

# Employee Assistance Program

ADMINISTRATIVE GUIDE



2022



**The Holman Group**  
Managed Behavioral Health Care Services

# Introduction

The Holman family would like to welcome you as our new client. We are committed to serving you and your employees through the expected and unexpected journeys life brings us all.

We hope you take the opportunity to read through the information provided in the Employee Assistance Program Administrative Guide to learn about all the exciting services included with your EAP benefit plan. We have also provided some additional information regarding services, plans, products, and benefits we currently offer that you might not know about.

You have made an important step in offering such a valuable benefit to your employees. We look forward to providing your organization with the top quality clinical and customer service you deserve.

Please feel free to contact us should you have any questions about your organization's EAP benefit plan, the Holman family's products, or about the contents of this guide. We look forward to hearing from you.



*"Where Caring Professionals Make a Difference"*



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# Section 1: Your EAP Benefits



## Employee Orientation

We encourage the use of our Employee Orientation and Supervisory Training CD or webinars (English & Spanish). These are quick and effective ways to publicize the Employee Assistance Program. By utilizing the CD or webinar, you have the ability to publicize the program without accruing any additional cost.

Included on the CD is a four-minute EAP orientation, carve-out orientation, and our supervisory training (30-minutes). You can show the training to a large group, have employees view it individually, email it to your employees, or even put it on your organization's internal communication platform. All that is required is that the viewing system has Windows Media Player and speakers for sound.

Please contact Sales & Client Services at (800) 321-2843 to schedule an employee orientation or to request a CD.



## Supervisory Training

We have found that a supervisor's support of the EAP is crucial to the program's success. Through the training, supervisors gain an in-depth understanding of the EAP and its role as a management support system and counseling resource. Supervisory trainings also provide an overview of how to refer a troubled employee to the EAP and techniques for effectively dealing with these types of challenges in the workplace.

Face-to-face supervisory trainings are available to all our clients on a fee-for-service basis. The rate is \$150.00 per hour, plus \$75.00 per hour for travel. Please check your contract to determine if any pre-paid training hours have been included in your plan.

We also encourage the use of our Employee Orientation and Supervisory Training CD. This is an easy way to provide trainings to your divisions outside of California, for new supervisors, or whenever you would like to train management on the value of the EAP. By utilizing the CD, your supervisors can learn how to use the EAP as a management tool at no additional cost.

Included on the CD is the EAP orientation, carve-out orientation as well as our supervisory training. You can show the training to your entire management staff, have supervisors view it individually, or place it on your organization's internal communication platform. All that is required is that the viewing system has Windows Media Player and speakers for sound.

Please contact Sales & Client Services at (800) 321-2843 to request your supervisory training manual, to schedule a supervisory training, or to request additional training materials.





## EAP Management Referral

If you believe that you have an employee who should be referred to the EAP, you may want to take advantage of Holman's management referral process. We suggest that you contact the management referral specialist from the Sales & Client Services department *before* you make such a referral to Holman to ensure that you do so legally and within your company's policies.

The management referral specialist will supervise the management referral process. He/she will make sure that our procedures meet your specific needs.

Generally, we enter the referred employee into our system as a management referral, follow the case closely and update the referring person, whether it is a Human Resources Director or a supervisor, by telephone on an ongoing basis. Updates are given on the member's attendance in treatment, prognosis, compliance with the treatment program and time off from work required for treatment. This information is released only if the employee signs a Release of Information form allowing us to disclose the above data. If an employee is or becomes non-compliant at any time, we will report this information. The employee's return to work status will be determined by the treating therapist and the care manager, based upon the employee's progress.

If you would like to make a management referral, please call the Sales & Client Services Department, and request the management referral specialist at (800) 321-2843.



## Prescription Drug Discount Card

Through our partnership with ScriptSave Select, a leading provider of prescription drug savings programs, The Holman Group offers your employees unlimited prescription savings at no cost to you or your employees. This is an excellent value-added benefit for your employees who may not have health insurance for themselves or their families. It also can benefit those employees who have high deductible plans or are responsible for paying for their prescriptions out of pocket.

Employees save every time when using their ScriptSave Select Card to fill or refill a prescription. The program offers discounts of up to 50% for prescription drugs with an average savings of over 20%. Employees access the plan through our website and can use their discount card at over 50,000 participating pharmacies.

Employees can better plan their budget and out-of-pocket prescription expenses by using the online or app Drug Price Tier Look-Up Tool to find the price of a prescription before stepping foot into a pharmacy.

**This program is not an insurance policy and does not provide insurance coverage. Discounts are available exclusively through participating pharmacies.**

This benefit is included as part of your EAP at no additional cost. If you would like more information regarding this program, please contact Sales & Client Services at (800) 321-2843.







## Holman Health Improvement Programs

Sometimes, our health is put aside due to our busy schedules. We know we should eat healthy, exercise, or learn stress management techniques. At times, we are distracted by everyday tasks, family problems and work priorities. Time management skills are extremely important and making time for new behaviors can greatly benefit one's overall health and well-being.

The Holman Health Improvement Program is designed to help eligible employees and their family members prevent and manage disease. Our program is beneficial for those who have lifestyle behaviors which put them at risk for potential chronic conditions.

Diseases include diabetes, heart disease, overweight issues, or obesity. To combat these diseases, our program targets certain lifestyle factors such as nutritious eating, weight management, stress reduction, smoking cessation, and physical activity.

### Wellness Kits

The Holman Health Improvement Program provides eligible employees and their family members with the tools and support they need to help make healthy life choices. In addition, members can request Wellness Kits regarding a particular focus. Each kit is available for a small fee ranging from \$30 to \$50 per kit, topics include:

- Health Weight Loss
- Smoking Cessation
- In Charge of Diabetes
- Keep Your Child Safe
- In Charge of Depression
- Disaster Earthquake Kit
- Dealing with Diabetes
- Stress Management Kit
- Your Health Baby
- Caregiving to the Elderly

These programs may be included as part of your EAP, for an additional charge. If you would like more information regarding a program, or to order Wellness Kits for your employees, please contact Sales & Client Services at (800) 321-2843.



## Critical Incident Stress Management (CISM)

Incidents that occur at the worksite can often have a lasting effect on employees. Studies have shown that when negative events happen, employees who participate in critical incident stress managements are more easily able to return to work and function at a higher level more quickly than those who did not participate.

Research on the effectiveness of applied critical incident management techniques has demonstrated that individuals who attend a debriefing within a 24-72 hour period after the initial critical incident experience less short-term and long-term crisis reactions or psychological trauma (Mitchell, 1988; Young, 1994).

Critical Incident Stress Management is a support group discussion that utilizes a specially trained team of mental health professionals. The main objectives of a CISM are to help employees cope with a recent traumatic event and to facilitate and accelerate a quick return to a normal level of job functioning.

Events that may require a CISM include the following:

- Robbery
- Sudden death of an employee
- Suicide
- Violent behavior at the worksite
- World events
- Earthquakes, riots, etc.

Holman has a nationwide network of therapists who are experts in CISM to conduct debriefings for all of those involved in, or affected by, an incident at the employer's worksite. In most cases, we can have a therapist on location within 24-72 hours of the incident.

