



# Employee Assistance Program Services For Standard Insurance Company And The Standard Life Insurance Company Of New York

Service Feature	Service Overview
<b>Face-to-face/phone sessions</b>	Up to 3 sessions (or six sessions if buy-up is elected) of assessment, consultation and referral, per presenting problem, per individual, per year
<b>Referral service standards</b>	<ul style="list-style-type: none"> <li>• Life-threatening emergencies will have appropriate care coordinated upon initial contact</li> <li>• Urgent appointments are scheduled within 24 hours</li> <li>• Routine appointments are scheduled within 2 business days</li> </ul>
<b>Call center and more</b>	24/7/365 support from master's-degreed clinicians that provide immediate assessment using motivational interviewing techniques. All calls are answered in Chicago, IL.
<b>Program access</b>	<ul style="list-style-type: none"> <li>• Dedicated toll-free number</li> <li>• Web</li> <li>• Mobile device application</li> </ul>
<b>Case management</b>	Coordinated telephone intake, case management and follow-up by one master's-degreed clinician ensures continuity in service delivery
<b>Qualified provider network</b>	<ul style="list-style-type: none"> <li>• National network of more than 10,000 providers</li> <li>• Network in place for more than 25 years</li> <li>• Guaranteed provider availability</li> <li>• Open panel policy (no closed networks)</li> </ul>
<b>EAP clinical provider credentialing standards</b>	<ul style="list-style-type: none"> <li>• Minimum of a master's degree</li> <li>• State licensure</li> <li>• 5 years of post-graduate, clinical experience</li> <li>• EAP experience is preferred</li> </ul>
<b>Legal services</b>	<ul style="list-style-type: none"> <li>• Nationwide panel of attorneys</li> <li>• Free 30-minutes face-to-face or telephonic consultation for each separate legal matter</li> <li>• 25% discount if network attorney is retained</li> <li>• Coverage for most legal issues, including civil, personal/family, credit, elder law, real estate, tax and estate planning</li> <li>• Online will preparation (except in Louisiana)</li> </ul>
<b>Financial services</b>	<ul style="list-style-type: none"> <li>• Unlimited access to telephonic assistance and a free face-to-face 60-minute financial counseling session per issue from a Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners</li> <li>• Help with issues such as spending habits, budgeting strategies, managing credit, debt management, debt consolidation, financial planning information, goal setting, credit report and credit score issues, homeownership and other personal finance issues</li> <li>• Identity theft consultations for prevention and free identity theft kit if identity has been stolen</li> </ul>

This EAP service is provided through an arrangement with Bensinger, DuPont & Associates, which is not affiliated with The Standard. The EAP is not an insurance product.

The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Ore., in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 360 Hamilton Avenue, Suite 210, White Plains, N.Y.

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<b>WorkLife services</b>	<ul style="list-style-type: none"> <li>• Expert, multilingual telephonic and internet-based consultation and referral</li> <li>• Supplemental information in multiple media options</li> <li>• Online support – thousands of articles, self-search locators, financial calculators, health assessments and web links to many government and non-profit services</li> <li>• Childcare services including placement</li> <li>• Eldercare services including placement</li> <li>• Health and wellness</li> <li>• Emotional and well-being</li> <li>• Daily living resources</li> </ul>
<b>EAP web site</b>	<ul style="list-style-type: none"> <li>• EAP and WorkLife services</li> <li>• HR Site</li> <li>• Comprehensive library, videos, articles, self-assessments, links, archived webinars</li> </ul>
<b>Management consultation services</b>	<ul style="list-style-type: none"> <li>• Toll-free, 24/7</li> <li>• Unlimited management consultations</li> <li>• Mandatory/voluntary management referrals, with follow-up</li> <li>• Unlimited policy development consultations and regulation consultations (Drug Free Workplace, etc.)</li> </ul>
<b>Utilization reports</b>	Electronic, real-time utilization reporting from HR website
<b>Coordination with health plan(s)</b>	The EAP clinician contacts the medical plan administrator to obtain authorization for treatment resources. The clinician coordinates with covered providers to ensure proper credentials, experience and availability that best fits the individual's needs. The clinician will work with the individual and provider to schedule an appointment.
<b>Communication materials</b>	Brochure, poster, monthly email pushes, monthly live webinars, manager email pushes
<b>Eligibility</b>	<p>The EAP is made available through The Standard's<sup>‡</sup> group insurance products and services. Covered members, their spouse and/or domestic partner, married or unmarried dependent children to age 26 and all other household members are eligible for services. The services are available for up to 30 days after termination of coverage and/or employment.</p> <p>If the member dies the services are available for up to 90 days to their dependents and beneficiaries.</p>
<b>Health/benefit fairs representation</b>	EAP clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel.
<b>Employee orientation meetings</b>	EAP clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel.
<b>Supervisor orientation and training</b>	EAP clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Specialized webinar training available for \$200 per hour, per clinician.
<b>Wellness seminars</b>	<p>EAP clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Webinar seminars available for \$200 per hour, per clinician.</p> <ul style="list-style-type: none"> <li>• Cancellations made within 24 hours before the scheduled service will be charged a \$230 per hour administrative fee</li> </ul> <p>Wellness monthly webinars are included at no additional charge.</p>

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<b>Compliance trainings</b>	EAP clinician available at \$230 per hour, per clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician, for their travel. Webinar training available for \$200 per hour, per clinician <ul style="list-style-type: none"> <li>• Cancellations made within 24 hours before the scheduled service will be charged a \$230 per hour administrative fee</li> </ul>
<b>Critical incident stress management services</b>	10 hours per incident free onsite crisis support in the event of a catastrophic incident at the workplace affecting a group of employees (e.g. robbery, assault, employee injury or death in the workplace) <ul style="list-style-type: none"> <li>• Terrorism and natural disasters are excluded but will be provided at \$300 per hour, per EAP clinician for a minimum of 3 hours per event, per clinician, plus travel</li> <li>• Onsite crisis services exceeding 10 hours per event is available at \$230 per hour, per EAP clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician</li> <li>• Cancellations made within 24 hours before scheduled service will be charged a \$230 per onsite hour, per EAP clinician administrative fee</li> <li>• Unlimited telephonic CISD consultation included at no additional charge</li> </ul>
<b>Reduction-in-force services</b>	Onsite group or individual counseling sessions available at \$230 per hour, per EAP clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician for their travel. <ul style="list-style-type: none"> <li>• Cancellations made within 24 hours before scheduled service will be charged a \$230 per hour administrative fee</li> </ul>
<b>Grief counseling</b>	Onsite group or individual counseling sessions available at \$230 per hour, per EAP clinician (minimum of 3 hours per event), plus \$125 flat fee, per clinician for their travel. <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$230 per hour administrative fee</li> </ul>
<b>On-site services</b>	Onsite group or individual sessions provided fee-for-service at \$230 per hour (minimum of 3 hours per event), plus \$125 flat fee, per EAP clinician for travel. <ul style="list-style-type: none"> <li>• Cancellations within 24 hours of service will be charged a \$230 per hour administrative fee</li> </ul>

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