

Frequently Asked Questions about the Matrix Employee Assistance Program

GENERAL COMPANY INFORMATION

1. When was your company's initial operational date?

We have been providing EAP services since 1976.

2. How many years have you been providing EAP and behavioral health services?

30+ years

3. What is your corporate tax status?

S-Corporation

4. Where is your home office/headquarters?

2 Easton Oval, Suite 450

Columbus, OH 43219

5. Can you describe your National Network of mental health providers?

Matrix is the only EAP network made up exclusively of Ph.D./Psy.D. trained clinical psychologists. We are the ONLY EAP in the country that we know of that insists on strictly using the services of doctorally trained providers. We currently list over 6,500 licensed psychologists in 850 cities on our national panel, all of whom have met the utmost in standards both educationally and professionally. A significant proportion of our providers additionally hold CEAP or Substance Abuse certification in their respective states.

6. Is Matrix's provider network privately owned?

Yes

7. Are providers individually contracted to be a part of the Matrix network?

When we decided to build our national network of providers 15 years ago, we decided to create the highest quality network in existence. Thus, we insisted upon including only doctorally trained (Ph.D./Psy.D.) providers and to our knowledge we remain the only EAP in the country that utilizes only doctoral level psychologists for

our EAP services. We are also unique in the fact that we re-credential our network providers every year in order to maintain our quality standards. We do not allow any doctors to be a part of our network if they have had any history of malpractice or litigation brought against them in any way.

PLAN DESIGN/FINANCIAL INFORMATION

1. Is there a rate guarantee with your EAP contracts?

Unlike health insurance plans, when we create our EAP contracts, we can provide a rate structure guaranteed for a 3 year period.

2. When do the employee’s free EAP sessions end and insurance company-paid sessions begin?

It is very important to note that with a Matrix EAP, **All contracted sessions will be exhausted prior to any insurance billing.** Unlike other EAP’s, Matrix does not simply assess an individual and then move them into their insurance plan. When we offer 3, 6 or 9 free counseling sessions with no co-payments and no deductible expenses, that is exactly what the employee is entitled to before we ever involve their health insurance.

3. Do your program fees include crisis intervention services?

Yes. The last thing anyone wants to be hassled with during a crisis situation is the question of how much they are going to have to pay to get help for their critically impacted employees. Our history of providing emergency workplace stabilization services is impeccable. Immediate. Effective. Proven.

EAP SERVICES	INCLUDED?
TELEPHONE HELP LINE	
Intake consultants available by telephone 24 hrs a day, 7 days a week.	YES
Initial assessment of severity of situation.	YES
Verification of participant’s eligibility.	YES
Direct referral by internal EAP to network EAP consultant, as needed.	YES
Direct referral to community based resources, as needed by internal EAP.	YES
ASSESSMENT, REFERRAL, CASE MANAGEMENT AND FOLLOW-UP	
Face to face assessment, referral and follow-up support, as needed, or up to 3, 6 or 9 sessions per problem	YES
Periodic written progress reports	YES

	INCLUDED?
SUBSTANCE ABUSE PROFESSIONAL (SAP) SERVICES	
Network SAPs will be licensed physicians, licensed or certified psychologists, certified employee assistance professionals or addiction counselors certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission.	YES

	INCLUDED?
PROGRAM IMPLEMENTATION AND SUPPORT	
Dedicated account manager	YES
Continuous review of quality and program effectiveness.	YES, With current satisfaction rates exceeding 97%
Quarterly evaluations of utilization data.	YES
Prepare and distribute agreed upon communication materials.	YES
Conduct comprehensive annual member satisfaction survey. Present results along with an action plan for improvement.	Ongoing

	INCLUDED?
PROGRAM COMMUNICATIONS	
2 wallet cards per employee and brochures that completely describe EAP benefits and access procedures.	YES
Quarterly newsletter sent to each employee (not customized).	YES
Payroll statement stuffers, Promotional posters, Orientation Videos	YES

III. EAP DELIVERY SYSTEM

1. Describe in detail the process from the time a covered individual calls with a problem until a referral for treatment is completed.