CISMs are available to your organization for \$150.00 per therapist, per hour, plus \$75.00 per hour for travel. Please check your contract to determine if any prepaid hours have been included in your plan. Please contact Sales & Client Services at (800) 321-2843 to set up a CISM or for more information.



## Legal, Mediation, Financial & Document Preparation Services

Holman's Legal & Financial Service offers members legal and financial referrals to top rated attorneys and financial professionals throughout the country.

### Legal

Each EAP eligible employee, family member, retiree, or survivor is entitled to 1 initial 30 minute office or telephone consultation per separate legal matter at no cost with a network attorney. If a participating attorney is retained, after the initial consultation, the attorney's normal hourly rate will be reduced by 25% with our preferred rate reduction.

Virtually all types of legal matters are eligible for these services including, but not limited to:

Civil / Consumer Issues	Personal / Family Legal Services	Financial Matters	Real Estate
This category includes issues relating to retail transactions, warranty and other consumer products matters, issues relating to governmental entitlements and benefits, advice on small claims court and other general legal matters.	These services include adoption and guardianship, custody and support matters, divorce, separation and annulment issues, name changes as well as other domestic or family law issues.	In addition to financial counseling services (listed below), members are entitled to bankruptcy representation and defense of lending related legal issues by appropriately qualified attorneys.	Real estate services include assistance in the acquisition or sale of real property, lease and rental agreements, property boundary disputes and other matters surrounding personal real property.

Criminal Matters	IRS Matters	Estate Planning Law	Immigration and Naturalization
These services include the defense of both misdemeanor as well as felony criminal acts of all kinds.	These services are performed by former, senior level, IRS employees. These specialists possess the ability to negotiate with the IRS on the caller's behalf, whether in an audit environment, to assist them with a lien or a balance due, in order to affect the most favorable outcome.	CLC has secured relationships with estate planning law firms that have agreed to prepare the most popular of estate planning/asset preservation vehicles at prices as low as 25% off usual fees. These services include Wills, Revocable Living Trusts, Charitable Trusts, etc.	This category of services includes green cards, U.S. citizenship, work and student visas, family-based immigration, deportation and removal defense, INS and immigration court appeals, asylum and many immigration issues.

Some legal issues are not covered by Holman's legal services. Examples of these exclusions are:

- Employment-related or business law matters
- Disputes involving Holman Behavioral Health, its subsidiaries, affiliates or customers, eligible participants, or any plan attorney
- Matters that are frivolous, harassing, or otherwise a violation of ethical rules
- Also excluded are matters that, in the attorney's opinion, lack merit
- Court costs, filing fees and fines are the responsibility of the caller

## Mediation

Many consumers are choosing mediation as a first step in resolving legal issues. This is because mediation costs less than a third of traditional legal services and sessions can be conveniently scheduled during evenings and weekends. Mediation saves time, money, and aggravation. It gives participants greater control over the outcome of their dispute and provides a confidential forum for resolving their issues. Mediation is also a voluntary process. If mediation does not end in a settlement the parties still have the right to take their case to court. Therefore, participants have nothing to lose.

Referrals for mediation services include:

- Civil Matters including: Contractual Disputes, Real Estate, Landlord Tenant, Collections, Consumer Disputes, and other Civil Matters
- Family Matters including: Divorce, Child Custody, Child Support, Parenting Agreements, Family Crisis, Elder Care Matters, and many others
- Non-Legal Matters including: Non-legal disputes between neighbors, and other emotionally charged situations

## Financial

Statistically, nearly 9% of employees will encounter personal financial problems each year. While the cost of delivering financial counseling services is modest, the cost to all employees of unresolved financial problems can be enormous. Employees stressed by financial concerns are distracted, and the lack of focus leads to lost productivity, additional stresses on co-workers, and accidents in the workplace. The staff counselor can assist the employee in dealing with issues such as:

- College planning
- Insurance
- Financial aspects of retirement and estate planning
- Credit counseling
- Investments
- Consumer debt and budgeting assistance
- Complex tax issues
- Retirement.
- Financial issues related to the loss of a wage earner as a result of death or divorce

Each member is entitled to a no cost, 60-minute counseling session, per issue, with our staff financial counselors by telephone appointment only. There is no limit on the number of times an employee can call, and the average length of call is 22 minutes.



These services are provided by financial professionals including CPAs, former bankers, registered representatives, plus each of our financial specialists is a certified credit counselor. In addition, local assistance is available for those members having more complex financial planning issues.

While Financial Counselors assist clients in developing a financial planning strategy, they will not make specific recommendations, for example, concerning purchase or sale of stocks, bonds, or insurance policies.

## Website

Each member will be provided unlimited access to the Legal and Financial Services section with information on thousands of legal and financial topics, over 5,000 legal, more than 45 financial calculators, professionally (located in the Members section of the Holman website under See My Plan) written articles, financial forms for our clients' use, FAQ's and more.

## Document Preparation

All eligible employees and their dependents and household members also have access to 100% accurate state specific forms; most popular forms include: Divorce, Immigration, Name Change, Living Trusts, Living Wills, Power of Attorney, Prenuptials and Wills. If there is an additional need following the initial consultation, the services will be offered to you at a 25% discount

## Will Kits

Families today have misconceptions about Estate Planning, Wills and Trust and assume that it is only for the elderly. The truth is, it's about who gets your possessions when you die. It's about who raises your children if they're still minors. It's about who makes critical medical decisions if you're incapacitated. Holman has prepared a Will Kit with information on getting your affairs in order to help you address certain end of life issues. Our Will Kit contains an electronic version of: Estate Planning booklet and an Estate Planning Checklist. Holman realizes that preparing for a death can make things easier on your friends and family.

## End of Life Kit

Addressing end of life issues can play an important role in any person's life. There are several things to plan for including hospice care and advance directives. You and your loved one may wish to have an accountant or lawyer help you sort through financial and legal issues. Arranging a funeral may seem overwhelming, especially when someone you care for dies and you are left feeling numb, confused, extremely distraught and exhausted. Our End of Life Kit addresses all the issues to help you get through immediate choices. Holman offers electronic versions of the booklet *Getting One's Affairs in Order* which addresses all the issues above. We have also included a comprehensive funeral checklist for your convenience in planning a funeral.

## Retirement Kit

You have spent most of your adult life working. Then, before you know it, it's time to retire. Because the average life expectancy is age 78, many Americans that retire at 65 can expect to spend the next ten to twenty years as a retiree. Many adults nearing retirement age are at a loss when it comes to retirement planning. The idea of making financial, legal, family, and other plans can seem like a daunting task. Our Retirement Kit is available electronically and includes information to help answer your questions and guide you on the right path for planning a fruitful and secure retirement.

Our Legal and Financial Services benefit is included at no extra charge. If you are interested in learning more, please contact Sales & Client Services at (800) 321-2843.





## Utilization Reporting

As a decision-maker in your organization, you need to be sure that the EAP is a worthwhile benefit for your employees.

