

PROGRAM (EAP) SERVICE OFFERING

Benefit	Option 1	Option 2
<b>EAP Counseling *</b> <ul style="list-style-type: none"> <li>EAP Assessment &amp; Consultation: 24-hour, toll-free telephonic access to licensed (or certified) counselors; intake assessment, phone consultation and guidance.</li> <li>Short-Term Counseling and Referral Services: Referrals to a national network of licensed (or certified) counselors for assessment and short-term counseling at offices within 20 minutes or 20 miles from the work site or home.</li> </ul>	X	X
<b>Work-Life Consultation and Referral</b> <ul style="list-style-type: none"> <li>Telephonic consultation with a Work-Life Specialist regarding Child Care/Parenting, Adoption, Educational Resource, Elder/Adult Care. Work-Life Specialists work with callers to provide verified referrals to community resources. A personalized resource packet is mailed to eligible participants within 5 business days of initial consultation.</li> </ul>	X	X
<b>Legal and Financial Services</b> <ul style="list-style-type: none"> <li>Legal Consultation: One telephonic and/or 30-minute in-person legal consultation per legal matter on issues such as divorce, real estate, custody and DUI's and many more. Legal consultations do not cover employment related issues.</li> <li>Financial Consultation: One telephonic consultation per financial matter including financial counseling, debt management, credit report review, housing and financial planning.</li> </ul>	X	X
<b>LifeCycle® Connect Website</b> <ul style="list-style-type: none"> <li>A co-branded website contains eligibility and benefit information, commonly asked questions about using EAP and Work-Life Services. The Resource Library features a collection of informational tools and resources for all areas of life management.</li> </ul>	X	X
<b>Work and Life Communications</b> <ul style="list-style-type: none"> <li>Quarterly Employee Newsletter: An online quarterly newsletter containing brief articles addressing seasonal topics, wellness, and work-life balance. The Quarterly Employee Newsletter can be accessed via the link in the Resource Library on the LifeCycle Connect website.</li> <li>Manager's Outlook: A quarterly bulletin posted on the LifeCycle Connect website designed specifically for managers and supervisors with topical articles.</li> <li>Monthly Emails: Brief topical emails customized with client company's toll-free number and URL to help promote the program services with calendar specific topical messages. The monthly emails are addressed to the designated company contact as part of an annual promotional packet and at the beginning of each month.</li> </ul>	X	X

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<b>Webinars</b> <ul style="list-style-type: none"> <li>Monthly, one- hour long webinars on a variety of relevant and timely topics such as Stress Management, Effective Communications, Recognizing the Signs of Alcohol/Drug Abuse, etc. All Webinars are made available for later viewing after the scheduled event on the LifeCycle Connect website.</li> </ul>	X	X
<b>Account Management</b> <ul style="list-style-type: none"> <li>A dedicated account executive is assigned to provide oversight of and accountability for the delivery of the highest quality FEI services.</li> </ul>	X	X
<b>Program Promotion</b> <ul style="list-style-type: none"> <li>Designated program contact(s) receive electronic media marketing materials, including brochures and posters.</li> </ul>	X	X
<b>Management Consultations (2 per contract year)</b> <ul style="list-style-type: none"> <li>Customers have 24/7 access to an account executive to discuss issues related to the workplace, including employee performance or behavioral problems, difficult or challenging workplace situations, workplace violence, critical incidents, and other concerns. The account executive will also provide guidance on the management referral process.</li> </ul>		X
<b>Critical Incident Support Debriefing (CISD) (1 per contract year)</b> <ul style="list-style-type: none"> <li>At the request of a customer, FEI will coordinate services in response to any critical event, such as workplace violence, industrial accidents, employee deaths, difficult employee, employee terminations, and reductions in the workforce, natural disasters or any other trauma in the workplace. CISD are conducted by professional counselors who go on-site to be available to meet with affected employees and managers for emotional and psychological support.</li> </ul>		X

Pricing – per covered employee per month (PEPM)			
One (1) year contract:	*3 Session Benefit:	\$0.95	\$1.55
	*5 Session Benefit:	\$1.32	\$1.91
Three (3) year contract:	*3 Session Benefit:	\$0.92	\$1.49
	*5 Session Benefit:	\$1.28	\$1.85

#### Accounts with 51+ Employees

The Company's EAP Services are available to sell through FNA broker to accounts with 2 through 50 employees. For cases of 51 and above brokers are instructed to contact a FEI sales executive for pricing. FEI can be reached at (800) 987-4368. Pricing is based upon the number of covered employees and the scope of services requested.