

Employee Assistance Plan Changes for Large Groups in California

We are proud to announce the launch of our new standardized Employee Assistance Program (EAP) designs for new/renewing groups with effective dates of 4/1/08 and later.

Existing plans will no longer be available for new sales. Groups on existing plans may choose to renew into their existing plan, or switch to one of the new standardized plans.

Quoting for the new plans will be available starting 3/1/08. Rates for the standardized EAP plans should be less than the existing comparable EAP plans and list priced.

Why employers want an EAP

EAPs are designed to help provide employers with a value-added benefit that broadens their benefit portfolio and, at the same time, supports improved productivity and lower absenteeism. Many employers have enjoyed savings like:

- 33% less use of sick leave benefits
- 65% lower incidence of workplace accidents
- 30% reduction in workers' compensation claims
- 35% decrease in health insurance expenditures
- Up to \$16 return on investment per \$1 invested in EAP services¹

Why employers need an EAP

- 88% of employees say they have a hard time juggling work and life²
- 75% of employees take care of personal responsibilities while on the job³
- Approximately 42% of workers provide some form of elder care³
- 26% of employees indicated that they had a significant credit issue in the last year³
- Seven out of eight employees go through a life event requiring legal services³
- 80% of all workers' compensation claims result from stress or trauma in employees' work or personal lives⁴

Provider Network

- A specialized network contracted via EAP
- The network is designed to mirror our Behavioral Health Network, which helps support continuity of care
- More than 1,130 provider locations in California and 11,900 provider locations across the country

Guidelines

- Anthem's EAP plans are available to any 51+ group
- Services are available to all employees and their dependents (coverage is at the group level, not membership level) independent of health enrollment
- All employees must be covered, regardless of medical coverage.
- Renewal rates for EAP contracts are sent with medical renewals
- Capitated list pricing will be available for groups under 1,000 employees
- EAP will custom quote groups with 1,000+ employees
- Semi-annual utilization reports are available for Enhanced products

¹ Cost Effectiveness (2005). Concern: EAP. Retrieved June 15, 2006 from <http://www.concern-eap.com/html/bc-cost-effective.htm>.

² Aon Consulting, 2000

³ Shifts in Work and Home Life Boundaries Report (2000). Xylo. Referenced in Vincola, Ann (2001) Balancing Work and Play Prompts Employees to Stay. *Wall Street Journal*. Retrieved June 20, 2006 from www.wsj.com

⁴ Wolfe, Ira S. (2003). *The Perfect Labor Storm*. Retrieved August 11, 2006 from www.perfectlaborstorm.com/facts.html.

Employee Assistance Program Broker Guide

For Large Groups in California

Request for Proposal

- Forward all EAP request for proposals (RFPs) to your sales representative

Implementation Process

- Contracts Administration will send an EAP group agreement to the group in conjunction with the medical contract
- EAP will send the group program/promotional materials for employee distribution
- Employee will receive a brochure with a tear-off wallet card
- An ID card is not generated for EAP. For groups with Anthem Blue Cross medical coverage, the EAP telephone number is also placed on the back of the medical ID card
- Please allow at least 30 days advance notice to Anthem EAP for implementation

Billing

- Groups will be billed using a self bill (all employees, regardless of medical coverage are covered by the EAP).

Pricing

Group Size	Basic 3-Session EAP (employee services)	Enhanced 4-Session EAP (employee and employer services)	Enhanced 6-Session EAP (employee and employer services)
51-99 employees	\$1.74 PEPM	\$1.92 PEPM	\$2.20 PEPM
100-499 employees	\$1.68 PEPM	\$1.85 PEPM	\$2.12 PEPM
500-999 employees	\$1.64 PEPM	\$1.81 PEPM	\$2.07 PEPM
1,000+ employees	Custom	Custom	Custom

PEPM = Per Employee Per Month

Standard broker commission of up to 5% included in above pricing.

Printed materials will be shipped to a central client location for distribution; shipping to additional locations may be priced and billed separately.

EAP can be sold independent of health and specialty products

Pricing may be subject to revision should assumptions detailed above change.

Additional on-site supervisor/manager training and/or education workshops are available for \$250/hour. Additional Critical Incident Stress Debriefing (CISD) services are available at \$300/hour per facilitator and location.

All employees and their dependents are covered, regardless of health plan election.

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Product Design

With the standardized portfolio, there are two plan options available. The Basic EAP has services for employees. The Enhanced EAP has services for both employees and employers.

Service Description	Basic 3-Session EAP (employee services)	Enhanced 4-Session EAP (employee and employer services)	Enhanced 6-Session EAP (employee and employer services)
Toll-free, 24/7 telephone consultation and referral services	✓	✓	✓
Face-to-face counseling visits per employee and household member per issue	3	4	6
Legal and financial referral	✓	✓	✓
Unlimited child and elder care referral	Web-based self search	Web-based self search and assisted search, and telephonic assisted search consultation	Web-based self search and assisted search, and telephonic assisted search consultation
EAP website resources	✓	✓	✓
Supervisor/manager telephone consultation		✓	✓
Workplace trauma response		✓	✓
Introductory employee orientation	Webcast	Webcast	Webcast
Supervisor/manager training	Available for an additional fee	51-75 = bank of 4 hours 76-499 = bank of 6 hours 500-999 = bank of 8 hours 1,000+ = custom	51-75 = bank of 4 hours 76-499 = bank of 6 hours 500-999 = bank of 8 hours 1,000+ = custom
Educational workshops			
Health/benefit fair			
Case assistance for management referrals, return to work, etc.		✓	✓
Substance abuse policy consultation and recommendations		✓	✓
Critical incident stress debriefing (CISD)	Available for an additional fee	51-999 = 1 per year 1,000+ = custom	51-999 = 1 per year 1,000+ = custom
Introductory promotional program materials	Employee: introductory letter, brochure with wallet card, magnet Worksite: posters	Employee: introductory letter, brochure with wallet card, magnet Worksite: posters	Employee: introductory letter, brochure with wallet card, magnet Worksite: posters
Ongoing promotional program materials	Monthly e-mail	Quarterly newsletters via e-mail (printed upon request only) Monthly e-mail (member may receive additional materials upon request)	Quarterly newsletters via e-mail (printed upon request only) Monthly e-mail (member may receive additional materials upon request)
Utilization reports (to employer)	Available upon request	✓	✓
Convenience services	Web-based self search	Web-based self search and assisted search, and telephonic assisted search/consultation	Web-based self search and assisted search, and telephonic assisted search/consultation
Substance abuse policy network (SAP)		Act as a broker of services upon request	Act as a broker of services upon request

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