On a regular basis (approximately 45-days after the end of each quarter), your organization will receive statistical reports detailing your employees' EAP utilization. These are simple, easy to read reports that will provide you with the number of employees and dependents that have accessed the EAP, as well as a breakdown of the types of problems for which they have called.

The utilization reports are an important tool in the success of the EAP. A representative from Sales & Client Services reviews your report before it is sent to you. If any specific trends (i.e. high-level of alcohol related calls) are observed or if your organization is experiencing low utilization, a Sales & Client Services team member will discuss with you actions that we can take to improve the situation. Typical utilization on an EAP is between 3%-6%. It is also important that you contact the Sales & Client Services team should you have any difficulties interpreting the reports or if you have any questions.

# **Section 2: Communicating the EAP**



## Communication Materials & Website

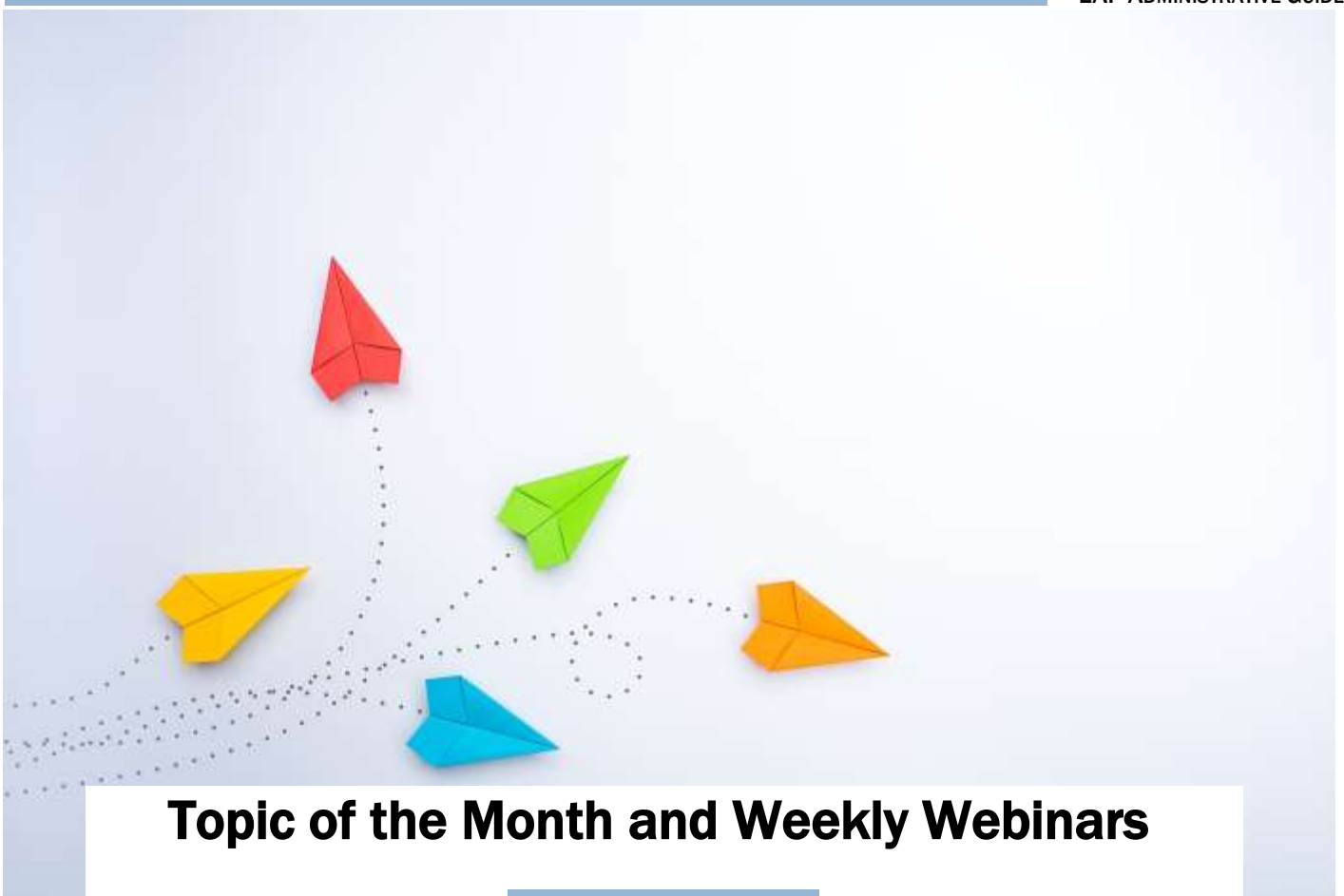
A benefit summary flyer and tri-fold brochures are available to your organization free of charge. You should receive a supply for your employees as well as extras for new hires and on an as-needed basis. Please feel free to contact Sales & Client Services if you need to order more at any time. There is no fee for additional print materials.

Wallet cards with our toll-free number on them are also available to your organization at no charge. Please feel free to contact Sales & Client Services if you would like wallet cards. There is no fee for the wallet cards.

**All materials are available in English and Spanish.**

### Website

Holman's website ([www.HolmanGroup.com](http://www.HolmanGroup.com)) is available to you and your employees. On the site you will find information regarding The Holman Group, as well as links to our partner internet sites. You can also email various departments within Holman's organization. Employees have access to a wealth of self-help tools, wellness articles and links. They can also complete an online intake form and request for more information.



## Topic of the Month and Weekly Webinars

On a monthly basis, you will receive a “Topic of the Month” email from Sales & Client Services. These emails will offer timely information on subject matters such as Holiday Stress, Depression in the Workplace, and Balancing Work & Family Life. In addition Holman provides weekly webinars (available 24/7 for viewing) on a variety of work/life, wellness and mental health topics free of charge.

By passing this information along to your employees you are providing them with tools to help with their issues both at work and at home. You can distribute the “Topic of the Month” and weekly webinars to your employees via email or your employees can access the materials on the Holman Group website. Either way this is a great way to show your employees the benefits of the EAP.

Please contact Sales & Client Services at (800) 321-2843 if you have any questions or if you are interested in seeing specific topics covered in the program.

## EAP Posters

The Holman Group can provide EAP Posters upon request. They are free of charge and may be requested by contacting Sales & Client Services at (800) 321-2843.

We have a library of over 40 posters available for you to choose from varying on a wide variety of topics. Below are some examples of EAP posters available.







## Paycheck Stuffers

The Holman group offers paycheck stuffer topics that are available to you and your employees free of charge. Topics include, but are not limited to:

- Change
- Grief/ Loss
- Natural Disasters
- EAP
- Coping/ Interpersonal Issues
- Health Issue
- Test/ Questionnaires
- Depression
- Substance Abuse
- Family/ Relationship Issues
- Communication
- Co-Dependency
- Stress
- Emotional Crisis/ Trauma
- Workplace/ Domestic Violence

Please call Sales & Client Services at (800) 321-2843 if you would like to order any paycheck stuffers or for more information.



