



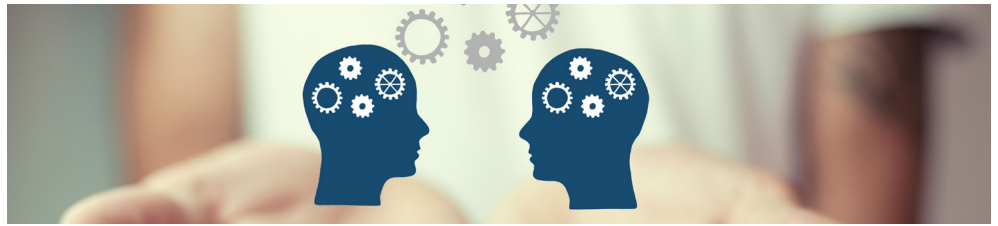
Employee Assistance Programs

What the data tells us:

A recent report from the Substance Abuse and Mental Health Administration state only 1 in 5 adults with behavioral health needs are receiving treatment. This statistic combined with an uncertain future for Medicare and mental health funding means employers are often the only path to help for those in need.

These alarming statistics also show these issues commonly affect the workforce, and simultaneously its productivity. MINES' goal is to work as a partner with organizations to make sure every employee is aware of the EAP, can access it easily, and can bring about a change in their productivity and overall wellbeing.

To see how MINES can help your organization create a happier and more productive workforce while reducing healthcare costs, call us at 1-800-873-7138 or visit minesandassociates.com



Your Employee Benefit

- **Counseling for Employees & Household Members** – Free and confidential counseling services; variety of issues including alcohol and substance abuse, stress, grief, loss, family trouble, relationships, legal/financial issues, and more; custom promotion drives utilization and satisfaction.
- **Guided Intake Process** – High-touch, caring employee intake process; option to have MINES contact providers to confirm availability and compatibility based on needs of employee; provides an easy and hassle free referral process.
- **Specialty Subnetworks** – MINES recognizes the need for specialty subnetworks to serve specialty populations. As a tireless advocate for access to care we have developed our first responders' network and are on the forefront of diversity, equity, and inclusion with our BIPOC/LGBT+ networks.
- **Tech Driven** – MINES continues to lead in the application of tech and mental health support options including virtual/digital counseling, online intake, eM Life Mindfulness app, virtual smoking cessation, online cognitive behavioral interventions, and access to thousands of self-help resources.

Your Management Tool

- **Unlimited Management Consultations** – Training and consultation on a variety of policy and workplace issues including early problem intervention, referrals, and confidentiality; guides management in workplace performance needs.
- **Unlimited Work Performance Referrals & Conflict Resolution** – Powerful tools for enhanced performance management; continuous feedback on progress and compliance; managed care ensures process is easy to navigate for everyone involved; helps with communication issues and workplace conflict.
- **Annual Organizational Assessment** – MINES specialized assessment, the Organizational Wellbeing Inventory and Evaluation (OWIE); Examines 6 critical areas including finance, leadership, culture, organizational structure, developmental stages, and constraints/workflow; up to 1 assessment per year.
- **Critical Incident & Disruptive Event Management** – In over 40 years MINES has a perfect record of delivering psychological first aid, management consultation, and support, both nationally and internationally, for workplace shootings, natural disasters, work place deaths and the loss of beloved employees.

Your Wellness Partner

- **Workplace Trainings & Seminars** – Training sessions allow employees to interact on wellness themes; available to household members; topics include fitness, nutrition, emotional resiliency, and interpersonal issues in the workplace.
- **Expert Wellness Coaches** – Access to certified professional wellness coaches; 4 coaching sessions per year for employees to access personalized assessments and tailored wellness coaching; topics include sleep, fitness, nutrition, and more.
- **Work/Life Referral Services** – Unlimited specialized work/life services; available to employees and household members; information, research, and referrals; childcare, special needs, new parent services, caregiver support, home services, more.
- **Wellness Resources** – Articles, tips, webinars, and publications delivered to your employees; monthly wellness newsletter, and quarterly magazines; cohesive themes ties everything to core dimensions of wellbeing.





Behavioral Health Complex Case Management

What the data tells us:

The opioid epidemic has skyrocketed out of network costs. MINES has been proactive in implementing aggressive case management protocols designed to get treatment for the patient while significantly reducing costs per treatment episode. For example, prior to these protocols, predatory facilities were charging between \$2,000 to \$4,000 per day for UAs. On a 30 day stay, the cost for these UA tests alone would reach \$60,000 to \$120,000.

Under MINES the cost was dropped to \$80.00 total for an initial UA and a discharge UA at usual and customary prices. Further significant savings were also realized through our other case management protocols.

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MINES' managed behavioral health services provide state of the art case management and population health management. With over 30 years of success, MINES has always been at the forefront of managed care services, providing complex case management services that produce cost-effective care in the medically necessary settings. MINES has saved its self-insured clients' money while ensuring that every patient receives appropriate care.

MINES accomplishes this through a proactive complex case management protocol designed to communicate directly with patients and their families regarding costs, treatment, facility expectations regarding pre-certification, concurrent review, discharge planning, and long-term aftercare. Key components include:

- **Patient Advocacy** – MINES' first priority is to ensure the patient receives the appropriate structure of care for their needs. MINES' Case Managers act as advocates for patients to help them through the maze of services that are presented to them.
- **Managing Treatment** – MINES helps ensure patients get medically necessary structures of care, while providing aftercare support for as long as the patient may need it.
- **Cost Control** – MINES manages cost with two primary strategies. First, for inpatient care, the treatment episode itself is managed so that the patient receives the care needed and is not exploited by predatory facilities, or well-intended, yet ineffective or inefficient facilities. Second, MINES also provides significant discounts for outpatient care through its national PPO specialty network.
- **Predatory Facilities** – Due to changes in the Mental Health Parity Act, predatory facilities who are out of network have proliferated. These facilities charge exorbitant fees for all services. What used to be a \$10,000 - \$30,000 cost has skyrocketed to \$150,000 - \$1,000,000 per episode with no aftercare, high relapse rates and often unethical or fraudulent billing. MINES developed aggressive case management protocols to manage these facilities and to refer patients to appropriate facilities whenever possible.
- **Seamless Integration** – MINES and the medical plan utilization review and case management teams work together as partners. Every behavioral health and substance abuse case is different, therefore, creating a seamless transition between the medical and behavioral health side of case management is critical. This ensures consistent communication between the two sides making it possible to coordinate care for optimal healing and improvement. MINES also integrates with on-site clinics, pharmacy benefits and pharmacogenetic testing partners. These collaborative efforts and data sharing enhances the ability for all to provide more effective individual and population health management.
- **After-care Monitoring** – Clients with chronic illnesses like addictions, and psychological diagnoses like bipolar disorder have life-long challenges. MINES provides ongoing case management support for patients at no additional cost to the organization. As we all know, these are conditions which can have recurrent relapses and non-adherence to treatment. MINES provides the safety net for them to get stabilized and back to their families and communities with as little disruption and expense as possible.





Onsite Clinic Behavioral Health Care



What the data tells us:

A recent report from the Substance Abuse and Mental Health Administration state only 1 in 5 adults with behavioral health needs are receiving treatment. This statistic combined with an uncertain future for Medicare and mental health funding means employers are often the only path to help for those in need.

These statistics also show these issues could benefit greatly from early intervention. A recent study showed that onsite clinics increase the utilization of preventative and early intervention services by 14% on average. By getting help early, these mental health issues can be resolved more easily and with a greater degree of success.

If you are interested in discussing how MINES can support the behavioral health needs of an onsite clinic or other onsite program, please contact MINES for details at 800-873-7138 and ask for Nic, Dani, or Bob. Or email us at info@minesandassociates.com

MINES is one of the first behavioral health care firms to partner with onsite medical clinics to provide behavioral health services. We work with national partners to provide onsite therapists, psychologists, and psychiatrists as needed by the clinic. This is a clinically and cost-effective care with easy access for the patient. MINES also provides a virtual hybrid onsite clinic model for those employees who are remote or not able to access the clinic due to geographic or personal limitations.

The onsite clinics serve an important and critical need for access to care. When we have done “secret shopping” to access service in various metropolitan areas it is concerning how long therapist wait lists are, how many therapists did not bother to call back at all, and how many were not taking new patients.

- **Onsite Therapists: MINES Employee(s)** – MINES provides mental health services for onsite medical clinics.
- **Hybrid Model: Onsite Therapists & Affiliate Network** – Our hybrid model uses onsite therapists for part of the clinic services and supplements the services with a MINES contracted affiliate provider.
- **Virtual Clinic Services** – MINES provides virtual access as a complimentary set of support services for those employees who cannot access the onsite services due geographical or personal limitations.
- **Other Behavioral Health Services** – Managed Mental Healthcare (Utilization Review and Complex Case Management) These services are used for behavioral health carveouts with self-insured employers. The treatment for inpatient, residential, and partial hospitalization are authorized by MINES based on medical necessity. MINES achieves significant cost savings for the employer while ensuring the patient is getting appropriate care.
- **Specialty Behavioral Health PPO Network & Claims Repricing** – MINES specialty behavioral health PPO network consists of over 23,000 provider and facilities locations throughout the US. Self-insured employers lease the PPO network to improve access to care, benefit from fee discounts and reduce their overall claims costs.
- **Employee Assistance Programs (EAP)** – MINES is known internationally for our award winning EAP programs. MINES has top tier EAP services as defined by the National Behavioral Health Consortium (NBC). We have a variety of session limited models, with counseling, 24/7 crisis coverage, work/life, legal/financial and online resources. We can deliver services through a variety of digital platforms and the time-tested way of “in person.”





Behavioral Health PPO Leasing & Claims Repricing



What the data tells us:

Self-insured organizations whose per employee per month costs were over \$20.00 per employee per month (pe/pm) for Mental Health/Substance Abuse costs were dropped to below \$14.00 per employee per month on average.

MINES has been proactive in implementing aggressive case management protocols designed to get treatment for patients while reducing costs per treatment episode. For example, prior to these protocols, predatory facilities were charging between \$2,000-\$4,000 per day for UAs. Under MINES the cost was dropped to \$80.00 total for an initial/discharge UA at customary prices. Further significant savings were realized through our other case management protocols.

If you are interested in utilizing MINES Behavioral Health PPO Leasing and Claims Repricing, please contact MINES for details at 800-873-7138 and ask for Nic, Dani, or Bob. Or email us at info@minesandassociates.com

MINES national Behavioral Health PPO has over 23,000 provider and facility locations. MINES discounts from claims made to claims paid are 69% based on various TPAs' data. MINES has state-of-the-art EDI technology for fast, efficient, and accurate claims repricing services.

PROVIDER ACCESS is a national problem for everyone. MINES has an open network. Our provider relations team can credential, and onboard a willing provider in 24 hours versus the six months to a year for other networks.

MINES network is backed up by our patient navigators who will help your members get access to care. The member does not have to guess who to see based on an online directory. Then go through the frustration of calling numerous providers to find out they are not taking new patients; they have a 1-3 month waiting list; or they do not even get a call back. With MINES, our patient navigators will do a "hand-hold" and make the calls for the member and give the member the name and number of a provider who can see them. This saves time and frustration for the member. Not all members want a "hand-hold," however, for those who do it is deeply appreciated.

MINES has telehealth coverage nationally as well. With the pandemic, almost all mental health outpatient treatment was done virtually. Patients and therapists realized it was clinically effective, saved countless hours of drive time, and was easy to do. This trend has continued even as restrictions have begun to lift.

ENHANCED ACCESS

For those employers who are looking for better access and not just fee discounts, MINES can create a network within the network of higher-paid providers who will guarantee access. This can be done on a fee basis or by purchasing blocks of time from a therapist. The earlier treatment can begin, the less sessions that are needed for many conditions.

CLAIMS REPRICING

MINES provides claims repricing in addition to network leasing. MINES has state of the art EDI repricing technology. We have ongoing QA to ensure that the claims are repriced efficiently and accurately. Each paying entity has nuanced requirements and MINES is able to customize its EDI and processes to meet those requirements.



