LPC	Cipriano	Christina
Prescott	86303	LCSW	Maple	Denise
Prescott	86303	LPC	Mehl	Jeannie
Prescott	86305	LMFT	Rosebaugh	Stephanie
Prescott	86305	LPC	Carson	Debbie

Prescott Valley	86314	LPC	Foreman	Jeanine
Prescott Valley	86314	LPC	Bettino	Carol
Queen Creek	85142	LPC	Dorenbush	Jill Ann
San Tan Valley				
Safford	85546	LPC	Turley	Shawn
Safford	85546	LCSW	Hughes	Kristen
Safford	85546	LCSW	Macri	Karri
Safford	85546	LPC	Wilhelm	Jared
Scottsdale	85254	LISAC, SAP	McGinley	Bobbe
Scottsdale	85254	LPC	Meer	David
Scottsdale	85254	LAC	Berry	Elizabeth
Scottsdale	85254	LPC, LMFT	Gazely	Jef
Scottsdale	85254	LCSW	Gruber	Gwen
Scottsdale	85257	LCSW	Buhman	Mary
Scottsdale	85257	LCSW	Beck	Kimberly
Scottsdale	85260	LCSW	Goula	Diane
Scottsdale	85260	LISAC, LPC	Soiya	Cristi
Sedona	86336	LPC	Ritter	Sandra
Sedona	86336	LAC	Daher	Yamile
Show Low	85901	LCSW	Keene	Leslie
Show Low	85901	Psy.D.	Rousseau	Andre
Show Low	85901	LPC	Camou	Marcelene
Show Low	85901	LCSW	Starkel	Melissa
Sierra Vista	85635	LPC	Ochoa	Sarah
Sierra Vista	85635	LCSW, SAP	Santos	Joe Bilingual
Sierra Vista	85635	LPC	Herrewig	Patricia
Sierra Vista	85635	LPC	Garcia	Mario
Sierra Vista	85635	LPC	King-Marvin	Melissa
Snowflake	85937	LPC	Rogers	Heather
Snowflake	85937	LPC, LISAC	Packard	JoDene "Jody"
Somerton				
Springerville	85938	LMFT	Hoyt	Victoria
St. Johns	85936	LMFT	Hoyt	Victoria
Sun City	85351	LPC	Kosik	Karen
Sun City	85351	LISAC, LPC	Witter	Jeanne

Sun City	85373	LPC	Delgado	Francisca
Surprise	85374	LPC	Patterson	Wanda Sue
Surprise	85374	M.Ed., LISAC	Lain	April
Surprise	85378	LPC	Strickland	Dana
Tempe	85281	LPC	Gupta	Mamta
Tempe	85282	LCSW	Moe	Terryl
Tempe	85282	Ph.D.	Treegoob	Mark
Tempe	85283	LPC	Horton	Isaac bilingual
Thatcher				
Tucson	85704	LCSW< LISAC	Darwin	Holly
Tucson	85704	LPC	Ross	Carol
Tucson	85712	LASAC	Christensen	Deborah
Tucson	85704	LPC, LISAC	Miller	Julie (EMDR)
Tucson	85704	LCSW	Cerveny	Linda
Tucson	85704	LPC	Baker	Kent
Tucson	85704	Ed.D.	Weld	Devereaux "Chet"
Tucson	85704	LPC	Dowdall-Thomae	Cynthia
Tucson	85704	LPC	Emmerich	Emily
Tucson	85704	LPC	Wittrig	Donna
Tucson	85704	LAC	Anderson	Jan
Tucson	85704	LMFT	Seery	William
Tucson	85705	LAC	Morgan	Tiffany
Tucson	85710	LPC	Dowdall-Thomae	Cynthia
Tucson	85710	LCSW	Hart	Christina
Tucson	85711	LPC, LISAC	Christophe	Catalina bilingual
Tucson	85711	LPC	Ostroff	Marisa bilingual
Tucson	85711	LPC	Pennington	David
Tucson	85711	LISAC	Emerson	Eric O.
Tucson	85712	LAC	Rayan	Tara
Tucson	85712	LPC	Brody	Barbara
Tucson	85712	LISAC	Timmons	Libby
Tucson	85712	LCSW	Pickett	Maureen
Tucson	85712	LCSW	Leinweber	Libby
Tucson	85712	LCSW	Pitts	June
Tucson	85712	LCSW	Ruvalcaba	Dana
Tucson	85712	LAC	Love	Susan
Tucson	85712	LPC	Comer	Jan
Tucson	85712	LCSW	Coombes	Roy
Tucson	85712	LPC, LISAC	Romano	Christina
Tucson	85712	LMSW	Kieding	Elizabeth
Tucson	85715	LPC	Haggerty	Fran
Tucson	85715	LAMFT	Ahmadi	Kimberly
Tucson	85716	LPC	Melendez	Maria