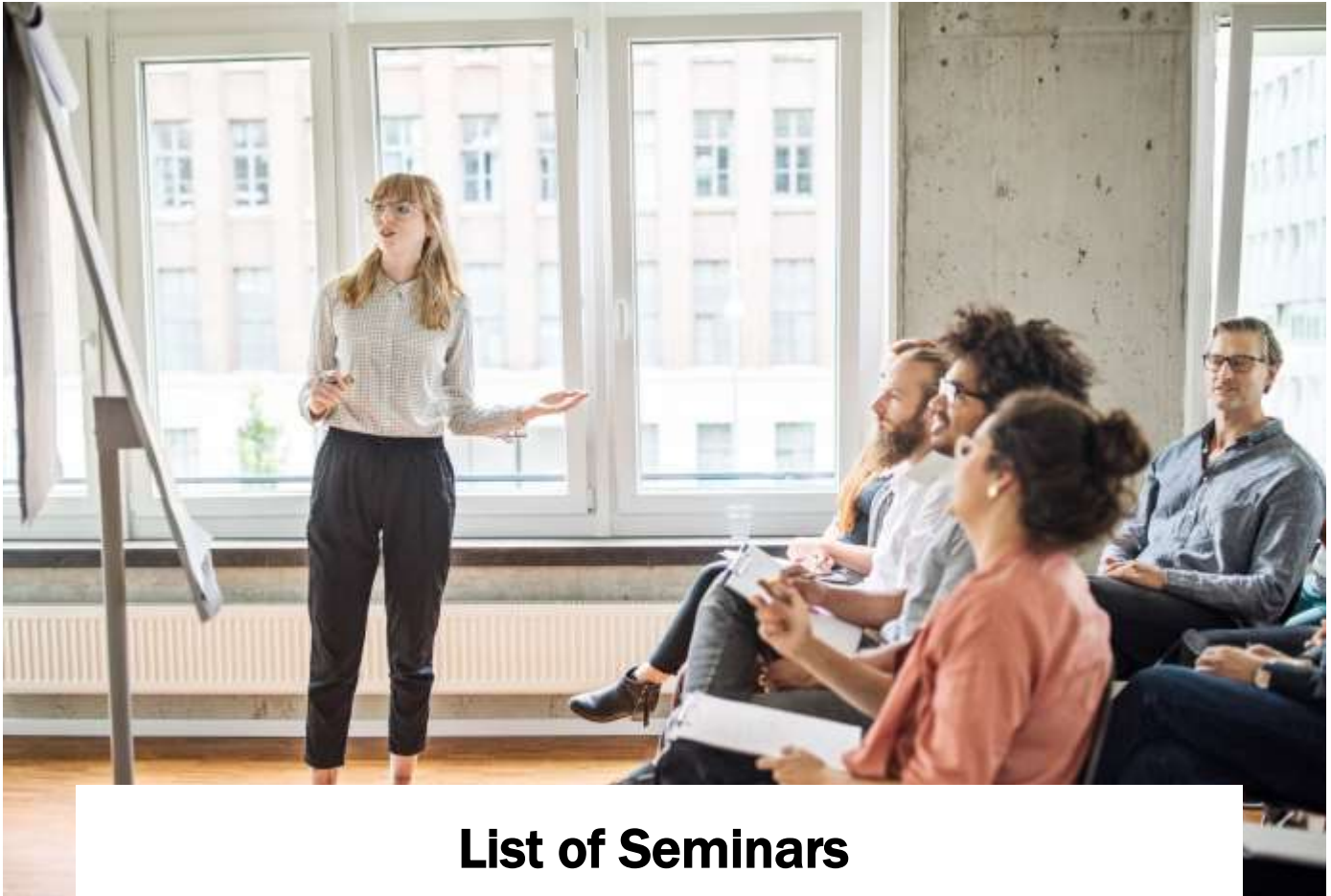
## Health Fair Attendance

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Communication is key to the success of the EAP program. By displaying our posters and distributing our communication materials, your organization has already made an important step in informing your employees about the program.

Another way to inform your employees about the EAP is by having a Holman representative available at your health and wellness fairs. Not only will we discuss the EAP with your employees individually, we will also distribute information to your employees about the program, offer paycheck stuffers and provide giveaways for employees to take home.

Please contact Sales & Client Services at (800) 321-2843 if you would like a Holman representative at your next health fair.



## List of Seminars

The following is a small list of seminars currently available from The Holman Group. Available for \$150.00 per hour, plus \$75.00 per hour for travel time, seminars are a great way to educate your employees. Please see your contract to determine if any pre-paid hours have been included in your plan.

- Business Etiquette: Rules for Survival
- Dealing with Difficult People
- Enhanced Workplace Communication
- Positive Parenting for Working Parents
- Failure and Success
- Diabetes – an Epidemic
- Growing Old Gracefully
- Communication: Let's talk!
- How to Spot Prescription Drug Abuse
- Exercise: The key to fitness
- Work/Life Balance: Making your life work for you!
- Reaching Your Goals
- Grief & Loss
- Teen Drug Use
- Coping with Change: Surviving & thriving
- Employee EAP Orientation
- Managing Stress: Rising to the challenge
- How Supervisors Can Use the EAP as a Management Tool
- Join the Team!
- Team Building
- Saving Challenge

Please contact Sales & Client Services at (800) 321-2843 for more information or to schedule a seminar.

# **Section 3: EAP Plan Upgrades & Additional Benefits**



## Managed Behavioral Health Care Plan

By offering an Employee Assistance Program to your employees, you have already taken the first step in showing that you care about their personal well-being.

Holman's Managed Behavioral Health Care Plan is a carve-out plan offering the most complete behavioral health coverage available. Beyond the monthly premium, Holman assumes all the risk associated with treatment.

We can provide your organization behavioral health/chemical dependency services encompassing the full continuum of care – from outpatient counseling sessions and residential treatment to acute care. In addition to the Employee Assistance Program that your organization already has in place, the Managed Behavioral Health Care Plan includes care management, preauthorization/utilization review and treatment through Holman's network of providers and facilities.

We are often able to reduce your organization's costs while increasing the service provided by encouraging early intervention through the EAP, enhanced benefit design, a contracted nationwide network of providers and specialization of treatment.

Our Managed Behavioral Health Care Plan can further reduce costs by decreasing secondary medical issues which result from unresolved psychological/chemical dependency issues. For example, if an employee's alcoholism is left untreated, a costly and possibly life-threatening liver disorder can and often results. Treating liver ailments is extremely expensive!

**Consider this:** The Orange County School Board in Orlando, Florida saves about \$1 million dollars annually by carving the behavioral health/chemical dependency benefits out of their medical plan. They also found that medical-surgical claims decrease by approximately \$980 per incident for those employees who access their behavioral health care plan. This reduces medical costs for the school board by more than \$1.3 million per year.

*If you are interested in learning more about our managed behavioral healthcare plan, or if you would like to upgrade your existing plan, please contact your insurance broker or Holman's Sales & Client Services department at (800) 321-2843.*





## LifeSolutions® and ElderSolutions®

Today employees are working longer hours, spending more time commuting, and are simultaneously handling personal responsibilities outside of work. As a result, they are seeking organizations that offer benefits that more effectively manage their work and personal responsibilities.

