

INTEGRATED BEHAVIORAL HEALTHCARE PRESENTATION

For



Administered by:



American Behavioral ®

Bobbie Harris
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American Behavioral ®

DESCRIPTION

- ◆ Alabama-based Behavioral Healthcare Management Company
- ◆ Full Accreditation in *Health Utilization Management Services* by URAC
- ◆ National Provider Network
- ◆ HIPAA Compliant
- ◆ Certified Substance Abuse Professional (SAP) on site.
- ◆ Winner for the *Birmingham Business Journal* **Best in Business Award** for 2007
- ◆ Winner of **Best Place to Work** 2007
- ◆ President and CEO named to *Birmingham Business Journal* list of *Who's Who in Healthcare-2002*
- ◆ Recognized with Children's Health System of Alabama and HealthSouth Medical Center as three best *Outstanding Healthcare Employers-2004* by the *Birmingham Business Journal*
- ◆ President and CEO named *2004 Entrepreneur of the Year* by the Birmingham Regional Chamber of Commerce
- ◆ President and CEO named *2004 Business Person of the Year* by the Birmingham Regional Chamber of Commerce
- ◆ President and CEO named to *Birmingham Business Journal* list of *Who's Who in Healthcare-2002*
- ◆ Won the *Birmingham Business Journal* **Best in Business Award** in 2001
- ◆ Finalist in 2001 Ernst & Young Entrepreneur of the Year Award- Southeastern United States
- ◆ Nominated in 2000 for the *Birmingham Business Journal* **Best in Business Award**
- ◆ Winner of Champion International Corporation **Gold Level Status Award** for Supplier Quality Assurance Program in 1998 and 1999



American Behavioral ®

VISION

Become THE nationally recognized leader in behavioral benefits management.

MISSION

Help employers improve the productivity of employees through enhanced behavioral healthcare and overall well-being in a cost efficient manner.

PHILOSOPHY

Provide responsive, ethical and professional services in such a way that our clients and client companies are proud to be associated with American Behavioral Benefits Managers, Inc.

Board of Directors

- H. E. Logue, M.D., Chairman and Chief Medical Officer
- Allen S. Blackwell, President and Chief Executive Officer
- Lita A. Clark, Ph.D., Secretary
- C. Randy Hammond, C.P.A., Treasurer
- Charles L. Joiner, Ph.D., Board Liaison
- Neal R. Berte, Ed.D., Chairman, Development Committee
- George B. Salem, Development Committee



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AMERICAN BEHAVIORAL STAFF BIOGRAPHIES

Sandra S. Ash, M.A., LPC, CEAP, Director, Employee Assistance Programs, Corporate

Ms. Ash received her bachelor's degree in secondary education from Jacksonville State University. In 1972, she earned her masters degree in education, counseling and guidance from the University of Alabama at Birmingham. Prior to American Behavioral, Ms. Ash was employed with Homewood Counseling Associates, Inc. as a Licensed Professional Counselor. She has served on the Board of Directors of Episcopal Place as well as Chairman of Ethics Committee for Executive Board of Alabama Marriage and Family Counselors Association. Ms. Ash brings to American Behavioral over 30 years of experience in Inpatient and Outpatient settings which included group therapy, marriage and family counseling with adolescents and adults. She is a National Certified Counselor, a Certified Counseling Supervisor, and a Certified Employee Assistance Professional. Ms. Ash joined American Behavioral in 2006 and served as an Employee Assistance Staff Counselor until 2008 when she became the Director of Employee Assistance Programs.

Sharon W. Bell, LMFT, Director of Behavioral Health

Ms. Bell serves American Behavioral as Director of Behavioral Health in the Montgomery, AL area. Ms. Bell earned her Master's degree from Troy State University then went on to complete her MFT coursework at Auburn University. She is a licensed Marriage and Family Therapist and a Registered Play Therapist-Supervisor. She holds clinical memberships in the AAMFT and APT.

G. Eric Brown, Vice President of Finance

Mr. Brown obtained his B. S. degree in mathematics with minors in Economics and English from Samford University in Birmingham. While a student at Samford, Mr. Brown served as Vice President of Finance for the Samford Student Computer Corporation. Since leaving Samford, Mr. Brown has served as Financial Manager and Controller for different private corporations and as Financial Analyst in the Investment Services Department for AmSouth Bank. Mr. Brown became Vice President for Finance with American Behavioral in November 1995.

Bobbie Harris, Director of Sales

Ms. Harris has more than 20 years of experience in the healthcare industry. Before joining American Behavioral, she was an employee benefits producer for Cobbs, Allen & Hall, with a concentration on large employers. Prior to that position, Harris was the director of sales and marketing for Behavioral Health Systems for 9 years, working with large multi-state employers, business coalitions and benefit producers to sell managed mental-health and substance abuse services. She was responsible for approximately \$2 million annual revenue and was instrumental in obtaining the exclusive endorsement of two business coalitions.

In 1991, Ms. Harris worked with HealthSouth Lakeshore Rehabilitation Hospital in marketing and program development, creating a commercial referral base for inpatient and outpatient physical rehabilitation. She began her sales career with Support Systems International in 1986, winning numerous awards, and was chosen to design advanced sales training. Before going into the sales aspect of healthcare, Harris was a nurse in surgical intensive care at the University of Alabama Birmingham and then at Carraway Methodist Medical Center where she was head nurse of the coma stimulation unit for

two years. A native of Birmingham, Harris received her Bachelor of Science in nursing from the University of Alabama at Birmingham in 1983.

