

**General Services Administration Federal Supply Service
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage![™], a menu-driven database system. The Internet address for GSA Advantage![™] is: GSAAdvantage.gov.

****Go to <http://www.fss.gsa.gov/schedules>. Find link to Ordering From GSA Schedules. Find link to Ordering procedures for services requiring a statement of work.****

LifeCare[®] and GSA Federal Supply Schedule Information	
Schedule Title	Human Resources and Equal Employment Opportunity (EEO) Services
Schedule Number	738 PART X
Contract Number	GS-15F-0058M
Contract Period	July 8, 2007–July 7, 2012
Contractor	LifeCare, Inc.
Address	2 Armstrong Road, Shelton, CT 06484
Telephone No.	800-873-4636
Fax No.	203-291-4193
Web Site	http://www.lifecare.com
Contract Administration Source	See above
Business Size	Large
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.fss.gsa.gov .	

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Customer Information for Ordering Activities	
1. a. Special Item Number(s)	SIN 595-28 – Employee Assistance/WorkLife Programs (description below)
1. b. Lowest Price Model Number/Unit	\$2.74 per employee per year for Web Only Services
1. c. Job title, experience, and responsibilities of hourly workers	NA
2. Maximum Order	\$1,000,000.00
3. Minimum Order Limitation	\$100.00
4. Geographic Coverage (Delivery Area)	Worldwide
5. Points of Production	Services performed at contractor's facility in Shelton, CT
6. Discount from list prices or statement of net prices	Net prices are included on this price list
7. Quantity/Volume Discounts	NA
8. Prompt Payment Terms	Net 30 days
9. a.	Government purchase cards are accepted at or below the micro-purchase threshold of \$3,000.00
9. b.	Government purchase cards are accepted above the micro-purchase threshold of \$3,000.00
10. Foreign Items	NA
11. a. Time of Delivery	Within required timeframes as established by Government regulations and/or within the period specified in the ordering agency's performance-based statement of work and the order
11. b. Expedited Delivery	Available
11. c. Overnight and 2-Day Delivery	Contact the Contractor for the purpose of obtaining overnight and 2-day delivery
11. d. Urgent Requirements	Contact the Contractor for the purpose of obtaining accelerated delivery pursuant to Clause No. I-FSS-140-B, Urgent Requirements.
12. F.O.B Point(s)	NA
13. a. Ordering Address(es)	2 Armstrong Road, Shelton, CT 06484
13. b. Ordering Procedure	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es)	2 Armstrong Road, Shelton, CT 06484
15. Warranty Provision	The contractor warrants and implies that the services rendered under the contract are mercantable and fit for the particular purpose described in the contract
16. Export Packaging Charges	NA
17. Terms and conditions of Government purchase card acceptance	In accordance with Government SmartPay program guidelines
18. Terms and conditions of rental, maintenance, and repair	NA

Customer Information for Ordering Activities	
19. Terms and conditions of installation	NA
20. Terms and conditions of repair parts	NA
20. a. Terms and conditions for any other services	NA
21. List of service and distribution points	NA
22. List of participating dealers	NA
23. Preventive maintenance	NA
24. a. Special attributes	NA
24. b. Section 508 compliance	Section 508 compliance details at www.lifecare.com
25. DUNS Number	131742959
26. Central Contractor Registration	LifeCare is registered in the CCR database

LifeCare® Introduction

In the workplace and at home, many of your employees are struggling to manage daily responsibilities and life events. Without your support, even your most productive workers are at risk of:

- Losing focus
- Calling in sick
- Showing up late or leaving early
- Or even quitting their jobs

Other vendors struggle to match our services in almost every way, especially when it comes to customization options, promotional expertise, constant service enhancements, and outstanding member satisfaction.

And that means reduced productivity levels and unnecessary expenses for your organization. Fortunately, LifeCare offers a wide range of work/life and EAP services that provide personalized assistance with all of your employees' everyday challenges and more persistent wellbeing concerns. LifeCare helps individuals better care for themselves and their loved ones by offering *confidential* telephonic and in-person counseling, *free* educational materials, *personalized* referrals to resources with confirmed availability, and an *interactive* web site to assist with emotional wellbeing concerns, child care and parenting responsibilities, adult care and aging issues, legal and financial matters, academic issues, health and wellness, emergency preparedness, pet care, relocation, and other daily responsibilities.

Our Company

Founded in 1984, LifeCare is one of the largest privately owned employee benefits organizations in the U.S., providing specialty care services to nearly 1,500 clients and 4.5 million members nationwide. We have extensive experience in the government sector, providing services to nearly 40 federal agencies. By helping people better care for themselves and their loved ones, we in turn help clients reduce absenteeism, enhance productivity, and strengthen their bottom line.

Our Promise

You'll be delighted with every aspect of the LifeCare program, from our simple implementation process to our proactive account management support ... creative outreach campaigns ... outstanding utilization rates ... broad range of optional enhancements ... empathetic counselors ... extensive provider networks ... meaningful reports ... best-in-class educational materials ... innovative web site ... exceptional member satisfaction ... and, perhaps most importantly, tremendous return on your investment.

