



**AGREEMENT**

**THIS AGREEMENT** is made and entered into effective as of the 1st day of June, 2009, by and between HORIZON BEHAVIORAL SERVICES, LLC d/b/a Horizon Health EAP Services, a Delaware limited liability company ("HBS"), and Sumter County Board of County Commissioners, a political subdivision of the State of Florida ("Employer").

**RECITALS:**

**WHEREAS**, HBS provides administrative, counseling and referral services to employers for Employee Assistance Programs established for the benefit of their employees and their dependents; and

**WHEREAS**, Employer has established an Employee Assistance Program pursuant to ERISA for the benefit of its eligible employees and other eligible persons; and

**WHEREAS**, HBS is willing and able to provide the EAP Services described herein for the Employee Assistance Program established by the Employer;

**NOW THEREFORE**, in consideration of the mutual covenants contained herein, the parties hereto do hereby agree as follows:

**Article I**  
**Definitions**

1.1 "**Claim**" shall mean a written claim on the form designated by HBS that is presented to HBS by an EAP Provider for EAP services rendered by the EAP Provider to a Covered Person and is for a date of service that occurred during the term of this Agreement.

1.2 "**Covered Person**" shall mean an Eligible Employee or an Eligible Dependent.

1.3 "**EAP Services**" shall mean the individual counseling, marital counseling, and/or family counseling associated with work-related problems, parent-child differences, disease management or wellness programs, and substance abuse issues; telephone consultation; management consultation services; and referral services described in Exhibit "A" attached hereto.

1.4 "**Eligible Dependent**" shall mean the spouse or minor child of an Eligible Employee or any person residing in the Eligible Employee's household who is eligible to receive services from the Employee Assistance Program.

1.5 "**Eligible Employee**" shall mean a full-time or part-time employee, or active volunteer with OPS Fire Services, who is eligible to receive services under the Employee Assistance Program as established by the Employer.

1.6 "Employee Assistance Program (EAP)" shall mean the program established by Employer pursuant to ERISA to provide Covered Persons with an assessment of a personal, emotional, marital, family, financial, or legal problem and either: (a) a referral of the Covered Person to an appropriate health care provider, counselor, or other resources to resolve the presenting problem as appropriate, or (b) brief short-term counseling by an EAP counselor to resolve the presenting problem, as appropriate.

1.7 "ERISA" shall mean the Employee Retirement Income Security Act of 1974, as amended.

## Article II Duties of HBS

2.1 Employee Assistance Program Services. During the term of this Agreement, HBS shall provide certain services to the Employee Assistance Program as described below:

(a) HBS shall provide those EAP Services to the Employee Assistance Program described in Exhibit "A" attached hereto and made a part hereof.

(b) HBS shall provide, for the benefit of Covered Persons, one or more EAP counselors who may be either employees of HBS (a "HBS Counselor") or independent contractors of HBS (an "EAP Provider"). Each EAP counselor shall be either a mental health counselor, clinical social worker, marriage and family counselor, clinical psychologist, certified addiction professional, or other Master's level behavioral professional, as appropriate, and each such EAP counselor shall have an appropriate state professional license.

(c) Non-emergency EAP Services shall be provided by appointment only either at the office of an EAP Provider or telephonically with a HBS Counselor. Access to an EAP Provider or HBS Counselor will be available through either a referral of a Covered Person by Employer to HBS or by Covered Person self-referral to HBS.

(d) In the event the Covered Person's presenting symptoms require non-mental health and/or substance abuse specialized care, e.g. a legal problem, housing problem, or consumer credit problem, the EAP Provider or HBS Counselor shall refer such Covered Person to an appropriate pre-selected resource. Referral shall also be made for acute care needs, psychiatric care, and problems not amenable to short-term counseling, e.g. major depression, psychosis, panic disorder, and severe chemical dependency. Fees for professional services rendered by resources other than an EAP Provider or HBS Counselor or for non-EAP Services, if any, shall be the responsibility of the Covered Person and not the responsibility of HBS.

(e) HBS shall have the sole financial responsibility to pay each Claim for EAP Services rendered by an EAP Provider of HBS from its own funds. In no event, including, but not limited to non-payment by HBS or a breach of this Agreement by HBS or Employer, shall an EAP Provider of HBS bill, collect any payment, or seek reimbursement from a Covered Person for EAP Services.

(f) Neither HBS, a HBS Counselor nor the EAP Provider shall assume any responsibility for the supervision of, or the employment status of, any employee of Employer; such supervision and/or decisions regarding the employment status of an employee of Employer shall be the sole responsibility of Employer.

2.2 Preparation and Maintenance of Business Records. HBS agrees to prepare and maintain, for each Covered Person receiving EAP Services under this Agreement and for each Claim received by HBS, adequate business records documenting the EAP Services arranged by HBS and the adjudication of such Claim. Such records shall be in the form, contain such information, and be retained for such time period as is required by applicable federal and state laws, licensing requirements, and professional standards governing the provision of EAP Services; provided, however, that in no event shall such records be retained for less than seven (7) years. HBS' obligation to maintain such records shall not terminate upon the termination of this Agreement.

2.3 Licensure and Conduct. During the term of this Agreement, HBS shall comply with all applicable federal and state licensing requirements and shall perform the EAP Services in conformance with all applicable federal and state statutes, regulations, and rules.

2.4 Liability Insurance. During the term of this Agreement, HBS, at its sole cost and expense, shall procure and maintain professional liability insurance covering its activities under this agreement with limits of not less than one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) in the aggregate. HBS shall provide written evidence of such coverage to Employer upon its request, and HBS shall give the Employer at least thirty (30) days advance written notice of cancellation of any such professional liability insurance.

2.5 Final Authority; Plan Administrator. HBS acknowledges and agrees that Employer shall retain all final authority and responsibility for the Employee Assistance Program including, but not limited to, compliance with ERISA and any other state or federal law applicable to Employer or the administration of the Employee Assistance Program. HBS and Employer agree that HBS' role shall be limited to that of providing the EAP Services on behalf of Employer in accordance with the Employee Assistance Program and this Agreement. HBS shall not for any purpose be deemed the Employer's "Plan Administrator" or a "fiduciary" under ERISA or otherwise. Employer shall be responsible for the preparation and filing of any reports, returns, or disclosures required by the U.S. Department of Labor, the Internal Revenue Service, or any other federal or state agency.

2.6 Liability. HBS shall not be liable to Employer or any other person for any mistake of judgment or other action taken in good faith, or for any loss or damage occasioned thereby, unless the loss or damage is due to HBS' gross negligence, criminal conduct, or fraudulent acts. HBS shall not be liable for the acts of any independent contractor EAP Provider providing counseling services to Covered Persons.

**Article III**  
**Duties of Employer**

3.1 **Compensation to HBS.** Employer agrees to pay HBS for the EAP Services rendered to Employer under this Agreement on a quarterly basis a fee of One Dollar and Forty-One Cents (\$1.41) per Eligible Employee/per month (the "EAP Fee") for the first sixteen (16) months ~~three (3) years~~ for the services to be performed pursuant to this Agreement, and adjusted annually based on the Consumer Price Index published by the Bureau of Labor Statistics, or no more than 6% in any subsequent contract year. The EAP Fee shall be due and payable on the 1st day of the first month of each contract quarter during the term of this agreement. The total quarterly fee shall be based upon the number of Eligible Employees as of the first day of the previous month. The count of Eligible Employees and the resultant fee amount due for each service, may be amended or corrected by Employer for a period of ninety (90) days subsequent to the month for which the fees are due, based on submission of corrected census information. If HBS is not paid within the time period set forth above, then, in addition to such delinquent payment, Employer shall pay HBS a late payment charge equal to one and one-half percent (1.5%) of the delinquent payment which charge shall accrue monthly until the delinquent payment is paid in full. The rates on which the EAP Fee is based shall be guaranteed for an initial ~~three (3) year~~ sixteen (16) month period. During that ~~three (3) year~~ sixteen (16) month period, if the number of Eligible Employees is reduced by more than twenty percent (20%) or if, clinical utilization (telephonic and/or face-to-face EAP Sessions) exceeds ten percent (10%), HBS reserves the right to review pricing or negotiate new pricing if necessary based on clinical utilization and the number of Eligible Employees. Conversely, if the number of Eligible Employees is increased by more than twenty percent (20%), Employer reserves the right to review pricing and request the re-negotiation of new pricing if necessary.

