

MCHCP EAP Plan Design

Clinical Services	
Short Term Counseling	Ten no-cost visits per person per problem per calendar year for each person in the household (employee, spouse, children and other household members). An employee's surviving household members may use this benefit for a period of six (6) months following the death of the employee. No annual problem maximum. Employees who experience layoff will be eligible for EAP services through last day of month after layoff date. Retirees can use the service for 18 months following retirement.
Employer Mandated Visits	Ten no-cost employer-mandated visits per active employee when required by the employer of the eligible employee as part of an employee disciplinary process. There is not an annual limit on the number of employee disciplinary processes than an employee may be subject to.
Critical Incident Debriefing	Critical incident debriefing programs must be provided upon request and on an urgent basis when requested by MCHCP public entity groups or state departments, divisions, or agencies. Services must be available on-site, within five (5) business days of the request. Contractor shall provide an annual pool of 200 hours to be used on a first-come, first-served basis. The contractor shall assume all costs for these hours, including travel.
Non-Clinical Services	
Supervisor Training	Annual pool of up to 16, one-hour "train-the-trainer" supervisor sessions as requested by MCHCP. These are generally held in April or May and cover approximately seven (7) geographic locations in the state. All costs for these sessions must be assumed by the contractor, including rental of meeting rooms, projection equipment, travel, etc. Contractor may substitute alternative educational efforts such as internet-based programs upon agreement with MCHCP.
Communication Materials	Materials for use by employees or employers, such as brochures, posters, newsletters, or other general information which encourages the use of the EAP benefit. MCHCP specifically requires a refrigerator magnet, benefit summary, and Q&A to be mailed to each eligible employee's home address by January 31, 2027. For new eligible employees, materials should be available and mailed to each new employee's home address within 31 days of notification of eligibility. In addition, 3,000 posters and supervisor handbooks shall be available each year to MCHCP. This requirement may be reduced if contractor uses web-based supervisor educational programs. MCHCP requires at least one (1) mailing to each employee's home address in each contract renewal year prior to the beginning of the renewal contract period. The mailings may include information such as updated program materials, new programs offered and/or general information which encourages the use of the EAP benefit.
Educational Programs	Contractor shall develop and provide educational sessions which cover a variety of topics such as managing stress, relaxation therapy, biofeedback and workplace violence. Contractor shall provide an annual pool of 60 such sessions equal to 90 minutes each.
Health Fairs	Contractor shall participate as requested in on-site health fairs. Contractor shall provide an annual pool of 49 hours to be used on a first come-first served basis. Contractor shall assume costs associated with travel expenses.
Legal counseling	Unlimited phone consultations with staff attorneys and referral to a local attorney for an initial face-to-face or phone consultation of up to sixty (60) minutes with a network attorney, per separate legal matter, per year.
Financial Counseling	Unlimited phone consultation with financial services professionals.
Identity Theft	Access to trained fraud-resolution specialists to assist eligibles who have experienced identity theft, including a no-cost, sixty (60) minute consultation that focuses on the immediate fraud-related issues faced by the victim.