Our Advantages

Our services are tailored to meet your organization's specific needs ... they evolve and adapt in synch with your organization and the changing needs of your employees ... and they're simply unrivalled in:

- **Depth of Service**—We provide support for every aspect of your employees' lives, from their need for child and adult care ... to their physical and emotional health ... to their financial and legal needs ... to their education and personal growth ... to the health and wellbeing of their families and loved ones.
- **Quality**—Our owners, executive committee, and the entire LifeCare team are committed to delivering outstanding quality, service excellence, and continuous improvement in all areas. And superior quality leads to superior results. That's why on average 96% of our members rate our services good to excellent. And our utilization rates are among the best in the industry.

Work/Life Services

LifeCare's work/life services, accessible 24/7 via a toll-free number and private web site, offer personalized assistance with everyday and one-of-a-kind challenges, including:

Child Care & Parenting		
• Child care options (centers, in-home care, etc.)	• Preschools and kindergartens	• Backup, temporary, and emergency care
• Grandparenting	• Summer care	• Special needs
• Before- and after-school programs	• Child development	• Managing work and family
• Child health & safety	• Parenting infants to teens	• And more
<i>Plus, LifeCare offers enhanced backup care services (Access Backup Care®) for an additional fee.</i>		
Pregnancy & Adoption		
• Prenatal care	• Formula feeding	• Birthing options
• Financial/legal issues involved with adoption	• Domestic and international adoption	• Parenting children who were adopted
• Breastfeeding	• Post-adoption issues	• And more
Mothers at Work SM		
• Breastfeeding information	• Discounted breast pumps and accessories	• Overcoming breastfeeding challenges
• Coordinating with caregivers	• Transitioning back to work	• And more
<i>Plus, LifeCare offers enhanced Mothers at Work services for an additional fee.</i>		
Adult Care & Aging		
• Care options and living arrangements	• Information on diseases and conditions	• Medicare, Medicaid and Social Security
• Caregiver concerns	• Meal delivery programs	• Senior health and safety
• Community programs	• Hospitals	• Retirement
• Emergency and respite care	• In-home care and services	• Support groups and services
• Grief and bereavement	• Hospice services	• Transportation services
• Health insurance	• Legal and financial issues	• And more
<i>Plus, LifeCare offers a Geriatric Care Management Program for an additional fee..</i>		
Health & Wellness		
• Children's health	• Fitness programs	• Seniors' health
• Weight loss	• General health	• Stress management
• Nutrition	• Men's health	• Women's health
• Emotional health	• Safety	• Info on diseases

Education		
<ul style="list-style-type: none"> • College 	<ul style="list-style-type: none"> • Financial aid, educational loans and scholarships 	<ul style="list-style-type: none"> • Sallie Mae educational loan program
<ul style="list-style-type: none"> • Continuing education 	<ul style="list-style-type: none"> • Middle/high school 	<ul style="list-style-type: none"> • Special education
<ul style="list-style-type: none"> • Elementary education 	<ul style="list-style-type: none"> • Nursery school/preschool 	<ul style="list-style-type: none"> • Tutoring
<ul style="list-style-type: none"> • Extracurricular activities 	<ul style="list-style-type: none"> • Pre-k/kindergarten 	<ul style="list-style-type: none"> • And more
Financial and Legal Issues		
<ul style="list-style-type: none"> • Free thirty minute consultations with an attorney on up to three new legal topics per year (consultations can either be in-person or via phone—it's the member's choice!). • 25% off of the fees for legal services beyond the initial consultation (excluding flat legal fees, contingency fees, and plan mediator services) • Access to financial counselors who provide up to three free 30-minute telephonic consultations per year to assist with budgeting, credit/debt counseling, collections, bankruptcy, and more 		
<ul style="list-style-type: none"> • Budgeting 	<ul style="list-style-type: none"> • Estate planning 	<ul style="list-style-type: none"> • Investments
<ul style="list-style-type: none"> • Credit and Debt 	<ul style="list-style-type: none"> • Home buying 	<ul style="list-style-type: none"> • Retirement
Daily Life Issues		
<ul style="list-style-type: none"> • Home improvement 	<ul style="list-style-type: none"> • Automotive services 	<ul style="list-style-type: none"> • Time/stress management
<ul style="list-style-type: none"> • Pet care 	<ul style="list-style-type: none"> • Relocation 	<ul style="list-style-type: none"> • Cleaning services
<ul style="list-style-type: none"> • Consumer information 	<ul style="list-style-type: none"> • Travel 	<ul style="list-style-type: none"> • Emergency preparedness
New: <u>Enhanced</u> Relocation Services		
Personalized referral and community information packets containing:		
<ul style="list-style-type: none"> • Referrals to movers and real estate services 	<ul style="list-style-type: none"> • Age breakdown 	<ul style="list-style-type: none"> • School information
<ul style="list-style-type: none"> • Neighborhood profiles 	<ul style="list-style-type: none"> • Crime incidents/index 	<ul style="list-style-type: none"> • Weather
<ul style="list-style-type: none"> • Community comparisons 	<ul style="list-style-type: none"> • Household characteristics 	<ul style="list-style-type: none"> • Houses of worship
<ul style="list-style-type: none"> • Average/median income 	<ul style="list-style-type: none"> • Recent home sales 	<ul style="list-style-type: none"> • And more
New: Care Connection Program		
<ul style="list-style-type: none"> • Social networking with a purpose • Coaching and support tools enable employees to easily connect with family, friends, and co-workers so they can help out whenever life gets challenging • Offers practical help for life challenges (health concerns, aging parents, military deployment, new baby, etc.) • Our specialists facilitate a customized online environment that enables employees to “ask” for help—and for their family and friends to offer help—without imposing. • Features include an update page (where employees can tell friends what's new), a guest book (where people can offer words of support without multiple tiring phone calls), an interactive calendar (where family and friends can offer to make dinner, provide transportation, etc.), a photo gallery (particularly great for new babies!), contact info (when to call, times to avoid, etc), easy promotion of fundraiser programs, blood drives, and other donation programs. 		