3.2 **Census Reports.** For each contract quarter while this Agreement is in effect, Employer shall deliver to HBS a count of the number of Eligible Employees for that contract quarter. An authorized Employer Representative is required to sign the approved Employee Census confirming the current Employee count (Exhibit "B"). At least once per year, HBS may request a complete Eligibility Report listing the name of each Covered Person, his or her social security identification number, and the date that such person becomes eligible for benefits under the Employee Assistance Program (the "Eligibility Report"). The Eligibility Report may be in an electronic data processing format compatible with HBS' electronic data processing system. HBS shall have no duty to verify the information in any Eligibility Report.

3.3 **Ineligible Persons.** Employer shall be financially responsible for any EAP Services provided to an individual who claims to be a Covered Person, but who is not in fact a Covered Person, due to erroneous or incomplete information furnished to HBS by Employer.

**Article IV**  
**Term of Agreement/Termination**

4.1 **Term.** This Agreement shall be effective as of the 1st day of June, 2009, and shall remain in full force and effect for a period of ~~three (3) years~~ sixteen (16) months ("Initial Term") and thereafter shall automatically renew for successive one-year terms ("Renewal Terms") until

terminated in accordance with the terms of this Agreement. This Agreement may automatically terminate upon the mutual written agreement of the parties hereto.

4.2 Termination for Cause. Notwithstanding Section 4.1 above, either party may terminate this Agreement upon ninety (90) days prior written notice (the "Notice") to the other party in the event: (a) the other party shall fail to perform any material duty or obligation imposed upon it by this Agreement; provided, however, that the breaching party does not cure such breach within ninety (90) days following written notice from the non-breaching party specifying the facts underlying the non-breaching party's claim that the other party is in breach of this Agreement and requesting that such breach be cured; or (b) the other party becomes "bankrupt" as defined below. As used herein, a party shall be deemed to be "bankrupt" if: (i) an involuntary petition under any bankruptcy or insolvency law is filed with respect to a party or a receiver of, or for the property of, such party is appointed without the acquiescence of such party, which petition or appointment remains undischarged or unstayed for an aggregate period of ninety (90) days (whether or not consecutive); or (ii) a voluntary petition under any bankruptcy or insolvency law is filed by or on behalf of such party, or a receiver of or for the property of such party is acquiesced in by such party, or such party does any similar act of like import.

4.3 Termination Without Cause After Expiration of the Initial Term. Notwithstanding Section 4.1 above, after the Initial Term, either party may terminate this Agreement without penalty and without cause at the end of the Initial Term or the current Renewal Term, by giving written notice at least ninety (90) days prior to the expiration of the Initial Term or the current Renewal Term.

4.4 Provision of Services Upon Termination. Upon termination of this Agreement in accordance with Sections 4.1, 4.2 or 4.3 above, if an EAP Provider is providing EAP Services with regard to a Covered Person who is in treatment on the date of termination of this Agreement, then Employer may request, and at its option, HBS may agree, that HBS will continue to provide EAP Services, for up to a maximum of three (3) sessions with the Covered Person. Employer agrees to compensate HBS for any EAP Services provided after the expiration or termination of this Agreement at a rate of **Eighty Dollars (\$80.00)** per session.

## Article V General Provisions

5.1 Recitals. The parties acknowledge that the statements contained in the Recitals above are true and correct, and the Recitals are incorporated herein by reference and made a part hereof.

5.2 Independent Contractor. This Agreement is not intended to create, nor is it to be construed as creating, any relationship between HBS and Employer other than that of independent parties contracting with each other solely for the purpose of effectuating the provisions of this Agreement. Neither HBS nor Employer nor any of their respective officers, directors, or employees, shall act as or be construed to be the agent, employee, partner or representative of the other.

5.3 Remedy. If HBS fails to fulfill its obligation to Employer as specified in this Agreement, Employer's sole and exclusive remedies are: (a) HBS will again perform the EAP Services to the extent reasonably necessary to correct the failure; (b) If HBS is unable to correct the failure within ninety (90) days timeframe or an equivalent acceptable level, Employer has the right to recover an amount equal to charges paid to HBS for defective services. HBS' liability on any claim for damages arising out of this Agreement shall be limited to direct damages, and shall not exceed the cost of services under this contract.

HBS or its affiliates, including any of their officers, directors, employees or agents, shall not be liable for any indirect, incidental or consequential damages, including, but not limited to, lost profits, lost revenues, or failure to realize expected savings sustained or incurred in the performance or non-performance of the work under this Agreement.

5.4 Dispute Resolution. In the event that the parties hereto are unable to resolve any dispute regarding the interpretation or application of any provision of this Agreement through good faith negotiations, such dispute shall be settled by binding arbitration in accordance with the Commercial Arbitration rules of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof. The arbitrator shall have no power to award punitive or exemplary damages or to ignore or vary the terms of the Agreement; the arbitrator shall be bound by controlling law. In no event shall Employer disclose or discuss, directly or indirectly, any such dispute, disagreement or grievance concerning this Agreement with any entity other than legal counsel.

5.5 HIPAA Compliance. Each party acknowledges that the use and disclosure of individually identifiable health information is limited by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and any current and future regulations promulgated thereunder including without limitation the federal privacy regulations contained in 45 CFR Parts 160 and 164, the federal security standards contained in 45 CFR Part 160, 162 and 164 and the federal standards for electronic transactions contained in 45 CFR Parts 160 and 162, all collectively referred to herein as the "HIPAA Requirements." Each party agrees to comply with the HIPAA Requirements to the extent applicable to such party and further agrees that it shall not use or further disclose Protected Health Information (as defined under the HIPAA Requirements) other than as permitted by the HIPAA Requirements. The parties further agree to execute such other agreements and understandings as may be necessary or required to satisfy all HIPAA Requirements applicable to this Agreement and the transactions contemplated hereby.

5.6 Indemnification.

(a) HBS shall indemnify and hold Employer harmless from any and all liability (including without limitation reasonable attorneys fees) arising from acts of fraud, negligence, or dishonesty and any errors and omissions committed by HBS, its officers, employees or agents, in connection with or a result of the performance of this agreement.

(b) HBS shall indemnify and hold Employer harmless from any and all liability (including without limitation reasonable attorneys' fees) arising from by reason of any real or alleged professional malpractice or negligence in the delivery of services by an EAP Provider.

(c) Employer shall indemnify and hold HBS harmless from any and all liability (including without limitation reasonable attorneys fees) arising from acts of fraud, negligence, or dishonesty and any errors and omissions committed by Employer, its officers, employees or agents, in connection with or a result of the performance of this agreement, subject to and without waiver of any limitations or provisions of Florida Statutes or other controlling authority.

5.7 Assignment. This Agreement may not be assigned by either party without the prior written consent of the other party; provided, however, that HBS may, upon written notice to the Employer, assign this Agreement to a corporation controlled by, controlling or under common control of HBS.

5.8 Notices. Any notice, request, demand, report, offer, acceptance, certificate or other instrument which may be required or permitted to be given under this Agreement shall be in writing, signed by a duly authorized officer, and hand delivered to the other party or sent by U.S. certified mail, return receipt requested, postage prepaid, addressed to the other party at the address set forth below or at such other address of which any party may so notify the other party:

If to Employer:

Sumter County Board of County Commissioners  
910 North Main Street, Suite 217  
Bushnell, Florida  
Attn: Lita Hart, Risk Manager

If to HBS:

HORIZON BEHAVIORAL SERVICES, LLC  
2941 South Lake Vista Drive  
Lewisville, Texas 75067  
Attn: Rebecca Wignall, EAP Contract Manager

Any such notice, request, demand or other communication shall be deemed given upon the date of mailing if mailed pursuant to the provisions of this Section 5.8.

