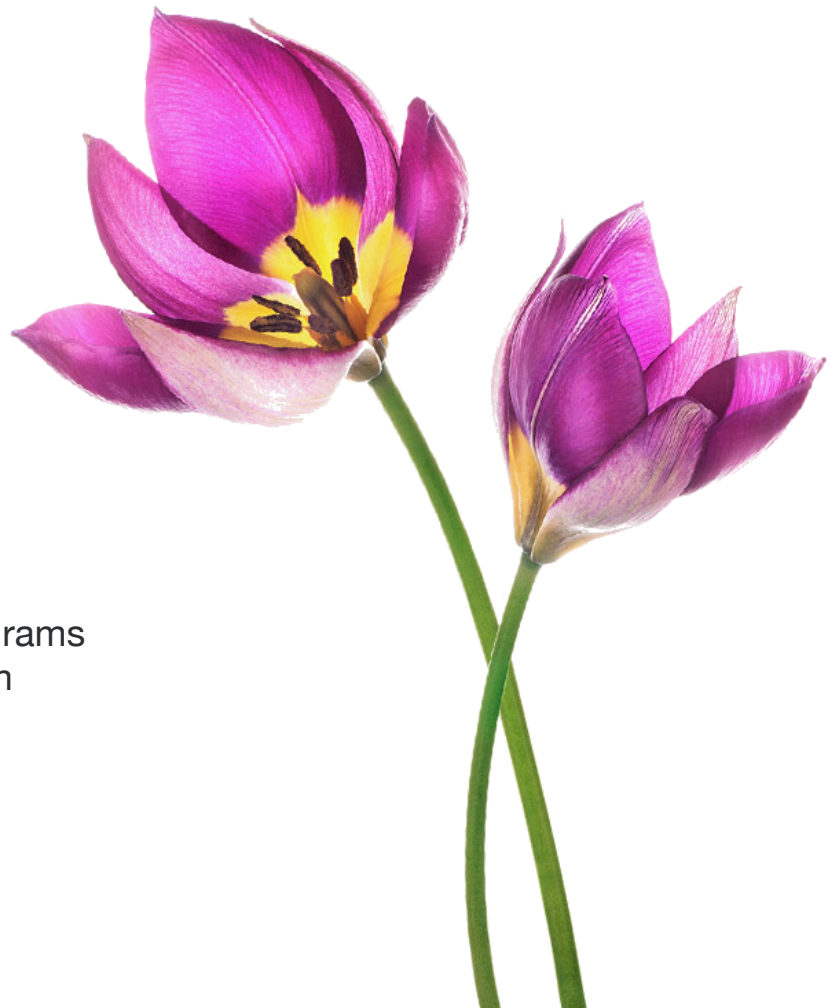


# Price Proposal for Sourcewell Virtual Behavioral Health Therapy and Related Services

RFP #072225-LFW



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# TELUS Health Student Support Pricing

TELUS Health Student Support (THSS) 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.

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

## 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.

## 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. Community, our peer support platform is also included with Essential to ensure students have upstream opportunities for accessing support.