and *Dr. Spock's Baby and Child Care*

- Educational guides on birthing options, breastfeeding, formula feeding, child care options, child development, and baby products and equipment
- A diaper bag
- One-piece undergarment
- Bib
- Immunization magnet.

Child Safety Kit

LifeCare's Child Safety Kit helps parents protect children under age three from the most common—and often *preventable*—childhood injuries. This Kit contains:

- A CPR/choking poster
- *Pocket First Aid* book written by the American College of Emergency Physicians
- Educational guides on choosing age-appropriate toys, fire safety, baby products and equipment, poisonous plants, sunburn protection, household poisoning prevention, and protecting your child
- Free products: safety pieces for child-proofing the home; emergency information pouch for caregivers; travel first aid kit; caregiver wipe-off board; child fingerprinting kit; and sensor night light.



Adult Care Kit

LifeCare's Adult Care Kit is loaded with educational resources and products that benefit both the caregiver and care recipient:

- Adult care guides: *Encouraging Healthy Habits*; *Home Safety*; *Day to Day Caregiving*; and *What You Need to Know About Becoming a Caregiver*.
- Free products: a daily record keeper; wipe-off emergency board; flashlight; sensor night light; pill organizer; and jar/bottle gripper.



College Kit

Each year, many employees are faced with the prospect of sending their kids off to college, a major life event that can sidetrack the attention of even the most productive workers. LifeCare's College Kit is filled with practical products and safety information to help students smoothly transition into college life—and to help provide parents with peace of mind so they can stay focused at work. Contents include:

- Travel Mug
- Messenger Bag
- Travel First Aid Kit
- FM Auto Scan Radio
- 32 Ounce Water Bottle
- Carabiner with Strap and Split Ring
- Plastic Light Pen
- Whistle Flashlight Key Tag



- Healthy Eating Reference Tool
- 30 Minute Pre-Paid Phone Card
- Budgeting Guide: How to Make a Budget and Stick To It
- Personal Finance Guide: Choosing & Using Credit Cards
- Safety Guide: Protecting Yourself From Sexual Assault

Innovative Web Site

LifeCare offers the industry’s most customizable, user-friendly, interactive, and useful web site—and it is fully compliant with all 16 standards of Section 508 of the amended Rehabilitation Act of 1973.

Customization Options

We’ll customize our web site to fit your culture and specific employee needs.

- Your logo will appear on every page
- You can re-organize sections of the site (bring the health section to the top of the home page, for example)
- We’ll add customized promotional “modules” that link to our content, special information pages, or any outside site
- We’ll add prominent links to all of your additional LifeCare programs
- We’ll incorporate information on all of your other benefits programs, too

Even more customization options are available for an additional fee.

Fresh Design

We continually update the design of our site to keep it fresh and interesting while maintaining ease of navigation and familiarity. For instance, we frequently rotate our highly visible “spotlights” and promotional modules (each one links to helpful content on the site) and regularly add new content, interactive tools, and improved technology.

Self-Search Options

LifeCare’s web site offers a variety of self-search tools. In fact, members can search our entire provider database, which includes detailed information on over four million work/life resources nationwide. Members can instantly locate details on nearly 50 types of providers, from child & adult care resources to schools, fitness centers, cleaning services, realtors, and pet care. Plus, members also have the option of clicking “I want more help” to receive more personalized assistance.

Member Personalization

Members get a truly personalized experience on the LifeCare web site, where they can.

- Complete a personal profile, opt in for a monthly newsletter, and even create separate accounts for their family members.
- Retrieve personalized messages posted by their specialist (e.g. “Your referrals are ready!”).