5.9 Captions; Partial Invalidity. The captions and article and section numbers appearing in this Agreement are inserted only as a matter of convenience and in no way define, limit, construe or describe the scope or intent of such provisions of this Agreement nor in any way affect this Agreement. If any provision of this Agreement shall be held invalid or unenforceable by a court of competent jurisdiction, the invalidity or unenforceability of such provision shall not affect the remaining provisions of this Agreement.

5.10 Change in Law or Regulations. Should any statute, regulation, or rule be enacted, amended, or interpreted by an governmental body or agency having jurisdiction over HBS or Employer during the term of this Agreement so as to materially affect the ability of a party to perform any provision of this Agreement, then the parties shall forthwith and in good faith renegotiate the provision of this Agreement affected by such action so that the same can be performed in accordance with the pertinent change in such statute, regulation, or rule.

5.11 Third-Party Beneficiaries. Nothing in this Agreement is intended to be construed or to be deemed to create any right or remedy to the benefit of any third party.

5.12 Pronouns. All pronouns shall be deemed to refer to the masculine, feminine or neuter, singular or plural, as the identity or number of the person, persons, entity or entities may require.

5.13 Amendment. This Agreement may be amended or modified only by a written instrument executed by the parties hereto.

5.14 Binding Effect. This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective successors and permitted assigns.

5.15 Entire Agreement. This Agreement embodies the entire Agreement among the parties hereto and supersedes any and all prior or contemporaneous, oral or written understandings, negotiations or communications on behalf of such parties with respect to the subject matter hereof.

5.16 Marketing. HBS may list Employer as its client in HBS' marketing literature and proposals.

5.17 Proprietary Information. Each party hereto shall keep strictly secret and confidential any proprietary information regarding the other party. Each party shall take necessary and reasonable precaution to prevent unauthorized disclosure to third-parties of proprietary information regarding the other party, and shall require all of its officers, employees, and agents to whom it is necessary to disclose the same or to whom the same has been disclosed, to keep such proprietary information secret and confidential.

The term "proprietary information", as used herein, shall mean the terms and provisions of this Agreement; all information and data regarding financial information, including the fees and rates charged or paid hereunder; management information systems and procedures; contracts or business relationships with third-parties; any other business information regarding a party and obtained by the other party in connection with this Agreement; and other trade secrets and matters traditionally considered to constitute proprietary information.

Notwithstanding the foregoing, the terms and provisions of this Agreement may be disclosed by a party in response to a lawful inquiry by a governmental agency or in response to a legally valid information request, court order, subpoena, or summons. The provisions of this Section 5.17 shall survive the termination of this Agreement.

5.18 Waiver. The waiver by either party of a breach or violation of any provision of this Agreement shall not operate as or be construed to be a waiver of any subsequent breach thereof.

5.19 Venue and Jurisdiction. Venue and jurisdiction for any disputes arising from this agreement shall be only in a court of competent jurisdiction in Sumter County, Florida.

IN WITNESS WHEREOF, the undersigned have duly executed this Agreement effective as of the date and year first above written. Employer has had adequate opportunity for review by counsel of Employer's choice and fully understands the terms of this Agreement.

**"HBS"**  
**HORIZON BEHAVIORAL SERVICES, LLC**  
**d/b/a Horizon Health EAP Services**

By:   
Cindy Sheriff

Date: 6/15/09

Title: President

**"Employer"**  
**Sumter County Board of County Commissioners**

By:   
Garry Breeden

Date: MAY 26 2009

Title: Chairman \_\_\_\_\_

Exhibit "A"  
Employee Assistance Program Services

A. Evaluation and Assessment. Each Covered Person shall receive initial evaluation and assessment by a HBS Counselor for mental health or substance abuse problems, and the HBS Counselor shall refer the Covered Person to the appropriate non-EAP Provider or agency if the presenting problem is not amenable to short-term EAP counseling.

B. Telephone Consultation and Referral. Each Covered Person shall receive consultation from HBS for personal and life problems, and, when indicated, HBS shall refer the Covered Person to the appropriate non-EAP resource.

C. Counseling Sessions. Each Covered Person may receive three (3) counseling sessions (including the initial evaluation and assessment session(s)) per problem per contract year with a HBS Counselor through the Employee Assistance Program.

D. Emergency Triage. HBS will provide 24-hours a day, seven days a week emergency intake and referral for Covered Persons with a mental health or substance abuse crisis using a toll-free telephone line.

E. Management Consultation and Referral Services. HBS will provide consultation for managers, supervisors and executive level personnel to consult with HBS Care Managers about troubled employees or to make performance-based referrals within the context of the employee assistance benefit.

F. Identity Theft Consultation. HBS will offer a comprehensive array of Identity Theft Consultation which includes preventative assistance to aid in protecting sensitive information before theft occurs and aid in cases where an ID theft may have happened through a vendor such as CLC, Inc.

G. Legal Services. HBS will offer a comprehensive array of legal counseling services that includes telephone and/or face-to-face consultation with an attorney and supportive counseling when indicated through a vendor such as CLC, Inc.

H. Financial Services. HBS will offer comprehensive financial services, including personal consultation, through a financial services vendor such as CLC, Inc.

I. Horizoncarelink. Online EAP services for members and managers through our website, <http://www.horizoncarelink.com> which includes online training programs, forms and articles, assessments, library, news, legal and financial services and access to web-based work life services.

J. Telephonic Work/Life. Our exclusive, phone-based program designed to assist members with a full range of work life issues. Members are connected with work life specialists who can assist them with child and elder care issues, temporary care, special needs, disaster relief, personal and convenience services, and many other needs.

K. Employee Communication Materials. HBS shall make available to Employer and Employer's employees, standard EAP communication materials (e.g. EAP brochures, posters, brochures) designed to increase manager and employee EAP awareness as noted below at the time of initial implementation. Materials will be drop-shipped to Employer's corporate headquarters, or an alternative site designated by Employer, for distribution by Employer to employees. Excluding initial orders, all shipping and Handling expenses associated with the promotional materials will be billed to the Employer.

Additional EAP communication materials will be provided to Employer at an additional fee. Any other materials, which the Employer may distribute, shall also be at the Employer's expense and must receive the written approval of HBS.

Standard materials included for implementation and annual communications under this Agreement are:

- EAP brochures in a quantity equal to 120% of the number of Eligible Employees for distribution at implementation and then as needed on an annual basis.
- Q&A sheets in a quantity equal to 120% of the number of Eligible Employees for distribution at implementation and then as needed on an annual basis.
- Manager Updates in a quantity equal to 20% of the number of Eligible Employees for distribution on a quarterly basis.
- Two Orientation Videos, which may be duplicated for distribution at implementation.
- Posters for display at work sites in a quantity up to 5% of the number of Eligible Employees at implementation and on an annual basis.
- Online EAP Reminders on a quarterly basis.
- Other materials available upon request for additional charges.

L. Fitness for Duty (FFD) Consultation and Coordination. HBS provides expert consultation dealing with decisions regarding the need for an independent Fitness for Duty Evaluations. HBS assists in recommending a qualified FFD facilitator and assists in the coordination with these providers. HBS can be an additional resource to review FFD paperwork before it is sent to Employer. HBS can further case manage FFD expectations prior to the employee returning to work. A Fitness for Duty Evaluation is a forensic evaluation completed by a psychologist, psychiatrist, or master-level clinician outside the EAP, for the purpose of evaluating an employee's ability to safely perform the functions of their job, assess organizational and behavioral risk, and provide a company with a legally defensible report recommending steps needed to be taken to minimize employer risk in returning the employee to work. . Typically, the evaluation includes some or all of the following: clinical interview, psychological testing, and collateral interviews, and is not seen as therapy. It is solely Employer's responsibility to decide whether to refer an employee for a Fitness for Duty Evaluation. Employer is responsible for working directly with the FFD provider as well as paying for the Fitness for Duty Evaluation directly. Only the Employer may make decisions, for example, regarding retaining or dismissing employees.