EMPLOYEE ASSISTANCE PROGRAM

Viewbook



Time for Family



Time for Work



Time for You



Submitted by:
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2023

**Proposal to Provide an EAP:
Employee Assistance Program**

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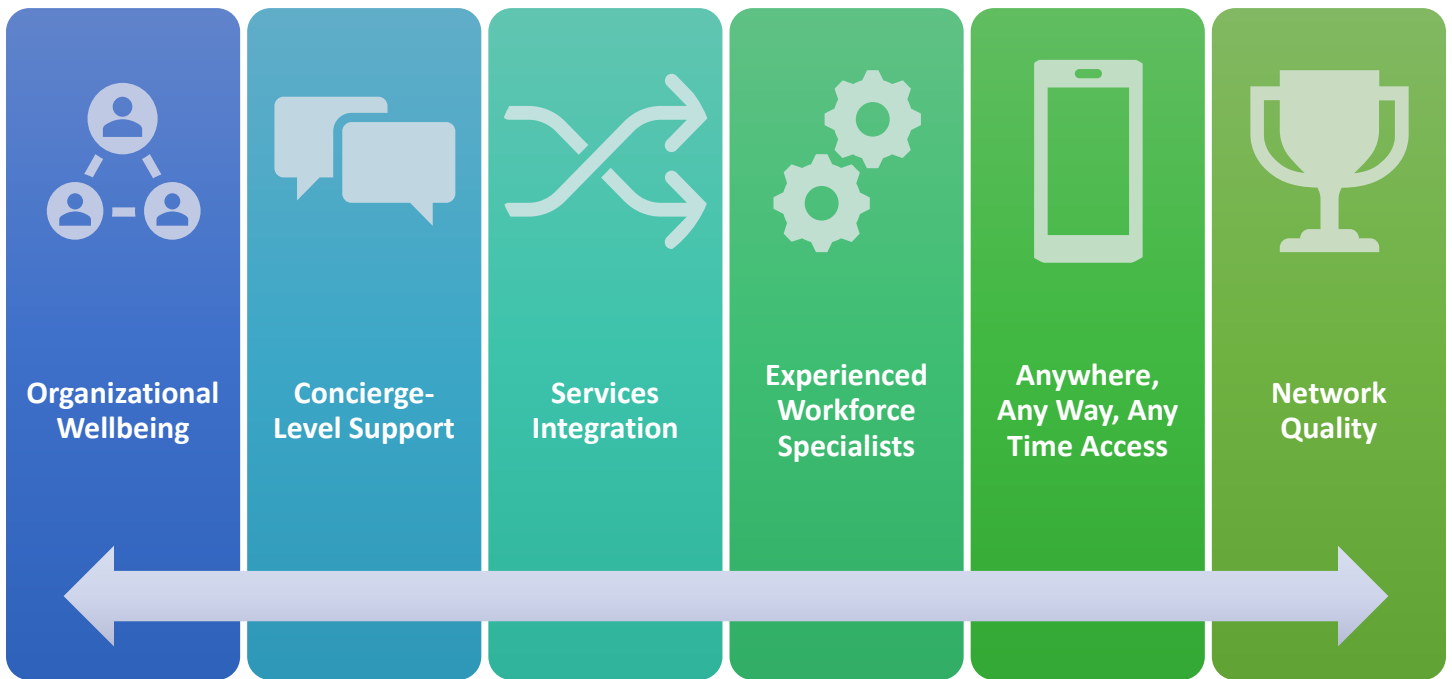
The information contained on the pages of this proposal constitutes trade secrets or confidential commercial and financial information that the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public except as may be required by law. The offeror also requests that this information not be used in whole or in part by your organization for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result or in connection with the submission of the proposal, your organization shall have the right to use the information to the extent provided in the contract.

Program Summary

Peace of Mind, Business Results

SAMHSA (Substance Abuse and Mental Health Administration) reports continue to show that only 1 in 5 adults with a mental illness are receiving treatment. This statistic combined with an uncertain future for mental health funding means that employers are often the only path to access benefits for those in need. These alarming statistics also bring to light how common it is for these issues to affect the workforce, and simultaneously its productivity. MINES' goal is to work as a partner with your organization to make sure every employee is aware of the EAP, can access it easily, and can bring about a change in their productivity and overall wellbeing.

Not all EAPs are created equal, however. Many EAPs fail to provide the utilization, access, specialty service and networks, or integration necessary to make the program successful. MINES is proposing a partnership with your organization to transition to a robust, top-tier, Employee Assistance Program (EAP) that looks to provide support for the entire organization and provide a program that delivers:



Innovation ○ Data Impact ○ Specialty Expertise

Why MINES?

When choosing an Employee Assistance Program there are a lot of choices out there in the marketplace. These options include embedded as well as stand-alone varieties that all promise the best services and care. These can look similar or equal when compared and can make it difficult to determine the best fit for your organization. Furthermore, the amount of alternative mental health support programs, such as virtual mobile apps, available on the market can make it even harder to decide what is best for your team and their unique needs. **This is why MINES offers a top-tier program that provides a level of care far greater than what is found with most alternatives.** The difference is clear when you take a closer look and see that with MINES EAP you have access to:

Experienced workforce specialists

The best EAPs have a deep understanding of the workforce that only comes with decades of experience. MINES has been providing behavioral health services since 1981. In that time, MINES has administered multiple award-winning Employee Assistance Programs that have served thousands of organizations and supported the mental health and wellness of thousands of people across every industry and organization size, both nationally and internationally. This experience has made MINES experts in employee and organizational complexities including culture, interpersonal dynamics, manager/employee interaction, workplace policy, personnel productivity, policy implementation, and more.

Access & Network

MINES has over 24,000 provider locations across the US including carefully curated Specialty Networks that serve populations with high-stress or unique needs that cross industrial, cultural, and social dimensions. These include networks for First Responders that comprises specialists experienced with treating trauma, PTSD, secondary trauma, stress, compassion fatigue, and more, as well as networks for the LGBTQ+ and BIPOC communities that provide experienced and safe experiences with providers that can provide shared lived-experiences and are well versed in best practices for the individuals that they serve. MINES also provides flexible access that include digital AND face-to-face options for employees and household members with simple and fast intake and scheduling.

Service Suite, Tech, & Innovation

MINES has designed a comprehensive and complimentary service suite to support all aspects of our clients' wellbeing for employees, leadership, and the organization itself. Through MINES' EAP, employees and their household members gain access to free and confidential counseling (available face-to-face and digitally), financial and legal services, online access to our robust web-portal with free mindfulness apps, unlimited work/life referral services, wellness coaching for life goals, smoking cessation, parental and lactation needs, and more! Leadership and Human Resources are also supported with unlimited consultation, unlimited work performance referrals, critical incident support, supervisor trainings, and unlimited conflict resolution services. Our services are designed to work together to create a wholistic approach to how we support clients with evolving and innovative use of technology, counseling delivery, pricing, and customer service that is focused on our top priority of improving access and outcomes for every person that we serve.

High-touch Customer Service

The MINES Team strives to serve each client with high-touch, personalized support. We aim to truly become your EAP partner and learn about your workforce and organizational needs so that we may provide specialized and compassionate guidance through each benefit available, and any process individuals may encounter while utilizing their EAP benefits. Across the Behavioral Health industry there is an increasingly prevalent issue of difficulty connecting with providers, setting appointments, and getting into treatment. To mitigate this difficulty, MINES has integrated extensive client navigator and helping hand services including contacting providers on the individual's behalf, guiding through processes, and more to assist our clients in getting connected to care and helping them address mental health, wellness, and work/life challenges quickly and easily so they can get back to work, and on with their lives.

Engagement & Impact

MINES combines our high-touch customer service with customized promotion and outreach to achieve industry high utilization rates. Our average utilization across our book of business is 9% (which is 4 times higher than embedded EAP's and twice the national average for standalone EAPs) and is even higher for many high-needs or high-stress populations. MINES uses data from client outcomes and organizational reports to inform how to better serve populations, drive engagement, and provide valuable resources and messaging that tie the EAP back to day-to-day issues clients are experiencing. This cycle provides a program that is always improving and growing in meaningful ways and able to adapt to the needs of your workforce.

Outcomes

All of the above lead to extraordinary outcomes and measurable improvement in employee and organizational productivity and wellbeing! Our customer satisfaction surveys average above 95% satisfaction with 9/10 respondents stating they would recommend the services to others. Another important factor is therapist's perception of change. This looks at whether a provider thinks a client's condition has improved, stayed the same, or has gotten worse. MINES sees a reported status of improved for 90% of cases resolved within the EAP sessions.

Service/Program Overview

A word on organizational wellbeing

It is MINES' belief that to serve an employee or member of an organization, we must serve the entire organization. Therefore, it is our top priority to provide an innovative and wholistic program that will support your organization from the top down with robust employee behavioral health and wellbeing support features combined with powerful management and Human Resource extension tools. The unique stress factors involved in the work environment require the utmost consideration in building an effective Employee Assistance Program. Some specific goals of this program include helping employees to develop productive ways of dealing with stress related to work concerns, marital and family difficulties, cross cultural concerns, drug and alcohol problems, nutrition, weight control, smoking cessation, and relapse prevention. These proactive goals help ensure that issues are addressed as they arise and helping prevent spending more of your health care dollars down the road.

Employee Services

Counseling

Employees that are distracted from work or are struggling with life situations including stress, burnout, substance abuse, trauma, compassion fatigue, and more will have access to free and confidential counseling sessions. Counseling sessions are conducted by master's level or doctoral level clinicians. MINES network has specialized providers with a variety of expertise and licenses including specialty networks for first responders, LGBTQ+, BIPOC communities and more, to help make sure referred providers are a perfect fit. For more detail on our network, providers, and specialty networks please see the network section of this proposal.

Intake and Navigation Services:

These counseling sessions can be accessed by calling into MINES highly trained intake team, or by completing an online intake through our quick and easy digital intake service. Each intake involves a basic behavioral health and substance abuse screening designed to identify individuals in crisis and help MINES staff to develop an appropriate plan for each individual in need.

Regardless of intake method, upon completion of the intake counseling referrals can be offered for up to three providers, as well as client navigation services are offered. Through client navigation, MINES staff can contact providers on the client's behalf to confirm details including availability and appointment times in order to ensure fast and reasonable access to care.

Modalities:

Clients can access counseling utilizing the following modalities:

- Face-to-face: Traditional in-person appointments at provider office.
- Telehealth: Appointments conducted via HIPAA secure telephonic or video conferencing.
- Digital Messaging: Online text, video, and audio messages via an asynchronous digital messaging platform provided by best-in-class partners. In addition to asynchronous communications, clients can opt to schedule live sessions.

Client care is divided into three categories:

1. Emergency (life threatening), the employee is taken care of immediately.
2. Acute but non-life-threatening, same day appointments with a therapist will be available.
3. Routine situations, appointments are scheduled within as little as 3 - 5 working days in most cases.

Management consult for referral:

Supervisors can call directly for informal consultation and confer with one of our clinicians about problem employee situations as long as the employee's confidentiality is not breached. For more information on management referrals, please see "Work Performance Referrals" under the Management Services section.

Crisis line:

MINES crisis line is available 24-hours a day, 365 days a year and is staffed with on-call clinicians at all times. The crisis line is available to provide immediate assistance to individuals experiencing suicidal or homicidal thoughts or intentions, acute distress including but not limited to stress, burnout, anxiety, substance abuse, relapse issues, and more. MINES clinicians will provide on-the-spot support and ensure the individual is in a safe and stable condition before helping them determine next steps and further resources. MINES will contact emergency services when needed.

Referrals:

If further therapy or care is needed beyond the contracted sessions, the staff is well versed in the referral sources available. Every effort will be made to take the employee's personal and financial status, as well as access to insurance, into consideration when a referral is indicated. Referrals are always made with respect to the employee's insurance. For those employees who are insured with an HMO or PPO, MINES functions as an advocate for the employee with those systems as they can be difficult to access. No information is given to anyone without a signed written release from the client.

Legal and Financial Services

Basic Financial Services

Financial goals and money issues can be daunting and stressful. MINES offers unlimited financial referrals for all EAP members and their household members, as well as one no-cost 30-minute consultation per separate financial matter with a network financial professional. Additionally, a preferred rate reduction of 25% from the customary financial service fees will be available. MINES' financial professionals are available to help EAP members understand and address their financial issues including:

- Basic Investing
- Getting Out of Debt
- Retirement Planning
- Credit Score
- Tax Issues
- Saving for College
- Buying a Home
- Estate Planning
- Financial Struggles

Enhanced Financial Resources

Employees and household members needing more nuanced financial assistance can opt to use a set of their EAP sessions available to them to utilize goal-oriented financial coaching with a MINES financial counselor. These enhanced financial sessions would be accessed just like the behavioral health sessions and can help address topics including general financial needs as well as Home Buying, Loan Process Education, Medicare Coaching, and Social Security assistance.

Legal Services

Dealing with legal problems can be overwhelming. MINES offers unlimited legal referrals for all EAP members and their household members as well as one no-cost 30-minute consultation per separate legal matter with a network attorney. Additionally, a preferred rate reduction of 25% from the customary legal fees will be available. Employees can access a legal professional for issues including:

- Divorce/Separation

- Contract Disputes
- Will Preparation
- Real Estate
- IRS Matters
- Immigration
- Family Law
- Bankruptcy

Work/Life Assistance

Through MINES EAP, your organization’s employees will have access to unlimited specialized work/life services that provide information, research, and referrals for childcare, eldercare, and convenience services. These can include needs such as community programs, home cleaning services, pet care, repair services, childcare centers, fitness and nutrition classes and services, assisted living facilities, transportation services, career services, new parent services, and more. Our intake staff can follow up with employees that use the work/life services to ensure that each employee receives the help and information they need and that they are completely satisfied with their experience, and to follow up on any additional needs.

