

BOCC APPROVAL NOVEMBER 3, 2021
 BOARD OF BIDS AND CONTRACTS OCTOBER 28, 2021

4. EMPLOYEE ANCILLARY BENEFITS - EAP PROGRAM – HUMAN RESOURCES

FUNDING – HUMAN RESOURCES

(Request sent to 164 vendors)

RFP #21-0049 Contract

	EMPAC, Inc.	EMPAC, Inc.	ComPsych	ComPsych	Harris Rothenberg International, Inc. (HRI) dba Humana EAP and Work-Life Services	Harris Rothenberg International, Inc. (HRI) dba Humana EAP and Work-Life Services
In person visits	3 In-person Visits (EMPAC, Inc. extended 3 additional sessions during pandemic over the last 18 months)	12 In-person Visits	3 In-person Visits	6 In-person Visits	3-session EAP	6-session EAP
24/7/365 Toll-Free Telephonic Access	Included	Included	Included	Included	Included	Included
National Network &# of clinicians	10 Clinical Team Members and a Network of over 200 providers	10 Clinical Team Members and a Network of over 200 providers	Owens network of 91,000 providers globally	Owens network of 91,000 providers globally	National/International- Large Network (did not include #)	National/International- Large Network (did not include #)
Initial Employee Orientation	2-One hour orientation sessions	2-One hour orientation sessions	Included	Included	Manager orientation	Manager orientation
Short Term Counseling & Referral	Included	Included	Included	Included	Included	Included
Management Consultations	Included	Included	Included	Included	Included	Included
Management Training Hours/Seminars	1-Two hour training on signs and symptoms of alcohol and drug use annually 2-One hour trainings on how to best utilize the EAP program	1-Two hour training on signs and symptoms of alcohol and drug use annually 2-One hour trainings on how to best utilize the EAP program	bank of 32 service hours per contract year	bank of 32 service hours per contract year	32 hours/ \$400.00 per hour plus travel	32 hours/ \$400.00 per hour plus travel
Official Incident Response Hours	24 Hour toll-free line	24 Hour toll-free line	24 Hour toll-free line	24 Hour toll-free line	Standard: \$250.00 per hour; Immediate: \$330.00 per hour	Standard: \$250.00 per hour; Immediate: \$330.00 per hour
Client/Member Online Access	Included	Included	Included	Included	Included Included	Included Included
Mobile App	No	No	Included	Included	Included	Included
Utilization Reports & Frequency	Annually-ADHOC	Annually-ADHOC	Quarterly Reporting	Quarterly Reporting	Included; Qtrly, semi-annual, and annual	Included; Qtrly, semi-annual, and annual
Career Counseling	Included	Included	Included	Included	Included	Included
Child Care Consultation & Referrals	Included	Included	Included	Included	Included	Included
Daily Living Services	Included	Included	Included	Included	Buy-up	Buy-up
Elder Care Consultation & Referrals	Included	Included	Included	Included	Included	Included
Family Conflict Services	Included	Included	Included	Included	Included	Included
Financial Consultation & Referrals	Included	Included	Included	Included	Included	Included
Identity Theft Prevention & Recovery Services	Included	Included	Included	Included	Included	Included
Legal Consultation & Referrals	Included	Included	Included	Included	Included	Included
Marital Conflict Services	Included	Included	Included	Included	Included	Included
Mental Health Services & Referrals	Included	Included	Included	Included	Included	Included
Substance Abuse Services & Referrals	Included	Included	Included	Included	Included	Included
Wellness & Wellbeing Services	Included	Included	Included	Included	Included	Included
Other Services Not Listed	Grief and Loss, Critical Incident Stress Debriefing, (CISD)	Grief and Loss, Critical Incident Stress Debriefing, (CISD)	K-12 continuing/higher education search, Grief and Loss, Critical Incident Stress Debriefing, Adoption	K-12 continuing/higher education search, Grief and Loss, Critical Incident Stress Debriefing, Adoption	Adoption, k-12/higher education search, Identity theft prevention and recovery services	Adoption, k-12/higher education search, Identity theft prevention and recovery services