M. Safety Evaluation. A referral to the EAP for an employee who has been involved in a traumatic event (i.e.: shooting, fatality, etc.), demonstrated emotional instability in the workplace, used poor judgment, or had a policy violation. The clinician is able to assess if there is an evidence for imminent risk for harming self or others. With a signed release, oral reports are provided stating employee's compliance. Report can state, at this time, employee is safe to return to work with the understanding that to HBS' knowledge there is no evidence for imminent risk for harming self or others. Only the Employer may make decisions regarding returning, retaining, or dismissing employees for work. Evaluations can direct an employee to further counseling, evaluation, or even suggest that a Fitness for Duty Evaluation would be necessary. No psychological testing, collateral reports, or legally defensible report is typically completed.

N. Substance Abuse Professional (SAP) Consultation and Contact Information. Upon request of Employer, for drug and alcohol cases that fall under the Department of Transportation (DOT) guidelines, HBS shall provide initial and ongoing management consultation on DOT issues. HBS will further provide contact information of local providers in our specialized network of qualified Substance Abuse Professionals. The Employer is responsible choosing and working directly with the SAP, as well as performing Follow-up, Compliance and Aftercare attendance monitoring. The Employer is responsible

for payment of the SAP and determines whether the employee or employer pays SAP fees as well as recommended treatment costs.

O. Pool of Four (4) Hours Included. HBS will provide up to four (4) hours per year, pooled between Employee Orientations, and Supervisor Orientations and Trainings, and Standard Trainings, on topics such as stress management, smoking cessation and effective communication at work. Additional hours will be made available at the rate of **Two Hundred Seventy-Five Dollars (\$275.00)** per hour/per clinician. Travel both to and from the Employer's premises shall be paid at a rate of **Fifty Dollars (\$50.00)** per hour of travel. Additional web-based seminars are available at the rate of **Two Hundred Dollars (\$200.00)** per hour/per clinician. Cancellations with twenty-four (24) hours of requested services will be charged a **Two Hundred Seventy-Five Dollars (\$275.00)** per hour administrative fee.

P. Critical Incident Stress Management (CISM)/Critical Incident. HBS will make available to Employer up to two (2) hours per year of crisis counseling to Covered Persons in the event of a catastrophic incident affecting a group of employees (e.g. robbery, assault in the workplace, employee death in the workplace, natural catastrophe affecting the workplace, employee injury in the workplace). HBS will schedule a CISD at the worksite with a group of employees directly impacted by a critical incident as soon as clinically necessary following the traumatic event. Additional CISD hours will be provided at the rate of **Three Hundred Twenty-Five Dollars (\$325.00)** per hour/per clinician. Travel both to and from the Employer's premises shall be paid at a rate of **Fifty Dollars (\$50.00)** per hour of travel. Cancellations within twenty-four (24) hours of requested service will be charged a **Three Hundred Twenty-Five Dollar (\$325.00)** per onsite hour/per clinician administrative fee.

The following EAP Services are in addition to the per Eligible Employee/per month fee:

Q. Reduction in Force. The process by which a work organization reduces its work force by eliminating jobs, such as closing subsidiaries or departments. On-site services could be either group process or onsite counseling or a combination of both. Reduction in Force services will be provided at the rate of **Three Hundred Twenty-Five Dollars (\$325.00)** per hour/per clinician. Cancellations within twenty-four (24) hours of requested service will be charged a **Three Hundred Twenty-Five Dollar (\$325.00)** per onsite hour/per clinician administrative fee.

R. Grief Groups. An on-site group that is facilitated by a provider to help employees deal with a loss of a co-worker, employee suicide or homicide, family member, etc. Grief Groups will be provided at the rate of **Three Hundred Twenty-Five Dollars (\$325.00)** per hour/per clinician. Cancellations within twenty-four (24) hours of requested service will be charged a **Three Hundred Twenty-Five Dollar (\$325.00)** per onsite hour/per clinician administrative fee.

S. On-Site Counseling. An on-site counselor can be provided to assist with providing one-on-one counseling in a confidential on-site office location. On-site counseling will be provided at the rate of **Three Hundred Twenty-Five Dollars (\$325.00)** per hour/per clinician. Cancellations within twenty-four (24) hours of requested service will be charged a **Three Hundred Twenty-Five Dollars (\$325.00)** per onsite hour/per clinician administrative fee.

T. Compliance Trainings. HBS provides Compliance Trainings on topics such as Department of Transportation (DOT) Drug/Alcohol Awareness, Diversity in the Workplace, Drug Free Workplace, and Sexual Harassment for Employees, and Violence in the Workplace. Compliance Trainings will be provided at the rate of **Three Hundred Fifty Dollars (\$350.00)** per hour/per clinician.

Travel both to and from the Employer's premises shall be paid at a rate of **Fifty Dollars (\$50.00)** per hour of travel. Cancellations within twenty-four (24) hours of requested service will be charged a **Three Hundred Fifty Dollar (\$350.00)** per hour administrative fee.

U. Comprehensive Substance Abuse Professional (SAP) Services. Upon request of Employer, for drug and alcohol cases that fall under the Department of Transportation (DOT) guidelines, HBS shall provide initial and ongoing management consultation, initial and follow up SAP evaluation, as well as case management throughout the Substance Abuse Professional (SAP) aftercare recommendations. HBS shall refer to a qualified SAP to conduct initial assessment and provide treatment recommendations, follow-up testing schedule, referral to treatment resource and compliance meeting, as defined by Department of Transportation (DOT) SAP guidelines. After an Eligible Employee's return to the workplace, and upon request of Employer, HBS shall provide ongoing case management through completion of aftercare recommendations. Per DOT Regulation, Employer has final decision-making authority regarding the return of an Eligible Employee to the workplace. If a referral to a treatment resource occurs, Eligible Employee will be responsible for the cost of services provided by the treatment source. With Comprehensive SAP services, HBS pays the SAP directly, HBS will charge Employer **Seven Hundred Fifty Dollars (\$750.00)** per case.

**The above quotes are valid only for ninety (90) days from the date of this Agreement. Pricing will be provided upon request after such ninety (90) day period.**

**Exhibit "B"**  
**Employee Census**



**Attestation**  
**Census Data**

Please fill in your current employee count and sign below and return by fax to 972-420-7762.

**Company Name:** Sumter County Board of County Commissioners

**Number of Eligible Employees:** 655

\*Attach divisional breakdown report, if applicable

**Effective Date:** April 30, 2009

**Count Provided By:** Lita Hart  
Printed Name

\_\_\_\_\_  
Signature

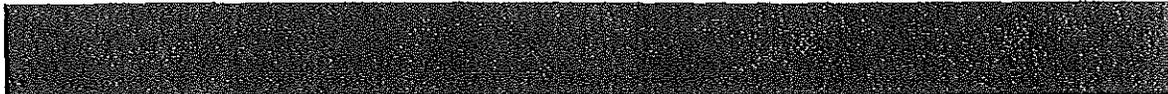
May 17, 2009  
Date

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Horizon Health Employee  
Assistance Program Overview  
For

Sumter County Board of  
County Commissions

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## Executive Summary



Thank you for providing Horizon Health an opportunity to be your trusted partner in improving the health and well-being of your employees and their dependents.

***We impact the organizations we serve by transforming lives – one individual at a time.***

With more than thirty years of experience as a provider of behavioral health services, Horizon Health knows there is a strong correlation between increased behavioral health interventions and decreased health and productivity costs. As one of the nation's largest providers of mental health services, we understand the importance of a true continuum of care delivered with clinical excellence.