A trained intake coordinator, not a counselor, initially answers incoming calls. The intake coordinator takes only enough information to facilitate a referral to the appropriate therapist or referral resource. Our goal is to make the process both quick and painless for the caller. The intake coordinator will then refer the client either to a psychologist, to LAWPHONE®, the Gerlach Center (eldercare referrals), or to Work Family Benefits, depending on the nature of the call. We do not use counselors to answer incoming calls since we never engage in telephone

counseling on a routine call. We are philosophically opposed to the use of telephone counseling, which serves as a deterrent to an actual face-to-face session and limits the emotional intimacy that is necessary in a counseling relationship. However, in a crisis, a psychologist will immediately take the call and direct it accordingly. The intake coordinator is responsible for verifying eligibility. EAP/resource and referral counselors are present and available during all hours of operation.

2. Describe what services are routinely included in the Employee Assistance Program (EAP).

In addition to assessment and therapy, our monthly fee per employee includes all of the following:

- Unlimited promotional literature, brochures, posters, etc.
Each employee will be provided with an orientation packet, which includes an introductory brochure and a convenient wallet card. Matrix will also provide supervisory brochures and office posters, as well as monthly newsletters (either hardcopy or electronic); all designed to increase program awareness and utilization.
- Unlimited management consultation sessions
As a part of our Employee Assistance Program, management can call on Matrix anytime to provide management consultation sessions on issues such as wrongful discharge, sexual harassment, problematic employees, etc.
- Critical Incident Stress Debriefing
We all know that crises do happen. Whether it is a natural disaster such as a hurricane or flood, or a man-made disaster such as a shooting or bombing incident, Matrix will provide Stress Debriefing sessions for any employees involved in the situation. Our responses in the past have been immediate, effective, and very well received.
- Unlimited supervisory consultations
Matrix also offers consultations for supervisory level employees on how to manage their employees to elicit their maximum potentials. They will also be instructed on how to utilize their Employee Assistance Program to help with any troublesome situations.
- EAP service seminars
Upon request, Matrix will provide informative seminars on issues such as stress in the workplace, EAP utilization, assertiveness training, marital and parenting issues, drug and alcohol abuse, etc. These seminars have proven to be extremely beneficial in the past.
- Complete EAP session utilization

While some EAP companies will try to resolve problems over the telephone, or see a client a couple of times and then refer to their health plan, **Matrix guarantees that no case will ever be billed to an employee's health insurance carrier until all free face-to-face EAP sessions have been exhausted.**

- **Management Reporting**
Matrix will provide detailed and comprehensive utilization reports to management on a quarterly basis. Reports have been carefully designed to guarantee client confidentiality while providing needed information to the company's management team.
- **Legal Consultation**
All Matrix EAPs include, at no additional charge, the availability of free legal and financial consultations. Employees and their dependent family members can access this service by calling our toll-free number and receiving a referral either for a telephone consultation or for a 30-minute face-to-face consultation with an attorney or financial counselor. Nearly all legal issues are included, with the exception of employment issues and corporate law.
- **Eldercare Consultation**
Specially trained geriatric social workers are available via telephone to listen to client's concerns, answer their questions, and put them in touch with the most appropriate community resources.
- **Internet Services**
The "employee" pages offer your associates and their families customized answers to frequently asked questions about their EAP, a virtual library of mental health resources, "Ask a Doctor" email links, and web access to free work and family resources and referrals. Our clients' human resource professionals have further access to "employer" links regarding the workplace and behavioral health, our online newsletter, and space to directly email a Matrix psychologist with management questions.

3. Identify the hours during which face to face assessment services are available.

In most areas of the country, face-to-face psychology services are available from 8 am to 8 pm daily.

4. What constitutes a new EAP case? Based on the proposed plan design, under what circumstances can employees/dependents seek out the EAP again within one year?

Each employee and family member with a distinct, unrelated psychological problem is entitled to the contracted number of EAP sessions during each 12-

month period. Additional, unrelated problems constitute new EAP cases. All cases renew on the anniversary date of the first EAP session.

5. How do you promote employee awareness of EAP services?

All marketing materials are included in the cost of the EAP. We have a variety of means with which to market the EAP:

- Letter to employees

We are happy to provide a sample letter for distribution to employees on company letterhead and signed by the appropriate company official.