Holman LifeSolutions and Holman ElderSolutions are full-service resources and referral programs that provide rapid and complete responses to your employees' needs. These innovative programs give your employees the widest possible coverage of lifecycle and daily living information topics. Whether online or through Holman's toll-free telephone number, employees can receive unlimited information and referrals for a variety of issues including:

Daily Living	Eldercare	Childcare
Health & Wellness Self-Improvement Programs Relocation Assistance Pet Care	In-Home Care Respite Care Geriatric Specialists Meals on Wheels	Childcare Centers Family Day Care After School Pre-School
College	Prenatal Services	Adoption
Colleges/Universities Financial Aid Information Scholarship Information Community Colleges	Birthing Classes Support Groups Parent Education Exercise & Nutrition	Adoption Agencies Support Groups Information Financial Concerns

If you are interested in more information or if you would like to these benefits to your organization's EAP plan, please contact Sales & Client Services at (800) 321-2843.



## WellnessConnect & Wellness Program

WellnessConnect can help your employees and their family members to lead healthier lives by offering a wide array of health management and wellness programs. Simply by picking up the phone, members can access health coaches who are dedicated to providing high quality personalized health and wellness coaching, education, and referral services.

After developing a personalized wellness plan, WellnessConnect coaches will identify the best program for the member and make referrals tailored to his/her specific needs and circumstances. Members can be referred to a wide variety of carefully screened health and wellness resources and are also provided with education and information about their personal wellness goals. WellnessConnect wellness coaches provide assistance with:

Weight Management	Smoking Cessation	Fitness and Exercise
<ul style="list-style-type: none"> <li>▪ WellWeight personalized weight management program</li> <li>▪ Registered dietitians</li> <li>▪ Nutritionists</li> <li>▪ Hospital supported programs</li> <li>▪ Self-help or at-home programs</li> <li>▪ Complementary providers</li> </ul>	<ul style="list-style-type: none"> <li>▪ WellQuit personalized quit smoking program</li> <li>▪ Classes &amp; support groups</li> <li>▪ Hospital supported programs</li> <li>▪ Complementary providers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clubs, gyms &amp; fitness facilities</li> <li>▪ Integration with health fitness device</li> <li>▪ Walking &amp; swimming programs</li> <li>▪ Weight &amp; body conditioning classes</li> <li>▪ Kids &amp; senior fitness programs</li> <li>▪ At-home exercise programs</li> <li>▪ Certified personal trainers</li> <li>▪ Free Pedometer &amp; Books</li> <li>▪ Gym Discounts</li> </ul>
Pre- and Postnatal Care	Health Self-Help	
<ul style="list-style-type: none"> <li>▪ WellBaby personalized healthy baby program</li> <li>▪ Breastfeeding</li> <li>▪ Nutrition &amp; diet</li> <li>▪ Postnatal weight management</li> <li>▪ Birthing methods</li> </ul>	<ul style="list-style-type: none"> <li>▪ Arthritis</li> <li>▪ Asthma</li> <li>▪ Back pain</li> <li>▪ Cardiovascular disease</li> <li>▪ Diabetes</li> </ul>	

*(multi-language support including Spanish and French)*

*If you are interested in more information about WellnessConnect or if you would like to add our health & wellness program to your organization's plan, please contact Sales & Client Services at (800) 321-2843.*



## Tickets at Work

Tickets at Work connects employees to exclusive discounts on the world's greatest entertainment, travel and merchandise. The program is free to use and is continually updated with new and exciting deals. To sign up, simply follow the below instructions. Upon submitting the information, members will have immediate access to discounts on travel, theme park attractions, ticketed events, merchandise and more!

Theme Parks	Ticketed Events
<ul style="list-style-type: none"> <li>• Universal Orlando Resort</li> <li>• Walt Disney World Resort</li> <li>• Disneyland</li> <li>• Sea World Parks</li> <li>• Six Flags</li> </ul>	<ul style="list-style-type: none"> <li>• Broadway Shows</li> <li>• Las Vegas Shows</li> <li>• Dinner Shows</li> <li>• Movie Tickets</li> <li>• Sporting Events</li> </ul>
Travel	Merchandise
<ul style="list-style-type: none"> <li>• Shopping Deals</li> <li>• Retail Gift Cards</li> <li>• Electronics</li> <li>• Grocery Delivery</li> <li>• Sam's Club Membership</li> </ul>	<ul style="list-style-type: none"> <li>• Car Rental</li> <li>• Hotels Worldwide</li> <li>• Citypass Nationwide</li> <li>• Sightseeing Tours</li> <li>• Travel Gear</li> </ul>

*If you are interested in more information about Tickets at Work, please contact Sales & Client Services at (800) 321-2843.*





## Identity Theft

### Core Identity Theft Benefits

The Holman Group, in partnership with CLC, is happy to provide a Fraud Resolution Program™ which is an affordable and expedient process that assists employees/members at the inception of a fraud related emergency. This service:

- Provides members with a 60-minute free consultation with a highly trained Fraud Resolution Specialist™ (FRS) and conducts eight emergency response activities.
- Assists members with restoring their identity and good credit.
- Provides members with a free “ID Theft Emergency Response Kit™.”
- Assists with the costly steps to dispute fraudulent debts, as a result of ID theft.
- Follows-up with the member and monitors the Fraud Resolution progress.
- Counsels and provides a list of “Preventative Steps” necessary to help in an effort to avoid future ID theft losses and damages to the employees/members’ credit reputation.