This led us to develop and implement systems to track client progress and report the appropriateness, efficiency, and effectiveness of care we deliver. This proprietary system sets Horizon apart and above any other provider of behavioral wellness services.

Our telephonic specialists use this technology and our extensive experience in impacting behavior to move your company, its employees, and their dependents from claims reimbursement to cost prevention, with demonstrable outcomes, for a healthier, more productive workforce. Each client's feedback is incorporated into the change process to achieve positive results. Our innovative outcomes-focused model allows individuals to change unhealthy behaviors quickly while also learning strategies for long-term success.

**Business Insurance found that investing in an EAP program can yield tangible results for employers:**

**44% reduction in absenteeism**

**35% reduction in substance abuse healthcare costs**

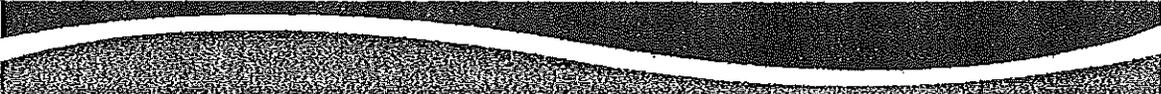
**30% lower employee turnover rate reduction in the amount of days lost due to disability**

### OVERVIEW OF HORIZON HEALTH

Horizon Health is a behavioral wellness company with a 30-year history of providing specific solutions to improve the health and well-being of individuals resulting in improved organizational productivity and decreased costs. Horizon Health's continuum of services has a proven reputation of clinical excellence. Our unique and innovative product offerings maximize our core competencies in the areas of:

- Behavioral Wellness
- Organizational Development
- WorkLife Balance
- Wellness





Headquartered in Lewisville, Texas, Horizon's technology-based infrastructure delivers consistent global services that are culturally relevant and fully integrated across international borders. Today, as part of Psychiatric Solutions, Inc. (PSI), Horizon is a member of the foremost private behavioral health network in the United States. We provide behavioral health and wellness solutions to more than 7,700 companies with more than 15 million covered lives in all 50 states, in addition to our international customers.

***Our mission is to empower people and organizations to excel by delivering exceptional service, real solutions, and measurable results.***

#### **EXCEPTIONAL SERVICE DELIVERY**

At the heart of Horizon Health's outstanding service delivery is the telephonic service center. Our panel of Master's-level behavioral health specialists use their expertise and experience in concert with Horizon Health's proprietary technology platform to deliver timely, individualized care. Horizon Health's specialists provide consultation, coordination, and integration of all services and benefits in order to provide a seamless, highly personalized experience for the member.

The key to our programs is our ability to provide immediate access to a professional who can help assess the most appropriate care for the member.

Our behavioral health specialists are available 24-hours-per-day, 365-days-per-year, to respond to each caller's specific needs. Horizon Health's nationwide network of counselors, specialty solution centers, and integrated technology system are all part of the benefits package that ensures that your employees, supervisors, and their families have the support they need to succeed when they need it most.

#### **MEASURABLE RESULTS**

Horizon Health is an **"outcomes informed"** organization. We provide accountability to every client company, so the impact of our services is clear. To accomplish this, we pursue feedback from customer satisfaction surveys, statistical data from our proprietary behavioral health management system, and "on-the-ground" reports of changes in disability leave time. Horizon Health measures, tracks, and presents outcome results by individual and organization, continually proving our value to you and your value to your employees.

#### **ONE SIZE DOES NOT FIT ALL**

Horizon Health provides a continuum of services that allows our client companies to choose the features that best meet their workforce demographics and organizational goals. Each program benefits from our unique approach and philosophy that dictate exceptional services, real solutions, and measurable results.



## Overview



### Behavioral Wellness

- Telephonic Counseling
- Assessment & Referral
- 24 Hour Toll-Free or Web Access
- Extensive Provider Network
- Measurable Return On Investment
- National and International Coverage
- Quality Program Promotion



### Organizational Development

- Expert Employee Performance Guidance
- Organizational and Leadership Seminars
- E-Learning Compliance Seminars
- 24/7/365 Critical Incident Stress Consultation
- Behavioral Risk Policy Development
- Decreased Liability/Risk



### WorkLife Balance

- Quality Resources
- Referral to Community Specialists
- Child, Elder, Legal, Financial Services
- Free 30 Minute Topical Webinars
- Measurable Decreased Absenteeism and Increased Productivity



### Wellness

- Total Population Management
- Self-Assessments
- Fitness Clubs and Resources
- Weight, Smoking Cessation and Health Issues
- 24 Hour, 365 Day Toll-Free or Web Access



## ***Behavioral Wellness***

### **EAP Counseling Overview**



Horizon's Employee Assistance Programs have come far from the early grassroots orientation of helping employees resolve only alcohol and job performance issues. While our EAP will always address these important concerns, Horizon has enhanced both its offerings to include a wide range of Work, Life and Health Solutions today that combine Best Practices, clinical excellence, and comprehensive care and support.

Horizon's seamless, personal services provide the most clinically appropriate intervention and outreach for issues that if addressed early, prevent many of the most common and costly issues that drive medical and behavioral health costs, i.e. depression/diabetes, smoking/heart disease. Callers have 24-7 live access to licensed Master's-level Member Advocates for telephonic consultation, provider referral, appointment scheduling and professional counseling. Because we have a true Member Advocate, trained in telephonic triage, we reach out immediately to behavioral health, health solutions and other services through HorizonCareLink to provide real-time solutions regardless of the caller's location or who manages that benefit.

Horizon's EAP services address a wide range of issues, including:

- Addictive Behaviors
- Anxiety
- Health/Diet
- Smoking Cessation
- Caregiver Counseling
- Child Counseling
- Depression
- Divorce Counseling
- Domestic Violence
- Loss and Grieving
- Family Counseling
- Organizational Change
- Substance Abuse

*"I believe the attentiveness of the assistance from the 800# rep (Dolly Jacob) from Horizon Health and our provided counselor helped to save my marriage. I am forever grateful!"*

All calls are answered "live" by trained, clinical staff prepared to overcome obstacles that avert productivity in the workplace and affect the quality of life for your employees and those in their household.

When clinically indicated, the Member Advocate identifies the most qualified network provider either immediately or by scheduling an appointment at the member's convenience. The Member Advocate then closes the loop by placing a follow-up call to the employee to ensure the services are satisfactory and address any additional issues.

*One call for the many issues your company and its employees face.*



## EAP Counseling Assessment & Referral

EAP should be the first stop for any non-emergency issue that arrives for someone who has never received treatment before. (Our Member Advocates screen every caller for emergency needs as well.) Because we have clinicians available 24 hours a day to take the call, we can assess and counsel for behavioral health and substance abuse needs immediately, avoiding more costly behavioral health benefits for many employees and their household members.



Horizon offers goal-focused counseling designed to address a member's presenting issues, whether those issues are behavioral health/substance abuse, legal/financial/work/life, or health related, or a combination of several. The type and length of service depends upon several different factors which include:

1. Type of problem presented upon assessment;
2. Severity of symptoms;
3. Length of symptoms;
4. Risk to self or others;
5. Family history of behavioral health issues;
6. Social support; and
7. Other complicating issues such as occupational, legal, medical or financial.

We have found that 80% of all issues can be resolved within the EAP, with the remaining 20% being referred out to the health plan or community resources. The flexibility of our short term counseling model ensures that all employees and household members will receive appropriate counseling without having to access their health insurance unnecessarily, thus saving the employee and employer, time and money.

The initial assessment, either telephonic or face-to-face, is done to determine if the member's issue can be resolved within the scope of the EAP or if a referral to the member's behavioral health benefit is clinically indicated.

The clinical assessment assists members in navigating the health and behavioral health solutions system, an often confusing mixture of benefits and contact information.