- Brochures and wallet cards

We will provide wallet cards and brochures for all current employees. Should you ever run out, just let us know and we will replenish them at no additional cost. It is our hope that you will provide all new employees with a wallet card and brochure. We will also provide supervisors, managers, etc. with special supervisory brochures to help them identify and constructively confront troubled employees.

- Newsletters

Every month we will send you our newsletter, The Matrix Monitor. These newsletters can be duplicated for monthly distribution via company newsletters, as payroll stuffers, etc. The newsletter is also available for distribution via email, and is published on our website, www.matrixpsych.com.

- Payroll stuffers

Payroll stuffers are available on a wide variety of topics related to work and family life. Topics include stress management, balancing work and family, substance abuse, etc.

- Posters

We would be happy to provide you with as many posters as you would like, at no additional cost. The posters highlight a number of issues, including substance abuse, depression, and stress, and include the Matrix 800-number.

- Videos

We have videos available for both employee orientation and supervisor training.

6. Please describe examples of wellness workshops and training you have provided to clients.

Possible seminar topics include:

- Stress Management
- Assertiveness Training
- Marital Issues
- Family and Parenting Issues
- Domestic Violence
- Substance Abuse-Adult and Adolescent
- Management of Leisure Time
- Smoking Cessation
- Learning Disabilities
- Eating Disorders
- Interpersonal Communication
- Adjusting to Corporate Change
- Violence in the Workplace
- Diffusing a Volatile Customer/Client
- How to Make a Supervisory Referral to the EAP

With a little notice, we can be prepared on virtually any issue related to mental health.

7. What are the criteria used in selection, evaluation and quality control of EAP affiliates and referral resources?

As a value-added service, we have contracted with CLC Legal Services, to provide employees with a free telephone consultation with an attorney in the employee's state or with a free local law firm referral to one of over 16,000 attorneys throughout the United States. Referral Attorneys have an average of over 16 years of general practice experience. A telephone consultation resolves most issues 80-85% of the time. Legal problems that are most often addressed with this service include: family-related problems, consumer/financial, housing, criminal and litigation. Employment issues are excluded. Additional legal services will be billed at a reduced rate, should the employee decide to utilize the services of that attorney.

Through CLC Services, Matrix will also provide employees with a free telephone consultation with a financial counselor. The subject matter of the calls is not restricted and may involve any question relating to financial planning, debt, investments or taxes.

With regard to child and elder care resources and referrals, Matrix has contracted with Work & Family Benefits, Inc. (WFB) headquartered in New Jersey for online work-life resources and referrals. The Work & Family Benefits, Inc. database consists of more than 750,000 regulated child and elder care providers.

All referrals are to licensed, certified or registered providers, facilities or agencies in accordance with the requirements of the state in which they operate.

For elder care issues, we have contracted with the John J. Gerlach Center where trained geriatric social workers consider the specifics of each case and offer resource alternatives in the particular geographic area, anywhere in the United States. The Gerlach Center has access to over 52,000 providers in the United States, from home care and respite care to home repair, home meal delivery and counseling. All providers are credentialed. Access to international resources is also available.

8. What are your minimum requirements for those individuals who provide counseling, assessment and referral services.

- All providers must be licensed psychologists holding doctoral degrees
- All providers must have no incidents of malpractice and no encumbrances (i.e., no suspensions, revocations, or pending charges) to their licenses.
- All network providers must maintain \$1,000,000/\$3,000,000 in liability coverage.
- All Psychologists must have completed an appropriate internship experience within the standards outlined by the American Psychological Association and/or have at least 10 years experience, post licensure.
- All providers must be either recognized by the National Register of Health Service Providers in Psychology or full members in good standing of the American Psychological Association.

9. Please describe the minimum qualifications of staff that answer calls on your 24-hour line. Please indicate the average experience of staff answering calls during business hours. After hours?

As discussed previously, Matrix does not engage in telephone counseling. The intake coordinator typically asks for the caller's name, address, and telephone numbers, both day and evening, and whether we have permission to contact him/her at each of these numbers. We ask information regarding the employer and who may have referred the client to the EAP. At this point, the coordinator will ask for a very brief description of the reason for the call. We never want to make a client feel that s/he has to go into the very private issues that may be troubling him/her, but only in very general terms the nature of the problem. Based upon the demographic information and the client's particular problem, the coordinator will recommend a specific psychologist. There is no script, since every case is different. A computer format is used.