The screenshot displays the LifeCare website interface. At the top, the ACME logo is on the left and the LifeCare logo with the tagline "Caring today for a better tomorrow" is on the right. Below the logos is a navigation bar with links for MESSAGE CENTER, ACCOUNT ACTIVITY, PROFILE, SAVED ITEMS, and HELP. A search bar is prominently featured with the text "How can we make your life a little easier?" and a "Search" button. A secondary search bar below it says "Search the Discount Center". On the right side, there's a "Big Discounts and Easy Holiday Shopping" banner. Below the navigation bar, there are links for HOME, PROVIDERS, BENEFITS, and DISCOUNTS. A "TOOLS" section includes options like TEXT-ONLY, REQUEST A CALL, CONCIERGE, and REQUEST MATERIALS, along with a LOG OUT button. A "Learn to use our site in just 10 simple steps!" link is also present. The main content area features a "Dealing with Holiday Stress" article with a photo of a woman and a "read more" link. Below this are several categorized sections: Child Care & Parenting, Adult Care & Aging, Finance, Daily Needs, Education, and Pregnancy, each with sub-sections for FEATURES, BENEFITS, and PROVIDERS. On the right side, there's a "Find a Provider" section with dropdown menus for "Choose a Category" and "Choose Provider Type", and radio buttons for "Show me a list of providers" and "Have a specialist help me". Below that is an "HR Professional Tools" section with links for Promotional Materials, Work/Life Calendar, Contact Account Manager, and LifeCare Utilization. At the bottom right, there's a "Live Webcast" section with a photo of hands and text about a "December Seminar: Conquering Holiday Stress".

- Conveniently access their account activity—a history of all their requests and transactions.
- Confidentially access their educational materials (within minutes of a request) and referrals (as soon as they are ready) online. This secure delivery mechanism eliminates bandwidth, formatting, and confidentiality issues that may occur when materials are sent via e-mail.
- Confidentially save information (referrals, educational materials, etc.).
- Submit any type of request via the *How Can We Make Your Life a Little Easier?* box. The advanced, natural language search functionality immediately responds by sending the member links to featured articles, seminars, and multi-media and interactive tools such as audio tips, calculators, and assessments.
- Learn about benefits offered by LifeCare and your organization (our easy implementation process makes it hassle-free to add your benefits information to our site).
- Request that a specialist contact them by telephone.

HR Tools

The HR section of our web site contains the latest information on employee relations, workplace issues (such as bullying and safety), work/life resources (including a promotional planning calendar and sample promotions), utilization reports, and information on LifeCare programs, webinars and more. We've also added *Client Connections*—a new work/life listserv where HR professionals can network with their peers and exchange information about work/life best practices. You can designate which HR managers have access to this area of the site; for all other managers and employees, it will not be visible.

Work/Life Blog

Our new blog enables members to learn more about work/life issues in an entertaining way. Each month, one of our work/life specialists shares her thoughts and ideas on a wide range of topics, including stress management, parenting, health and wellness strategies, and many more. Members can read frequently updated entries, post moderated comments and questions, and link to related content on the site.

Audio Podcasts

Our monthly Podcasts feature lively interviews with experts who speak on the full spectrum of work/life topics. Members can listen to the Podcasts on our site or download them and listen later while commuting or working out.



Best-in-Class Content and Interactive Tools

LifeCare offers best-in-class content and interactive tools that are regularly updated and monitored so users always have up-to-date content at their fingertips. Highlights include:

- Over 35,000 in-depth articles on topical work/life issues
- Live webcasts on topical work/life issues
- On-demand webinars
- Financial calculators
- Legal FAQs, articles, and self-service legal forms
- Audio tips
- Streaming videos
- 3-D medical animations
- Emotional wellbeing quizzes
- Topical polls
- School and community comparison tools

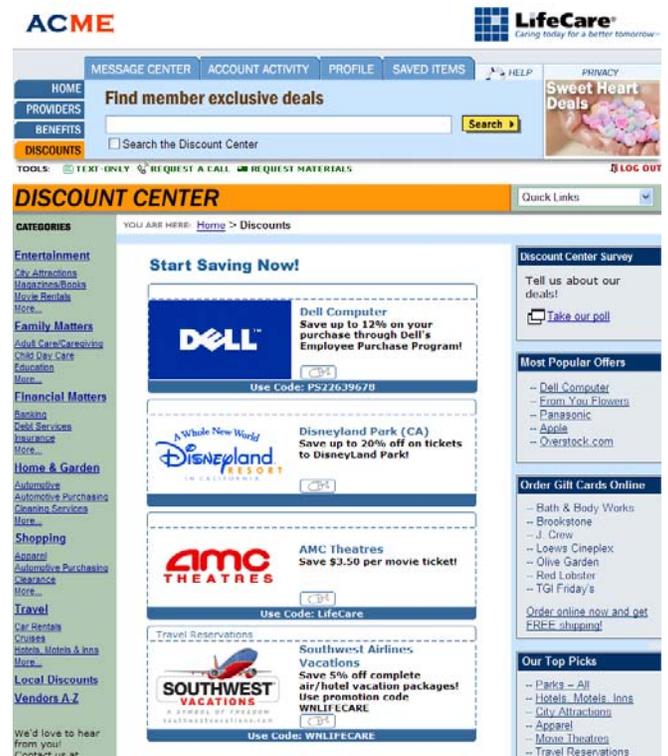


- Printable checklists to help members effectively evaluate their options
- Practical guides developed by our subject matter experts
- Parenting advice from the world-renowned Dr. T. Berry Brazelton
- State regulations on child care centers and family day care homes nationwide
- Up-to-date medical information from Healthwise including: an A-Z health encyclopedia, information on medical tests and screenings, medications, and related support groups.
- Listings of helpful web sites and resources
- Educational loan applications, calculators, over two million searchable scholarships, and tools for preparing for college entrance exams.
- Discounted Medela® breast pumps
- *New*—An area of the site exclusively for teenagers. Teens can access helpful information on preparing for college, maintaining healthy habits, preventing at-risk behaviors, and more.
- And more!

