

Managed Care Concepts
Employee Assistance Program
Post Office Box 812032
Boca Raton Florida 33481

2016-23

Letter of Agreement

Managed Care Concepts will perform the following Employee Assistance Program services beginning January 15, 2016. This agreement will automatically renew for additional one year terms. Either party may terminate this agreement any time upon 90 days prior written notice via certified mail. This stated notice is required in an effort to be able to provide continuity of care and eliminate the possibility of abandonment for members who would currently be utilizing the Employee Assistance Program services.

1. Education for all managers and supervisors on how to use the Employee Assistance Program. We will do this through the use of live counselor facilitated training (on site).
2. Orientation to all employees on the Employee Assistance Program services available to them and their families. We will do this through the use of live counselor facilitated training (on site) and provide EAP promotional materials to support employee awareness of their EAP benefit.
3. On-going consultations to managers and supervisors on how to manage employees with problems.
4. Assessment, brief intervention and/or referral of Town of Miami Lakes employees and their immediate family members, for any personal or family problem experienced.
5. Provision of EAP counseling for up to three sessions by having Town of Miami Lakes employees call for EAP assessment and counseling services.
6. Provision of crisis intervention services as needed to support Town of Miami Lakes staff and management.
7. Provision of 24/7 telephone counseling. Telephone counseling services are an unlimited benefit under the Employee Assistance Program plan.

Town of Miami Lakes will pay \$200.00 per month based on a quoted population of 80-90 employees. This fee automatically provides service availability for dependents of all employees regardless of insurance coverage. A monthly invoice will be sent to Town of Miami Lakes. Payment will be due within thirty days of receipt of invoice. 1.5% interest will be charged on balances outstanding over 30 days, and \$25.00 on balances outstanding over 45 days.

Indemnification

The parties agree to fully indemnify and hold harmless each other, their individual directors, officers, employees, servants, agents, heirs, successors, and assigns from and against any and all claims, losses, costs, expenses, sections, and causes of action including reasonable attorney's fees at all levels (including appeals), arising out of or by reason of any damage or injury to persons or property suffered, or claimed to have been suffered, as a result of any acts, misconduct, omissions, or negligence of either party, its directors, officers, employees, servants, and/or agents.

If Town of Miami Lakes agrees with the terms and conditions set forth above, please sign the Letter of Agreement and return. A copy will be mailed to you for your records.

Managed Care Concepts

Town of Miami Lakes

By: *Francine Galante*

By: 

Title: Executive Director

Title: *Town Manager*

Date: _____

Date: _____