If inpatient treatment is needed, the Member Advocate assists in placing the member and coordinates directly with the medical plan or behavioral health vendor to ensure the appropriate authorization of care. In those instances where a member exhibits signs of acute mental illness or is a risk to himself or others, our trained Master's-level clinicians will work to ensure member safety through immediate assistance and a referral to behavioral health benefits.



## Communications

As part of our commitment to the success of your program, our Marketing Department gears all communication strategies toward specific demographics and needs. These materials are targeted for orientations, health fairs, or web-enabled workshops on behavioral health, health solutions and WorkLife topics, and provide immediate and long-term impact for your employees, supervisors and their families.

- **Think HorizonCare™**—Tri-fold brochures and wallet cards. The brochure explains the services that are available through the Horizon program and informs members about how the program is confidential, convenient and easy to use. The wallet card contains the toll-free number members can call to access services, HorizonCareLink login ID and password.
- **Manager Update**—A manager's resource guide that identifies the steps for assisting a troubled employee, as well as a description of how to facilitate a performance-based or substance abuse-affected employee referral.
- **Posters**—An assortment of colorful workplace posters, designed to heighten awareness and promote visibility of the program.
- **EAP Newsletters and Bulletins**—Quarterly newsletters and monthly bulletins are provided on health and wellness, providing care for loved ones, legal and financial benefits and other helpful tips and articles while reminding members of current benefits and how to access the EAP.
- **Web Corner**—Web articles, videos, and links to helpful and timely subject matter every month of the year.

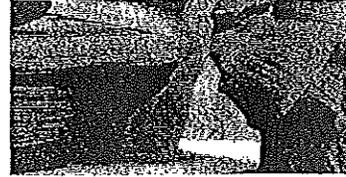


2009	TOPICS	QUARTERLY NEWSLETTERS & BULLETINS	WEBinars	WEB FOCUS
	1 Year Wallet Card Talk		1 Year Wallet Card Talk	1 Year Wallet Card Talk
FEBRUARY	Invest in Yourself Through Personal Growth	1 Year Wallet Card Talk	It's All About You: Spotlight on Personal Growth - February 11/09	Self-Esteem Boosters Child Management
	February 2009 Bulletin		1 Year Wallet Card Talk March 11/09	Office Shopping Tips How to Eat Food Right



## ***Organizational Development***

***Horizon Health's ORMC gives managers the resources they need to navigate the modern workplace***



Horizon Health's Organizational Risk Management Center Services (ORMCS) is a unique service offered to those at the managerial, supervisory and executive level to help them mitigate risk, decrease liability and obtain immediate consultation on behavioral issues and other challenging workplace concerns.

With Horizon's ORMCS, your managers are never alone. Horizon's ORMCS offers Management Resource Consultants (MRCs) - experienced, licensed, Master's-level clinicians who are available to consult on such issues such as performance concerns, inappropriate, hazardous or threatening behavior, alcohol or drug violations and emotional instability.

Horizon's ORMC also offers experienced trainers who provide interactive, competency-based seminars designed to change organizational behavior and develop and retain leadership.

### ***Management Consultation Services Include:***

- **Expert guidance on addressing employee performance issues**
- **Workplace organizational and leadership development seminars**
- **Compliance training**
- **Crisis planning and guidance before, during and after crisis situations**
- **Situation management consulting**
- **Assistance in drafting and maintaining updated behavioral health and corporate risk policies**
- **Proactive clinical case management**

*"We reached out to Horizon's Organizational Risk Management Resource Consultants. They helped my management team quickly address the fear and anxieties of our employees and worked with us to craft a plan to keep employees informed, supported and productive."*

*HR Executive, California Internet Company*

Horizon's ORMCS ultimately provides you with the tools to increase employee productivity, retain and develop top talent and decrease liability/risk while improving workplace inefficiencies.



## Management Consultation and Referral

Horizon Management Resource Consultants (MRCs) will coach your company representative on developing a plan in handling behavioral risk issues. This consultation could result in a management referral handled through the EAP. If a management referral is recommended, the MRC will email the manager a "Management Referral Form" that is also a HIPAA release so that once signed, the manager can receive immediate "compliance" updates. The employee should be advised of the performance issue(s) that precipitated the company-management referral and how to call the Management Referral Unit at Horizon and identify him or herself. Upon receipt of the call, an MRC will provide an emergency assessment, if needed. The MRC will locate the most suitably qualified provider, make the necessary referral to a network provider, and explain how the case will be followed. In most cases, the MRC will recommend that the employee have an appointment with a local provider within 48 hours of the employee's call.

### Follow-Up

For effective monitoring, Horizon follows up with the EAP provider to obtain feedback on the process. They then keep the referring representative updated on a regular basis as to the employee's compliance. In addition, Horizon facilitates any additional services that may be needed.

If the "Management Referral Form" is not completed in the employer's office, the employee is encouraged to sign a Release of Information form in the provider's office. This may delay the feedback to the referring representative. If no release is signed, the MRC may only state they cannot confirm or deny any information on the employee. The employee is given a period of time to have the form signed. If not signed during that time, the EAP can only state the employee is not in compliance with the recommendations of accessing the EAP services. The referring representative may proceed with the appropriate disciplinary action when the employee's performance warrants such action.

#### Feedback to Referring Representatives

- Upon receiving the "Management Referral Form" from the company and employee, the MRC will provide feedback to the manager regarding:
  - Attendance at sessions
  - Adherence to treatment plans
  - Progress, and
  - Evaluation of the employee's ability to safely perform his or her job

#### Feedback will not include:

- Personal information regarding the employee's marital problems, health problems, family history, etc., or
- Restrictions on your organization's prerogatives for dealing with the employee. (The Management Referral process does not remove any of your organization's rights to discipline the employee.)

## Critical Incident Stress Debriefing



No company or organization is immune to an unexpected crisis: the death of an employee at work or a natural disaster. These critical incidents impact an entire organization, trigger a range of emotions in employees, and impede productivity and workforce morale. Without proper support and resources, the damage can be extensive.

Each member of Horizon's MRC Team is available to consult, coordinate and deliver quality support for companies faced with a distressing workplace event through your toll-free Member Advocate line 24 hours a day, 365 days a year.

Service includes immediate management support, rapid response capacity, and useful educational material when a traumatic event occurs. Horizon can further assist in developing proactive plans to better decrease the risk when tragedy strikes. Average response time varies depending on the need of the organization and clinical appropriateness, from 2-3 hours of the call to 24-72 hours.

Each onsite session is customized and adapted to the needs of the employer. Goals include retaining employees, improving performance, and decreasing short-term and long-term disability costs. Horizon's customized approach to critical incidents meets the needs of all organizations, minimizing the damage and returning employees to previous levels of productivity as soon as possible.

### *Levels of Response to Critical Incidents*

- **Critical Incident Stress Consultation:** Begins with a Management Consultation and recommends the best practice approach in **dealing** with the event. Handouts used to support management and employees are sent to the company following the consult.
- **Onsite Critical Incident Stress Management:** The main objective of CISD is to mitigate the impact of a critical incident and accelerate the return of personnel to routine functions after the incident.

There are three types of critical incidents generally conducted in group settings:

**1. Defusing:** 1-hour short unstructured debriefing immediately after the traumatic event. Defusing encourages a brief discussion of the events to reduce stress. Only employees most affected are involved in defusing.

**2. Debriefings** are 2-3 hours. This process is a psycho-educational group discussion used to mitigate the impact of a trauma in the work place. It follows a carefully designed structure (7 phases: introduction, confidentiality, fact, thought, reaction, symptom education, teaching, re-entry) to reduce stress. Participants are encouraged to talk, but do not need to.

**3. Resiliency Debriefing** 2-3 hours may be more appropriate in most trauma situations. The emphasis is on utilizing the affected employee's strengths and coping skills and not discussion of the particular trauma.



## Orientations/Training

Horizon's on-site trainings and EAP overview sessions promote higher utilization and greater Return on Investment for the EAP. Orientations can be provided on-site or through DVD and electronic means, or a combination of both. Horizon's training department can consult with you on your individual training needs to assist you in developing a comprehensive training plan for your organization.

