



# Sourcewell

## Essential Mental Health – Cost Proposal

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# Pricing Model & Quote

| EAP & WorkLife Highlights                  | Detail                                                                                                                                                                                |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility                                | Client's employees and up to 7 household members                                                                                                                                      |
| Clinical Services                          | Clinically Appropriate 24/7/365 telephone and chat assessment utilizing evidence-based evaluation tools, referral, and crisis intervention services.                                  |
| LifeWorks Mobile App & Desktop Website     | Included                                                                                                                                                                              |
| Multiple Counselling and Intake Modalities | In-Person, Live Chat, Telephonic, Digital Video                                                                                                                                       |
| CareNow Digital Clinical Programs          | Self-guided clinical programs to support employees on a variety of topics such as depression, anxiety, separation/divorce, grief and more.                                            |
| WorkLife Services                          | Assistance for daily challenges at home and work including eldercare, childcare, parenting, identity theft, education, financial, tax, legal, relocation, everyday purchases and more |
| Digital Wellbeing Assessments              | Financial, Emotional Health, Stress, and Relationship Digital Assessments with Reporting                                                                                              |
| Critical Incident Support (CISD)           | Available Fee for Service                                                                                                                                                             |
| Management Consultations                   | Unlimited telephonic consultation for addressing member concerns or referrals                                                                                                         |
| Onsite Educational Training and Seminars   | Available Fee for Service                                                                                                                                                             |
| Vendor Integration Coordination            | Integration with existing benefits and resources                                                                                                                                      |
| Reporting & Analytics                      | Quarterly utilization reporting and engagement analytics                                                                                                                              |
| Implementation & Orientation               | Implementation support and orientation to promote launch of services                                                                                                                  |
| Communication & Promotion Materials        | Digital communication and promotion materials included                                                                                                                                |
| WellBeing Content Library                  | Thousands of podcasts, articles, e-books, toolkits, videos, and more                                                                                                                  |
| Personalized Snackable Well-Being Content  | Included                                                                                                                                                                              |
| Biweekly Educational Webinars              | Multiple topical webinars included per month for all participants                                                                                                                     |
| Strategic Account Management               | Regular Utilization and Engagement Meetings with Account Manager                                                                                                                      |
| Admin Dashboard                            | Included                                                                                                                                                                              |
| Perks & Savings                            | Online Exclusive Offers                                                                                                                                                               |
| Microsoft Teams Integration                | Included                                                                                                                                                                              |

| <b>Employee Population</b> | <b>Service Fee<br/>Per Employee,<br/>Per Month Fee<br/>(PEPM)</b> |
|----------------------------|-------------------------------------------------------------------|
| Population band            | Clinically<br>Appropriate<br>Model                                |
| 500-1,000 employees        | \$2.75                                                            |
| 1,001-5,000<br>employees   | \$2.00                                                            |
| 5,001-10,000<br>employees  | \$1.45                                                            |
| 10,001-25,000<br>employees | \$1.30                                                            |
| 25,000 + employees         | Special Handle –<br>contact LifeWorks                             |



## **Improving lives. Improving business.**

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### **Website**

[MySSP.app/demo](https://myssp.app/demo)

### **Twitter**

[@lifeworks](https://twitter.com/lifeworks)

### **LinkedIn**

[LifeWorks](https://www.linkedin.com/company/lifeworks)



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Teletherapy Services – Cost Proposal

RFP 102821

ORIGINAL – October 28, 2021

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# Pricing Model & Quote

My SSP fees are based on a Per Student Per Year (PSPY) model, so the numbers above are represented as such. Institutions can choose to be invoiced monthly, quarterly, bi-annually, or annually upfront, depending on preference.

My SSP offers three different levels of support, highlighted below – My SSP 24/7 Phone Support, My SSP Essential, and My SSP Total Care.

## **My SSP 24/7 Phone Support:**

Real-time, multilingual crisis and in-the-moment tele-mental health support that follows your institution's unique crisis protocols, including hospitalizations and follow-up, integration with existing resources for referrals back to campus, and referrals outside campus to community resources (psychiatry, alcohol and other drug (AOD) abuse support, eating disorder specialists, childcare, etc.). This also includes student data reports and utilization engagement and insight reports. Student orientations are offered, and continuous marketing support is available throughout the year. Staff and faculty training, clinical consultations, and Assisted Referrals are also included in this offering.

