

# **Addendum 01**

## **20RFP097 Employee Assistance Program**

### **Questions and Answers**

1. Please confirm the contract start/effective date for the EAP program.  
**September 2017**
2. How long has AISD been with AETNA for your EAP services? Is AETNA also the provider of AISD's medical plan?  
**Refer to Question 1. Aetna is the provider for AISD's Medical Plans**
3. Does AISD utilize the incumbent EAP program to support and facilitate Fitness for Duty (FFD) evaluations and/or Dept. of Transportation (DOT) substance abuse cases? If so, how is this billed? Is support included within the per employee per month rate or on a case rate? Please confirm current pricing and rates, if applicable.  
**The incumbent EAP provider included this service as a pay on per case basis.**
4. If applicable, please provide the number of DOT and Fitness for Duty cases AISD has had year to date and for 2019.  
**There were no referrals for 2019**
5. Regarding Training Services, how many training hours are currently included for AISD on a contract year basis? Does AISD have a bank of hours included per contract year to utilize towards training, orientation sessions and health/benefit fair representation or does AISD pay on a per use basis? If AISD is provided an annual training hour bank, please confirm the number of hours included and/or AISD's preference on number of training hours to be included on a contract year basis.  
**Training hours are on a pay on a per use basis.**
6. What is AISD current per employee per month rate for the incumbent program? What is the total annual cost for the program?  
**\$1.10 PEPM. The annual budget will not be disclosed at this time**

7. Specific to the existing EAP program, if you all are willing to share, can AISD please provide insight on 2-3 challenges AISD and your current vendor have encountered with the current program? It would be helpful to have insight as to specific challenges to craft the strongest possible proposal submission, tailored specific to AISD's potential concerns.

**There was a lack of providers in this area for the participants to access and a lack of providers that would be in-network with the current medical insurance provider. Participants experienced a considerable wait time before the participants were able to have a face-to-face session.**

8. Where is AISD's satisfaction level with your incumbent provider on a scale of 1 to 10 (10 being extremely happy)?

**6**

9. How long has Aetna served as the District's EAP?

**Refer to Question 1.**

10. Please confirm the current number of employees on which pricing will be based.

**10,500**

11. Please provide the current rate and a rate history throughout the contract term for the EAP.

**Refer to Question 6.**

12. How many hours of the following services are included within the current EAP contract per year?

- Onsite training/orientation/educational seminars **Pay on a per use basis**
- Onsite health fair/event participation- **Participation in this event is on an annual basis and is included with the contract**
- Onsite critical incident response- **Unlimited Standard CISD Sessions**
- Webinar training - **Pay on a per use basis**

13. How many total hours of the following services were utilized in each of the last two (2) years? It wasn't clear on the utilization summary report if the organization utilization numbers reflected only the number of events, not the total hours of service provision. Please provide total onsite hours per service.

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident response

- Webinar training

**The summary shows the count that the service was provided. Please note that hours per event would fluctuate depending on the event or the circumstances regarding the critical incident**

14. On the utilization report, are the management referrals also included within the face-to-face counseling referrals utilization numbers or are they in addition to?

**Management referrals are not included with the face-to-face utilization numbers. Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

15. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

**Employees who work for a school district must constantly face intense deadlines, testing expectations, and much more that all contributes to a stressful environment. As a large urban school district we have experienced traumatic or major incidents that impact our employees such as accidents, deaths, etc.**

16. Please provide an employee zip code census so we may run a GeoAccess provider coverage report.

**Refer to the attached spreadsheet.**

17. Who is your health plan provider and is the plan self-funded?

**Refer to Question 2 and Austin ISD is self-funded**

18. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

**Refer to Question 8.**

19. Scope of Work: The contractor will assist with provider placement for the participant(s) and confirm a scheduled appointment with a provider no more than 48 hours after participant's initial contact. Most EAPs conduct a clinical assessment during the intake and then locate a provider with confirmed availability within the 48-hour timeframe. The confirmed referral is then provided to the member who is responsible for calling the provider to schedule an appointment at a time that is convenient for him/her. Is this process sufficient? Does your current EAP actually schedule the appointment with the provider on behalf of the member?

**The incumbent EAP provider does schedule the appointment with the provider on behalf of the member. As stated, the contractor will assist with provider placement for the**

**participant(s) and confirm a scheduled appointment with a provider no more than 48 hours after the participant's initial contact.**

20. May we submit the EAP Questionnaire as Section II Scope of Work since the questions cover the scope of work descriptions requested as part of our proposal? If not, are we allowed to reference other sections of our proposal in response to the Questionnaire so as to reduce redundancy?

**EAP Questionnaire must be completed referencing other sections where appropriate is acceptable.**

21. What is Austin ISD currently paying for their EAP services? Based on how many employees?  
**Refer to Question 6 and Question 10.**

22. What was the total dollar spent for the EAP in the most recent contract year?  
**Refer to Question 6.**

23. Regarding Utilization:

- Can Austin ISD provide a total number of initial inquiry/assessment calls to the EAP in the most recent contract year?