### EAP Employee Orientations

This training for employees provides easy to follow explanations of the Horizon employee assistance program benefit. It gives details about who is eligible, how the process works, confidentiality, what types of issues are often helped and how to access this benefit.

### EAP Supervisor Orientations

This training for supervisors outlines the Horizon employee assistance program benefits, eligibility, how the process works, confidentiality, what types of issues are often helped and how to access this benefit. It helps supervisors identify a troubled employee and walks them through how to access Horizon Management Consultants in order to refer an employee to the EAP.

### Standard Brown Bag Trainings

These classes are designed to be brief, but effective, learning experiences that help employees and managers learn new WorkLife skills, develop insights into behavior, and offer practical application of these insights into both their personal and professional lives.

### Compliance Training (Optional)

These courses can help reduce risk and liability by reinforcing codes of conduct, appropriate workplace behavior and maintaining compliance with mandatory training regulations.

#### 2008's Most Requested Workshops:

- Stress Management
- Sexual Harassment Prevention for Employees<sup>1</sup>
- Sexual Harassment Prevention for Supervisors<sup>2</sup>
- Employee Orientation
- Roadmap to Retirement
- Supervisor Orientation
- Coping with Organizational Change
- Effective Communication at Work
- Diversity in the Workplace
- Dealing with Difficult People

#### Compliance Trainings:

- Department of Transportation Drug/Alcohol Awareness<sup>4</sup>
- Drug Free Workplace
- Drug Free Workplace and Supervisor Training
- Sexual Harassment prevention for Employees
- Sexual Harassment Prevention for Supervisors
- Violence in the Workplace





## ***WorkLife Balance***

***Horizon Health's WorkLife program takes traditional employee benefits to a whole new level.***



Most of your employees juggle a myriad of tasks associated with daily living, from household chores to caring for aging parents. For some employees, tending to those duties can spill over into work time, resulting in lost productivity and absenteeism. Horizon Health's WorkLife Resource and Referral Services offer employees the resources they need to stay focused and productive in the workplace.

Horizon's unique WorkLife program offers a personal assistant on call, armed with the knowledge and resources to help your employees juggle their work and personal lives.

With one call, WorkLife counselors do the legwork so employees can focus more time on work and less on personal business. WorkLife counselors search, pre-screen and make referrals for services such as:

- **Child care**
- **Adoption**
- **Schools and colleges**
- **Elder care, home health care and assisted living facilities**
- **Travel**
- **Pet care**
- **Health clubs, personal trainers and other support services and conveniences**

WorkLife counselors are available 24 hours a day, 365 days a year through one toll-free phone call. Horizon Health tailors resource and educational materials to the employee's individual needs.

97% of participants reported improved productivity and management of personal responsibilities.

95% of participants were satisfied with the WorkLife referrals they received and the overall quality of the program.

*"I was able to secure a part-time home health aide with ease and the security of knowing my 97-year-old mom would not be alone on days that I was working! Thanks so much for your great service."*

- Covered Employee



## WorkLife Services Summary

### *Child Care*

- Childcare Centers
- Family Day Care Centers
- Back-up Care Providers
- Sick Child Care Providers
- Nannies
- Lactation Support Services
- Summer Camps
- Adoption Services
- Public and Private Schools
- Tutors

### *Elder Care*

- Assisted Living Facilities
- Nursing Homes
- Adult Day Care Programs
- Caregiver Support Services
- Retirement Communities
- Elder Hostels
- Meals-on-Wheels Programs
- Home Safety
- Elder Driving
- Geriatric-specific Case Managers
- Hospices

### *Health and Wellness*

- Fitness Centers
- Aerobics Classes
- Fitness Instructors
- Fitness Equipment
- Nutritionists
- Personal Health Coaches
- Smoking Cessation Support Services
- Weight-loss Programs
- Complementary Medicine

### *Supplemental Information*

- Tip Sheets
- Checklists
- Handbooks
- Audiocassettes
- Videos
- Interactive CDs

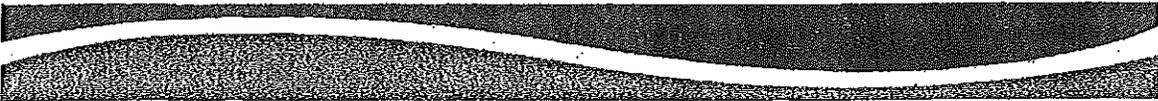
### *Online Support*

- 2,000-plus Resource Articles
- Self-Search Locators for:
  - Child- and Eldercare Providers
  - Public and Private Schools
  - Adoption Services
  - Volunteer Opportunities
- 100-plus Financial and Health Calculators
- Interactive Physical and Emotional Health Assessments
- Streaming Audio and Video
- Moderated Discussion Groups
- "Best of the Web" Link

### *Emotional Well-Being*

- Personal Development Support
- Self-Improvement Groups
- Stress Management
- Life-Long Learning
- Meditation Programs
- Time Management





### *Daily Living*

- **Pet Sitters**
- **Apartment Rentals**
- **Relocation Support Services**
- **Caterers**
- **Consumer Information Services**
- **Travel Information**
- **Wedding Planners**
- **Home Helpers**
- **Plumbers**

### *Education*

- **K-12, Public & Private**
- **College, University, Public & Private**
- **Financial Aide**
- **Federal, State, Regional Education Advocates**
- **Adult Education**
- **Continuing Education**

### *Shopping*

- **Online shopping credit card rewards program with hundreds of participating merchants**
- **Mortgage Choice Plan for discounts on mortgage fees and rates using national provider network**
- **My Benefits listing member's benefit programs and contacts**



## Web Resources

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People face the challenge of balancing their professional and family lives everyday, and they need answers fast.

*HorizonCareLink* provides those answers through its web-enabled EAP and WorkLife platform. Beyond just helping to locate child care, *HorizonCareLink* offers employees and members with easy, online access to a proprietary database of over one million WorkLife providers, useful and compelling research and information on health and wellness, robust concierge resources, and shopping rewards, and discounts at a network of national vendors.

Using *HorizonCareLink*, employees and members can gather information and make important decisions about family, health, leisure time, and how to get "the most for their money" – all through one web tool that they can use at their pace and when their schedule permits.

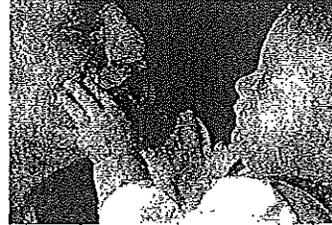
We encourage you to visit our website at your convenience:

[www.horizoncarelink.com](http://www.horizoncarelink.com)

Username: horizon

Password: guest

Topics have been assembled after careful research into the issues most important to most working people and are grouped into the categories of *My Family*, *My Health*, *My Time*, and *My Money*.



### ***My Family***

*My Family* provides links to dependent care resources to assist individuals with family care giving responsibilities for with family members of all ages.

### ***My Health***

*My Health*, *HorizonCareLink's* portal for health and wellness content, helps people make better health decisions by providing high quality health and lifestyle information when needed.

### ***My Time***

*My Time* provides customers with direct, informative recommendations and answers to questions on specific topics in the areas of Household & Home, Dining, Travel, Tourist & City, Entertainment, and Sports & Recreation.

### ***My Money***

Everyone wants to make sound purchasing decisions and spend wisely. *My Money* helps employees do both. *My Money* capitalizes on e-commerce to broaden benefit offerings.

**Horizon**  
Health

## **Legal & Financial Consultation/Referral**

### ***Horizon Health's Legal & Financial Consultation Services help resolve issues before they become a crisis***

Stress and anxiety over financial or legal problems can severely undermine the productivity of your employees. That's why Horizon offers a Legal/Financial Services component within each EAP. Employees and their household members get free or low-cost access to qualified professionals to help resolve an issue before it becomes a crisis.