Online/digital tools

MINES understands that EAP services need to be in sync with how people use technology in their daily life. This is why MINES makes it easy to gather resources, find information, and do intake for all EAP services quickly and easily 24-hours a day with our digital tools and resources. These tools includes a comprehensive digital intake for easy service access; an on-demand mindfulness application, eM Life, offering a convenient and personalized approach to everyday mindfulness practice; and PersonalAdvantage, an online resource library full of self-help tools, assessments, articles, and more! See below for more details on these digital services included in the EAP.

Digital Intake

MINES online Digital Intake system allows for EAP services to be accessed whenever, wherever. Your Organization’s employees will be able to log on using a company code to do a quick and easy intake that involves a simple behavioral health screening, some simple questions around the service they are looking for, and an easy to navigate system that is customized based on the service mix unique to your organization.

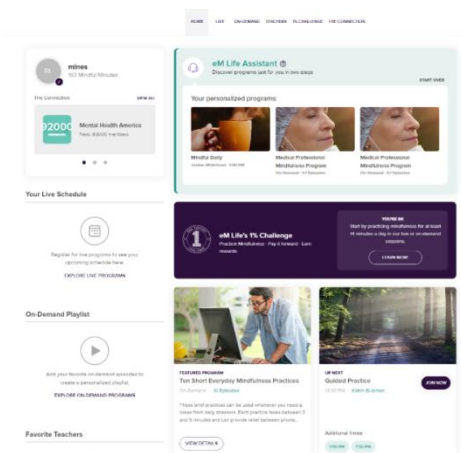
All Digital Intake submissions are reviewed by our highly trained intake staff to make sure we have complete information, can follow up for any navigation needs or questions, make sure the individual gets connected to their requested services as quickly and easily as possible, and address any follow-up considerations or additional service requests.



eM Life Mindfulness App

eM Life is a purpose-driven mindfulness solution for Your Organization’s total population. Experience the connection with certified experts in live, interactive, or on-demand sessions and go deeper and add our evidence-based, immersive programs that address high-cost chronic and behavioral health conditions. Accessible through MINES online portal, features include:

- Mindful Dailies: 5000+ live, expert-led, interactive online sessions each year
- Hundreds of hours of on-demand content on a wide range of topics
- Applied mindfulness practices with skill building and strategies to integrate into daily life



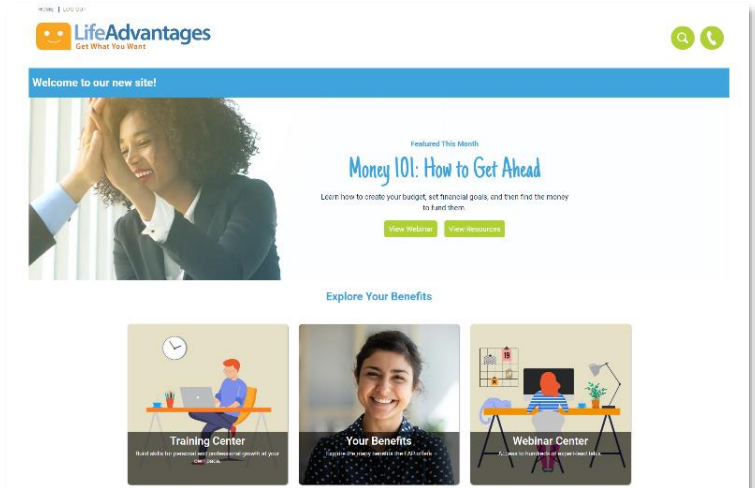
- Expert-led community for support and purpose
- Real-time reporting on progress and activity to drive behavior change

PersonalAdvantage

MINES PersonalAdvantage service is a great tool to help Your Organization’s workforce reduce stress and find balance in areas including physical, intellectual, emotional, social, spiritual, and occupational wellness.

PersonalAdvantage is an online work/life tool available with most program models, that gives employees access to thousands of resources for issues ranging from mental health and personal development to childcare, eldercare, and wellness. Employees will have access to:

- Forms
 - Tax forms
 - Banking and credit forms
 - Debt and bankruptcy forms
 - Estate and retirement planning
 - More
- Calculators and Assessments
 - Banking and credit issues
 - Budgeting and investing needs
 - Life insurance calculators and more
- Articles and Videos
 - Informative resources
 - Diverse topics
 - Stress
 - Depression
 - Anxiety
 - Healthy aging
 - Workplace health, and more.



Supportiv: Peer-to-Peer Support Chat Services

Supportiv Peer Support Services offer on-demand peer-to-peer small group chats that are tailored to bring together individuals who share similar struggles and lived experiences. Chats follow a conversational arc that goes from venting to learning coping skills, collaborative problem-solving, and the precise matching of relevant healing resources. All peer support chats are professionally moderated, facilitated, and safeguarded in real-time to ensure a safe and positive experience. All accessible 24/7/365 with a wait time of under 1 minute. Highlights include:

- **Precision Peer Support Lead by Professional Moderators**
- **Real-time Personalized Resource Matching**
- **Range of Topics** including anxiety, depression, family pressures, relationship conflicts, sadness, grief, loneliness, social isolation, caregiving burdens, work stress or burnout, and social determinants of health, and more.



Premium Wellness Support

As part of MINES continuing mission to provide our clients with a full and comprehensive Employee Assistance Program to support all employees and their specific wellness needs, our EAP provides access to a suite of premium wellness services as part of our standard program. We know that everyone has different wellness goals and are tackling unique challenges in their lives, so we strive to provide a service mix that can help no matter the life situation. These services include a professional wellness coaching program, virtual reality-based smoking cessation and stress reduction programs, and a parental coaching program. Please see below for more details on these services.

Professional Wellness Coaching

Each employee, and their household members, may utilize up to 4 sessions of free and confidential wellness coaching through our URAC Accredited Comprehensive Wellness Partner. Each wellness session involves a 20 to 30-minute telephonic session with a personal certified wellness coach at the time that works best. Topics addressed can be anything from food & fitness to improved sleep, life balance, smoking cessation, stress reduction, and even professional development. Individuals will work with a personal coach who will help clarify the area(s) most important, help create a plan that will be a good lifestyle fit, and then set up follow-up sessions to provide guidance and encouragement.

MindCo™ - Stress Relief and Smoking Cessation

A comprehensive 6-week CBT (cognitive behavioral therapy) based smoking cessation and stress management program is provided to all employees/members and their household members. Delivered through a virtual reality headset, both programs include mindful exposure therapy, extensive follow-up, and helpful peer support from the comfort of home. Other program details includes:

- Virtual reality mindful exposure therapy.
- 6-week program with 8-month follow up to help individuals stay smoke/stress free.
- Peer support component, all resulting in a 33% quit rate and 45% smoking reduction rate for smokers and significant stress reduction for all individuals.

Parental Coaching and Lactation Consultation

Parental Coaching Program. Employees, and their household members, will be able to access a diverse selection of new parent coaching topics and work directly with a coach, across up to 4 coaching sessions, to address a multitude of behavioral topics. Whether the child needs help building new skills through personalized coaching, sessions with a therapist or psychiatrist, or the parent need coaching for challenges with younger kids, MINES's expert coaching team can help. Employees/members can take video visits right from home or on-the-go. Chat with an expert within minutes and schedule a video visit within days.

Expanded Coaching Services

In addition to the coaching options above, MINES also offers a variety of other coaching providers and resources depending on client need, including financial coaching, life coaching, career coaching, work performance coaching, nutrition coaching, and even special education coaching and resources.



Communications

Each year, MINES develops a wellness theme around the 8 core dimensions of wellbeing (Physical, Occupational, Intellectual, Environmental, Financial, Social, Spiritual, and Emotional Wellness) and corresponding wellness communications include a monthly email newsletters (sent to your Human Resources Department), monthly webinars, regular blogs and online discussions, quarterly supervisor and employee publications, and social media resources created to keep employees thinking about their work/life balance and overall well-being for them and their family.

TotalWellbeing Approach

Each year we take ideas and resources around wellbeing and tie them into the bigger picture at the personal level, the community level, and the rest of the world. It is important to understand the influence that the world has on our wellbeing and the influence we may have on others. All year long we look at ways to strengthen one's connection with their community and support their wellbeing by providing information, insight, and resources to help address every day mental health and wellness topics along with ways to help their families and other loved ones so that we can all thrive together! MINES delivers resources through the following employee communications:

Newsletter

MINES' monthly newsletter, Total Wellbeing is your way to connect the dots between the 8 core dimensions of wellbeing. The newsletter includes helpful resources and tips on monthly topics ranging from nutrition to financial planning. The newsletter is also the best communication tool to keep employees up to date on blog activity, invitations to free monthly webinars, and MINES quarterly wellness publication, *BalancedLiving*.

Webinars

Each and every month employees are invited to join in on webinars that provide valuable information and insight into various topics including communication skills, legal issues, parenting, stress management, and more.

Publications

MINES provides access to two quarterly publications. *BalancedLiving*, which is a work/life balance and wellness focus publication providing articles, and self-help resources around a new selection of topics each quarter. The second publication, *Leadership*, is put together with supervisors and leadership in mind. This publication covers legal issues, management and communication styles, and problem-solving oriented resources selected to help those in supervisor positions gain new ideas and support around issues they face every day.

Blogs & Social Media

MINES hosts a blog accessible to all employees that offers ongoing discussion and updates around wellness, topics, current-events, social-wellbeing, and anything else that we think may be relevant and useful information. This forum offers employees a way to engage directly with MINES as well as others around these topics in a live and interactive platform. MINES also shares information from time to time around events, wellness topics, and current events via social media including Twitter, which employees can follow directly or monitor via our live feed on minesandassociates.com.



Training

MINES believes that employees are an organization's most valuable resource. MINES fully customizes and tailors its training programs to meet the needs of your organization in enhancing the productivity and well-being of your workforce. The goal of each training, workshop, or seminar is to create self-awareness and to provide each employee with foundational tools for professional and self-improvement. MINES hosts over 250 trainings across a variety of wellbeing categories including employee and leadership development, legal and financial issues, personal development, wellbeing, diversity, and more. Customized trainings are also available for nuanced training needs and most trainings can be provided either face-to-face or virtually depending on need. Please visit our [online training catalog](#) to review our full training catalog.

Critical Incident Support Services

The psychological effects of witnessing a tragedy or experiencing a death in the workplace may result in a variety of psychological symptoms. Research indicates that the sooner a victim receives psychological first aid, the less likely they are to experience long-term or severe problems. The EAP can do more to help before serious symptoms occur and can identify unforeseen consequences you might not realize are connected. In addition, management often does not know how to communicate with the employees, the community, or the media regarding these tragic events. Often, they are impacted as well. MINES staff are there to support management on these aspects of a CISS as well. Since 1981, MINES has never missed supporting its organizations during a crisis. In fact, organizations that had other EAPs and couldn't reach them have called MINES and we did not let them down. The EAP staff is available to help assess the need for individual and/or group debriefing sessions or other support. Critical Incident Support Services can include an array of support services including management consultation on messaging and support, group meetings and process groups, individual psychological first aid, after hours support for delayed responses, and other communication with various levels of management. When needed critical incident support can be provided virtually in addition to, or in place of, onsite support. MINES is happy to consult on the best response approach and time frame to help ensure the most impactful support possible. To further reinforce our crisis response capabilities, MINES works with two best-in-class partner networks as back-up to ensure 24/7 responsiveness to any CISS need.

Customer Service & Access

Concierge Level Support

MINES takes a high-touch approach to all levels of service. By truly partnering with our clients, we get to know the humans behind the human resources and develop a solid understanding of the work they do every day so we can help keep them working. To help accomplish this goal we provide personal support for each and every individual that comes to MINES for help and guide them through all levels of our services to support them as they tackle their behavioral health and work/life challenges. Guiding them step by step if necessary and escalating immediately for any serious cases.

Advocacy & Client Navigation

MINES will be there to provide a personalized experience and to act as an advocate for those seeking help and support through the program. This starts at intake with client navigation services. Every client that accesses services, whether through our digital intake or by calling us, will have the option to utilize our Client Navigation Services which can help guide them through assessing and accessing services and take the burden of making multiple outreaches as they navigate the EAP. MINES intake and operations staff can outreach providers and coaches on the client's behalf to confirm availability, appointment timeframes, and other nuanced provider details to make sure that not only is an appointment available in a reasonable timeframe, but that the provider is a perfect fit as well. This can help those that are struggling and may be overwhelmed by the prospect of accessing services or may simply be too busy and just need a bit of help getting things set up.