Tucson	85716	LCSW	Magdaleno	Norma
Tucson	85716	LAC	O'Neill	Jennifer
Tucson	85716	LPC	Lee II	Rodger
Tucson	85716	LPC	Denbo	Amanda
Tucson	85716	LMSW	Reece	Derek
Tucson	85716	LAC	Farabaugh	Emily
Tucson	85716	LCSW	Musty	Timothy
Tucson	85716	LCSW	Conaway-Morgan	Linda
Tucson	85716	LPC	Allen	Michael
Tucson	85716	LPC	Howard	Rebecca
Tucson	85716	LMSW	Reece	Derek
Tucson	85716	Psy.D.	Benach	Joseph
Tucson	85719	LPC	Fair	Dolores
Tucson	85737	LCSW	Solomon	Shelley
Tucson	85739	LPC	Merrick	Matt
Tucson	85741	LPC	Bly	Janeen
Tucson	85741	LCSW	Reynolds	Priscilla
Tucson	85741	LPC, LISAC	Hayes	Deb
Tucson	85741	LCSW	Humburg	Lorel Jean
Tucson	85741	LCSW	Vargas	Francisco "Frank"
Tucson	85741	LPC	Weatherholt	Rita
Tucson	85742	MS, LISAC, CEAP	Carr	Deborah
Vail	85641	LCSW	Steele	Anna
Winslow	86047	LPC	Oplinger	Rose
Yuma	85364	LCSW	Cox	Nada
Yuma	85364	LPC	Benbow	Kevin (bilingual)
Yuma	85364	LPC	Gomez	Mily

MEMORANDUM

TO: **LHSEBT TRUSTEES**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: 2020-21 Benefits and Rates

Trustees will review and discuss the budget, benefits and rates presented during the Work Session held on February 05, 2020. This agenda item is intended for Trustees to vote on any changes in benefits and related budget items and essentially develop and approve the benefits and rates to be afforded through LHSEBT for 2020-21. Again, decisions regarding benefits and rates will be contingent on whether the District agrees to join NAEBT.

If you should have any questions between now and the date of the meeting, feel free to call or email me at (928) 753-4700 x302 or james@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Discussion and Possible Action re Approval of Existing Vendor Contracts

The following is an overview of the administrative contracts that are up for renewal effective July 1, 2020 and each vendor's offer to the Trust:

1. **Reinsurance** – ECA will market reinsurance beginning in April; this coverage cannot be finalized until May or June as it requires carriers to review the most recent claims data, etc. We would request that Trustees give the Chairperson authorization to bind coverage once ECA has completed the review with ratification at the next meeting.
2. **Ameritas** – Ameritas has offered a rate pass; as such, their fee will remain at \$3.25/PEPM.
3. **GDK** – Mike Bonney has agreed to hold his fee at \$325 per month to produce the compilation reports.
4. **Guardian** – Guardian, the Life/AD&D, Voluntary Term Life and Voluntary Short-Term Disability (STD) carrier, has agreed to a rate pass for 2020-21.
5. **United Healthcare (Vision)** – UHC is requesting an 8% increase in Vision premiums as follows:

	2019-20 (Current)	2020-21
Employee Only	\$5.18	\$5.59
Employee+Spouse	\$10.35	\$11.18
Employee+Child(ren)	\$9.41	\$10.16
Employee+Family	\$16.94	\$18.30

6. **Teladoc** – Teladoc has requested a \$.25/PEPM increase for both the Gold and HDHP plans as follows:

	2018-19	2020-21
Gold	\$4.25	\$4.50
HDHP	\$3.00	\$3.25

All other vendors providing services to the Trust are in the middle of rate guarantees and/or contractual terms and therefore do not require action by the Trust at this time.

Staff recommends that these renewals be accepted as presented and that the Trust Chairperson be authorized to execute all renewal documents upon review and approval by legal counsel.

If you should have any questions between now and the date of the meeting, feel free to call or email me at (928) 753-4700 x302 or jaimes@ecollinsandassociates.com.

MEMORANDUM

TO: **LHSEBT Trustees**

FROM: **ERIN P. COLLINS & ASSOCIATES, INC. (ECA)**
Jaime Schulenberg, Sr. Account Manager

DATE: January 29, 2020

RE: Updates & Announcements

Formerly called “Admin Update,” this item is intended to allow for staff and/or Trustees to provide updates on outstanding items, provide information about items of note that don’t require an agenda item for discussion, and to make any relevant announcements.

If you have any questions between now and the date of the meeting, I can be reached at (928) 753-4700 ext. 302 or via email at jaimes@ecollinsandassociates.com.