



Kevin Ruane
District One

Cecil L. Pendergrass
District Two

David Mulicka
District Three

Brian Hamman
District Four

Trish Petrosky
District Five

Dave Harner, II
County Manager

Richard Wesch
County Attorney

Donna Marie Collins
County Hearing Examiner

August 12, 2026

Ms. Debra Singleton
Aetna Behavioral Health, LLC
151 Farmington Avenue
Hartford, CT 06156

SUBJECT: Renewal of Annual Contract RFP230006CJV
Employee Benefits – Employee Assistance Program

Dear Ms. Singelton:

This is to inform you that Lee County has agreed to renew the above-mentioned contract for an additional three (3) year period, from 1/1/27 through 12/31/29.

We are hereby extending the annual contract for an additional three-year period under the same terms and conditions as the original award.

If you have any questions regarding this letter, please contact me at (239) 533-8871.

Sincerely,

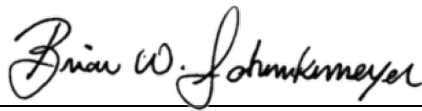
Kimberly Urban

Kimberly Urban
Contracts Analyst
Procurement Management Division

C: Project File

Each individual signing this Agreement directly and expressly warrants that he/she has been given and has received and accepted authority to sign and execute the Agreement on behalf of the party for whom it is indicated he/she has signed, and further has been expressly given and received and accepted authority to enter into a binding agreement on behalf of such party with respect to the matters contained herein and as stated herein.

Vendor:



Signature

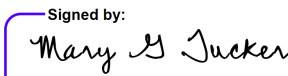
AVP, Sales & Business Development, Aetna Mental Wellbeing

Title

June 22, 2026

Date

Lee County:

Signed by:


Signature of Authorized Official

Procurement Management Director

Title

8/11/2026 | 3:15 PM EDT

Date

Pricing



Lee County Board of County Commissioners

Renewal Rate Period begins 01/01/2027 and is effective for 36 months, subject to the enclosed financial condition

3,447 employees	Current PEPM Rate	Proposed Renewal PEPM Rate Standard
1-5-Session—Consultation and resource services with up to 5 face-to-face assessment and counseling sessions per issue. Unlimited 24/7/365 Telephonic Support Services Included.	\$2.60	\$2.60
Telephonic Worklife—Comprehensive worklife consultation and referral services, specializing in child care, elder care, care for persons with disabilities, convenience services, pet care and other needs that meet challenges faced by our members each day at home and work.	Included Above	Included Above
EAP Models Include		
Online Worklife—Web access to information and resources to assist with child care, home health care, assisted living facilities, schools, colleges, health clubs, pet services and more.		
Unlimited Legal Consultation—Members receive 30 minute Telephonic or Face-to-Face attorney consultations for an unlimited number of issues. Typical matters may include divorce and child custody, contractual and consumer disputes, real estate and landlord tenant, car accidents and insurance disputes. Also included is a telephonic or face-to-face mediation consultation. Certain topic areas are excluded, including employment law and claims against an employer or matters that, in the attorney's opinion, lack merit. There is a 25 percent discount with attorney or mediator beyond the initial 30 minutes. Also included are a free online will for all eligible dependents and a 10 percent discount for do-it-yourself/assisted document preparation for divorce forms, estate planning forms and immigration forms, and other similar issues.		
Unlimited Financial Consultation—Members receive 30 minute Telephonic Financial Consultations for an unlimited number of issues. Telephonic Financial Consultations are provided by staff financial counselors for Budgeting, Credit, Debt, Retirement, College Funding, Buying vs. Leasing, Mortgages/Refinancing, Financial Planning, and similar issues. Telephonic Tax Consultants are provided by staff CPA and Enrolled Agents for tax questions, tax preparation and IRS matters. Telephonic tax levy/garnishment resolution is provided as well.		
ID Theft Consultation—Up to a (1) hour telephonic fraud resolution consultation for victims of Identity theft provided by a staff Certified Fraud Resolution Specialist. This includes coaching and direction on prevention and restoring credit for victims of Identity theft as well as a free Identity theft emergency response kit for victims.		
Unlimited Management Referral—Our Management Referral Unit is staffed by licensed clinicians who are specially trained in resolving workplace issues. When an employee's situation mandates a formal management referral, we can help your managers and supervisors through every step of the referral process.		
Unlimited Management Consultation—Our Account Managers, Management Resource Consultants, and Training Consultants all stay abreast of the governmental regulations and maintain a broad base of knowledge to help formulate and update corporate policies. It's like adding expert consultants to your Human Resources Department - without the added expense.		
Communications—Targeted communication materials that educate supervisors, employees and dependents on the immediate and long-term impact provided through their EAP and Worklife benefits. These include tri-fold brochures and wallet cards; managers resource updates; posters; newsletters and bulletins; web articles, videos, and links to helpful and timely subject matter every month of the year. Company will provide reasonable quantities of printed materials in support of implementation and/or on an annual basis at Customer's request at no cost. Reasonable quantities are defined as up to 120% of the number of eligible Employees for items such as flyers or brochures; a quantity up to 5% of the number of eligible Employees for items such as posters; and a quantity of up to 20% of anticipated attendees at health fairs for other promotional items. Requests exceeding these quantities may incur an additional fee.		

This proposed model includes a bank of fifty (50) on-site hours to be used for Workplace Seminars and Brownbag Training. Additional hours are available on a PEPM or Fee for Service basis.

