

August 15, 2023

Tammie L. Hechler
2600 Hollywood Blvd, Suite 206
City of Hollywood, FL 33022

Re: 2024 Gehring Group Recommendation of Employee Assistance Program (EAP) Renewal

Dear Ms. Hechler,

The City of Hollywood's EAP is currently up for renewal for the 2024 calendar year. Below, please find an analysis of the renewal with our recommendation of renewal.

In May of 2023, Gehring Group on behalf of the City released a Request for Quotes (RFQ) for EAP as a due diligence exercise. City Staff has expressed member frustrations due to lack of network and resources. The following carriers responded to the RFQ:

- CCA (incumbent)
- Cigna
- ESI
- Magellan
- Lyra

Included in the analysis of responses, Gehring Group reviewed the resources offered by each carrier, the rates and fees charged, as well as the network access. Through the review of responses, Cigna was selected as a finalist due to their combination of enhanced network access of physicians, increased onsite service hours, and a dedicated First Responder call line. Through further negotiations, Cigna was able to lower their fees and increase services.

It is Gehring Group's recommendation that the City transition the EAP from CCA to Cigna with a guarantee of services and rates for 24 months. Although there is an increase in the premium of roughly \$31,146 per year (95.6% inc), the services proposed and network access are warranted to provide the City's employees with enhanced care in a time where EAP utilization is at an all time high. Provider access will increase to the following:

Provider Access:	CCA (Current)	Cigna
Within 5 miles	12	230
Within 20 miles	81	2,251
Within 30 miles	110	3,212

In addition, once an employee exhausts their visits through the EAP they will not need to switch providers as the services can be transitioned under the City's medical plan as Cigna is also the third party administrator. First responders will get a dedicated service line so that their call can be directed to a provider that specializes in that industry.

The following is a summary of the Cigna EAP terms:

- Carrier: CIGNA
- Number of face-to-face visits: 10 sessions per issue per year
- Onsite Hours: 48 hours
- Per employee per month Fee: \$3.58
- Rate Guarantee: 24 Months

Please don't hesitate to reach out with any additional questions.

Thank you,

Dustin Kuehn

Dustin Kuehn, Senior Benefits Consultant
Gehring Group, a Risk Strategies Company