Optional Discount Center

LifeCare also offers an online Discount Center, accessible via the LifeCare web site, that provides special offers and discounts on brand-name products and services nationwide, including:

- Computers and Electronics
- Travel, Car Rentals and Hotels
- Gifts and Retail Shopping
- Movie Tickets and Video Rentals
- Books and DVDs
- Theme Parks
- Flowers
- Fitness Centers
- Child and Elder Care
- New Cars
- Shoes & Apparel
- Restaurants
- And More!



We also offer top name brands, such as some of the following favorites. And we continue to add new vendors to our site each day.

Top Brands				
Dell	Avis	Costco	PetCo	Blockbuster
Panasonic	Bally Total Fitness	FTD	Chase Mortgage	Office Depot
Overstock.com	Barnes & Noble	Intranet Jewelry	Target	T-Mobile
Disney	Six Flags	eBags	Shoes.com	Timberland
Hyatt	AMC Theatres	Sunrise Senior Living	Southwest Airlines Vacations	And Much More!

We make it easy for your employees to find the deals they are looking for too with a prominent search tool, highly visible discount codes, and zones that showcase the top deals and regional offers. As an added bonus, the Discount Center tends to dramatically increase utilization of the entire work/life program. Your employees will relish the opportunity to save money and time while shopping, and as a result they will be drawn to our site where they will also discover all of the work/life content and tools.

We also offer several flexible program options for an additional fee. For example, in addition to including all of the LifeCare-negotiated discounts, we can add your existing exclusive deals, and even negotiate with vendors on your behalf on a go-forward basis. And we offer the option of including a Classifieds Section—a special marketplace where members can buy and sell personal items, including furniture, cars, collectibles, sporting goods, event tickets, and even homes.

Clients who have the Discount Center have four times the work/life activity, making it a very smart utilization driver!

EAP Services

To deliver our integrated EAP services, LifeCare and our EAP vendor have established sophisticated, best in class technology, seamless transfer protocols, and stringent network and quality assurance standards. And when we talk about seamless integration, we really mean it. Other vendors who promise integrated EAP and work/life models—even those who house both programs under the same physical roof—don't offer a *truly* integrated product. We deliver on the promise of integration in every facet of our program:

- **Universal Case Records**—Work/life specialists and EAP counselors have the ability to seamlessly share case information, whether a caller contacts us for EAP or work/life assistance (or as is often the case, *both*). We ensure that there is a single case record that offers a 360 degree view of each member (and their eligible dependents). This results in smooth call transfers and consistent follow-up procedures for all services provided, and members are no longer frustrated by the need to constantly repeat their information to different counselors.
- **Single Web Platform**—Members who face EAP *and* work/life issues shouldn't have to remember two different web addresses, and juggle multiple screen names and passwords. LifeCare's integrated approach makes it easy; one web site, one login, and assistance with *all types* of EAP and work/life issues.
- **Integrated Marketing Campaign**—LifeCare's holistic and award-winning marketing campaign focuses on life events that touch on both work/life and EAP issues, rather than having a heavy clinical emphasis. This approach ensures that *all components* of the program are promoted effectively, and that members understand exactly how LifeCare can assist them, whether they're facing an emotional crisis or they're simply looking to find affordable child care in their area.
- **Integrated QA Processes**—LifeCare's superior case management technology enables us to track the customer experience through every phase of the case. The simple fact is, every single case is important to us, and our close relationship with our EAP vendor ensures that quality is never sacrificed at the expense of either program.
- **Integrated Reporting**—Our integrated reports give an accurate snapshot of the entire program, and we also break out the details, making it easy to review trends and utilization associated with each component.

Getting help has never been easier!

With LifeCare, there's no more confusion about EAP or work/life services. When your employees need assistance—with any daily living issue or emotional concern—they'll know exactly where to turn.

We also make it easier for you to manage and promote the program. One phone number. One set of reports. One web address. One account manager. And when employees are aware of their available benefits and you can easily promote them, utilization increases (and so do production, retention, and morale).

- **Deep Clinical Expertise**—Whether you are focused on EAP, Critical Incident Stress Debriefings, DOT drug screening, or disability management, our seamlessly integrated program offers unrivaled support.

And our seamlessly integrated work/life and EAP model is very flexible. Your employees will receive confidential, empathetic, and comprehensive support with all their work/life *and* EAP concerns—and the program will be set up as a single source of support with one phone number and one web address.

Our EAP network currently consists of over 70,000 providers and we expect this number to increase significantly in 2008. We are currently adding 1,000 providers monthly—a number that can not be matched by our competition.

The primary purpose of the EAP is to provide confidential and timely assistance to employees and household members who are experiencing personal problems that may affect job performance. This may include, but is not limited to:

- Family and marital discord
- Relationship difficulties
- Job pressures
- Problems with children
- Psychological/emotional concerns
- Anxiety
- Depression and stress management
- Grief and bereavement
- Substance abuse
- Alcohol dependency
- HIV/AIDS
- Gambling and other compulsive behaviors

Telephonic and Face-to-Face Counseling

Your employees will have toll-free access to EAP services through LifeCare 24 hours per day, 365 days per year. All EAP clinicians meet rigorous standards and must be licensed behavioral health professionals with at least three years of direct clinical experience. Clinicians listen to each caller's concerns, determine the nature of the call and take appropriate action. Employees are eligible for unlimited telephonic counseling to address their issues, or clinicians may refer the caller to an EAP counselor for face-to-face sessions, recommend the use of the work/life services or community resources, or any combination thereof. To maintain continuity of care, employees will be connected with the same telephone counselor whenever possible.