## **My SSP Essential:**

Everything above plus 24/7 real-time, multilingual chat/text support through an institution brand configured app (logo, colors) with your social media feed, including your institution's campus resource links, on-demand wellbeing content library, health assessments (depression, general anxiety, substance use, alcohol use), and virtual fitness training sessions.

## **My SSP Total Care:**

Everything above plus ongoing support sessions with a dedicated clinician by phone or video. In addition, Monitored Referrals are available between My SSP clinicians and campus counseling, with student sign off, to ensure continuity of care.

## **My SSP is all-inclusive:**

My SSP subscription fees outlined below include a dedicated client success manager who will support the institution through implementation, faculty/staff training, launch, student orientation, continued marketing and promotion, as well as reporting.

For your convenience, a brief summary of each support level is listed side by side:



| My SSP 24/7 Phone Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | My SSP Essential                                                                                                                                                                                                                                                                                                                                                                                                                                         | My SSP Total Care                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>▪ 24/7 crisis/real-time phone support               <ul style="list-style-type: none"> <li>○ Campus crisis protocols followed</li> </ul> </li> <li>▪ Staff and faculty consultations</li> <li>▪ Student case data report access</li> <li>▪ Integration with existing resources for referrals to campus</li> <li>▪ Community Resource referrals to off campus specialists (psychiatry, AOD, eating disorders, childcare)</li> <li>▪ Engagement &amp; utilization reports</li> </ul> | <ul style="list-style-type: none"> <li>▪ <b>My SSP 24/7 Phone Support</b></li> <li>▪ 24/7 real-time chat/text support</li> <li>▪ Brand/logo configured app               <ul style="list-style-type: none"> <li>○ Campus Twitter feed</li> <li>○ Campus resource links</li> </ul> </li> <li>▪ On-demand content library</li> <li>▪ Health assessments (depression, anxiety, alcohol use, drug use)</li> <li>▪ Virtual fitness - LIFT Sessions</li> </ul> | <ul style="list-style-type: none"> <li>▪ <b>My SSP 24/7 Phone Support &amp; My SSP Essential</b></li> <li>▪ Ongoing phone/video support with a dedicated clinician</li> <li>▪ In person support               <ul style="list-style-type: none"> <li>○ Brief, solution focused</li> </ul> </li> <li>▪ Monitored Referrals between campus counseling &amp; My SSP clinicians, with consent</li> </ul> |

On the off chance an institution is ONLY interested in supporting special populations including international students, students on network campuses, and study abroad students, different pricing would be applied, as outlined below, too. Study abroad PSPY pricing gets divided by two (2) to account for a mix of long and short term programs.

| Per Student <u>Per Year</u> (Per Institution) Rates | Service Fee Paid to LifeWorks                                     |                                                          |                                                           |                                                           |
|-----------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
|                                                     | My SSP 24/7 Phone Support - Domestic Student Groups & Full Campus | My SSP Essential - Domestic Student Groups & Full Campus | My SSP Total Care - Domestic Student Groups & Full Campus | My SSP Total Care - International & Study Abroad Students |
| 1-1,000 students                                    | \$9                                                               | \$13                                                     | \$18                                                      | \$25                                                      |
| 1,001-5,000 students                                | \$8                                                               | \$11                                                     | \$16                                                      | \$23                                                      |
| 5,001-10,000 students                               | \$7                                                               | \$9                                                      | \$13                                                      | \$20                                                      |
| 10,001-15,000 students                              | \$6                                                               | \$8                                                      | \$12                                                      | \$19                                                      |
| 15,001-20,000 students                              | \$5                                                               | \$7                                                      | \$11                                                      | \$16                                                      |
| 20,001-35,000 students                              | \$4                                                               | \$5                                                      | \$10.50                                                   | \$14                                                      |
| 35,001+ students                                    | Special Handle – contact LifeWorks                                |                                                          |                                                           |                                                           |

# EAP Pricing Model & Quote

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| <b>Implementation &amp; Orientation</b>           | Implementation support and orientation to promote launch of services                                                                                                                  |
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