- **Training and Education services may be on-site, or for web-based seminars up to 50 participants**
- **For webinars with more than 50 participants, an additional charge of \$25 applies for each additional 25 participants up to a maximum of 200 participants**

If training is not scheduled consecutively or multiple topics are scheduled, additional travel and preparation costs may apply

Unlimited Crisis Response Services—Customized and designed to meet organizational and individual needs to minimize damage and return people to previous levels of productivity as soon as possible.

- Unlimited standard crisis response services included in the PEPM rate.
- However, crisis response services are limited to 10 hours per incident.

Immediate services and ad hoc issues such as downsizing, mergers and acquisition (M&A) activities or other varying services beyond the 10-hour limit are subject to the hourly rates found in Fee For Service Options section below.

Digital CBT included. A unique online emotional wellness portal. It can help your employees with mild or moderate depression and anxiety. Digital CBT offers practical ways to improve emotional and overall well-being through eLearning programs, simple tools, trusted resources and daily motivation.



Fee For Service Options	Price
Crisis Response Services—Customized and designed to meet organizational and individual needs to minimize damage and return people to previous levels of productivity as soon as possible. Crisis Response Services are available for standard crisis services, immediate services, grief, acts of terrorism, and catastrophic natural disasters. Crisis Response Services are excluded for acts of war. Fee for service pricing beyond the unlimited services included above.	\$285 Per Hour - Standard Service \$385 Per Hour - Immediate Service
TRAINING AND EDUCATION: The term "Training and Education" refers to training, provided by Aetna, or an Aetna Contracted educator to the Customer, concerning general behavioral health and work/life issues. This includes Employee Orientation Meetings and Supervisor Orientation Trainings. This training may be provided in different ways, i.e. in-person, telephonically, or web-based delivery. For webinars with more than 50 participants, an additional charge of \$25.00 applies for each additional 25 participants up to a maximum of 200 participants. Department of Transportation (DOT) services are excluded from standard Training and Education services. For specialized DOT training, see separate definition under Drug Free Workplace Services.	\$300 Per Hour
Crisis Response Services travel and prep fee.	\$180 per Counselor
Training and Education services travel and prep fee. (If training is not scheduled consecutively or multiple topics are scheduled, additional travel and preparation costs may apply.)	\$150 per Counselor
<u>Cancellation Fees:</u> <u>Crisis Response Services:</u> Whenever possible, Customer agrees to provide Company with 48 hours advance notice of cancellation of any requested Workplace Crisis Response Services. Failure to provide Company with 48 hours' notice of cancellation of any services may result in a charge as summarized to the right. • Fee for Service CISM Cancellation Fee: Services which are provided on a fee for service basis and which are subject to the hourly rate will result in a charge of \$440.00 per incident. • Bank of Standard CISM and Training Hours Cancellation Fee: Services which are included in the bank of capitated hours described above, will result in the deduction of a number of hours from the bank, equal to the number of cancelled hours. • Unlimited Standard CISM Hours Cancellation Fee: Services which are excluded from the unlimited provision listed above, i.e. above the 10 hours per incident cap, immediate CISM services, downsizings, organizational changes, catastrophic natural disasters, and terrorism which are subject to the hourly rate will result in a charge of \$440.00 per incident. <u>Training and Education:</u> Failure to provide Company six (6) business days' notice of cancellation of a previously scheduled Training may result in a charge as summarized to the right: Bank of Training and Education Cancellation Fee: Services which are included in the bank of capitated hours described above, will result in the deduction of a number of hours from the bank, equal to the number of cancelled hours. Fee for Service Training Cancellation Fee: Services which are provided on a fee for service basis and which are subject to the hourly rate will result in a charge of \$375 per hour.	\$440 per incident for CISM \$375 per hour for Training services which are provided on a fee for service basis and which are subject to the hourly rate.
DOT Alcohol and Drug-Free Workplace for Supervisors Training to meet Drug-Free Workplace regulations regarding drug and alcohol use. Additional fees may be added on to the base rate for DOT training. These fees will be assessed on a case-by-case basis and are dependent upon travel expenses and for classes that exceed 50 participants. • DOT Supervisor Training - 2 hours at \$800 DOT Alcohol and Drug-Free Workplace for Employees Awareness Training (Note: this training does not meet Drug-Free Workplace regulations regarding drug and alcohol use.) Additional fees may be added on to the base rate for DOT training. These fees will be assessed on a case-by-case basis and are dependent upon travel expenses and for classes that exceed 50 participants. • DOT Employee Training - 1 hour at \$400	
Substance Abuse Professional (SAP) Services—The EAP shall provide initial and ongoing management consultation and referral for drug and alcohol cases that fall under the Department of Transportation (DOT) guidelines. We will refer the employee to a qualified SAP to conduct initial assessment and provide additional services as required. Services can include treatment recommendations, referral to an education/treatment program, compliance monitoring, SAP re-evaluation, and follow-up testing recommendations once the employee has been cleared to return to work.	\$750 per case

Talkspace Chat + Televideo- An online therapy platform that makes it easy and convenient for you to connect with a licensed behavioral therapist — from anywhere, at any time. You can send unlimited text, video and audio messages and/or schedule a live televideo session with your dedicated therapist via web browser or the mobile app. No commutes or scheduling hassles.

EAP Pricing Assumptions

A one-year minimum contract.

All employees and their dependents/household members are eligible for services.

Sessions counted on a per issue basis rather than a per year basis (Depending on the model purchased, members have access to as many as three or five face-to-face counseling sessions per issue per year—not three or five total sessions per annum.)

Rates are good for 120 days.

36 month rate guarantee.

Rates are dependent on employee population within 20% (+/-) of that quoted.

Quoted rates include coverage for the 50 US states only. Please inquire about rates in outlying territories.