Once we have ascertained the geographic area most convenient do the client, the intake coordinator accesses our national provider network database and, with the client, selects the most appropriate referral. If a client calls with a non-psychological concern, the intake coordinator contacts the appropriate resource and referral source, who will in turn respond to the client. Resources are also available on-line. The entire process from start to finish takes less than 10 minutes on average. Our intake coordinators have an average of five years experience in this field.

10. Please indicate the minimum level of staffing for your 24-hour line. What percentage is administrative staff, what percentage is clinical staff?

After hours, calls are handled by a live operator at a medical answering service. An on-call psychologist is paged and will return any emergency calls within ten minutes.

11. What is your “maximum ring” standard for the 24-hour line, and how do you monitor this?

Our standard is 2 rings. This is measured by a “mystery client” process several times monthly.

12. Where would staff members answering the 800 line be physically located?

The EAP coordinators who staff our 800 lines are physically located at our headquarters in Columbus, OH.

13. Describe your procedures for EAP assessment and referral and follow-up. Provide examples. Include a description of the types of problems and issues for which you will provide services.

As stated previously, although we will provide an assessment and referral EAP upon an employer’s request, our preference is to provide our clients with a continuum of care, providing their mental health needs from start to finish. Therefore, in either a 6- or 10-session EAP, we guarantee exhaustion of all EAP sessions prior to any insurance billing. This is vastly different from the typical EAP, which will see a client for 1-2 sessions and then refer them to their health plan. With a Matrix EAP, 62-93% (depending on the number of sessions included in the EAP) of the cases are closed without any insurance involvement at all.

We follow up with our clients both three days after initial contact and 90 days after their last EAP session by telephone. We gauge satisfaction with both our intake staff and our clinical services. Our standard is 100% satisfaction. All clients are urged to contact us immediately if they are not comfortable with their initial referral so that we can offer another therapist. At the three-day contact, we

ensure that the client has been able to secure a convenient appointment and is comfortable with the process. In many cases, they will have already seen the psychologist. After 90 days, we can ask more detailed questions about the quality of their therapy, their status vis-à-vis their problem, and some quality assurance questions for our own use.

A primary component of our Quality Assurance program is Psych-Trac, which we developed to be the most efficient and comprehensive computer system of its kind for the management of mental health utilization.

Each patient is tracked from his/her initial phone contact through intake, diagnosis, therapy and closure. Reports have been developed which monitor each patient's individual mental health benefit utilization and time between sessions. Composites are available which detail patient data for each insurance carrier or each individual therapist as well as summaries of average closure data by diagnostic category, therapist, or carrier. We feel that Psych-Trac provides the utmost in utilization management as well as quality assurance.

14. Describe your procedures for providing consultation to managers and supervisors who request help with an employee problem. How will information be handled when it involves serious job infractions or illegal activity?

Managers and supervisors can call upon us any time they encounter a difficult employee situation. We frequently counsel managers over the phone on issues such as how to confront a difficult employee or how to assess the potential for violence in a given situation. We have often sent a psychologist on-site at our client companies to help them handle difficult terminations or announcements of events such as downsizing or site closings.

When serious job infractions or illegal activity is involved, the employer's disciplinary policies must be taken into consideration, and our response is always coordinated through the appropriate human resource contacts. Professional ethics dictate that notification must be made in any situation that presents a risk of harm to the client or to someone else by the client.

15. Please describe follow-up counseling and continued care monitoring for clients post chemical dependency and/or psychiatric treatment, including work re-entry programs.

We continually monitor all clients while they are involved in inpatient or day treatment programs for either chemical dependency or psychiatric issues. When they are ready to return to work, we will coordinate that process with the appropriate managers at the workplace.

16. Please describe how you can ensure reasonable access to face to face counseling, assessment and referral throughout the geographic areas covered by your client.

The Matrix network is composed of 8,500 psychologists across all fifty of the United States. Our standard is that every client must have access to a provider within 20 miles or a 20-minute drive.