#### ***Financial Advice***

Benefits for each family member include a free, confidential telephone session with a financial counselor for up to three financial issues per year, coordinated through Horizon Health, for situations including, but not limited to:

- **Budgeting/debt management and credit counseling**
- **Home buying/mortgage help**
- **Retirement and college planning**
- **General tax, investment and insurance questions**
- **Identity theft and fraud resolution**
- **Retirement fund rollovers and transfers**

#### ***Legal Assistance***

Horizon's network of legal professionals can help your employees with everything from preparing a simple will to handling a liability lawsuit. Employees and their household members receive one 30-minute consultation for each separate legal matter, either in person or over the phone. This includes a 25% discount on further legal services.

- **Contract and property disputes**
- **Personal liability and consumer lawsuits**
- **Separation and divorce**
- **Child support and custody agreements**
- **Automobile accidents**
- **Simple will preparation**
- **Identity theft**

When legal and financial consulting services are offered to employees, the results can be measured in decreased absenteeism and increased worker productivity.

A recent study found when legal and financial services were utilized by employees, work loss was avoided in 39% of cases and work productivity was improved in 36% of cases.



## Wellness



**Employee Assistance Programs (EAPs) have a tremendous potential** to impact the health and well being of a workforce when used to their full potential. A distinct advantage of choosing Horizon Health as your wellness partner is that we also provide a comprehensive EAP platform. This allows us to approach each individual holistically, providing physical, emotional and behavioral support and resources.



Horizon provides the most comprehensive, yet adaptive model in the industry. Savings only increase when a company allows Horizon to work with them to further integrate our offerings.

### Health Coaching

Horizon's care coaching and education services answer employees' general wellness questions, provide preventive health and complementary care information and assist them with locating appropriate health resources for:

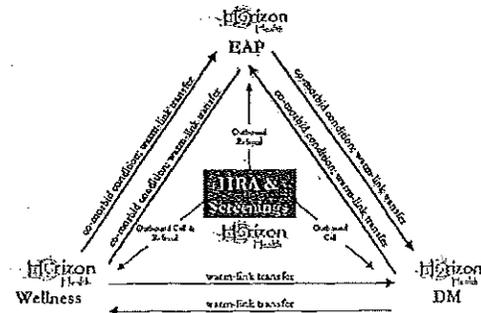
- **Weight management**
- **Smoking cessation**
- **Fitness and exercise**
- **Pre- and postnatal care**
- **Menopause**
- **Stress management**
- **Chronic conditions such as asthma, diabetes, cardiovascular disease, back pain**
- **Complementary care: chiropractic, yoga, acupuncture, massage**

### Onsite Biometric Screening

Horizon offers an extensive array of nationwide onsite health services. At the screening events, employees will immediately receive their results, as well as educational material about what the screenings - and their specific scores - mean about their health.

### Health Risk Assessment (HRA)

Horizon's HRA covers a broad range of health behaviors and risk identifying factors that can assist individuals to lead healthier lives and help employers reduce overall health costs. The HRA can be customized with up to 10 additional company specific questions at no additional charge. In addition, the Privacy and E-mail statements can be customized.

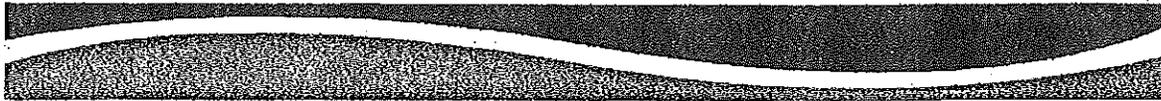


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Health

## Pricing

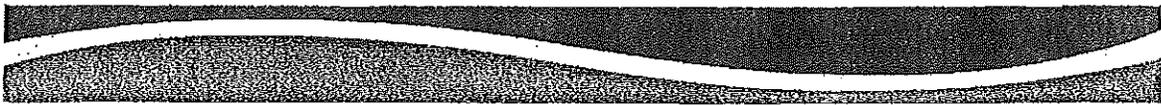
<b>Sumter County Board of County Commissions Pricing: 600 Employees</b>		<b>PEPM</b>
<b>1-3-Session HorizonCare™</b> —Consultation and resource services with up to three face-to-face assessment and counseling sessions per issue. <b>Unlimited 24/7/365 Telephonic Support Services Included.</b>		<b>\$1.41</b>
<b>1-5-Session HorizonCare™</b> —Consultation and resource services with up to five face-to-face assessment and counseling sessions per issue. <b>Unlimited 24/7/365 Telephonic Support Services Included.</b>		<b>\$1.71</b>
<b>Models Include</b>		
<b>On-Line WorkLife</b> —Web access to information and resources to assist with childcare, home health care, assisted living facilities, schools, colleges, health clubs, pet services and more.		
<b>Telephonic WorkLife Resource Program Counselors</b> —This service provides 24-hour-a-day, seven-days-a-week telephonic access to WorkLife counselors who do the legwork for members and provide qualified referrals.		
<b>Unlimited Management Referral</b> —Our Management Referral Unit is staffed by licensed clinicians who are specially trained in resolving workplace issues. When an employee's situation mandates a formal management referral, we can help your managers and supervisors through every step of the referral process.		
<b>Unlimited Supervisor Consultation</b> —Our Account Managers, Management Resource Consultants, and Training Consultants all stay abreast of the governmental regulations and maintain a broad base of knowledge to help formulate and update corporate policies. It's like adding expert consultants to your Human Resources Department—without the added expense.		
<b>Crisis Incident Stress Debriefings (CISDs)</b> —Customized and designed to meet organizational and individual needs to minimize damage and return people to previous levels of productivity as soon as possible. Two hours of CISDs are included. Additional hours are available on a Fee for Service basis at \$325 Per Hour.		
<b>Legal and Financial Consultation</b> —Unlimited telephonic consultation with legal and financial professionals or an initial 30-minute face-to-face consultation with in-state legal professionals. (If the member retains the legal professional, an additional 25% discount is available.)		
These models include a <b>pool of Four (4) on-site hours</b> that can be used for orientation, training and workshops. Additional hours are available on a PEPM or Fee for Service basis.		
<b>Fee For Service Options</b>		<b>Price</b>
<b>Compliance Training</b> —These courses can help reduce risk and liability by reinforcing codes of conduct, appropriate workplace behavior and maintaining compliance with mandatory training regulations.		<b>\$350 Per Hour</b>
<b>Grief Groups</b> are provided to help employees deal with the loss of a co-worker or family member of a co-worker.		<b>\$325 Per Hour</b>
<b>RIF Groups</b> are provided for companies that request onsite support due to having to reduce their work force.		<b>\$325 Per Hour</b>
<b>DOT/SAP Consultation &amp; Assessment Services</b> are provided in which Horizon Health will consult, refer to a Credentialed SAP, pay the SAP, and assist the SAP in managing the case when necessary		<b>\$750 Per Case</b>





<b>Wellness Solutions</b>	
<b>HRA</b>	
<b>Customized Health Risk Assessment</b> —Online/Web-based HRA; Individual and Aggregate Reporting	<b>\$0.81 PEPM &amp; \$1,000 one-time set-up fee</b>
<b>Health Coach</b>	
<b>Health and Wellness Coaching Program</b> —Unlimited Telephonic and Web-Based Health Coaching/Material Fulfillment; Web Access and Support	<b>\$0.59 PEPM</b>
<b>Biometric Screen Solutions</b>	
Fixed pricing and variable participation pricing available upon request.	





## ***Pricing Assumptions***

The above rates include the following pricing assumptions:

- A one-year minimum contract
- A 36-month rate guarantee
- All employees and their dependents/household members are eligible for services
- Sessions counted on a per issue basis rather than a per year basis (Dependent on the model purchased, members have access to as many as three or five face-to-face counseling sessions per issue per year—not three or five total sessions per annum.)
- Rates are good for 60 days