EAP Program Cost PEPM	Current \$0.89 Renewal \$0.89	\$1.50	\$1.09	\$1.61	\$1.28	\$1.76
	United Behavioral Health dba Optum	United Behavioral Health dba Optum	Metropolitan Life Insurance Company dba MetLife	Metropolitan Life Insurance Company dba MetLife	Metropolitan Life Insurance Company dba MetLife	
In person visits	3-session EAP	6-session EAP	Work Life- Up to 5 virtual counseling sessions (video or telephonic)	Up to 5 virtual counseling sessions (video or telephonic)- Up to 5 face-to face counseling sessions.	Up to 5 virtual counseling sessions (video or telephonic) Up to 5 face- to face counseling sessions.	
24/7/365 Toll-Free Telephonic Access	Included	Included	Included	Included	Included	
National Network &# of clinicians	Choice Plus Network; Management Included	Choice Plus Network; Management Included	Over 21,000 providers N/A	Over 21,000 providers N/A	Over 21,000 providers Employees, Manager/Supervisors	
Initial Employee Orientation	N/A	N/A	Included	Included	Included	
Short Term Counseling & Referral Management Consultations	Included	Included	Included	Included	Included	
Management Training Hours/Seminars	32 hours \$0.30 PEPM additional fee	32 hours	N/A	N/A	8 Hours included	
Official Incident Response Hours	\$250.00 per hour	\$250.00 per hour	N/A	N/A	Included	
Client Member Online Access	Included Included	Included Included	Included	Included	Included	
Mobile App	Included	Included	Included	Included	Included	
Utilization Reports & Frequency	Included; Annually	Included; Annually	Per Request	Per Request	Per Request	
Career Counseling	Included	Included	N/A	N/A	N/A	
Child Care Consultation & Referrals	Included	Included	Included	Included	Included	
Daily Living Services	Included	Included	Included	Included	Included	
Elder Care Consultation & Referrals	Included	Included	Included	Included	Included	
Family Conflict Services	Included	Included	Included	Included	Included	
Financial Consultation & Referrals	Included	Included	Included	Included	Included	
Identity Theft Prevention& Recovery Services	\$0.08 PEPM Additional Fee	\$0.08 PEPM Additional Fee	Prevention-Included; Recovery- No	Prevention-Included; Recovery- No	Prevention-Included; Recovery-No	
Legal Consultation & Referrals	Included	Included	Included	Included	Included	
Marital Conflict Services	Included	Included	Included	Included	Included	
Mental Health Services & Referrals	Included	Included	Included	Included	Included	
Substance Abuse Services & Referrals	Included	Included	Included	Included	Included	
Wellness & Wellbeing Services	Included	Included	Included	Included	Included	
Other Services Not Listed	Adoption Services, K-12 continuing/higher education search WorkLife \$0.17 PEPM additional fee	Adoption Services, K-12 continuing/higher education search WorkLife \$0.17 PEPM additional fee	N/A	N/A	N/A	
EAP Program Cost PEPM	\$0.92	\$1.54	\$0.40	\$0.73	\$0.80	
No Bids	AxisPlus Benefits	Charlesworth Consulting, LLC	Delta Dental Plan of Kansas Inc.	Gallagher Benefits	Hays Companies of Kansas	Hub International Insurance Service
	Kansas Health Insurance Cooperative	MGT of America	Morgan Stanley Smith Barney, LLC	Providers Care Network	Sun Life	Tim Nuckolls Agencies
	UMB Bank, N.A.		VSP Vision Care		WIBA Insurance	

On the recommendation of Joe Thomas, on behalf of the Division of Human Resources, Brandi Baily moved to **accept the proposal from EMPAC, Inc. at the rates listed above starting January 1, 2022 for a period of three (3) years ending December 31, 2024 with two (2) one (1) year options to renew.** Tim Myers seconded the motion. The motion passed unanimously with Anna Meyerhoff Cole abstaining.

An evaluation committee comprised of Lorien Showalter Arie - Budget; Wendy Hummell - Sheriff's Office; Karen Bailey - County Clerk's Office; Sarah Meek, Connie McAfee, Anna Meyerhoff Cole, and Sheena Schmutz - Division of Human Resources; and Joe Thomas - Purchasing evaluated the proposal responses based on the criteria set forth in the RFP. Based on scoring, EMPAC, Inc. was chosen for award.

EAP (Employee Assistance Program) includes employer paid assistance, counseling, and education services to employees and their families to help them live healthy, balanced lives. In addition, this benefit provided by your employer, provides training, newsletters, referrals to partners for legal consultation and money management for you, your spouse/ significant other, and dependents living in your home provided by trained professionals. This service is offered to all employees as a paid benefit. Services for this contract will include 12 sessions for employees during a 12 month period for individual in-person visits. In addition, services include local access to a ten (10) person team and access to over 200 providers and on-site critical incident stress debriefings.

Notes:

This is a proposal and not a bid. Proposals are scored based on criteria set forth in our RFP. There are six (6) components to this RFP:

Component	Points
A. Meeting all proposal requirements and instructions	20
B. Network access	20
C. Customer Service and member experience	20
D. Administrative Services (Claims Processing, Reporting, Billing, etc.)	15
E. Experience and Qualifications working with government entities	15
F. Overall cost of solution	10
Total Points	100

Questions and Answers:

Brandi Baily: I want to applaud the committee for getting the 12 in-person visits versus the three (3). I think with the pandemic, everyone's mental health is needing some in-checked. I think 12 is a great option.

Joe Thomas: Originally it was six (6) and the committee shortlisted two (2) proposers and negotiated from six (6) to 12.

Russell Leeds: In our previous contract with Empac, it was three (3) visits so we've gone from three (3) to 12.

Joe Thomas: Yes.

Russell Leeds: On the program costs per employee per month, that \$1.50 is the total cost to the county? It would be about \$3,800.00 per month, so somewhere around \$45,000.00 per year?

Anna Meyerhoff Cole: Yes.

Russell Leeds: It would give all of our employees around 12 visits.

Anna Meyerhoff Cole: Yes, 12 visits. We can also use them for required visits and those are not deducted from the employee's 12.

Russell Leeds: That includes behavioral and mental health?

Anna Meyerhoff Cole: Behavioral and performance issues.

Russell Leeds: Financial literacy type support?

Anna Meyerhoff Cole: Financial literacy would be from their 12. That would be something we would encourage a department to send someone for. If the department is going to send someone for issues in the workplace, that will not deduct from their 12.