If counseling sessions are recommended, an appointment will be scheduled within the following timeframes:

- Immediate for life-threatening emergencies (or where medical or law enforcement intervention is required)
- Up to 6 hours for non-life-threatening emergencies
- Within 24 hours for urgent situations
- 5 business days or less for routine requests

If a caller is in distress at the time of the call, the EAP clinician will attempt to stabilize the situation

utilizing sound communication techniques, and will arrange for an urgent appointment. Employees who pose an imminent threat to themselves or others are handled as emergent callers and the clinical interventions are made accordingly. Emphasis is placed upon ensuring the safety of the employee and the surrounding environment in which they are located. Immediate access to services will be facilitated by the clinician, who will keep the member on the line while police or other emergency personnel are called. We adhere to all state and federal regulations in the event that notification to police or other emergency personnel is warranted.

When members meet with a provider, the provider will conduct a thorough assessment and, in conjunction with the individual, formulate a comprehensive treatment plan. Members are eligible for a specific number of sessions per issue (3, 6, or 8 sessions depending on your plan). Sessions typically last between 50 and 60 minutes. The EAP provider may successfully conclude treatment during the EAP sessions, or may refer the member for further treatment following the EAP sessions. If long-term care is determined necessary after one session, the employee will be referred to a community based service provider without additional EAP sessions.

In general, employees and their immediate household members may access the EAP once per year, per issue. Employees can access the EAP for as many issues as necessary in accordance with the terms of their EAP plan.

LifeCare's superior case management technology enables us to track the customer experience through every phase of the case. Should a participant be dissatisfied with the professional counseling for any reason, LifeCare will schedule sessions with a different provider at no additional cost or loss of counseling sessions.

Critical Incident Services

Should your organization have the unfortunate experience of a catastrophic workplace incident, such as a crime, death of an employee, or other workplace trauma, your dedicated toll-free number will provide access to critical incident stress programs and services 24 hours a day, 365 days a year. Upon receipt of such a call, an EAP clinician will assess the severity of the situation and advise the caller accordingly. If on-site services prove to be necessary, the clinician will make the necessary arrangements. On-site critical incident interventions are provided within 2 to 48 hours of the incident based on need. Conducted with either individuals or groups, these interventions usually take one to three hours of on-site time and have proven highly effective in reducing the impact of trauma-related symptoms and accelerating return to work and life.

Supervisory and Management Consultation

LifeCare's EAP services provide special support for managers and supervisors. Our goal is to lead not only your employees, but also your management staff, to the right information, assistance and care to address their specific needs. We offer managers, supervisors, and human resource professionals access to workplace-trained professionals who provide consulting services related to employee work performance, substance abuse concerns, conduct issues, attendance problems, or other workplace issues. Any supervisor or manager can access this service by making one call to the toll-free line. The EAP clinician will then evaluate the needs of the caller and facilitate access to a consultation. This may include a variety of services, including the use of a management referral into the EAP, crisis intervention guidance, or assisting the manager with monitoring an employee's substance abuse recovery. Managers will be informed about all applicable confidentiality regulations, such as HIPAA.

Referrals into Health Plan

Should an employee require medical or behavioral health services with non-network providers, our EAP clinician (and/or the appropriate network clinician) will work with the employee's medical/behavioral health benefits carrier to facilitate transition into the appropriate treatment. Our counselors are seasoned

professionals who will become familiar with all aspects of your employee benefit plans and can assist in coordinating a full range of services and programs for the employee.

Educational Seminars

LifeCare offers more than 100 topical educational seminars to address the full spectrum of life event issues. LifeCare's seminars are offered in a variety of formats—on-site, online and via telephone in 1-hour, half-day and full-day increments. Seminars can be presented to audiences of all sizes and are customized so that you can deliver timely and important information about issues that are most important to your employees. On-site seminars can be lectures or informal, interactive sessions—or a combination of both—to educate members on resources in their communities and on finding the most viable solutions for their needs. In addition to on-site events, LifeCare hosts online seminars on a wide variety of work/life and EAP issues for no additional fee.