17. What steps have you taken to ensure employer confidentiality is maintained?

We absolutely guarantee that no information will ever be released to an employer without the written consent of the client. Matrix quarterly utilization reports have been carefully designed to provide only numerical utilization data with no identifying client information.

18. How will you handle employees that live outside of your EAP service area?

With over 8,500 licensed psychologists in 850 cities nationwide, this should never be an issue. If, however, there is no psychologist in some remote area, we will find the highest quality provider available in that area.

19. How do you define reasonable access? (Use specific time and distance parameters for travel time and from request to appointment.)

Our standard for routine cases is that they will be offered an appointment within 72 hours. Emergency cases are seen the same day.

20. Please describe how you will integrate EAP services with managed Mental Health/Substance Abuse providers.

With either a 6 or 9 session EAP, only a small percentage of cases can be expected to go beyond the EAP into the managed health care plan. In those rare instances, we will coordinate with the health plan panel to ensure the most appropriate referral.

21. What are your grievance procedures?

Grievances are extremely rare, since we authorize each case for the full number of EAP visits right from the start. Any unforeseen dispute that might arise is handled by our Executive Vice President in consultation with the psychologist, the client, and, with authorization, a representative of the employer.

22. How do you evaluate employee satisfaction with your EAP?

Employee satisfaction is evaluated during the 90-day follow up process. Any complaints are reviewed by the Executive Vice President. The results of these surveys are reported every quarter on the employer's utilization report.

23. Describe any special programs you provide to foreign language callers, the elderly and deaf or blind callers.

We contract with AT&T for their language line services for clients who are not fluent in English.

24. Discuss how appointments are scheduled and by whom.

The intake coordinator typically asks for the caller's name, address, and telephone numbers, both day and evening, and whether we have permission to contact him/her at each of these numbers. We ask information regarding the employer and who may have referred the client to the EAP. At this point, the coordinator will ask for a very brief description of the reason for the call. We never want to make a client feel that s/he has to go into the very private issues that may be troubling him/her, but only in very general terms the nature of the problem. Based upon the demographic information and the client's particular problem, the coordinator will recommend a specific psychologist. There is no script, since every case is different. A computer format is used.

Once we have ascertained the geographic area most convenient do the client, the intake coordinator accesses our national provider network database and, with the client, selects the most appropriate referral. If a client calls with a non-psychological concern, the intake coordinator contacts the appropriate resource and referral source, who will in turn respond to the client. Resources are also available on-line. The entire process from start to finish takes less than 10 minutes on average.

25. How do you follow up with patients who do not schedule or keep scheduled appointments?

At the three-day point following initial contact, we follow up with every EAP client to be certain they have secured a convenient appointment. At this time, those who have not scheduled are encouraged to do so. Each psychologist is responsible for following up with his/her own clients who miss appointments.

26. Describe your procedures for follow-up after referral to a network provider.

As stated previously, we follow up both three days after contact and 90 days after closure to track the well-being and satisfaction of our clients. All clients are encouraged at intake to let us know immediately if they are uncomfortable with any Matrix referral, so that we can make another referral option available to them.

27. Do you allow the therapist that performs the assessment to also perform the treatment?

Yes. Our goal is to provide a continuum of care. We feel that the client's interests are best served by a continuing relationship with the same psychologist. Most clients, we have found, resist having to start counseling over again with a

new therapist, and often will discontinue therapy if forced to make a change in clinicians.

28. What assistance would you offer your client in the case of critical incident involving their employees? Describe what you would do and how the services would be delivered.

Our workplace crisis stabilization program was designed to quickly orient all human resources, security and management personnel to the appropriate access of crisis-intervening clinical services in the event of a Critical Incident. Examples of Critical Incidents include the death of a coworker, violence in the workplace, robbery or attempted robbery, atypical customer reaction, etc.

In the event of a Critical Incident requiring on-site help, psychologists from Matrix will quickly intervene to provide effective employee debriefing, which can significantly help reduce the impact of the event, and accelerate normal recovery from trauma. A typical Critical Incident Stress Debriefing (CISD) consists of a process group made up of employees both directly and indirectly involved in the incident. Primary components of a CISD include: normalization of overwhelming reactions and emotions, a “safe” environment for the necessary processing and integration of the event, opportunity for peer and professional support, and opportunity to obtain professional assistance if needed.