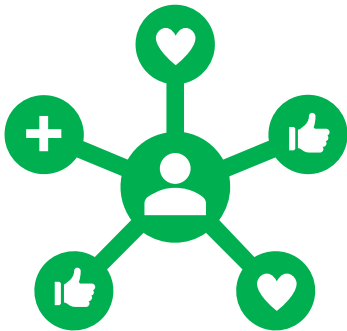
Access: Anywhere, any way, any time

Utilizing our carefully curated provider networks combined with our streamlined intake process and client navigation services, we make access fast, easy, and will match each person with the most appropriate services and providers possible. MINES takes an individualized approach to each employee, household member, including children and teens, to make sure each person's unique needs and wants are met to fullest degree through our comprehensive variety of access channels and treatment modalities. MINES has worked hard to mitigate the pervasive provider access issues prevalent in the mental health industry and beyond by leveraging technology, carefully curated provider networks, and comprehensive communication and follow up to ensure a complete and personalized approach to behavioral health and wellness support with superior access.

MINES Network

Network Quality

At the heart of MINES high-quality counseling and coaching services is our provider network. Comprised of highly qualified providers, our network is constantly in development as we carefully curate our counselors and coaches to fit the evolving nature of our clients' needs and the modern behavioral health marketplace. We have strived to help clients navigate the struggles of provider shortages and lack of accessible care through careful planning, partnering, and innovative solutions to deliver an actively managed network of well vetted, licensed support specialists. Furthermore, our intake coordinators help clients access and select the best and most suitable providers based not only on presenting issues and specialties needed, but providers that understand our clients on an individual and cultural level. This includes the utilization of our specialty networks, board-certified wellness coaches and trainers, best-in-class organizational development experts, and constant network development around client locations and support needs.



Provider Qualifications

The MINES' Network has been carefully selected to include providers with a balance of specialties, modalities, and languages served. This enables MINES to provide access to providers that fit the individual needs of employees. For instance, if an employee needs a provider that specializes in family counseling around financial matters and can also speak Spanish, MINES' can use these criteria to find the perfect provider. MINES' panel of professional counselors include: MA, CAC, CACI, CACII, CACIII, CEAP, LADC, LPC, LCSW, LMFT, PsyD, and PhD. MINES honors participant requests for counselors of a specific gender, ethnicity and/or religion. All of MINES providers are in good standing with their respective state boards and are master's level or higher education with valid licenses or license eligible with supervision.

Specialty networks

MINES understands that there is more to a counselor than their license and education. People want providers that understand them on a personal and even cultural level. This is what we call "lived experience." This desire to have a truly compatible counseling experience is what led MINE to develop our specialty networks for populations and communities with higher needs than the average consumer. These specialty networks include providers that are experts in their given field, are knowledgeable, and commonly members of, the communities they serve and are up to date on the cultural needs and best practices to provide best in class service to the populations that they care for. Our specialty networks include:

- First Responders: Serving Police, EMS, Firefighters, Healthcare workers, and other high-stress, high-trauma populations.

- LGBTQ+: Serving members of the LGBTQ+ communities.
- BIPOC: Serving people of color and their communities.

Digital Modalities

MINES works with best-in-class partners to provide over 6,000 telehealth exclusive providers. This allows us to provide digital message-based counseling services, as well as telephonic and video counseling options, seamlessly and with direct scheduling capability anywhere in the country.

Network Development Capabilities

MINES' network is constantly updated by adding and removing providers as needed based on client need and provider availability. MINES has the ability to rapidly add providers to our network in areas of need and is carefully curated to maintain only the highest quality providers with availability for new patients and fast appointment times. If required, our Provider Relations team can focus and build network providers anywhere within a matter of days. The Provider Relations Department adds new providers daily.

Additionally, MINES has an open network for its affiliates. If an employee would like to see someone who is not in the network, the provider is invited to join, provided they meet the credentialing standards. When the employee does not have a provider in mind, we act as an advocate for that employee in giving them the names of providers who specialize in their particular problem area, and calling on the employee's behalf if they prefer. The ultimate decision belongs to the employee.

International coverage



MINES has the ability to cover international employees through our extended network that covers most countries across the globe with over 83,000 provider locations available worldwide. We focus on local language service centers to provide localized support. This approach to working with local service delivery partners (LSDPs) is unique in the industry: LSDPs are not independent vendors that deliver services to our clients however they want to—they are contracted to deliver services in alignment with our model. While these providers operate as extensions of the international service centers and must adhere to our strict standards, the LSDP staff also serve as the cultural representatives of the EAP in a particular location.

We work with best in class providers and partners to provide international employees with seamless service and support. Offering a unified program to your organization's employees in all locations provides benefit parity across the organization, ensuring the same high-quality level of service is delivered consistently, regardless of where employees live and work. Some of the advantages of this international program include:

Local Presence

Employees receive support through our network of service centers, local service delivery partners, and network providers.

State-of-the-art international call centers are located in the US, the UK, Ireland, Canada, Portugal, France, Belgium, the UAE, Indonesia, India, China, Japan, Singapore, and Germany. All service centers share a universal case management system and telephony, and our experienced staff are consistently trained to the same high standards of customer care.

Local service delivery partners are independent EAPs who we have established strategic relationships for the delivery of global services. These partnerships allow us to offer local language call answering in more than 70 countries.

Our global network of over 83,000 credentialed providers deliver culturally appropriate counseling in each participant's local language, as well as trainings and critical incident support.

Administration & Delivery

Account Management

The success of MINES' services hinges upon effective implementation. Consequently, the program development team at MINES has created an objective and support driven implementation plan to effectively integrate the EAP program into your organization's system. A dedicated account manager will act as the primary contact and coordinator of all program services making it fast and easy to reach MINES for support at all times.

Implementation

Orientation

As close to the start date of the program as possible, MINES will coordinate an Employee Orientation session that will include an introduction to the program for all employees. During this session all benefits of the EAP will be fully explained including how to access through our intake channels (phone or digital), questions are answered, first round of employee facing materials are distributed and promotion begins.

Supervisor Training

Although increasing numbers of employees will utilize the EAP on a self-referral basis, supervisors remain in a critical position to encourage employees to seek help due to poor job performance. Training and consultation services are instituted to develop skills in problem detection, the referral process, and confidentiality. An introductory supervisor training can be done during the first year of the contract either face-to-face or via webinar. Manuals are provided.

Publicity and Promotion

The key to driving program utilization is connecting the benefits of the EAP to the day-to-day situations and needs individuals experience on a regular basis. Our promotional efforts are designed to do just that. Utilizing a multi-strategy approach to publicize and market the EAP, MINES helps people see that the EAP is for both behavioral health and substance abuse needs, as well as many other daily needs they may have.

Examples of promotional resources include employee facing guides, custom pieces for electronic platforms such as apps and intranets, posters placed in common areas, or letters sent to all employees. The standard guides, cards, introductory letter, and posters (all available in English and Spanish) are included in the cost of the program. If a customized employee communication were requested, additional fees may be charged. Monthly wellness resources will be sent to the Human Resources department according to the theme for the month (see Employee Communications and Wellness section) – these articles can then be forwarded to staff as a promotional reminder of their EAP. Leadership, a supervisor newsletter, is sent out quarterly; likewise, *Balanced Living*, a quarterly wellness magazine is for employees and their household members. If needed, MINES can form an EAP advisory group to monitor the program, help troubleshoot any unforeseen implementation or procedural difficulties, and facilitate communication between your organization and MINES. Furthermore, MINES can set up regular meetings to explore organizational initiatives to better align our programming as well as engage MINES marketing team to create custom communications and promotional campaigns to increase engagement.



Reporting

Another primary benefit that MINES' Employee Assistance Program provides for organizations is the access to an entire team of workforce specialists that can provide expert oversight and analysis of program engagement to help gauge the effectiveness of the program, offer insight into topics and issues being addressed, and provide guidance on how to drive utilization, and address systemic issues before or as they arise. This data and insight are delivered through regular impact reporting and as needed strategic initiatives and collaboration with clients.

Many EAPs measure organizational impact, which looks at all communications and engagement and not just utilization of specific services, and use that data as their utilization to inflate apparent usage. MINES measure both organizational impact and specific service utilization and report both separately to provide a complete and honest picture of program engagement and overall impact of MINES' program.

Utilization reports are provided quarterly, and MINES account managers can detail the number of cases that are resolved within the EAP over how many required referral to an outside resource such as the organization's health insurance plan to your organization can gain insight on the amount of healthcare dollars saved with MINES EAP.

- Utilization (Quarterly):
 - Overall program utilization and employee/member engagement
 - Number of self-referrals vs. supervisory referrals.
 - Overall communication MINES and your organization
 - Onsite events
 - Training details
 - Management support service usage
 - Presented and treated themes/topic areas
 - Demographics of program participants vs. overall employee population.
- Customized Reports:
 - MINES can help develop other reporting views to help analyze additional impact data in such areas as case outcomes, absenteeism, individual/organizational productivity, and other metrics, for example, provided the data is available.

Confidentiality

It has always been MINES' policy to be proactive when it comes to our clients' privacy. In addition to MINES' own internal procedures, we ensure every aspect of our service delivery is fully compliant with HIPAA standards. Confidentiality is also key to program utilization; therefore, the private nature of counseling sessions and other program features are reinforced through all messaging to make sure individuals trust the EAP and are comfortable utilizing the provided benefits with confidence.

Services Integration

Curating a diverse and fully integrated mental health and wellness benefits suite can be a very difficult and costly venture. With MINES' EAP, your organization gains access to a robust suite of wellness and mental health benefits that are already fully integrated under one roof with expert account management and intake coordinators to help navigate all aspects of our services.

This is not where integration stops, however, as MINES' EAP can integrate with external partners including the medical network and other partners and initiatives including but not limited to disability carriers, wellness companies, and any other partners or vendors whenever possible to provide a wholistic, team-based approach to supporting the organization on all levels. That way when an individual contacts us with needs we can analyze the services available and connect them to the best support quickly and easily.

Quality Assurance

MINES strives to ensure every user has the best experience possible and we work hard to make sure they get connected to all services that can help them quickly and easily. MINES staff follow up by phone or email to make sure employees are getting connected to the services needed and to address any additional needs that may arise. An optional satisfaction survey is then sent to ensure the employee's needs and expectations were met, and that customer service was delivered at the high-level expected by MINES' standards. Behind the scenes, MINES has an extensive set of quality assurance standards and systematic review of the MINES employees and provider performance to ensure quality across all levels of service. MINES follows up with ALL users three days after contact via their preferred contact method (phone or email) to ensure that they connected with their resource (counselor, attorney, coach, etc.) and that it is a good fit. Then, a client satisfaction survey is given to capture data on the employee's experience. For more nuanced cases a phone call would be done in addition to the survey so that we may speak with the employee to cover experience, satisfaction, and additional needs. Furthermore, employees are encouraged to call us after they have seen the provider of their choosing to provide feedback on their experience and progress, and to let us know of any further needs. Additionally, we follow up with any providers they see to get updates on their progress to help determine if other services through the EAP are needed and to anticipate the likelihood that a case may go beyond the scope of the EAP and require a long-term treatment solution.

Overview

2023 Employee Assistance Program

For review only. For official quotes, please contact MINES

Clinical Services

- 24-hour, 365-day crisis line, Evaluation and Assessment, and Telephone Consultation and Referral
- Counseling Sessions for Employees and Household Members - **Many Session Models Available Based On Need**

Employee Support and Wellbeing

- Online Services – *PersonalAdvantage resource library and eM Life Mindfulness App* - **Unlimited access**
- Employee communications and materials
- Use of EAP sessions for financial counseling
- Financial/Legal Services: **One 30-minute consult per separate legal matter, 25% discount on further legal services**
- **Unlimited** Work/Life Referral Services
- **Premium Wellness Services:**
 - Professional Wellness Coaching: **4-sessions per year**
 - MindCo VR Smoking Cessation and Stress Reduction Program: **6-week program**
 - Parental Coaching and Lactation Services: **4 coaching sessions per year**
 - 24/7 Peer-to-Peer Support Chat

Management and HR Support

- EAP Utilization Reports
- EAP Promotional Materials – Available in English and Spanish
- Unlimited Management Consults, Policy & Implementation Consults, and Work-Performance Referrals
- Return-to-Duty Conferences and Reintegration
- Trainings - **2-4 hours per contract year**
- Employee Orientations, Supervisor Training, and Open Enrollment/Benefit Fairs - **10 hours per contract year***
- Conflict Resolution Services (One-on-One)
- Organizational Wellbeing Inventory and Evaluation - **Available at an additional cost based on scope of assessment**

Critical Incident Support

- CISS: On-Scene/Virtual Support - **\$400 per hour, per therapist**

*Available on-site or via webinar

ONSITE CLINIC SERVICES

Viewbook



Time for Family



Time for Work



Time for You



Submitted by:
MINES and Associates
1.800.873.7138 www.minesandassociates.com

2023

Onsite Clinic Services Viewbook

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The information contained on the pages of this proposal constitutes trade secrets or confidential commercial and financial information that the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public except as may be required by law. The offeror also requests that this information not be used in whole or in part by Your Organization for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result or in connection with the submission of the proposal, Your Organization shall have the right to use the information to the extent provided in the contract.