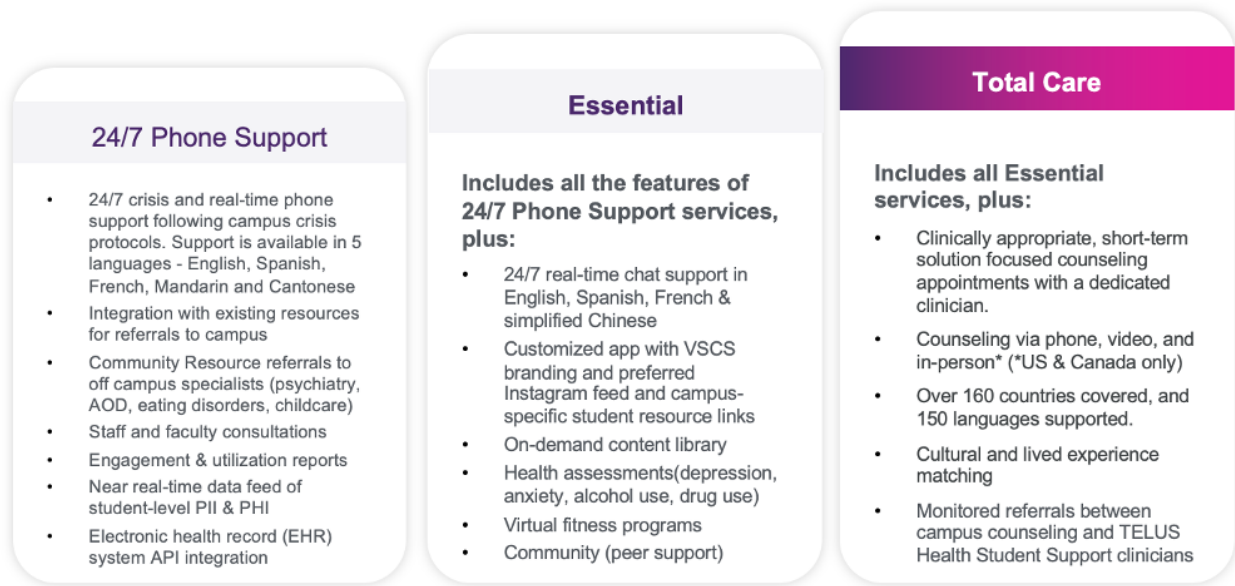
## Total Care

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

## TELUS Health Student Support is all-inclusive

THSS 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 chart of service options follows:



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.

PSPY based on population band - number of students	Service fees paid to TELUS Health by Institution			
	24/7 Phone Support - Domestic Student Groups & Full Campus	Essential - Domestic Student Groups & Full Campus	Total Care - Domestic Student Groups & Full Campus	Total Care - International & Study Abroad Students
1-1,000	\$9	\$13	\$18	\$25
1,001-5,000	\$8	\$11	\$16	\$23
5,001-10,000	\$7	\$9	\$13	\$20
10,001-15,000	\$6	\$8	\$12	\$19
15,001-20,000	\$5	\$7	\$11	\$16
20,001-35,000	\$4	\$5	\$10.50	\$14
35,001+	Special Handle – contact TELUS Health			

# TELUS Health EAP & Wellbeing Pricing

TELUS Health EAP fees are based on a Per Employee Per Month (PEPM) model. EAP offers a very comprehensive program, which can be configured based on an organization's preferences and needs. For your convenience, a chart of EAP service details is below, followed by associated pricing options:

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.
TELUS Health One 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

Client organizations can choose to be invoiced monthly, quarterly, bi-annually, or annually upfront, depending on preference.

PEPM based on client organization's employee population	Service fees paid to TELUS Health by client organization
Population band	Clinically Appropriate Model
500-1,000 employees	\$2.75
1,001-5,000 employees	\$2.00
5,001-10,000 employees	\$1.45
10,001-25,000 employees	\$1.30
25,000 + employees	Special Handle – contact TELUS Health

## Pricing Terms and Assumptions:

Prices in USD | 36-month term | Sourcewell rate guarantee | Additional EAP and Student Support program configurations available (alternative session models, included Critical Incident Support and training hours) | Option to elect 12- or 24-month term upon request (rates may vary)

# TELUS Health Wellbeing Pricing

TELUS Health Wellbeing fees are based on a Per Employee Per Month (PEPM) model. Wellbeing offers a very comprehensive program, which can be configured based on an organization’s preferences and needs.

Client organizations can choose to be invoiced monthly, quarterly, bi-annually, or annually upfront, depending on preference. The below costs do not include any rewards and incentive programs that clients may elect to implement. Any associated costs for gifts cards, gifts or any other incentives will be passed through as incurred with an administrative markup.

PEPM based on client organization’s employee population	Service fees paid to TELUS Health by client organization
Population band	PEPM
500-1,000 employees	\$2.75
1,001-2,500 employees	\$2.50
2,501-5,000 employees	\$2.00
5,001-10,000 employees	\$1.80
10,001-15,000 employees	\$1.70
15,001-25,000 employees	\$1.60
25,001-50,000 employees	\$1.40
50,000+ employees	Special Handle – contact TELUS Health

# Health and Welfare Benefits Administration, Leave/Disability Management, and Pension Administration with associated Related Services

To further assist Sourcewell members with Human Resources services and needs, TELUS Health is proud to offer additional support ancillary and complimentary to our Employee Assistance Services and Student Support program services. We are happy to serve as a single provider of mental health, wellbeing, and end-to-end employee lifecycle solutions, from recruiting team members through their journey as employees, including their (and their families') health and wellbeing for the duration of their career, and their transition to retirement. Our expertise is to keep organization best interest in mind, while ensuring a helpful and positive experience for your team members, too.