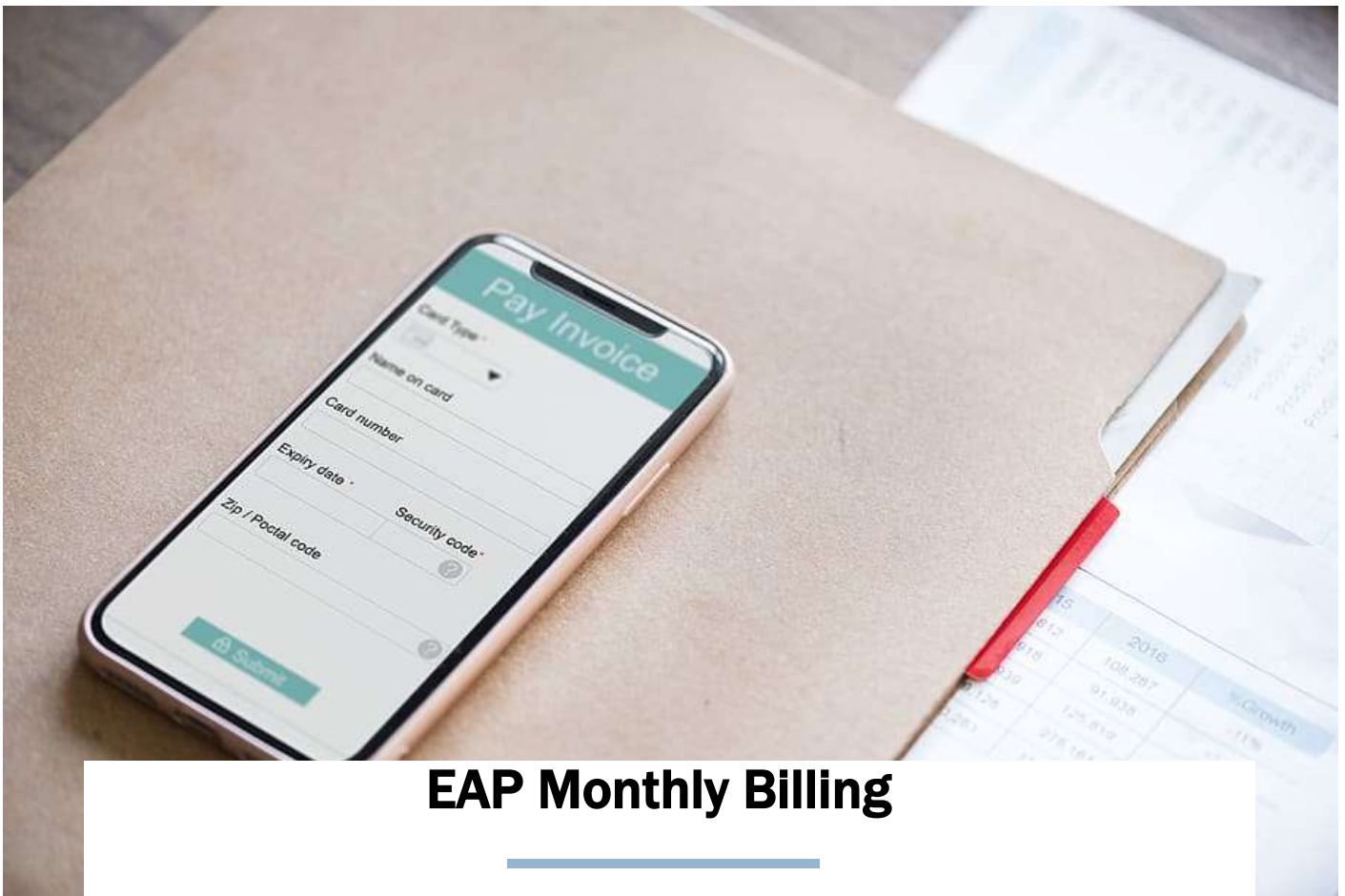
### ID Theft Emergency Response Protocol™ - How it works

The Fraud Resolution Program™ is a confidential and easily accessible service that provides an administrative structure for dealing quickly with Identity Theft. By simply contacting The Holman Group customer service, a member will receive a free 60 Minute Consultation with a trained and experienced Fraud Resolution Specialist™. When an employee/member contacts a Fraud Resolution Specialist™ (FRS) and informs the FRS of an Identity Theft event, the FRS will conduct eight emergency response activities.

*If you are interested in more information about Identity Theft or if you would like to add this benefit your organization’s plan, please contact Sales & Client Services at (800) 321-2843.*

# Section 4: Billing





## EAP Monthly Billing

Each month, you will receive a bill for EAP services. Paying the EAP bill is simple. For organizations with more than 100 employees, you will simply fill in the number of employees multiply it by the rate indicated on the bill, and pay the total amount. Each month, you pay for the number of eligible employees in your organization.

Organizations with fewer than 100 employees pay a flat rate per month. You will still indicate the number of employees but will pay the total amount indicated on the bill. Please be aware that if your organization grows and you have more than 50 employees at renewal time, we will adjust the rate to reflect the number of employees.

Payment is due on the first of the month. Payment can be made by check or ACH. Please make sure that your monthly invoice is included with each payment. You do not need to submit eligibility as the EAP is on the honor system. However, at renewal time, you will be asked to submit an eligibility list to ensure proper billing.

Please be reminded that should your organization decide to terminate its relationship with Holman for any reason, you are required to give us thirty (30) days written notice.

Please contact the Finance Manager at (800) 321-2843 if you have any question regarding Holman's billing process or issues.

# **Section 5: Language Assistance Program, Notice of Information Practices, and Grievance Process**



## Language Assistance Program

The Holman Group's Language Assistance Program (LAP) is free of charge! Interpreters, bilingual staff/ providers, and translators will be provided upon request. To access the free LAP service, please call 1-800-321-2843 and request to speak with our Care access Department.

¡El Programa de Ayuda de Lenguaje del Grupo Holman es gratis y proporciona intérpretes, consejeros bilingües y traducciones. Para tener acceso al Programa de Ayuda de Lenguaje, por favor llame 1-800-321-2843 y pregunte por el Departamento de acceso a la atención.



## Notice of Information Practices

Under a federal law called the Health Insurance Portability and Accountability Act (HIPAA), covered health care organizations across the nation, including Holman, must have a Notice of Information Practices regarding your personal health information. We are also obligated to provide your organization with a copy that you can distribute to your eligible employees.

Following you will find our Notice of Information Practices. This document will tell your eligible employees about their rights and Holman's obligations concerning their personal health information.

We hope you find the following information helpful. We take our responsibility to protect the privacy of your eligible employees' personal health information seriously, and as always, we will continue to take appropriate measures to safeguard that information.

Please distribute this "Notice of Information Practices" to each eligible employee so that he/she may take this information home to share with other eligible members. Should you have any questions regarding Holman's privacy protection efforts, please contact Sales & Client Services team at (800) 321-2843.



## THE HOLMAN GROUP

### Notice of Information Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

#### Understanding Your Health Record Information

Each time you visit a hospital, a physician, or another health care provider, the provider makes a record of your visit. Typically, this record contains your health history, current symptoms, examination and test results, diagnoses, treatment, and plan for future care or treatment. This information, often referred to as your medical record, serves as the following:

- Basis for planning your care and treatment.
- Means of communication among the many health professionals who contribute to your care.
- Legal document describing the care that you received.
- Means by which you or a third-party payer can verify that you actually received the services billed for.
- Tool in medical education.
- Source of information for public health officials charged with improving the health of the regions they serve.
- Tool to assess the appropriateness and quality of care that you received.
- Tool to improve the quality of health care and achieve better patient outcomes. Understanding what is in your health records and how your health information is used helps you to--
- Ensure its accuracy and completeness.
- Understand who, what, where, why, and how others may access your health information.
- Make informed decisions about authorizing disclosure to others.
- Better understand the health information rights detailed below.