Executive Summary

Peace of Mind, Business Results

The data highlights the critical significance of providing employees with access to onsite clinics for behavioral health services within their workplace. As mental health and well-being continue to gain recognition as essential components of overall employee wellness, organizations must recognize the benefits and value of integrating behavioral health support directly into their workplace environments.

Improved Access and Convenience:

Onsite clinics for behavioral health eliminate barriers associated with seeking mental health services. With convenient access right at the workplace, employees are more likely to seek timely assistance, reducing the stigma and potential hurdles associated with seeking outside care. The data shows that on-site clinics significantly increase utilization rates for behavioral health services and ensure that employees receive the support they need promptly.

Enhanced Productivity and Reduced Absenteeism:

Investing in onsite clinics for behavioral health positively impacts productivity and reduces absenteeism rates. The availability of easily accessible mental health services in the workplace promotes early intervention and preventative care, enabling employees to address concerns before they escalate. By proactively addressing mental health issues, organizations can significantly reduce productivity losses and absenteeism related to untreated behavioral health conditions.

Mitigation of Stigma and Encouragement of Mental Health Conversations:

Onsite clinics for behavioral health contribute to a culture that prioritizes mental health and destigmatizes seeking support. Employees are more likely to engage in conversations about mental health when they perceive it as an integral part of their work environment. This creates a supportive atmosphere that encourages open dialogue, reduces isolation, and promotes overall well-being within the organization.

Increased Employee Satisfaction and Retention:

Providing access to onsite clinics for behavioral health services demonstrates a commitment to employee well-being, which positively impacts job satisfaction and retention rates. Employees appreciate the convenience and support offered by these clinics, leading to higher levels of engagement and loyalty. The data indicates that organizations with robust mental health support systems experience improved employee morale and retention, resulting in long-term cost savings associated with recruitment and training.

Cost-Effectiveness and Return on Investment:

Contrary to common misconceptions, onsite clinics for behavioral health can yield significant cost savings for organizations. Early intervention and preventative care reduce the likelihood of more severe mental health issues requiring costly treatment down the line. Moreover, the improved productivity and reduced absenteeism resulting from better mental health support generate a measurable return on investment for employers.

Capabilities Summary (Why MINES?)

When selecting an onsite clinic partner, it is crucial to choose an organization with a proven track record in delivering effective clinical programs and a deep understanding of workplace intricacies. It is essential for employees and members of the organization to have confidence that they can access services promptly and receive support from knowledgeable professionals who can provide genuine assistance and long-term life skills. This is precisely why MINES is the ideal behavioral health clinic partner. With our extensive history, decades of clinical expertise, and proficiency in developing behavioral health provider networks and staffing models, we are equipped to assist your organization in establishing a trusted onsite or virtual clinic that meets the needs and expectations of your employees. With MINES, you get:

Experience and history

The best EAPs have a deep understanding of the workforce that only comes with decades of experience. With over four decades of experience, MINES is a trusted leader in providing onsite behavioral health clinic services. Our award-winning programs have supported the mental health and wellness of thousands of individuals across diverse industries, nationally and internationally. Our deep understanding of employee and organizational complexities allows us to tailor our services to meet the specific needs of each organization, fostering a supportive and thriving work environment. Through our expertise, we deliver effective, evidence-based solutions that promote employee engagement, productivity, and overall organizational success. With MINES as your partner in behavioral health, you can trust in our commitment to providing high-quality care and helping individuals and organizations flourish.

Clinical Expertise

With a strong commitment to clinical excellence and a data-driven approach, MINES brings unparalleled expertise to guide organizations in staffing and developing clinical components for their onsite, near-site, and virtual clinics. Our extensive experience equips us to provide comprehensive guidance and consultation, going beyond mere staffing solutions. We offer clinical case management, specialized provider training, best practice reporting structures, and other resources to ensure that your clinic is fully equipped to address a wide range of clinical needs. At MINES, we are dedicated to empowering organizations with the necessary tools and support to deliver exceptional clinical care and achieve optimal outcomes.

Provider familiarity and access

Provider that they can get familiar with and comfortable with. Can drive usage because people are more comfortable talking with those that they are familiar with, and the provider can engage better as they are more aware of and knowledgeable of the organization. (Ex. Keyaisha and Bruce) Organization can be a part of the selection process. Add clinical supervision piece.

Service Options

Onsite Counseling Model

MINES is unwavering in its commitment to delivering the essential therapists your clinic needs, tailored precisely to your requirements, whether they involve full-time or part-time onsite counseling services. Our adaptable approach allows us to finely tune our therapist staffing to harmonize seamlessly with the evolving needs of your clinic. We believe in providing a highly personalized solution that not only accommodates but also anticipates your changing demands.

Our overarching objective is to empower your clinic or organizations with the requisite resources and unwavering support, ensuring the provision of top-tier counseling services while maintaining an efficient and organized operation. We understand that clinical objectives vary, and whether it's a full-time commitment to meet the ongoing needs of your patients or a part-time supplement for specific periods, MINES is steadfast in its dedication to collaborating closely with you to achieve your unique organization's wellbeing goals.

With MINES as your partner, you can rest assured that your clinic will have access to a responsive and adaptable team of therapists ready to meet your every need. Our aim is to enhance the quality of care you provide while ensuring a seamless and tailored approach to your clinical operations.

Virtual Counseling Model

MINES is committed to offering convenient access to therapists, precisely when they are needed. Our services encompass a broad range of options, enabling individuals to engage in virtual counseling sessions through various modalities, including telephonic calls, video counseling, and online messaging. This flexibility ensures that individuals can receive the support they require in a manner that aligns with their preferences and comfort levels.

Furthermore, our therapists extend their expertise beyond individual counseling sessions. They are readily available to meet the consultative needs of clinic staff, fostering a collaborative and multidisciplinary approach to patient care. Whether it's providing insights, guidance, or recommendations, our therapists are valuable resources that can enhance the overall quality of care delivered within your clinic.

MINES' dedication to offering a diverse array of therapeutic modalities, expertise, and consultative services underscores our commitment to providing comprehensive mental health support. We understand that each individual's needs are unique, and our goal is to ensure that everyone can access the appropriate care and guidance they require for their wellbeing.

Hybrid Counseling Model

MINES' innovative hybrid clinic model represents the pinnacle of flexibility and adaptability in healthcare service delivery. This multifaceted approach seamlessly integrates the best of both worlds, combining onsite and virtual services to create a comprehensive and dynamic clinic service package.

Our hybrid model is designed to provide a holistic healthcare experience, catering to the diverse needs of employees. It encompasses a full spectrum of onsite service options, ensuring that individuals can access in-person care conveniently at onsite or nearby clinic locations. Simultaneously, it harnesses the power of our robust virtual care models, granting employees the freedom to choose virtual appointments through our extensive telehealth offerings.

This dual-pronged approach empowers individuals to receive care on their terms, whether it's the comfort of an in-person visit or the convenience of a virtual consultation. MINES recognizes that healthcare is not one-size-fits-all, and our hybrid clinic model reflects our commitment to meeting the unique preferences and circumstances of each patient.

By seamlessly blending the physical and digital realms of healthcare, MINES ensures that employees have access to the right care, at the right time, and in the right way. Our overarching goal is to provide a comprehensive healthcare solution that promotes well-being, flexibility, and convenience for all individuals served by our clinic model.

Behavioral Health PPO Network Lease

MINES is dedicated to enhancing the scope and accessibility of behavioral health services within Company Name's healthcare ecosystem. To achieve this, we are seamlessly integrating our Behavioral Health PPO network into your existing referral network, with a special emphasis on bolstering outpatient therapy services.

This integration translates to a wealth of benefits for patients, as they will now have streamlined access to an extensive network of highly qualified behavioral health providers. Whether they require individual, family, or group therapy, our Behavioral Health PPO network is equipped to connect patients with the right experts who can meet their specific needs.

Understanding that navigating the complexities of healthcare can be daunting, MINES goes the extra mile by offering the support of our patient navigators. These dedicated professionals can assist patients in the process of scheduling appointments, making it easier for individuals to access timely care that aligns with their schedules and preferences.

Moreover, our commitment to simplifying the administrative aspects of healthcare continues with billing services. Patients can choose between two convenient options for billing. They can opt for billing through the Third-Party Administrator employed by the clinic, providing a straightforward and familiar process. Alternatively, they have the choice to bill directly through MINES, a seamless option that offers claims repricing for enhanced transparency and efficiency.

MINES is fully invested in ensuring that the integration of our Behavioral Health PPO network elevates the overall quality of care provided within your healthcare network. Our mission is to facilitate accessible, patient-centric, and efficient behavioral health services, contributing to the well-being of all individuals under Company Name's care.

Record Keeping

To streamline the administrative processes and enhance the overall efficiency of your clinic, we offer two convenient options for appointment scheduling and record-keeping. You have the choice of utilizing MINES' sophisticated Electronic Health Record System (EHR), a robust and user-friendly platform designed to facilitate seamless patient management and data tracking. Alternatively, if your clinic already has existing systems in place, our team can seamlessly integrate with your systems, ensuring a harmonious flow of information while minimizing disruption to your established processes.

Crisis Line Access

Regardless of the counseling model selected, patients receiving care at the Company Name's clinic will have the valuable benefit of accessing a dedicated telephonic crisis line, ensuring round-the-clock support and guidance throughout the entire year, 24 hours a day, 365 days a year. This crisis line is not just a lifeline but a vital resource staffed by licensed clinicians who possess the expertise and experience needed to provide comprehensive crisis support.

Our licensed clinicians on the telephonic crisis line are well-equipped to offer immediate assistance during times of distress. They provide compassionate and professional care, conducting thorough evaluations and assessments to understand each patient's unique situation. Through this careful assessment, they can determine the most suitable course of action and guide patients toward the appropriate levels of care or intervention.

Whether it's providing a listening ear during a challenging moment, offering guidance for managing a crisis, or facilitating a seamless transition to the right treatment resources, our telephonic crisis line is a dependable source of support, dedicated to ensuring that patients receive the help they need when they need it most.

Provider Network and Recruiting

At the heart of MINES high-quality counseling and coaching services is our provider network. Comprised of highly qualified providers, our network is constantly in development as we carefully curate our counselors and coaches to fit the evolving nature of our clients' needs and the modern behavioral health marketplace. We have strived to help clients navigate the struggles of provider shortages and lack of accessible care through careful planning, partnering, and innovative solutions to deliver an actively managed network of well vetted, licensed support specialists. Furthermore, our intake coordinators help clients access and select the best and most suitable providers based not only on presenting issues and specialties needed, but providers that understand our clients on an individual and cultural level. This includes the utilization of our specialty networks, board-certified wellness coaches and trainers, best-in-class organizational development experts, and constant network development around client locations and support needs.

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Specialty networks

MINES understands that there is more to a counselor than their license and education. People want providers that understand them on a personal and even cultural level. This is what we call "lived experience." This desire to have a truly compatible counseling experience is what led MINE to develop our specialty networks for populations and communities with higher needs than the average consumer. These specialty networks include providers that are experts in their given field, are knowledgeable, and commonly members of, the communities they serve and are up to date on the cultural needs and best practices to provide best in class service to the populations that they care for. Specialty networks include:

- **First Responders:** Serving Police, EMS, Firefighters, Dispatch, Healthcare workers, and other high-stress, high-trauma populations.
- **LGBTQ+:** Serving members of the LGBTQ+ community.
- **BIPOC:** Serving people of color and their communities.
- **Acute:** Serving people who are experiencing acute medical or behavioral health symptoms (i.e., discharged from detox or have cancer or his acuity of BH issue like suicidal etc.)
- **Work Performance:** Serving those who are struggling in the workplace.