**Any stats or requested data outside what was provided in the executive summary, Austin ISD does not have access to this information.**

- Can Austin ISD provide the total number of in-person EAP counseling sessions provided in the most recent contract year?

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

- Can Austin ISD provide the total number of in-person EAP counseling sessions provided in the prior contract year?

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

- Can Austin ISD provide the average number of sessions provided per counseling case in the most recent contract year?

**Any stats or requested data outside what was provided in the executive summary, Austin ISD does not have access to this information.**

- Regarding Attachment 02 – Can Austin ISD provide details on what is counted/included within Face to Face Counseling Referrals?

**Any stats or requested data outside what was provided in the executive summary, Austin ISD does not have access to this information.**

24. In an effort to be a “green” company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?

**500 brochures and posters**

25. Can you provide the number of training hours (not counting orientations to the EAP) provided in the most recent contract year? How many of those hours were provided in-person?

**Refer to Question 5. Training Hours are completed in person.**

- How many hours are included annually in the current contract? **Refer to Question 5**

26. Can you provide the number of orientation hours provided in the most recent contract year? How many of those were provided in-person?

**Orientation hours are not outlined in the current contract.**

- How many hours are included annually in the current contract?

**Orientation hours are not outlined in the current contract**

27. How many hours of on-site Critical Incident support are currently provided in the contracted rate?

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

28. Is the current EAP session model also four (4) as is being requested?

**The current EAP session model is 4 sessions. Within the scope of work, it was stated to provide a minimum of 4 sessions.**

29. Regarding A. Confidential Assessment and Counseling Services – “Therapy sessions will occur on a face to face basis unless extenuating circumstances exist. The contractor may offer tele-video as an option for counseling sessions but must also offer face-to-face. Telephone consultations will not be counted as counseling sessions.” When Austin ISD says “telephone consultation” does this refer to the initial call into the Service/Call Center of the EAP? We would agree that this does not count as a session. However, if this refers back to the “tele-video” option, we would say that these do count as sessions. Please confirm/clarify.

**Tele-video sessions can be counted as sessions. Telephone consultations will not be counted as counseling sessions.**

30. Regarding A. Confidential Assessment and Counseling Services – “The contractor will assist with provider placement for the participant(s) and confirm a scheduled appointment with a provider no more than 48 hours after the participant’s initial contact” – Does this mean the appointment actually needs to have taken place, or just confirmed that it is scheduled? Either of these can present an issue, first if needs to have taken place, it may be difficult to fulfill, if the participants first contact to the EAP occurs over the weekend, when counseling offices generally are not available for scheduling of appointments (counselors do see participants on Saturday, but do not have staff available to schedule appointments). Could this be altered to say 48 business hours? The second challenge, while we do offer to assist in scheduling an appointment during the initial contact, many participants prefer to call the provider office on their own time, in this light they may elect to not call within 48 hours to schedule.

**As stated, the contractor will assist with provider placement for the participant(s) and confirm a scheduled appointment with a provider no more than 48 hours after the participant's initial contact.**

31. Regarding B. Referrals – “EAP provider will consistently update call center to allow for referrals to local community outreach programs.” Please confirm that be EAP provider you do mean the Vendor, and that the Vendor is therefore updating their own call center.

**The EAP Vendor will consistently update call center to allow for referrals to local community outreach programs.**

32. Regarding H. Work-Life Balance – “Contractor will provide resources ranging from counseling...” – We do not associate the term “counseling” to Work-Life – can Austin ISD provide additional insight to how “counseling” is applied to this area?

**Contractor will provide resources ranging from counseling to community referrals pertaining to work-life balance issues.**

- Within this same section, can Austin ISD provide additional insight into how the fitness, tobacco cessation, weight management, stress management, and self-care are provided/delivered?

**Currently this information is communicated via handouts, web-based services, and when a participant calls the call center.**

33. What is your current PEPM rate?

**Refer to Question 6.**

34. Topical seminar hours are always available on a fee for service basis, or we can embed a certain number of hours into the PEPM rate. How many training/topical seminar hours per year, if any, would you like embedded in the quote?

**Please provide a schedule on a fee basis.**

35. Is it acceptable for the post-intake follow up contact with the member to be done via email?

**Yes, via secure email platform.**

36. Who is the current provider of services and for how long have they provided these services to Austin ISD?

**Refer to Question 1 and Question 2.**

37. Can you please provide utilization data for the last two (2) years that includes the number of clinical cases and the number of in-person counseling sessions provided per year.

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary, any stats or requested data outside what was provided in the executive summary, Austin ISD does not have access to this information.**

38. What is the current annual cost for EAP services?

**The annual budget will not be disclosed at this time**

39. How many hours of Critical Incident Stress Management (CISM) services have you utilized per year over the past two (2) years?

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

40. How many hours of onsite training have you utilized over the past two years?

**Refer to Attachment 2 – 2018\_2019 Revive EAP Resources for Living Annual Executive Summary**

41. Why is Austin ISD issuing the RFP at this time?

**Austin ISD wanted to revisit the market to assess EAP options and evaluate competitive pricing for services.**

**End of Addendum**