Quality Assurance

At LifeCare, our unwavering commitment to quality is unmatched in the industry. In fact, our quality assurance program is firmly entrenched in *everything* we do—from product design to client implementation ... from a member's first contact to our exhaustive follow-up process ... and from the creation of client-specific service level agreements to our management reports that provide all the details you need to truly evaluate the effectiveness of our services. Quality highlights include:

- Our owners, executive committee, and the entire LifeCare team are committed to delivering outstanding quality, service excellence, and continuous improvement in all areas. And superior quality leads to superior results. That's why 96% of our members rate our services good to excellent. And our utilization average is among the best in the industry.
- Our quality program begins even before we implement your services. We'll work with you to establish service level agreements for all the program measures that are important to your organization and we'll build the service levels right into our contract. That's how confident we are that our performance will exceed your expectations.
- We track the customer experience through every phase of the case. Our system requires that our specialists follow through on all assigned case activities. We record *every single* incoming call, and we can use our advanced systems to scan the voice data for specific quality points.
- All members who access LifeCare are encouraged to complete a Quality Assurance Questionnaire, which asks them to rate and provide feedback on their experience. And members are only asked questions that specifically relate to the services they actually used.
- Returned surveys are automatically loaded into our system and analyzed. In the rare event that a questionnaire is returned with a negative comment, or a rating of less than "good," our quality assurance team will contact the member to investigate the case and find out how the LifeCare experience could have been improved.
- On the rare occasion we obtain complaints, our comprehensive complaint management process is utilized to ensure that the root cause is determined, analyzed, and resolved.
- We track member satisfaction to specialist and counselor performance, by product variant, the county the customer resides in, and the date that the case was completed. By linking quality

**98% of survey
respondents say they
would recommend
LifeCare's services to
their colleagues!**

**We don't just talk about quality
standards—we guarantee them!
We build performance
guarantees into our contracts—
so clients are assured that we
uphold strict quality standards
surrounding our call center, web
site, and overall quality of
services!**

scores to these variables, we can more accurately identify any defects in performance levels, areas for developmental opportunities as well as accomplishments.

- Aggregate results of all returned questionnaires are sent to clients each quarter along with management reports.
- We use feedback from the questionnaire to identify areas of enhancement, develop new programs, and recognize specialists who receive outstanding remarks.

Superior Call Center

The LifeCare Call Center has been recognized as a Certified Center of Excellence by the Center for Customer-Driven Quality™ at Purdue University. Essentially, our Call Center ranks in the top 10 percent of the 20,000 call centers studied within North America. And LifeCare is the only company in the work/life industry to earn this prestigious certification.



LifeCare's Call Center met objective, quantitative criteria and passed audits that were led by Dr. Jon Anton, Adjunct Professor at Purdue University and founder of the Center for Customer-Driven Quality™. The Call Center also demonstrated superior operational efficiency, service level standards, process management, customer satisfaction, leadership, resources and employee training. We've long known that the specialists who work in our Call Center are among the best in the industry in terms of professionalism and their unwavering commitment to outstanding service. This certification is a significant external confirmation of that fact.

Account Management

LifeCare devotes the same high level of attention to our clients as we do to their members. From the moment you sign on, you will be assigned to one dedicated account manager who is the single point of contact for all account inquiries. Your account manager will:

- Ensure that the program is effectively launched
- Customize a promotional campaign that reaches your entire eligible population
- Provide training and support materials that educate HR managers and members on LifeCare's services
- Ensure that all services are delivered seamlessly to members
- Send and review monthly/quarterly utilization reports
- Proactively send HR timely materials for dissemination to members
- Report on industry trends and news
- Monitor all aspects of the program's success
- Address and respond to any member concerns

What's more, our account managers work with a dedicated and experienced account management support team consisting of key personnel from all departments at LifeCare (including Implementation, Operations, Marketing, Counseling Services, etc.) so decisions, deliverables, and inquiries can be handled efficiently and immediately.

Implementation

Implementing LifeCare is turnkey and hassle-free. While we have the ability to turn on our services overnight (and to fully customize them within two to four weeks), we will provide a detailed implementation plan that outlines key dates, activities, and responsibilities upon contract award.

Communications Campaign Development & Customization

We understand that **work/life and EAP programs are only effective if they are well utilized**. That's why we make it a priority to maximize utilization among *all* of our members—whether they work in a corporate office environment, at a remote factory location, or out in the field making sales calls. By boosting utilization rates, we help more members effectively manage their life events, and our clients in turn see greater productivity, reduced absenteeism rates, and improved morale.

LifeCare will design an effective launch campaign and help you develop strategies that can be used throughout the year to maximize awareness of the program and increase the return on your investment. In fact, LifeCare continues to receive awards for our creative, eye-catching and effective marketing and promotional materials. In 2006, LifeCare's promotional materials won a "Gold Award" in the Magellan Awards Competition. We placed in the "Superb" category of winners in this prestigious competition held annually by the League of American Communications Professionals.

We provide all of our promotional materials in electronic format—at *no charge*—for easy printing, intranet posting, or e-mail distribution. We also provide printed brochures and wallet cards upon implementation and again every 18 months at no charge—and we offer printing and delivery of other hard copy promotional materials including table tents, postcards (without postage), posters and year-at-a-glance calendars. Here is a listing of all the promotional materials we currently offer:

- Introductory letter
- Introductory brochure
- Wallet cards
- Introductory seminars and presentations
- Flyers
- Newsletter articles
- Monthly poster program
- E-mail reminders
- Customizable e-cards
- Intranet buffer pages
- Monthly electronic newsletter
- Payroll inserts
- Tent cards
- Year-at-a-glance calendars
- Postcards—for home mailings or office mailbox drops
- Magnets

LifeCare's entire collection of eye-catching and award-winning promotional materials can be branded

Some vendors deliberately under-promote their programs because they don't have the financial or technical capabilities to handle large volumes. Others simply don't have the marketing expertise or customization capabilities, or they don't understand their clients' specific culture well enough. We know our clients; we have an award-winning marketing team; and we believe that boosting usage makes good business sense!



with your logo and all promotional materials will contain our toll-free number and web access instructions. We also offer customizable ad hoc promotional materials to suit your specific needs. For example, at any time you can request promotional materials that focus on hot topics that are important to your employees: flyers, e-cards, newsletter articles, and other promotions.