Recruiting, Selection, & Clinical Supervision

MINES offers invaluable assistance to organizations in the process of hiring behavioral health providers for clinics. With our extensive expertise and industry knowledge, we consult on best practices, ensuring that organizations find the most suitable and qualified professionals. We understand the importance of matching providers with the specific needs and specialties required for effective care delivery. Whether it's counseling, therapy, or other behavioral health services, we guide organizations in identifying the appropriate licenses and certifications for providers to maintain compliance with regulatory standards. By leveraging our experience in the field, MINES empowers organizations to build a robust team of behavioral health experts, ensuring the delivery of exceptional care and support to those in need. MINES can independently recruit and select the provider partner or work alongside the organization to ensure the best fit for the organization depending on their preference. (For more detail, please see "recruiting and vetting" under the implementation timeline and beyond section below.)

Claims Processing and Repricing

MINES Helps Contain Out of Control Costs

Managing claims costs is a complex task, especially with fluctuating market costs and an overwhelming amount of data to analyze. Ensuring fair rates for mental health benefit claims can be challenging without the right expertise. That's where MINES comes in.

With MINES, quality assurance is our top priority, and we boast an error rate of less than 1% in our services. Our meticulous approach to reviewing and processing claims ensures accuracy and reduces the risk of unnecessary costs.

Beyond accuracy, we are committed to achieving unparalleled savings for our clients. Through our repricing services, we have achieved an average savings of 59% through our carefully negotiated network rates. Our extensive network of providers allows us to secure competitive rates, translating into significant cost savings for your mental health benefit claims.

EDI Bridge

MINES can work with current EDI Bridge to adjust to work with our system. MINES can also use our service partner to create an EDI bridge from scratch - costs will vary based on what information is being requested and the amount of customization. MINES operates by utilizing the data through JSON objects and 837 forms. Claims data is extracted from our EHR into a JSON object and sent to our partner. Our partner then translates the JSON object into the 837 format before delivery. MINES can either receive the claims via mail/fax and we will translate those UB-04 or CMS 1500 form into the JSON object for our process. This process can take 3 days from the date we have received the claims in most cases. Claims data can also be sent via an 837 form to our service partner so that they can convert the claims data from the 837 format to a JSON object to be repriced in our system. 95% of claims are processed within one business day. QA is completed on every claim to ensure accuracy.

Paper Claims

MINES can receive claims via fax or mail and manually reprice the claims to send off to the TPA to be paid. In most cases MINES will mail out claims within 48 hours of claim reception or upload to SFTP site. 95% are processed within two business days. Cost is per claim processing.

Electronic Transmission

Outside of the EDI Bridge, we can receive claims via a secured email or SFTP site where we can download and then reupload the respective claims. Cost is per claim processing. In addition to utilizing the EDI Bridge for claims submission, we offer alternative methods for receiving claims, ensuring flexibility and convenience in your claims processing workflow. You have the option to submit claims through two secure channels: secured email or a dedicated SFTP (Secure File Transfer Protocol) site. Here's how it works:

- **Secured Email:** You can securely transmit claims via email, ensuring the confidentiality and integrity of your sensitive data. Once received, our team will process these claims promptly and efficiently, maintaining the highest standards of security throughout the entire process.
- **SFTP Site:** Alternatively, you can opt for the SFTP site, a secure and efficient platform for submitting claims. This method involves uploading your claims to our dedicated SFTP server. Our system is designed to facilitate seamless downloads of submitted claims, after which they are processed with precision and care.

Please note that our pricing structure is based on a per-claim processing model, allowing you to maintain cost control while ensuring efficient claims management. This flexibility ensures that you have options tailored to your specific needs, ultimately enhancing the convenience and cost-effectiveness of your claims processing procedures.

Implementation Timeline & Beyond

The successful implementation of clinic services involves several critical components, each with its own timeline considerations. We understand that timing is a key factor in ensuring a seamless transition and the delivery of high-quality healthcare services. Below, we outline the key elements of the implementation timeline, including implementation planning, provider recruitment, and logistics factors:

Implementation planning

Effective implementation planning is critical to the successful integration of clinic services. This section outlines key components of the implementation plan, ensuring a seamless and well-structured process.

1. Kick-off Meeting:
 - Initiate the implementation process with a kick-off meeting involving key stakeholders from both MINES & Associates and your organization.
 - Establish clear objectives, timelines, and expectations for the implementation phase.
 - Define roles and responsibilities for each party, ensuring a collaborative approach.
2. Model Discussion and Selection:
 - Engage in detailed discussions to determine the clinic service model that aligns best with your organization's goals and needs.
 - Explore different service models, such as onsite, virtual, or hybrid clinics, and select the most suitable one based on your specific requirements.
3. Provider Preferences and Needs:
 - Identify any provider preferences or specific needs your organization may have, such as preferred healthcare networks or specialty requirements.
 - Work collaboratively to ensure the selected providers align with your preferences and meet your employees' unique healthcare needs.
4. EHR and Technology Needs:
 - Assess existing Electronic Health Record (EHR) systems and technology infrastructure.
 - Determine if any upgrades or integrations are required to facilitate efficient data management and communication between the clinic and existing systems.
5. Access and Security Needs:
 - Prioritize data security and access controls, adhering to HIPAA compliance standards.
 - Develop protocols to protect patient and employee data, ensuring secure access only to authorized personnel.
6. Culture and Employee Considerations:
 - Recognize the importance of your organization's culture in the implementation process.
 - Communicate changes effectively to employees, emphasizing the benefits and ensuring they are comfortable with the new clinic services.
 - Provide training and resources to promote a culture of wellness and encourage employee engagement with the clinic services.

By addressing these key components in the implementation plan, we will lay a solid foundation for the successful integration of clinic services into your organization. Our collaborative approach ensures that your unique needs and preferences are taken into account, resulting in a smooth and effective transition that enhances the healthcare experience for your employees.

Recruiting and vetting

MINES is dedicated to supporting you throughout the provider hiring process, with a commitment to flexibility that allows us to adapt to your unique circumstances. Our goal is to ensure that you have a well-vetted, highly qualified, and culturally aligned team of healthcare providers to deliver exceptional care within your clinic services. We can help with:

1. Provider Selection:

- We work closely with your organization to understand your specific provider requirements.
- Our team conducts a comprehensive search to identify potential candidates who meet your criteria, including geographical proximity, specialties, and cultural alignment.

2. Vetting and Credentialing:

- We rigorously vet candidates, verifying their credentials, licenses, and professional backgrounds.
- We conduct thorough reference checks to ensure that the selected providers have a history of delivering high-quality care and align with your organizational values.

3. Hiring Process:

- Once we've identified suitable candidates, we facilitate the hiring process in collaboration with your organization's HR department.
- We assist in contract negotiations and ensure that all legal and compliance requirements are met.

Flexible Timeline:

- We understand that external factors can impact the timeline for provider hiring. For example, the availability of providers in specific geographical areas may influence the process.
- The level of service demand and the number of hours needed may also impact the timeline, as we strive to ensure that you have an appropriate provider-to-patient ratio.

Cultural Fit:

- We recognize the significance of cultural alignment in the provider selection process.
- Our approach includes assessing how well potential providers integrate with your organization's culture, values, and patient population.

Resource Requirements and Logistics

Ensuring that staffing, infrastructure, technology, location needs, hours of operation, and commute considerations are well-addressed is essential for a smooth transition. Below, we outline these key aspects:

Staffing and Infrastructure

- **Client-to-Provider Ratios:** Determining appropriate client-to-provider ratios is crucial for efficient service delivery. These ratios may vary based on the specific needs of your organization and the service model chosen.
- **Access to 24/7 Crisis Line:** Providing access to a 24/7 telephonic crisis line with licensed clinicians ensures immediate support for individuals in distress.
- **Background Checks:** Comprehensive background checks for all clinical staff are necessary to guarantee the safety and well-being of patients.

Technology and Location Needs

- **Electronic Health Record (EHR) Requirements:** Implementing an EHR system is essential for efficient data management and communication between the clinic and existing systems.
- **Office Space:** Adequate office space with suitable configurations is needed to accommodate counseling sessions and administrative tasks.
- **Computer/Phone and Office Essentials:** Equipping clinic staff with the necessary technology, including computers and phones, as well as office essentials, is crucial for seamless service provision.

Hours of Operation

Establishing clear hours of operation ensures that individuals can access services when needed. Consideration of extended or flexible hours may be required to accommodate diverse schedules.

Commute Considerations

Evaluating the location of the clinic in relation to the target population is important. Proximity to public transportation and ease of access for both staff and clients should be taken into account.

Extended Support Services:

Beyond standard counseling services, consider the availability of extended support services such as stress management programs, wellness initiatives, and educational resources.

Overall Logistics

The logistics of clinic service implementation are intricate and may vary based on the size and complexity of your organization. A thorough assessment of resource requirements and logistics ensures a comprehensive and successful rollout of clinic services.

MINES is committed to working closely with your organization to address these resource requirements and logistical considerations. We tailor our approach to align with your unique needs, ensuring a seamless transition to clinic services and the delivery of high-quality care to your employees.

Engagement & Promotion

Communication Plan

At MINES, we excel in nurturing strong client partnerships through a holistic communication strategy, particularly for the onsite clinics we serve. Our approach is multifaceted, encompassing tailored support, diversified communication channels, impactful awareness campaigns, comprehensive orientation sessions, and invaluable training services.

Custom Support

We understand that each clinic is unique, and our custom support solutions reflect this diversity, ensuring that your communication plan aligns seamlessly with your specific clinic's goals and requirements. Our strategy leverages a myriad of communication channels, including newsletters, engaging social media posts, informative blogs, and employee facing promotional material. We also excel in crafting ad-hoc communications to address emergent events and specific clinic needs. Examples can include customized email messages, posters for clinic or other work areas, or promotional pieces created for a clinic intranet.

Leveraging Communication Channels

In addition to the materials and communications MINES provides, we are dedicated to collaborating with your pre-existing communication channels and harnessing the direct lines of communication and trust that the clinic has already established within the population it serves. Here, MINES can serve as a strategic partner, working hand in hand to craft targeted communications and resources that effortlessly resonate with the intended audience, ensuring that the clinic's services remain at the forefront of awareness and engagement.

Awareness Campaigns

MINES can work with the clinic to create specialized awareness campaigns designed to showcase the services and resources from MINES as well as other services available at the clinic. Our goal is to educate and motivate employees to actively explore and make the most of these services, ultimately leading to a significant enhancement in clinic utilization and their overall wellbeing.

Training and Program Education

Orientation

Our comprehensive orientation sessions are designed to provide employees with a clear understanding of the array of clinic services offered by MINES. These sessions serve as a platform for employees to explore the full spectrum of available services, have their questions answered, and gain insight into the seamless access procedures. Our aim is to ensure that employees are well-informed, empowered, and equipped to make the most of the clinic resources available to them.

Onsite trainings

MINES provides a wide variety of trainings on many behavioral health and wellness topics. Contracted clinician hours can be leveraged not only for facilitating counseling, but also for the delivery of trainings to meet the clinic's specific needs. Please note that additional costs may apply for specialized training sessions that are outside the onsite provider's expertise as external trainer(s) may need to be engaged to ensure the highest quality and relevance of the training content.

Sustainability & Integration

Supporting the Clinic Ecosystem

At MINES, we are committed to supporting onsite and near-site clinics in a way that promotes sustainability and fosters further growth. Our approach to sustaining mental health services in these clinics focuses on seamless integration with existing organizational programs and a forward-thinking mindset to address future needs.

To ensure sustainability, we collaborate closely with organizations to understand their unique requirements and goals. By aligning our mental health services with their existing programs, we create a cohesive and comprehensive approach to employee well-being. Our team of experienced professionals works hand in hand with clinic staff to ensure smooth integration and the efficient utilization of resources, optimizing the impact of mental health services on employees' overall health and productivity.

Moreover, we recognize the importance of adaptability in an ever-changing work environment. As organizations grow and evolve, so do their mental health needs. MINES is committed to staying ahead of these changes and developing flexible solutions that can be scaled and expanded as required. We continuously evaluate the effectiveness of our services, gathering feedback from clients and employees to identify areas for improvement and anticipate future demands. By fostering a culture of innovation and responsiveness, we remain prepared to adapt our services to meet the evolving mental health needs of organizations and their employees.

Integration and Collaboration

Through strategic collaborations with existing clinic services, MINES elevates the healthcare experience for employees by establishing a seamless continuum of mental health support right within their familiar healthcare setting. This integration not only enhances the overall healthcare experience but also identifies and addresses potential overlaps, streamlining the healthcare delivery model for increased efficiency.

Additionally, MINES actively partners with wellness vendors and other key service providers, such as existing Employee Assistance Programs (EAPs), to construct a unified support system that comprehensively addresses physical, mental, and emotional health. This holistic approach equips employees with a robust array of resources, including mental health counseling, stress management techniques, fitness programs, and nutritional guidance.

