

## HOTLINE CASE

2008-11

October, 2008

**7/14/08. This was a call about the Employee Assistance Program for the City of Jacksonville. It was alleged that Aetna was going to be granted a proprietary contract for these services and that is was not proprietary as other companies could do this work, and in fact, were contracted to do this work for fiscal year 07/08.**

**The Ethics Officer called the City Council Auditor and went over the current procedures for this contract. There was a pending request for Aetna to assume the EAP work at an approximate cost of \$203,520. As a result, the City Council Auditor received documentation and attended the Awards Committee on July 16<sup>th</sup> and argued that the award to Aetna could not be done on a proprietary basis. The request for Aetna to do the contract on a proprietary basis was cancelled. The EAP contract was extended to the local company that had the contract in 2007/8: Corporate Care Works at a cost of \$134,400. This contract had initially been won with a bid process with this being the second of four renewal options.**

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DEPARTMENT OF HUMAN RESOURCES



**MEMORANDUM**

**DATE:** September 05, 2008

**TO:** Michael Clapsaddle, Chairperson  
Professional Services Evaluation Committee

**FROM:** Millie Reeves, Sr. Manager, Personnel Services – Benefits & Operations  
Employee Assistance Program

**SUBJECT:** **Employee Assistance Program Contracted Counseling Services, Contract # 8582-01**  
(previously P-68-06) Amendment #2

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The current term of the agreement between the City and Corporate Care Works, Inc., for the provision of external Employee Assistance Program (EAP) Services expires on September 30, 2008. The City EAP and Corporate Care Works, Inc. would like to exercise the second of four renewal options.

Accordingly, this is to request that the City renew the contract with Corporate Care Works, Inc. for the provision of services for the entire Employee Assistance Program. The contract shall be for the fiscal year beginning October 1, 2008 and ending September 30, 2009 and is not to exceed \$134,400.00, which, when added to the previous maximum indebtedness of \$281,154.00, will create a new maximum indebtedness to the City of \$415,554.00. All other terms and conditions shall remain the same.

Thank you for your consideration of this request.

**Attachments: Letter of intent to renew from CCW**



CORPORATE CARE WORKS  
EAP : HR Solutions: Crisis Response

September 4, 2008

Ms. Millie Reeves  
City of Jacksonville  
117 W. Duval Street, Suite 100  
Jacksonville, FL 32202

Dear Millie:

Corporate Care Works is willing to extend our contract from Oct 1, 2008 to September 30, 2009 per your request.

We will be encompassing all of the EAP services that have been provided by your internal EAP staff as well as all services we have been providing as your external EAP provider.

All other terms and conditions remain the same with the exception of our pricing which will be:

\$1.40 per employee per month x 8,000 employees = \$11,200 per month,  
which is \$11,200 x 12 months = \$134,400 per year

Our rates are guaranteed for two years.

Sincerely,

Cindy Persico  
President

CP:st

DEPARTMENT OF CENTRAL OPERATIONS  
HUMAN RESOURCES DIVISION



July 10, 2008

**MEMORANDUM**

**TO:** Michael Clapsaddle, Chief  
Procurement Division

**FROM:** Millie Reeves, Sr. Manager  
Personnel Services – Operations & Benefits

**SUBJECT:** Proprietary Award – Aetna EAP and Work/Life Services

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The Human Resources Division requests the approval of a Proprietary award to Aetna EAP for the procurement of out-sourced Employees' Assistance and Work/Life Services for City of Jacksonville employees and family members. The cost will be \$2.12 per month, per employee, based on 8,000 employees, and will not exceed the maximum amount of \$203,520 for the period of October 1, 2008 through December 31, 2009. This will replace the current in-house EAP and produce a savings to the City of approximately \$273,000 for FY 08/09. We do not believe issuing a RFP for EAP and Work/Life services at this time will be productive because of the short time frame we would be interested in. (October 1, 2008 through December 31, 2009)

Our intent is to produce a RFP by March 2009 for group health care and EAP/Work/Life Services and to have the same provider for both programs. This will allow more efficiency through information accessibility, case management, and cost savings. It will also allow seamless transition to health care providers following treatment under the EAP. Aetna will provide a wide array of services not available elsewhere, as briefly described in the Scope of Services.

Aetna is the only organization that has developed and implemented a pro-active depression screening process. City employees experience a very high level of depression and anxiety that results in high health care costs. This service should help reduce the high cost of health care claims by detecting these conditions early. Aetna is capable of providing all services currently offered under the Employees' Assistance Program, and expanding the program to offer more services.

Thank you for your cooperation in approving this request.

**RE: Hotline case 2008-11**

**Response from Millie Reeves, Sr. Manager, Personnel Services -Operations & Benefits**

Although we did believe it qualified as a proprietary award when we submit this request through the Professional Services Evaluation Committee, not to the Awards Committee, we withdrew the request on July 15, 2008. We renewed with the existing contract provider, Corporate Care Works, through September 30, 2009 at a lower cost than the 2007/08 contract. We will include EAP/Work Life services in the RFP for group health to be released in February 2009. This was discussed with the Council Auditor's office at the time with a favorable response. The Aetna EAP/Work Life proposal included benefits not available through another provider because of the ability to share privileged information and treatment for total 360° services. The Work Life added benefits not available under the current contract; thus, the additional cost.

