



**Contra
Costa
County**

To: Board of Supervisors
From: Dianne Dinsmore, Human Resources Director
Date: February 6, 2018

Subject: Administrative Services Agreement with Magellan Healthcare, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Human Resources Director, or designee, to execute a three year Administrative Services Agreement (ASA) with Magellan Healthcare, Inc., effective February 1, 2018, to January 31, 2021, in an amount not to exceed \$430,000 with the option of two (2) one-year renewal periods.

FISCAL IMPACT:

The administration costs for the Employee Assistance Program are fully funded through the Worker's Compensation Internal Service Fund.

BACKGROUND:

A Request for Proposals (RFP) for the County's Employee Assistance Program (EAP) was issued in April 2017. The County received eight proposals. A panel of four raters, two from the Human Resources Department and two from user departments, was convened to

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **02/06/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: February 6, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Ann Elliott,
925-335-1747

BACKGROUND: (CONT'D)

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individually score each proposal against the criteria laid out in the RFP. The three companies that received the highest ratings were invited to provide on-site presentations, after which references were checked for two.

Magellan Healthcare, Inc. was determined to best match the requirements of the County. In California, an EAP must have either an Exemption Form on file with the Department of Managed Health Care or be licensed in accordance with the Knox-Keene Act. Under the Knox-Keene Act, EAPs with an Exemption are limited to providing services identifying problems and referring to counseling or therapy; they may not provide the counseling or therapy themselves. In addition, the number of such sessions is limited to three within any six-month period. No bidders who were not Knox-Keene compliant were among the top bidders. As an EAP provider licensed in accordance with the Knox-Keene Act, Magellan is able to provide mental health services such as counseling and therapy, and no restriction is placed on the number of sessions. Magellan's pricing is competitive and locked in for the full five years available under the contract. All calls to the 800 number are answered live by master's-level EAP clinicians. The company has 48 years of industry experience and long-term, stable subcontract relationships with Work/Life and Legal service providers.

Magellan will provide 24/7 personal telephonic consultation services and up to six counseling or therapy sessions per problem for employees and their families. Additional services included under the Agreement include: 1) Work/Life Services which include assessment and referral for services such as child care, elder care, and adoption services in addition to personal convenience services such as home or auto repair and pet care; 2) Legal and Financial Consultation Services, including a free initial consultation and discounts on participating legal or financial providers; 3) Management Consultation for employee referrals to EAP; Critical Incident Stress Management services; 5) Wellness seminars and training specifically to assist supervisors in utilizing the EAP; and 6) Full access to the Magellan website which includes Computerized Cognitive Behavioral Therapy modules, interactive self-improvement programs and self-assessment tools, health and fitness tools, and other employee resources.

A three-year Administrative Services Agreement, with an option for two one-year renewal periods, has been negotiated. This action authorizes the Human Resources Director or designee to execute the Agreement with Magellan Healthcare, Inc.

CONSEQUENCE OF NEGATIVE ACTION:

If the Administrative Services Agreement is not approved, the County will be unable to offer, and employees will not have access to, the robust Employee Assistance Program provided by Magellan Healthcare, Inc.