



Minimum Program Feature Matrix

EAP Features	Minimum	Vendor
EAP Established	1 year	The CHI St. Alexius Health Employee Assistance Program (EAP) was established in 1982.
Number of Annual Sessions Per Individual	6	The CHI St. Alexius Health EAP will continue to exceed the minimum number of annual sessions. We will provide up to eight (8) sessions per individual, per year, per assessed issue. When couple or family sessions are provided, participation in these sessions will be counted towards the individual eligibility of each participant.
Number of Annual Sessions Per Incident	6 (Full Individual Minimum)	Should the same plan member return to the EAP based on another incident, a second counseling intervention would be provided to the plan member based on this new incident. For each incident, assuming the incidents are different and unrelated from previous incidents, based on professional assessment, the plan member could be eligible to receive eight additional sessions.
Coverage	Employee and Dependents	We provide coverage for employee spouses and/or dependent children under age 26, living either in home or out-of-home as defined by statute. Retirees are covered during 3 months post retirement. Employees impacted by Reduction in Force (RIF) are covered during 3 months post RIF separation from the agency.
Staffing	Licensed Social Workers	All of the EAP clinical staff exceed the minimum licensing requirements. All EAP clinicians are fully licensed by the Board of Counseling, Social Work or Addiction. Some of the clinicians are licensed by more than one Board. All North Dakota state

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		licensure standards are met.
Appointment Timing	Within 72 hours	Within 72 hours.
Emergency Appointments	Within 24 hours	Within 16 hours.
Weekend/Holiday Appointments	Emergency	Emergency
1-800 number	Minimum one line	The CHI St. Alexius Health EAP 1-800 line is a dedicated "T-1" line. This line has 24 incoming channels which could be accessed simultaneously by individuals calling in to the program.
Phone Counseling	Minimum one staffed line	Phone counseling is available 24 hours a day and seven days a week, holidays included. The phone counseling is staffed by the EAP and Protocol clinicians.
24 hour Crisis 'Hot' Line Staffing	Minimum one staffed line by LSW	This minimum requirement is exceeded. All EAP clinicians who staff the Crisis 'Hot' Line are fully licensed by the Board of Counseling, Social Work or Addiction. Some of the clinicians are licensed by more than one Board. All North Dakota state licensure standards are met.
On-site Employee Orientation	1 per year (Smaller groups may be combined)	1 per quarter if requested. Will continue to fill all agency requests.
On-site Seminars	None, except as noted in IV, A, 1, c & d	All seminar requests will be encouraged and considered. In addition, we will participate in all NDPERS functions as noted in NDPERS EAP RFP, IV, A,1,c & d.
Off-site Seminars	None, except as noted in IV, A,1, c & d	The CHI St. Alexius Health EAP provides "Enhancing Excellence in the Workplace" series consisting of leadership training and all staff educational presentations. The trainings and presentations are offered three times per year using convenient webinar technology. The trainings and presentations are offered as a courtesy to the agency or personnel who participate. In addition, we will participate in all NDPERS functions as noted in NDPERS EAP RFP, IV, A,1,c & d.
Management Training	Minimum Requirements: Stress, Conflict, Crisis, Change Management	The CHI St. Alexius Health EAP provides management training

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		through the “Enhancing Excellence in the Workplace” and offers onsite training on an as requested or as needed basis. Additional management training topics are available as well.
Management Consulting	Available to all supervisory/management staff	The CHI St. Alexius Health EAP provides extensive management consultation to all agencies covered by the program. The EAP staff is experienced in dealing with challenging work site problems and includes these services as an integrated component available to all administrators, managers and supervisors. Consultations can be done over the phone, in face-to-face sessions or via email.
Additional/Specialty Services Available	@ Additional Cost	At additional cost with authorization from agency designee.
Employee Newsletters Supervisory Newsletters Internal Marketing Material (i.e., payroll stuffers, posters, etc.)	Quarterly Biannually As needed	Four times a year the email publication Health @ Work is provided to all agencies and its employees provided that access to emails has been provided. This publication will include Professional and Supervisory Updates, Occupational and Wellness information and calendar of pertinent medical events. Informational brochures, posters and wallet cards are distributed. Additional informational materials are available as requested.
Agency Reporting - Utilization	Quarterly with Annual to Date	All minimums exceeded. Customized utilization reports will continue to be made available to the agencies as requested.
Price	\$1.54 Maximum	\$1.54
OTHER UNIQUE FEATURES		ZOOM a HIPAA compliant internet based, counseling is offered for the convenience of all employees. All EAP clinicians providing ZOOM counseling services are fully licensed by the Board of Counseling, Social Work or Addiction. All employees have access to helpful resources via the CHI St. Alexius Health EAP website at https://www.chistalexiushealth.org

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		g/bismarck/facilities/employee-assistance-program EAP is part of the Company Care Network providing access to other services related to occupational medicine, ergonomic, wellness, and physical therapy. These related services are provided at additional costs to the agency. Some ergonomic services may be partially covered by WSI programs working in conjunction with Company Care Physical Therapists.