#### Your Rights under the Federal Privacy Standard

Although your health records are the physical property of the health care provider who completed it, you have the following rights with regard to the information contained therein:

- Request restriction on uses and disclosures of your health information for treatment, payment, and health care operations. “Health care operations” consist of activities that are necessary to carry out the operations of the provider, such as quality assurance and peer review. The right to request restriction does not extend to uses or disclosures permitted or required under the following sections of the federal privacy regulations: § 164.502(a)(2)(i) (disclosures to you), or 164.512 (uses and disclosures not requiring a consent or an authorization). The latter uses and disclosures include, for example, those required by law, such as mandatory communicable disease reporting. In those cases, you do not have a right to request restriction. The consent to use and disclose your individually identifiable health information provides the ability to request restriction. We do not, however, have to agree to the restriction. If we do, we will adhere to it unless you request otherwise or we give you advance notice. You may also ask us to communicate with you by alternate means, and if the method of communication is reasonable, we must grant the alternate communication request. You may request restriction or alternate communications on the consent form for treatment, payment, and health care operations.
- Obtain a copy of this notice of information practices. Although we have posted a copy on our website, you have a right to a hard copy upon request.
- Inspect and copy your health information upon request. Again, this right is not absolute. In certain situations, such as if access would cause harm, we can deny access. You do not have a right of access to the following:
  - Psychotherapy notes. Such notes consist of those notes that are recorded in any medium by a health care provider who is a mental health professional documenting or analyzing a conversation during a private, group, joint, or family counseling session and that are separated from the rest of your medical record.
  - Information compiled in reasonable anticipation of or for use in civil, criminal, or administrative actions or proceedings.
  - Protected health information (“PHI”) that is subject to the Clinical Laboratory Improvement Amendments of 1988 (“CLIA”), 42 U.S.C. § 263a, to the extent that giving you access would be prohibited by law.
  - Information that was obtained from someone other than a health care provider under a promise of confidentiality and the requested access would be reasonably likely to reveal the source of the information.



- In other situations, we may deny you access, but if we do, we must provide you the reason for denying access. These reasons may include the following:
- A licensed healthcare professional, such as your attending physician, has determined, in the exercise of professional judgment, that the access is reasonably likely to endanger the life or physical safety of yourself or another person.
- PHI makes reference to another person (other than a health care provider) and a licensed health care provider has determined, in the exercise of professional judgment, that the access is reasonably likely to cause substantial harm to such other person.
- The request is made by your personal representative and a licensed health care professional has determined, in the exercise of professional judgment, that giving access to such personal representative is reasonably likely to cause substantial harm to you or another person.

For any of these reasons mentioned above, another licensed professional must review the decision of the provider denying access within 60 days. If we deny you access, we will explain why and what your rights are, including how to seek review.

If we grant access, we will tell you what, if anything, you have to do to get access. We reserve the right to charge a reasonable, cost-based fee for making copies.

- Request amendment/correction of your health information. We do not have to grant the request if the following conditions exist:
  - We did not create the record. If, as in the case of a consultation report from another provider, we did not create the record, we cannot know whether it is accurate or not. Thus, in such cases, you must seek amendment/correction from the party creating the record. If the party amends or corrects the record, we will put the corrected record into our records.
  - The records are not available to you as discussed immediately above.
  - The record is accurate and complete.

If we deny your request for amendment/correction, we will notify you why, how you can attach a statement of disagreement to your records (which we may rebut), and how you can complain. If we grant the request, we will make the correction and distribute the correction to those who need it and those whom you identify to us that you want to receive the corrected information.

- Obtain an accounting of non-routine uses and disclosures, those other than for treatment, payment, and health care operations. We do not need to provide an accounting for the following disclosures:
  - To you for disclosures of protected health information to you.
  - To persons involved in your care and persons acting on your behalf.
  - For national security or intelligence purposes.
  - To correctional institutions or law enforcement officials.
  - That occurred before April 14, 2003.

We must provide the accounting within 60 days. The accounting must include the following information:

- Date of each non-routine disclosure.
- Name and address of the organization or person who received the protected health information.
- Brief description of the information disclosed.
- Brief statement of the purpose of the disclosure that reasonably informs you of the basis for the disclosure or, in lieu of such statement, a copy of your written authorization or a copy of the written request for disclosure.

The first accounting in any 12-month period is free. Thereafter, we reserve the right to charge a reasonable, cost-based fee.

### **Our Responsibilities under the Federal Privacy Standard**

In addition to providing you your rights, as detailed above, the federal privacy standard requires us to take the following measures:

- Maintain the privacy of your health information, including implementing reasonable and appropriate physical, administrative, and technical safeguards to protect the information.
- Provide you this notice as to our legal duties and privacy practices with respect to individually identifiable health information that we collect and maintain about you.
- Abide by the terms of this notice.
- Train our personnel concerning privacy and confidentiality.

- Implement a sanction policy to discipline those who breach privacy/ confidentiality or our policies with regard thereto.
- Mitigate (lessen the harm of) any breach of privacy/confidentiality.

We will not use or disclose your health information without your consent or authorization, except as described in this notice or otherwise required

### **How to Get More Information or to Report a Problem**

If you have questions, would like to report a problem, and/or would like additional information, you may contact the Privacy Officer or the Compliance Specialist at **(800) 321-2843**. The effective date of this Notice is April 14, 2003.

**WE RESERVE THE RIGHT TO CHANGE OUR PRACTICES AND TO MAKE THE NEW PROVISIONS EFFECTIVE FOR ALL INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION THAT WE MAINTAIN. IF WE CHANGE OUR INFORMATION PRACTICES, WE WILL MAIL A REVISED NOTICE TO THE ADDRESS THAT YOU HAVE GIVEN US.**



## Member Grievance Process

### How to file a Grievance

The Holman Group wants you to be satisfied with your behavioral health care services. If a problem arises, we want to help solve it. If a question arises, we want to help answer it. Please contact our office by:

**Phone:** 1-800-321-2843

**Online:** [www.holmangroup.com](http://www.holmangroup.com)

**Mail:** The Holman Group  
Attention: Grievance Department  
P.O. Box 8011  
Canoga Park, CA 91309

**Email:** [grievance@holmangroup.com](mailto:grievance@holmangroup.com)

You have 180 calendar days following any incident or action that is the subject of your dissatisfaction to submit your grievance. If you notify The Holman Group of a grievance, it will be directed to the Compliance Department. The Holman Group Grievance Committee will review your grievance and resolve it within thirty (30) days from Holman's receipt of the grievance. The Holman Group will send you a written notice of the resolution.

## Appeal Processes

### A. Arbitration

If you are dissatisfied with the decision of The Holman Group Grievance Committee, you may submit a request to The Holman Group to submit the grievance to binding Arbitration before the American Arbitration Association. Pursuant to California law, any claim of up to \$200,000 must be decided by a single neutral arbitrator who shall be chosen by the parties and who shall have no jurisdiction to award more than \$200,000. The Holman Group and you may agree in writing to waive the requirement of using a single arbitrator and instead use a tripartite arbitration panel that includes a two-party- appointed arbitrator, a panel of three neutral arbitrators or another multiple arbitrator system mutually agreeable to the parties. You shall have three (3) business days to rescind the waiver agreement unless the agreement has also been signed by your attorney, in which case, the waiver cannot be rescinded. In cases of extreme hardship, The Holman Group may assume all or part of your share of the fees and expenses of the neutral arbitrator (provided you have submitted a hardship application with the American Arbitration Association). The American Arbitration Association shall determine the approval or denial of a hardship application. A hardship application may be obtained by contacting the American Arbitration Association in Los Angeles at 213-383-6516, in San Diego at 619-239-3051 and in San Francisco at 415-981-3901.