Management Reporting

LifeCare will deliver management reports to designated contacts on a monthly, quarterly, and/or annual basis. Reports, which are also conveniently accessible online, offer a comprehensive analysis of member utilization, along with all the detail you need to truly evaluate the effectiveness of the program.

Optional Program Enhancements

In addition to the services described in this document, LifeCare offers a variety of optional services that can enhance your work/life and EAP program, further support your employees, and strengthen your bottom line. For more detailed information on any of these programs, please contact LifeCare.

Pricing: SIN 595-28 – Employee Assistance and Work/Life Program

Please note, pricing is based on a per employee per year rate, unless otherwise noted.

Work/Life Pricing	
Special Item Number(s)	SIN 595-28 – Work/Life Program
Quote Period	July 9, 2007–July 8, 2012
Web Only	\$2.74
Web and Telephonic¹	
Family (Child/Adult Care)	\$8.28
Family (Child/Adult Care) and Education	\$9.86
Family (Child/Adult Care), Education, Adoption, Personal Services, Health & Wellness, and Legal & Financial	\$12.13
Family (Child/Adult Care), Education, Adoption, Personal Services, Health & Wellness, Legal & Financial, Concierge	\$16.68
Add-On Services	
Mothers at Work SM (Option 1) ²	\$466.83 per user
Mothers at Work SM (Option 2) ²	\$417.46 per user
Mothers at Work SM (Option 3) ²	\$202.00 per user
GCM Initial Consultation	\$314.22 per user
GCM 2 Hr. Workshop/Consultation	\$269.33 per user
Discount Center ⁴	\$1.81
Discount Center-Network Development ⁵	Flat fee: \$4,500 \$9,000
Access Backup Care ³ (0-50,000)	\$0.27
Enhanced Access Backup Care	\$14.20
On-Site Educational Seminars ⁶	\$480 per one-hour seminar
Notes	
¹ Includes Prenatal, Child Safety, College, and Adult Care kits	
² Includes the following: <ul style="list-style-type: none"> ▪ Option 1: Consultation, Mothers at Work Kit, and a high quality Medela Breast Pump ▪ Option 2: Consultation, and a high quality Medela Breast Pump ▪ Option 3: Consultation, and Mothers at Work Kit 	
³ \$5,000 annual minimum for this program	

Work/Life Pricing
<p>⁴ Includes maintenance/conversion of existing agency-exclusive discounts to Discount Center format, plus ongoing support (for the duration of the contract) for new specifically identified discounts. Your organization can send name of interested vendor and contact information to LifeCare for follow-up and negotiation.</p>
<p>⁵ This option enables your organization to identify a discount category—or multiple vendors (local or national)—that you would like us to approach on your behalf in an unsolicited fashion in one or more office locations. (Example, an organization would like to identify at least three fitness centers at each of their main locations and have LifeCare negotiate special offers.)</p>
<p>⁶ Presenter travel expenses may apply.</p>

Please note, pricing below is based on a per employee per month rate.

Integrated Employee Assistance and Work/Life Program Pricing			
Per employee per month (PEPM)			
Number of Employees	3 sessions	6 sessions	8 sessions
0 - 49,999 employees	\$2.16	\$2.38	\$2.43
50,000 – 99,999	\$2.11	\$2.33	\$2.38
100,000 – 149,999	\$2.08	\$2.30	\$2.36
150,000 – 199,999	\$2.05	\$2.28	\$2.33
200,000 – 249,999	\$2.00	\$2.25	\$2.30
250,000 – 399,999	\$1.96	\$2.21	\$2.28
400,000 +	\$1.91	\$2.17	\$2.25
*Quoted Fees Include the Following Services			
Toll-free access 24 hours a day, 7 days a week to counseling and crisis intervention by master’s and doctoral clinicians			
Local in-person EAP assessment, referral counseling, and brief treatment (up to 8 sessions, depending on model chosen, per issue per employee/family member per year)			
Online information and tools include:			
EAP network management			
Client follow up and satisfaction surveys			
Management consultation and referrals			
Formal referrals and oversight for substance abuse cases			
Quarterly utilization reports			
Employee promotional brochures: 1 annually for each employee			
Employee orientation sessions: 1 annually for every 250 employees			
Managerial and supervisory orientation sessions: 1 annually for every 500 employees			
Online information and tools include: Secure, password-protected access to a website that offers helpful information, advice, and interactive tools covering thousands of topics on subjects such as health and wellness, family, relationships, career, education, personal finances, laws and regulations, leisure, home, and auto.			
Includes the following web and telephonic work/life services: Family (Child/Adult Care), Education, Adoption, Personal Services, Health & Wellness, and Legal/Financial			