



**Employee Assistance Program (EAP)**  
**Provided by Wellspring Family Services**  
**Plan Year January 2010 through December 2010**

<b>Program Promotion</b>	
Brochures, Posters, Wallet Cards, Benefit Flyers	Included
Quarterly Newsletter (electronic transmission)	Included
Customized Web Site: <a href="http://www.wfseap.org">www.wfseap.org</a>	Included
User Name: WBBA Member Company's Name	Included
<b>Program Access</b>	
24/7 Toll Free Phone Lines	Included
24/7 Master's Level Counselor Available	Included
TTY Toll Free Line	Included
Online Services (Appointments, Information & Resources)	Included
<b>Assessment and Referral</b>	
Emergency Telephone Support 24/7	Included
Emergency Appointments within 24 hours	Included
1 to 3 Face-to-Face Visits	Included
Referral Coordination w/health Benefit	Included
Supervisor/Mandatory Referral Support	Included
<b>Employee &amp; Supervisor Orientation</b>	
On-Site and Web Site Orientation	Included
On-Site Benefit/Health Fair Participation	Included
Supervisor Manual (download via Web Site)	Included
<b>Management Consultation</b>	
Unlimited Telephone Consultations	Included
<b>Work Life Services</b>	
Adult and Elder Services (Eldercare)	Included
Legal Consultation Services	Included
Financial Consultation Services	Included
<b>Utilization Report</b>	
Quarterly for Members with 150+Employees	Included
<b>Monthly Cost Per Employee (for services outlined above)</b>	<b>\$1.28 PEPM</b>
<b>Optional Services</b>	
On-Site CISD & Management Support	\$200.00 per hour plus expenses
Workshops/Seminars	\$200.00 per hour plus expenses

Customer Service can be reached at 800.553.7798