If you do not request arbitration within six (6) months from the date of the Grievance Resolution Notice, the decision of the Grievance Committee shall be final and binding. However, if you have legitimate health or other reasons which would prevent you from electing binding arbitration in a timely manner, you will have as long as necessary to accommodate your special needs in order to elect binding arbitration. Further, if you seek review by the Department of Managed Health Care, you will have an additional ninety (90) days from the date of the final resolution of the matter by the Department of Managed Health Care to elect binding arbitration. Upon submission of a dispute to the American Arbitration Association, both you and The Holman Group agree to be bound by the rules of procedure and decision of the American Arbitration Association. Full discovery shall be permitted in preparation for arbitration pursuant to California Code of Civil Procedure, Section 1285.05.

### B. California Department of Managed Health Care\*

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-321-2843** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical

Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's Internet Web site <http://www.dmhca.gov> has complaint forms, IMR application forms and instructions online.

*\* These sections apply to you if The Holman Group provides your organization with an EAP of four sessions or more or an inpatient/outpatient benefit.*

*Please note that when your grievance is an emergency or urgent, you do not need to participate in the Plan's grievance process prior to applying to the Department for review.*

## Message to our Members

The Holman Group is committed to the philosophy of restoring you to a state of satisfaction as soon as feasible, resolving your grievance in an expedient and timely fashion, and most of all, promoting your awareness that good service is at the heart of our business.

## Cómo iniciar un reclamo

The Holman Group desea que usted esté conforme con su servicio de atención de salud conductual. Si surge algún problema, queremos ayudar a resolverlo. Si surge alguna pregunta, queremos ayudar a responderla. Comuníquese con nuestra oficina por las siguientes vías:

- Por teléfono:** **1-800-321-2843**
- En línea:** [www.holmangroup.com](http://www.holmangroup.com)
- Por correo:** **The Holman Group**  
**Attention: Grievance Department**  
**P.O. Box 8011**  
**Canoga Park, CA 91309**
- Por correo electrónico:** [grievance@holmangroup.com](mailto:grievance@holmangroup.com)

Tiene 180 días corridos desde el momento del incidente o la acción que sea objeto de su disconformidad para presentar su reclamo. Si notifica un reclamo a The Holman Group, este se derivará al Departamento de Cumplimiento. El Comité de Reclamos de The Holman Group analizará su reclamo y lo resolverá dentro de los treinta (30) días desde la recepción del reclamo por parte de Holman. The Holman Group le notificará la resolución por escrito.



## Procesos de apelación

### A. Arbitraje

Si está disconforme con la decisión del Comité de Reclamos de The Holman Group, puede enviar una solicitud a The Holman Group para someter el reclamo a arbitraje ante la Asociación Americana de Arbitraje. Según la ley de California, cualquier reclamo de hasta \$200,000 debe ser resuelto por un árbitro imparcial que designen las partes y que no tenga autoridad para conceder más de \$200,000. The Holman Group y usted pueden acordar por escrito renunciar a la exigencia de recurrir a un único árbitro y, en vez de ello, recurrir a un panel de tres árbitros que incluya un árbitro designado por las dos partes, un panel de tres árbitros imparciales u otro sistema de varios árbitros que acuerden ambas partes. Usted tendrá tres (3) días hábiles para rescindir el acuerdo de renuncia, salvo que este haya sido firmado también por su abogado, en cuyo caso la renuncia no se podrá rescindir. En situaciones de adversidad extrema, The Holman Group podrá asumir el total o una parte de los honorarios y gastos del árbitro imparcial (siempre que usted haya presentado una solicitud por situación adversa ante la Asociación Americana de Arbitraje). La Asociación Americana de Arbitraje determinará si aprueba o deniega una solicitud por situación adversa. Para obtener dicha solicitud, puede comunicarse con la Asociación Americana de Arbitraje en Los Ángeles al 213-383-6516, en San Diego al 619-239-3051 y en San Francisco al 415-981-3901.

Si no solicita el arbitraje dentro de los seis (6) meses contados desde la Notificación de resolución del reclamo, la decisión del Comité de Reclamos será definitiva y vinculante. Sin embargo, si hubiera motivos válidos de salud o de otra índole que le hubieran impedido optar por el arbitraje vinculante en los tiempos estipulados, usted contará con el tiempo necesario para resolver sus necesidades especiales para optar por el arbitraje vinculante. Asimismo, si solicita revisión por parte del Departamento de Atención Médica Administrada, tendrá noventa (90) días más desde la fecha de resolución definitiva del asunto por parte de dicho departamento para optar por el arbitraje vinculante. Al presentar una controversia ante la Asociación Americana de Arbitraje, tanto usted como The Holman Group acuerdan someterse a las normas de procedimiento y la decisión de dicha entidad. Se permitirá el procedimiento pleno de anticipación de pruebas para prepararse para el arbitraje según la sección 1285.05 del Código de procedimiento civil de California.

### B. Departamento de Atención Médica Administrada de California\*

El Departamento de Atención Médica Administrada de California es el responsable de regular los planes de servicios de atención médica. Si tiene algún reclamo en relación con su plan de salud, primero debe comunicarse telefónicamente con su plan de salud al **1-800-321-2843** y recurrir al proceso de reclamo de su plan de salud antes de comunicarse con el departamento. Si recurre a este procedimiento de reclamo, ello no obstará a los posibles derechos o recursos legales que usted pueda tener. Si necesita ayuda con un reclamo relativo a una emergencia, un reclamo que no haya sido resuelto satisfactoriamente por su plan de salud o un reclamo que no haya sido resuelto después de que pasen 30 días, puede llamar al departamento para obtener ayuda. También es posible que reúna los requisitos para acceder a una Revisión médica independiente (Independent Medical Review, IMR). Si cumple con los requisitos para una IMR, mediante

el proceso de IMR obtendrá una revisión imparcial de las decisiones médicas tomadas por un plan de salud en relación con la necesidad médica de un servicio o tratamiento propuestos, decisiones de cobertura para tratamientos que sean de carácter experimental o que estén en fase de investigación y controversias por pagos por servicios médicos urgentes o de emergencia. El departamento también tiene una línea telefónica gratuita **(1-888-466-2219)** y una línea TDD **(1-877-688-9891)** para personas con dificultades auditivas o del habla. En el sitio web del departamento <http://www.dmhca.ca.gov> encontrará formularios de reclamo, formularios de solicitud de IMR e instrucciones en línea.

*\* Estas secciones se aplican a usted si The Holman Group le proporciona a su organización un Programa de asistencia para empleados (Employee Assistance Program, EAP) de cuatro sesiones o más o un beneficio de internación/atención ambulatoria.*

*Tenga en cuenta que, cuando su reclamo trate sobre una emergencia o un asunto urgente, no será necesario que participe en el proceso de reclamo del Plan para poder solicitar la revisión al Departamento.*

## Mensaje a nuestros miembros

The Holman Group está comprometido con la filosofía de lograr que usted vuelva a estar conforme lo antes posible, resolver su reclamo de manera ágil y oportuna y, principalmente, ayudarlo a darse cuenta de que el buen servicio es lo más importante para nuestra empresa.