These collaborative efforts underscore MINES & Associates' commitment to fostering a unified and comprehensive approach to employee well-being. The result is a more engaged and productive workforce, benefiting both organizations and the users of clinic services alike. This synergy of resources and services promotes holistic health and empowers individuals to thrive in all aspects of their lives.

Confidentiality & Privacy

HIPAA and Compliance

At MINES, safeguarding our clients' privacy has always been a top priority. We take a proactive stance to protect your confidential information. In addition to our rigorous internal protocols, we've taken significant measures to align every facet of our service delivery with the stringent standards set forth by HIPAA (Health Insurance Portability and Accountability Act).

Upholding Confidentiality

Ensuring the confidentiality of our clients' interactions within our programs is paramount. We understand that trust is the foundation of effective program utilization. Therefore, we consistently emphasize and reinforce the private nature of counseling sessions and other program features through our messaging.

Building Trust

Our commitment to confidentiality is deeply rooted in our mission to build trust. We want individuals to have complete confidence in our clinic services. By instilling trust and emphasizing the discreet nature of our services, we create an environment where individuals can comfortably access the benefits and support they need, knowing that their privacy is rigorously protected at every step.

MINES' proactive approach to privacy protection extends across our organization. We are steadfast in our dedication to ensuring that your personal information remains secure while providing you with the services and resources you require with the utmost confidence.

Therapy Employees Can Trust

MINES places the utmost importance on privacy and confidentiality at all stages of our services, including onsite clients. When clients come to us for therapy or counseling services, we ensure that their personal information and sensitive data are protected with the highest level of security and discretion.

During the intake process, our team takes great care to handle all personal information in a confidential manner. Our intake forms are designed to gather only essential information needed for providing effective and tailored care, and this information is securely stored and accessible only to authorized personnel. We strictly adhere to all relevant privacy laws and regulations to safeguard our clients' data, and any disclosures or consent required during intake are handled with the utmost sensitivity and respect for the individual's privacy preferences.

Throughout therapy sessions and beyond, our therapists and counselors maintain the highest level of confidentiality. We create a safe and non-judgmental environment where clients can freely express themselves without fear of their information being shared with unauthorized parties. Our therapists are bound by strict confidentiality agreements, and any sharing of client information outside of the therapeutic context is done only with the explicit consent of the client. Our commitment to privacy ensures that clients can trust in the confidentiality of their sessions, allowing for open and honest communication that is crucial for successful therapeutic outcomes. We are dedicated to safeguarding our clients' privacy and providing them with a secure space to embark on their journey towards mental well-being and personal growth.

Pricing & Overview

2023 onsite, near-site, virtual, and hybrid clinic services

For review only. For official quotes, please contact MINES

Pricing below represents possible pricing considerations only. MINES will need to discuss full scope to determine official pricing items.

Pricing considerations

- **On-site/Near-site/Virtual clinic staffing** - MINES Staff Provider model: \$XXX.XX per hour. Four to eight-hour blocks of time minimum. Blocks of hours are paid in advance for guaranteed access whether they are used or not. MINES can also hire full time employees on an hourly or salary model depending on need and demand.
- **Training Hours** - \$XXX.XX per training hour for training needs outside the scope of the contracted clinic services or provider expertise.
- **Crisis line** - 24 hour access - \$150 per hour, billed per 15 minute blocks of utilization.
- **PPO Network Access** - \$X.XX per employee, per month
- **Claims Repricing** - (this will depend on EDI integration development costs). Average: \$5,000 - \$15,000 set up. Plus monthly maintenance and administration fees – 15% of total claims paid plus \$500+ per month depending on integration complexity and rates will be determined upon meeting.

MANAGED BEHAVIORAL HEALTHCARE NATIONWIDE SPECIALIZED PPO NETWORK

Viewbook



Time for Family



Time for Work



Time for You



Submitted by:
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The information contained on the pages of this proposal constitutes trade secrets or confidential commercial and financial information that the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public except as may be required by law. The offeror also requests that this information not be used in whole or in part by Your Organization for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result or in connection with the submission of the proposal, Your Organization shall have the right to use the information to the extent provided in the contract.

Managed Behavioral Healthcare

Overview

MINES has a proven track record of helping client organizations save tens of millions of dollars while providing comprehensive and effective managed behavioral healthcare to their employees. What sets MINES apart is its commitment to helping patients (MINES uses patient and client interchangeably in this proposal) get the appropriate level of care, never outright denying patients access to care, and a philosophy that aligns with our core values of compassion and respect for human dignity.

At the heart of MINES' success is our approach to managing the cost per episode of care, which involves utilizing evidence-based treatment guidelines, engaging patients in their own care, and leveraging technology to improve communication and collaboration among care providers. By closely managing the cost of care, MINES is able to provide high-quality services while keeping costs under control.

Another key factor in MINES' success is our ability to help patients get the appropriate level of care they need. This is achieved through a variety of strategies, including early intervention and preventive care, case management, and utilization review. By identifying patients who are at risk of developing serious mental health conditions or who may need more intensive treatment, MINES can ensure that patients receive the right care at the right time, which can lead to better outcomes and lower costs in the long run.

MINES partners with self-insured organizations and multi-employer trusts and captive entities. MINES is committed to offering managed behavioral healthcare services that are effective, compassionate, and cost-saving with the aim of enhancing the lives of patients and supporting the goals of client organizations. As a reliable partner, MINES has a track record of success and unwavering commitment to providing quality care. Organizations seeking to improve the health and well-being of their employees while optimizing their healthcare benefits can count on MINES to deliver.

Examples:

Self-insured organizations whose per employee per month costs were over \$20.00 per employee per month (pe/pm) for Mental Health/Substance Abuse costs were reduced to below \$14.00 per employee per month.

One large Taft Hartley trust's costs were reduced by 33% from \$3 million a year to \$2 million a year. This same trust had weekly complaints about the managed care provider from employees to the President of the union. Complaints under MINES were 2 or less per year. This trust has now been with MINES over 25 years.

The opioid epidemic has skyrocketed out of network costs. MINES has been proactive in implementing aggressive case management protocols designed to get treatment for the patient while significantly reducing costs per treatment episode. For example, prior to these protocols, predatory facilities were charging between \$2,000 to \$4,000 per day for UAs. On a 30 day stay, the cost for these UA tests alone would reach \$60,000 to \$120,000. Under MINES the cost was dropped to \$80.00 total for an initial UA and a discharge UA at usual and customary prices. Further significant savings were also realized through our other case management protocols.

Cost Savings Figures:

| Case Study Data | | | | | |
|-----------------|----------------|----------------|----------------|-----------------|------------|
| | Claims made | Claims paid | Savings | Percent Savings | Households |
| Org 1 | \$3,844,041.16 | \$1,385,698.96 | \$2,458,342.20 | 63.95% | 7,573 |
| Org 2 | \$334,239.40 | \$77,327.00 | \$256,912.40 | 76.86% | 3,264 |
| Org 3 | \$541,179.02 | \$120,744.15 | \$420,434.87 | 77.69% | 4,955 |
| Org 4 | \$517,992.00 | \$96,644.88 | \$421,347.12 | 81.34% | 3,618 |
| Org 5 | \$101,022.46 | \$33,675.93 | \$67,346.53 | 66.66% | 409 |
| Totals | \$5,338,474.04 | \$1,714,090.92 | \$3,624,383.12 | 67.89% | 19,819 |

Program Description

Self-insured companies assume significant financial risks on a daily basis when it comes to managing their mental health care benefits. Inadequate management and client advocacy of these benefits can have serious repercussions for both employees and employers alike. Employees may face challenges accessing the appropriate level of care, while employers may incur exorbitant costs resulting from costly mistakes and concerning billing practices.

Fortunately, with MINES' clinical experts overseeing your company's mental health care plan, you can reap a dual benefit. First, your employees can rest assured that they have an advocate working on their behalf to ensure they receive the best possible care. This can have a significant impact on the overall health and well-being of your workforce, as employees who receive appropriate and timely mental health care are more productive, engaged, and satisfied.

Second, when MINES manages your company's mental health care plan, your insurance fund is protected against unnecessary spending. Through evidence-based treatment guidelines, utilization review, and case management, MINES is able to identify and address potential risks before they escalate into costly problems. By managing the cost per episode of care and helping patients access the most appropriate level of care, MINES can help contain costs and ensure that your insurance fund remains solvent.

Partnering with MINES to manage your company's mental healthcare benefits can yield significant benefits for both your employees, their dependents, and your bottom line. With MINES' expertise, you can have peace of mind knowing that your employees are receiving the necessary care, while your organization's fund is safeguarded against unnecessary spending. By prioritizing the mental health and well-being of your workforce, you can create a healthier, more engaged, and productive workplace for everyone. In short, teaming up with MINES can help you achieve your organizational goals and enhance the overall quality of life for your employees.

Cost Control

MINES has been partnering with organizations to control their mental health care costs since 1988. When clinical experts are managing your employees' care, the financial savings can be in the millions. Poorly or under-managed benefits typically

cost employers \$22 - \$32 per employee per month. Adequately managed benefits typically cost employers \$18 - \$21 per employee per month. For an organization with a large workforce, these annual costs are insurmountable.

Where is the guarantee that every dollar spent is going towards necessary care? This is where MINES comes in. On average, we save our clients between 64-81% while maintaining a 98% satisfaction with our care.

- All inpatient cases are managed and evaluated by MINES case managers on a day-to-day basis so that each day of hospitalization is confirmed as necessary and appropriate for the current situation.
- All care is coordinated so that each client receives the appropriate number of doctors and specialists.
- The medical ramifications for untreated mental illnesses can be dangerous and expensive. MINES outreaches clients such as alcoholics or drug addicts who, when treated for their addiction issues, will be more likely to ward off serious co-morbid medical conditions (and the expensive medical claims that follow).

Client Care

- **Access:** MINES offers top-tier support, including extensive client navigation services, ensuring swift and seamless access to treatment. This leads to unmatched convenience and appointment wait times well below industry norms.
- **One-on-One Education and Triage:** MINES' clinical case managers can assist a client calling in with understanding their condition and options.
- **Family Support:** With a release, MINES is able to go the extra mile to help the family of the client understand the diagnosis, treatment, and support needed.
- **Inpatient Review:** All Inpatient cases are reviewed on a day-to-day basis so that the client has an advocate to ensure their best care.
- **Care Coordination:** MINES' clinical case managers make certain that each client receives the appropriate number of doctors and specialists and coordinates them so that everyone is thinking and acting together for the client's best interest.
- **Patient Focus:** MINES offers every client a selection of providers based on their clinical specialty or physical location. MINES clinical Case Managers are always available to educate patients about options in treatment or to handle crisis situations.
- **Continuum of Care:** Individual counseling, program referral, regular contact with staff during any hospitalization, and follow-up appointments to maintain success after treatment.
- **Expertise:** All clinicians are licensed and experienced in their field. MINES clinical Case Managers follow some of the most refined protocols in the field.

Case Management

Criteria for Levels of Care

At MINES, our primary focus is on the safety and welfare of our clients. That's why we've developed criteria that prioritize these values above all else. Our aim is to set the ultimate decisional benchmark, so that our clients can receive the best possible care and support.

To ensure that our criteria are comprehensive and representative of the most valuable information available in the field, we've employed a rigorous review strategy. This involved a detailed analysis of the criteria developed by other managed care systems, a systematic review of the scientific literature, and input from our own clinical staff, external providers, and clients.

Our review process was extensive and involved countless hours of dialogue and collaboration to ensure that each element of the criteria was valuable and appropriate for the clinical work we do. We drew upon the clinical experience and expertise of our staff, as well as the experience of external providers and clients, to ensure that our criteria were informed by the best available evidence-based practice and applied clinical knowledge.

At MINES, we are committed to providing the best possible care and support to our clients. Our criteria reflect this commitment, and we will continue to review and update them as new information and insights emerge. By prioritizing client safety and welfare in everything we do, we hope to build a healthier, more resilient, and more supportive world for all.

Guidelines and Protocols to Trigger Large Case Management

At MINES, we take a proactive approach to managing inpatient cases that sets us apart from other healthcare providers. We treat every case as if it is a “large case management” situation. We believe that the key to successful case management is to be involved from the very beginning, which is why we take charge of the case from the first phone call.

Instead, we continually monitor each case from the onset of treatment all the way through to termination. This means that we are always aware of the client's progress and can adjust their treatment plan as needed to ensure the best possible outcome.

Our approach is rooted in the belief that effective case management requires a deep understanding of each client's unique needs and circumstances. We recognize that every individual is different, and that what works for one person may not work for another. That's why we take a personalized approach to case management that is tailored to each client's specific needs.

Throughout the course of treatment, our team of clinical experts works closely with the client, their family members, and their healthcare providers to ensure that everyone is on the same page and that the client receives the best possible care. We communicate regularly with all parties involved, providing updates on the client's progress, and working together to make any necessary adjustments to the treatment plan.