As such, TELUS offers comprehensive health and welfare benefits administration that covers the full spectrum of employee benefit management. Our services include plan governance and compliance, individual account management, investment option oversight, and seamless payroll integration for contribution processing. We provide detailed participant statements, retirement readiness analysis, and projections to help employees plan their financial futures. Additionally, we administer specialized spending account solutions including FSA (Flexible Spending Account) and HSA (Health Savings Account) programs, with full claims processing, compliance verification, and tax reporting support. Our spending account offerings extend to commuter/transit benefits, dependent care accounts, and healthcare reimbursement accounts, all coordinated for maximum employee benefit optimization.

Our pension and benefits administration is supported by robust operational infrastructure including direct billing with transparent, itemized statements and cost allocation capabilities. We handle COBRA processing with complete eligibility determination, premium billing, and regulatory compliance, ensuring organizations meet all federal and state requirements. Our call center support services provide 24/7 multilingual assistance for benefits inquiries, claims resolution, enrollment support, and technical portal assistance, all backed by customizable service level agreements and quality assurance metrics.

To enhance employee engagement and decision-making, TELUS provides a Benefit Decision Support Tool with interactive plan comparisons, personalized recommendations, and scenario modeling, alongside comprehensive benefit enrollment counseling through one-on-one sessions and group education meetings. We also offer healthcare advocacy services including patient care coordination, claims appeals support, medical bill review, and chronic condition

management. Finally, our leave management services administer PTO policies, medical leave (including FMLA compliance), disability coordination, parental leave, and sabbaticals, with full integration to payroll and HR systems and compliance with all applicable federal, state, and local regulations.

TELUS Health’s services can be provided in two different ways: PEPY (Per Employee Per Year), and Fixed Price depending on product offering and scope. The chart of fees that follows represents the Per Employee Per Year Rate (PEPY) ranges for services and would apply to organizations with 2,000 lives and above. Clients will be invoiced monthly.

Service Grid and Costs	Service fees paid to TELUS Health by client organization
Service	Per Employee Per Year (PEPY)  Fee is dependent on services selected, size and complexity of organizations membership
<p>Health and Welfare Admin:</p> <ul style="list-style-type: none"> <li>● Open enrollment, Section 125 events, payroll deduction, and eligibility services (Medical, Dental, Visions, Life, Vision, Flex spending), inclusive of technology</li> <li>● Call Center Solution Services</li> <li>● FSA, HSA, Commuter Spending Accounts</li> <li>● COBRA Processing and Support</li> <li>● Affordable Care Act Compliance and Reporting</li> <li>● Direct Billing</li> <li>● Benefit Decision Support Tool, Open Enrollment Support / Benefit Enrollment Counseling (Custom)</li> <li>● Voluntary Benefits</li> <li>● Healthcare Advocacy</li> </ul>	<p>\$22.50 – \$550 PEPY</p>



<p>Leave Management</p> <ul style="list-style-type: none"> <li>● Incidental absence reporting – centralized reporting</li> <li>● Leaves management – management of federal, state and company paid and unpaid leave policies</li> <li>● Short Term Disability case management – inclusive of multiple policies and union / non-union groups</li> <li>● Americans with Disabilities Act (ADA) / Pregnancy Workers Fairness Act (PWFA) – management of, both, leave as an accommodation and stay at work accommodation requests</li> </ul> <p>All services listed above include a website for members and people leaders, reporting and call center services.</p> <ul style="list-style-type: none"> <li>➤ For Medical Assessments, Independent medical reviews / fit for duty – this is a passthrough fee:</li> <li>➤ Gross benefit calculation back feed / Advice to pay = 1 time cost of \$ 35 000</li> </ul>	<p>\$10 PEPY to \$450 PEPY</p> <ul style="list-style-type: none"> <li>➤ Cost of assessment (\$2,500 – \$8,500) + 15% administrative fee = \$2,875 to \$9,775</li> <li>➤ Leave Status back feed = 1 time cost of \$25,000</li> </ul>
<p>Pension Administration</p>	<p>\$35 PEPY - \$550 PEPY</p>

**Pricing Terms and Assumptions:**

Prices in USD | Sourcewell rate guarantee | Additional program configurations available | Fixed price engagements determined by scope and duration



TELUS Health is a global healthcare leader serving people in more than 180 countries delivering both digital innovation and clinical services to improve total physical, mental, and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers, institutions of higher education, and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around





the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals, and their families.

For more information please visit:

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