Respectfully submitted: October 21, 2008

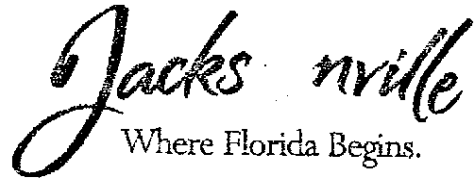


**Proprietary Award – Aetna EAP and Work/Life Services**

**Scope of Services:** The primary Scope of Services involves:

- Affordable, expanded outsourced EAP and Work/Life Services
- Timely access to clinically focused EAP and work/life specialists, 24/7/365
- A comprehensive, culturally competent, and diverse provider network within easy access to home and office in all states.
- An integrated approach to EAP, physical and behavioral health management.
- A strong information technology and timely reporting capabilities, including a wide range of website information.
- A single point of contact and client-focused account manager in an outsource environment, available at all times.
- Ability to customize a flexible EAP program with ancillary programs, such as:
  - **Special programs for child care and parenting:** adoption, day care, development, disabilities, gifted and talented children, parenting and grand-parenting, non-traditional families, prenatal and breastfeeding, summer programs, and work and family issues.
  - **Special programs for adult/elder care:** care options and living arrangements, caregiver issues and concerns, geriatric care management, Medicare, Medicaid, and social security, home meal delivery, hospice services, in-home services, respite care, senior health and safety, transportation, and referrals to assisted living and nursing homes.
  - **Educational programs:** 24/7 telephonic and online support to help employees/dependents with a wide array of academic issues including: nursery school/preschool, pre-K/Kindergarten, special education, tutoring, continuing education, distance learning, elementary education, extracurricular activities, middle/high school, college, graduate school and, educational loans and scholarship programs.
  - **Health and Wellness:** 24/7 telephonic and online support to help employees and dependents with a wide array of health and wellness issues including: children's health, diet/nutrition, emotional well-being, general health, preventive health issues, holistic medicine, medications, men and women's health, prenatal health, safety, and senior health.
  - **Daily Life Services:** 24/7 telephonic and online support to help employees and dependents with a wide array of everyday life issues including: automotive, home improvement, utilities/home services, moving/relocation, pet care, travel, and financial counseling.

DEPARTMENT OF CENTRAL OPERATIONS  
HUMAN RESOURCES DIVISION



- **Concierge and On-line Discount Programs:** access to pre-negotiated brand-name deals on all products and services and call up concierge services for many purposes, e.g., florist services, shopping, etc.



## Pricing and Fees

Session Model	Cost Per Employee Per Month (PEPM)	Cost Including full Work/Life Services: Child/Elder Care, Legal and Financial Services (PEPM)
Core Features and Services - Including up to 5 face-to-face counseling sessions	\$1.67	\$2.12

### Core Features and Services

- Telephone access to licensed clinicians 24 hours a day, seven days a week, 365 days a year.
- Five face-to-face counseling sessions with Aetna EAP network contracted providers, per issue, with an additional 1-2 sessions if needed to resolve an issue.
- Direct access to comprehensive, nationwide network of EAP providers who are licensed, master's level behavioral health professionals.
- Referrals to community services.
- Internet access to our EAP website 24 hours a day, seven days a week, 365 days a year.
- Unlimited telephonic management and supervisory consultation.
- Designated account management with EAP administrative expertise.
- Quarterly EAP utilization reports at plan sponsor level for face-to-face sessions.
- Coordination with other benefit programs.
- Standard printed communication material and additional promotional material in CD-Rom format.
- Telephonic orientation and supervisor training.
- Ten hours of on-site Crisis Response Services per benefit year.
- Ten hours of on-site training services
- Five SAP cases per year.
- Inclusion of full suite of work/life services (including elder/child care, legal/financial and discount center).

### Optional Services

- Post-Trauma (Workplace Crisis Response Services) (After ten hours per benefit year):
  - Standard Service (on-site attendance in 2 to 24 hours) - Hourly - \$190 per hour plus travel expenses reimbursed at a flat rate of \$150. Out of area or special request expenses are additional.



- o Immediate Service (on-site attendance in 2 hours or less) – Hourly - \$315 per hour plus \$195 flat travel fee.
- o The City of Jacksonville agrees to provide Aetna with 24 hours advance notice of cancellation of any requested Workplace Crisis Response Services. Failure to provide Aetna with 24 hours notice of cancellation will result in a charge to the City of Jacksonville of \$350 per incident.

**Other Terms/Conditions**

- Quote assumes no commission or other fees payable to brokers or consultants.
- Quote assumes standard billing process of single EAP bill at plan sponsor level only.
- Quote allows access for employees and immediate household members to up to 5 EAP sessions per issue, with additional 1 – 2 sessions to resolve an issue.
- Quote is guaranteed for 3 years from the effective date of 10/01/2008.
- On-site trainings hours and SAP cases are limited to the respective number of hours listed in Core Features and Services.