At MINES, we believe that effective case management is not just about managing the client's mental health needs, but also about providing support and guidance throughout the entire process. That's why we offer a wide range of services, including counseling, therapy, and support groups, to help clients cope with the challenges of mental illness and/or addiction.

Overall, our approach to case management is designed to provide the highest level of care and support to our clients. By being involved from the very beginning and continually monitoring each case, we can ensure that our clients receive the best possible care and the best possible outcomes.

Utilization Review Procedure

MINES has a series of workflow processes for our procedures that are associated with the management of cases. They include:

- Clinical Practices Procedures: outlines how clinical requests are processed.
- General Case Clinical Management: reviews the roles and responsibilities of the Case Manager with respect to the management of cases.
- Case Management Authorization Procedure: outlines the process employed to assure that clinical information is appropriately processed and documented within our system.

MINES strives to be responsive and clear with those involved in the care of clients. Toward that end, MINES has created processes and procedures, including paperwork, that are clear, comprehensive, and efficient. Essential to this process is the clarity of the authorization process and the authorizations themselves, for the client, the provider, and the TPA. Each authorization is generated within our medical management software. This process enables us to track a given client's treatment history at a moment's notice, and since it is tied to their entire clinical record, it enables us to create comprehensive and appropriate treatment response over time, which renders stronger, longer lasting clinical outcomes.

All documentation templates are available on our website. This includes treatment plans and update and extension request forms. MINES is HIPAA compliant and all clinical information is encrypted. We can track current referrals by client, by provider, and by company, etc., at all times. We have ready access to information as it may be requested from the TPA, the provider, or the client. The authorization form provides a shorthand for the authorization process. At times, especially when denials for level of care occur, it is necessary to accompany this form with a narrative review of the decisions rendered and the level of care that is clinically appropriate.

The more complex the treatment regimen required to manage any given case, the more the client needs the expertise that a MINES Case Manager provides. Services and referrals are all coordinated by MINES so that in-network providers are selected whenever possible, that those involved in the treatment are in active communication with each other, to ensure that services are not duplicated, and that the efforts being made are truly collaborative toward the client's welfare. MINES ensures that all of the links are appropriately connected, including active communication with the client and their family, as well as with the TPA.

Over the decades, MINES has amassed significant experience with a wide array of mental health professionals and facilities, and we work actively to match clients to those providers with whom we anticipate they can most effectively work; as opposed to the practice of making blind referrals where the provider referred to is simply pulled off of a database and given to the client. We have worked with many of our providers for years, so we know the quality of their work, and they understand our procedures and expectations. We believe that treatment intervention is most valuable and cost-effective when done in the above manner.

Case Management After Discharge

From the onset of a hospital admission, the providers are to initiate an interactive and collaborative process designed to yield a detailed treatment plan that will enable the client to function in their community without the structure of the inpatient setting. The participants include the physician, Inpatient Case Manager, and/or Acute Care Specialist, as well as the patient, the patient's family, and MINES Case Manager. The discharge plan must be a plan that all parties have a strong commitment to following through on. The nature of the case determines the level of intensity in the aftercare plan. Often a period of intensive outpatient therapy is required which involves multiple visits per week to the patient's provider(s), with at least weekly updates concerning the client's progress with the MINES Case Manager. If there is evidence that a given clinical situation is becoming unstable, the provider(s) is/are aware that contacting MINES immediately is required. The MINES Case Manager will arrange staffing of those involved with the case, if necessary, to review and revise the plan as needed so as to avert potential readmission.

When any patient is discharged from an inpatient stay, their provider(s) is/are responsible to submit a detailed treatment plan designed to address those target symptoms that necessitated the admission to the hospital. The MINES Case Manager

reviews the plan, and sessions are authorized based upon the clinical need. The higher the risk for relapse, the more frequent the contact will be between MINES, the client, the client's family, and the Provider. If the risk is high, MINES will require at least weekly contact with the Provider, and as things stabilize, less frequent contacts are required. MINES approaches Case Management as a team enterprise and strives to coordinate the activities of the client, the family and the provider(s) to ensure a well-orchestrated, coherent treatment response that is both cost-effective and therapeutically efficacious.

All cases are followed to the point at which the client reaches maximum medical improvement. Substance abuse cases, by definition, are at high risk for relapse, especially within the first year of sobriety. For that reason, all substance abuse cases are followed for at least one year, with regular verbal and written updates from those providing the treatment, as well as regular contacts between the Case Manager and the client. Compliance failures are taken very seriously by MINES, and outreach by phone and by letter are commonplace. A schedule of treatment updates is required of all providers.

Disease Management

According to research, a staggering 60% of patients fail to comply with their prescribed treatment regimen. This non-adherence leads to increased healthcare costs for employers and patients alike. Those who don't comply with their treatment plan tend to experience more relapses, which result in preventable acute care episodes. This not only affects the patient's health but also has a significant financial impact on the healthcare system.

In response to this issue, disease management and health psychology services have been developed to help increase patient adherence and decrease relapse behavior. The goal of these services is to improve patients' overall health and quality of life while also reducing the preventable acute care episodes and associated healthcare costs.

MINES comprehensive disease management services are specifically designed to help patients with conditions such as depression and substance use disorders. By utilizing evidence-based interventions, MINES aims to help patients achieve better outcomes by promoting medication adherence, increasing engagement in therapy, and providing ongoing support. In addition to improving patient outcomes, these services can also lead to cost savings for both patients and employers. By reducing the number of preventable acute care episodes, healthcare costs can be significantly lowered. Additionally, patients who receive effective disease management services may experience improved productivity, reduced absenteeism, and a higher quality of life.

Claims Processing and Repricing

MINES Helps Contain Out of Control Costs

Managing claims costs is a complex task, especially with fluctuating market costs and an overwhelming amount of data to analyze. Ensuring fair rates for mental health benefit claims can be challenging without the right expertise. That's where MINES comes in.

With MINES, quality assurance is our top priority, and we boast an error rate of less than 1% in our services. Our meticulous approach to reviewing and processing claims ensures accuracy and reduces the risk of unnecessary costs.

Beyond accuracy, we are committed to achieving unparalleled savings for our clients. Through our repricing services, we have achieved an average savings of 59% through our carefully negotiated network rates. Our extensive network of providers allows us to secure competitive rates, translating into significant cost savings for your mental health benefit claims.

EDI Bridge

MINES can work with current EDI Bridge to adjust to work with our system. MINES can also use our service partner to create an EDI bridge from scratch - costs will vary based on what information is being requested and the amount of customization. MINES operates by utilizing the data through JSON objects and 837 forms. Claims data is extracted from our EHR into a JSON object and sent to our partner. Our partner then translates the JSON object into the 837 format before delivery. MINES can either receive the claims via mail/fax and we will translate those UB-04 or CMS 1500 form into the JSON object for our process. This process can take 3 days from the date we have received the claims in most cases. Claims data can also be sent via an 837 form to our service partner so that they can convert the claims data from the 837 format to a JSON object to be repriced in our system. 95% of claims are processed within one business day. QA is completed on every claim to ensure accuracy.

Paper Claims

MINES can receive claims via fax or mail and manually reprice the claims to send off to the TPA to be paid. In most cases MINES will mail out claims within 48 hours of claim reception or upload to SFTP site. 95% are processed within two business days. Cost is per claim processing.

Electronic Transmission

Outside of the EDI Bridge, we can receive claims via a secured email or SFTP site where we can download and then reupload the respective claims. Cost is per claim processing. In addition to utilizing the EDI Bridge for claims submission, we offer alternative methods for receiving claims, ensuring flexibility and convenience in your claims processing workflow. You have the option to submit claims through two secure channels: secured email or a dedicated SFTP (Secure File Transfer Protocol) site. Here's how it works:

- **Secured Email:** You can securely transmit claims via email, ensuring the confidentiality and integrity of your sensitive data. Once received, our team will process these claims promptly and efficiently, maintaining the highest standards of security throughout the entire process.
- **SFTP Site:** Alternatively, you can opt for the SFTP site, a secure and efficient platform for submitting claims. This method involves uploading your claims to our dedicated SFTP server. Our system is designed to facilitate seamless downloads of submitted claims, after which they are processed with precision and care.

Please note that our pricing structure is based on a per-claim processing model, allowing you to maintain cost control while ensuring efficient claims management. This flexibility ensures that you have options tailored to your specific needs, ultimately enhancing the convenience and cost-effectiveness of your claims processing procedures. Cost is per claim processing.

MINES Provider Network

Network Quality

At the heart of MINES high-quality counseling and coaching services is our provider network of over 23,000 locations nationally, and 80,000 internationally. Comprised of highly qualified providers, our network is constantly in development as we carefully curate our counselors and coaches to fit the evolving nature of our clients' needs and the modern behavioral health marketplace. We have strived to help clients navigate the struggles of provider shortages and lack of accessible care through careful planning, partnering, and innovative solutions to deliver an actively managed network of well vetted, licensed support specialists. Furthermore, our intake coordinators help clients access and select the best and most suitable providers based not only on presenting issues and specialties needed, but providers that understand our clients on an individual and cultural level. This includes the utilization of our specialty networks, board-certified wellness coaches and trainers, best-in-class organizational development experts, and constant network development around client locations and support needs.



Provider Qualifications

The MINES' Network has been carefully selected to include providers with a balance of specialties, modalities, and languages served. This enables MINES to provide access to providers that fit the individual needs of employees. For instance, if an employee needs a provider that specializes in family counseling around financial matters and can also speak Spanish, MINES' can use these criteria to find the perfect provider. MINES' panel of professional counselors include: MA, CAC, CACI, CACII, CACIII, CEAP, LADC, LPC, LCSW, LMFT, PsyD, and PhD. MINES honors participant requests for counselors of a specific gender, ethnicity and/or religion. All of MINES providers are in good standing with their respective state boards and are master's level or higher education with valid licenses or license eligible with supervision.

Specialty networks

MINES understands that there is more to a counselor than their license and education. People want providers that understand them on a personal and even cultural level. This is what we call "lived experience." This desire to have a truly compatible counseling experience is what led MINE to develop our specialty networks for populations and communities with higher needs than the average consumer. These specialty networks include providers that are experts in their given field, are knowledgeable, and commonly members of, the communities they serve and are up to date on the cultural needs and best practices to provide best in class service to the populations that they care for. Our specialty networks include:

- First Responders: Serving Police, EMS, Firefighters, Healthcare workers, and other high-stress, high-trauma populations.
- LGBTQ+: Serving members of the LGBTQ+ communities.
- BIPOC: Serving people of color and their communities.

Digital Modalities

MINES works with best-in-class partners to provide over 6,000 telehealth exclusive providers. This allows us to provide digital message-based counseling services, as well as telephonic and video counseling options, seamlessly and with direct scheduling capability anywhere in the country.

Network Development Capabilities

MINES' network is constantly updated by adding and removing providers as needed based on client need and provider availability. MINES has the ability to rapidly add providers to our network in areas of need and is carefully curated to

maintain only the highest quality providers with availability for new patients and fast appointment times. If required, our Provider Relations team can focus and build network providers anywhere within a matter of days. The Provider Relations Department adds new providers daily.

Additionally, MINES has an open network for its affiliates. If an employee would like to see someone who is not in the network, the provider is invited to join, provided they meet the credentialing standards. When the employee does not have a provider in mind, we act as an advocate for that employee in giving them the names of providers who specialize in their particular problem area, and calling on the employee's behalf if they prefer. The ultimate decision belongs to the employee.

Overview & Pricing

2023 Managed Care and PPO Network Services

For review only. For official quotes, please contact MINES

Managed Behavioral Health Care and PPO

- **Behavioral Health and Substance Abuse Utilization Review and Case Management Services**
 - Inpatient Pre-notification, Concurrent Review, and Retro Review (outpatient excluded). Patient Case Management for Inpatient treatment, Post Hospitalization Treatment, Planning and Follow-Up
- **MINES Preferred Provider Organization (PPO)**
 - MINES Network access and repricing
- **Disease Management**
- **Claims Repricing Services**
- **Tele-Behavioral Health Subnetwork**

Pricing (Based on ### covered employee/members)

- **Managed Behavioral Health Care** - \$x.xx Per employee per month
- **PPO Network Access** - \$x.xx Per employee per month
- **Disease Management** - \$x.xx Per employee per month
- **Claims Repricing Services** - \$x.xx Per employee per month (this will depend on EDI integration development costs). Average: \$5,000-\$15,000 set up. Plus monthly maintenance and administration fees – 15% of total claims paid plus \$500+ per month depending on integration complexity and rates will determined upon meeting.
- **Tele-Behavioral Health SubNetwork** - \$x.xx Per employee per month for admin support and access.