

# Aetna Resources For Living<sup>SM</sup> Employee Assistance Program (EAP)



## Reliant Mission, Inc.

### Program Comparison

A proactive Aetna Resources For Living EAP quote with two options to meet the needs of your employee population.

Product feature	3-session model \$1.17 PEPM	6-session model \$1.38 PEPM
Unlimited telephonic consultation	✓	✓
Face-to-face or tele-video counseling, per issue, per year	Up to 3	Up to 6
Worklife support	✓	✓
Legal resources	✓	✓
Financial resources	✓	✓
ID Theft	✓	✓
Member website	✓	✓
Member mobile app	✓	✓
Management consultation	✓	✓
Management referrals	✓	✓
Proactive account management	✓	✓
Crisis response services	✓	✓
Flyers and wallet cards	✓	✓
Monthly email newsletter	✓	✓
Semi-annual and annual utilization reports	✓	✓

Rates and benefits do not apply to existing full-service EAP customers.

# Product features

## Telephonic consultation

Unlimited telephonic access to the EAP call center staff, available 24 hours per day, 7 days per week, 365 days per year for purposes of assessing member need and referring to appropriate EAP Services.

## Face-to-face counseling

Members have access to our EAP network providers for a pre-determined number of face-to-face clinical sessions, as elected by the customer. Each member is entitled, on a contract year, up to the number of counseling sessions per issue (e.g., up to three counseling sessions per member per problem under the 3-session EAP model). Face-to-face counseling sessions require prior authorization. The member contacts Aetna Resources For Living to receive referrals and an authorization to a contracted EAP network provider. We consider marital and/or family sessions as one issue for the couple or family and do not authorize sessions individually for each attendee. Some network providers also provide telephonic or televideo options where appropriate.

## Worklife support

This service provides telephonic access to worklife specialists who give a comprehensive consultation and do all the legwork to meet members' everyday needs. They provide qualified referrals for child care, elder care and everyday personal, household and family issues.

## Legal resources

Members receive a 30-minute telephonic or face-to-face attorney consultations, per each new issue, for any number of issues. There is a 25 percent discount with the attorney or mediator beyond the initial 30 minutes.

## Financial resources

Members receive a 30-minute telephonic financial consultation, per each new issue, per year. Members may also access online resources such as articles and calculators.

## ID Theft

Provides members with a 60-minute free consultation with a highly trained Fraud Resolution Specialist™ and conducts seven emergency response activities. Also, provides members with a free "ID Theft Emergency Response Kit™".

## myStrength®

We now provide myStrength®, a unique online emotional wellness portal. It can help your employees with mild or moderate depression and anxiety. The program offers practical ways to improve emotional and overall well-being through eLearning programs, simple tools, trusted resources and daily motivation.

## Member website

Our member website includes access to information and resources to assist with childcare, home health care, assisted living facilities, school, colleges, health, clubs, pet services and more.

## Member mobile app

Access Aetna Resources For Living on the go with our mobile app. We provide access to resources and content on your schedule and track your mood or email a service request.

## Management consultation

We staff our management referral unit with licensed clinicians who are specially trained in resolving workplace issues. When an employee's situation mandates a formal management referral, we can help your managers and supervisors through every step of the referral process.

## Proactive account management

We have a seasoned account management team to serve as your single-point-of-contact within Aetna for any question, reports or feedback.

## Crisis response services

We customize and design crisis response services to meet your organizational and individual needs, to minimize damage and return people to previous levels of productivity as soon as possible. **Unlimited incidents included, up to ten hours per incident.**

# Terms & Conditions



## Pricing assumptions

- Prices assume no commissions or other fees payable to brokers or consultants.
- Quote does not apply to existing full-service EAP customers.
- Billing process of single EAP bill at plan sponsor level from centralized EAP Operations. Any deviation from standard billing process will require EAP operations approval.
- Prices are guaranteed for three years from the effective date.
- Any deviation from the rate card will require a customer specific quote from EAP underwriting.
- EAP services may be subject to regulation under the Knox Keene Act in the State of California. Program documentation and procedures may be adjusted accordingly.
- Quoted rates include coverage for the 50 US states only.
- Workplace seminars/brown bag training — General behavioral health and worklife training, including employee and supervisor orientation provided in in-person, telephonically or through the web. \$250 per hour plus travel.
  - Travel and preparation expenses reimbursed at a flat rate of \$150 per counselor. If training is not scheduled consecutively or multiple topics are scheduled, additional travel and preparation costs may apply.
  - For webinars with more than 25 participants, an additional charge of \$50 applies for each additional 25 participants up to a maximum of 200 participants.
  - Department of Transportation services are excluded from standard training and education services.

## EAP Terms/Conditions

- Quote allows access for employees and immediate household members up to the selected number of sessions per issue, per year.
- Quote assumes employee population will not increase or decrease by more than 20 percent. We may adjust rates if the population falls out of this range.
- We include an unlimited number of standard crisis response services in the EAP session model PEPM rate. Crisis response services are limited to 10 hours per incident. Immediate services and issues concerning downsizing, mergers, acquisition activities (i.e. reductions in force), terrorism, or services beyond the 10-hour cap, are subject to the hourly rates below.
  - Standard services: Onsite attendance response time in greater than two hours. \$250 per hour plus travel.
  - Immediate services: Onsite attendance response time in less than two hours. \$350 per hour plus travel.
  - Reduction in force Services: \$250 per hour plus travel.
  - Travel and preparation expenses reimbursed at a flat rate of \$150 per counselor.
- Cancellation fees:
  - Crisis response or reductions in force: Failure to provide 24-hour notice of cancellation of services which are excluded from the unlimited provision listed above which are subject to the hourly rate will result in a charge of \$375 per incident.
  - Trainings: Failure to provide six business days' notice of cancellation of a previously scheduled training program will result in a charge of \$375 per hour.
- Drug free workplace services:
  - Substance abuse case management by a substance abuse professional and/or Department of Transportation regulation compliance. \$750 per case.
  - Department of Transportation training pricing — Please contact Aetna Behavioral Health for pricing.

Contact your Aetna representative to learn more about the Aetna Resources For Living EAP program.



**Aetna Resources For Living<sup>SM</sup>** is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc. All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to [aetna.com](https://www.aetna.com).