Carol J. Pinkerton, Director of Sales

Ms. Pinkerton joined the American Behavioral family in September of 2004. Carol oversees sales operations with an emphasis on developing new business. Ms. Pinkerton brings more than 28 years of healthcare experience including development and implementation of all phases of sales promotion and market expansion. Pinkerton currently serves as Vice President on the board of directors for Focus On Recovery, a facility that promotes the well-being of women in early recovery from alcohol, drugs and other related behaviors. She also serves on the event team of Pathways, a shelter for homeless women. She is a member of the Executive Women's Roundtable for the Birmingham Chamber of Commerce, a member of the Mobile Chamber of Commerce and Mobile SHRM.

After attending the University of Alabama in Birmingham, Pinkerton attended several university programs throughout the Southeast receiving certifications in the fields of anesthesia and surgical assisting. Prior to her joining the American Behavioral family, she worked in surgery for 18 years, served as a Marketing/Sales Specialist for HealthSouth Corporation and Director of Admissions for two long term healthcare facilities in northeast Alabama.

Carol and her husband Tim, live in Birmingham. She is the mother of two daughters (both nurses) and one step son. Savannah is 25, Monica is 23 and Justin is 16. Her oldest daughter Savannah and her husband Cole blessed the family with their first grandchild (Dalton) in February 2009.

Lita A. Clark, Ph.D., CEAP, SAP, Vice- President, Employee Assistance Programs

Dr. Clark earned her Ph.D. degree in Educational Psychology and Counseling from the University of Alabama. In addition to her clinical skills, Dr. Clark has extensive experience in developing, marketing and operating wellness programs, employee assistance programs and chemical dependency treatment programs.

Dr. Clark has past work experience with the Jefferson County Board of Education, Jefferson State College, The Bradford Group, and Hillcrest Hospital. Her services include workplace training/orientation and supervisor consultation, mediation and assisting human resource personnel in their efforts to keep employees healthy. She is a Substance Abuse Professional, qualified to assess commercial drivers. Dr. Clark also serves on the Board of Directors for American Behavioral.

Catherine D. Denson, RN, CCM, Vice-President, Managed Behavioral Healthcare Services

Ms. Denson is a registered nurse and Certified Case Manager. She has 20 years of diversified experience in the healthcare industry, with specific emphasis on managed care. Formerly, she served as Manager of Case Management and Regional Supervisor of the Pre-certification and Concurrent Review Division at United HealthCare. She is responsible for the managed behavioral health services for all clients contracted with American Behavioral.

Ms. Denson is a member of the National Behavioral Consortium and has been since 2006. She is also a member of the Case Management Society of America (CMSA), Birmingham, Alabama Chapter. Ms. Denson's past service to the CMSA includes stints as Educational Committee Chairperson, Board Member, Treasurer and President.

Maureen J. Gleason, M.S., NCC, Vice-President of Operations

Ms. Gleason currently serves as Vice President of Operations, with responsibility for the sales, training and development, corporate relations and provider relations departments. She has more than 25 years of professional experience in the business and healthcare industries. Before joining American Behavioral, she was the senior vice president of business development at the Prism Group, LLC. She was responsible for the continued expansion and development of the Prism Group product lines, including hiring, assessments, coaching, career planning, spousal relocation, employee training and development, outplacement and entrepreneurial support.

Prior to that position, Ms. Gleason was the senior vice president and chief operation officer at a Birmingham-based behavioral healthcare company. Her responsibilities included the continued expansion and development of several product lines, including employee assistance, education and training, work-life benefits, managed behavioral health, worker's compensation and wellness and disease management programs, as well as maintaining corporate and departmental policies and procedures and directly supervising sales and support staff.

Ms. Gleason belongs to the Birmingham Society for Human Resource Managers and Phi Beta Kappa. She is a licensed professional counselor in the state of Alabama and a National Certified Counselor. She also holds counseling supervisor status.

She received her Master of Science in rehabilitation counseling from the University of Memphis and her Bachelor of Arts in psychology from Rhodes College in Memphis, Tenn.

Charles L. Joiner, Ph.D., Vice-President, Strategic Development

Dr. Joiner holds a Ph.D. in business administration from the University of Alabama, a M.A. in economics from the University of Alabama, and a B.A. from Southern Wesleyan University. He is also a graduate of the Duke University Leadership Program in 1992, the Harvard University Management Development Program in 1989 and was a Fellow of the American Council on Education Program in Higher Education Administration in 1981-1982. He is the author of numerous publications, including books, refereed journal articles and numerous research/planning reports in the areas of strategic human resource management, labor management relations and strategic planning. Dr. Joiner has more than 20 years of administrative experience at the University of Alabama at Birmingham, where he served as professor of health administration and dean of the School of Health Related Professions from 1992-2000. Since 2000, he has served as a member of the American Behavioral Board of Directors and as Vice-President, Strategic Development. In 2002, he also served as President of Oklahoma Wesleyan University. Dr. Joiner currently serves on numerous administrative boards including as Chair, Southern Wesleyan University Board of Trustees.

W. Jerry Howell, M.D., Medical Director

With more than 34 years of experience in the medical field, Dr. Howell brings a wealth of vital knowledge and expertise to American Behavioral. A graduate of the University of Alabama, School of Medicine, Dr. Howell also attended the USAF Flight Surgeon School and received the Malcolm C. Grow Flight Surgeon of the Year Award.

Long active in expanding the reach of the caring profession, Dr. Howell is a diplomat of the American Board of Psychiatry and Neurology and the American Board of Addiction Medicine. Dr. Howell is a founder of the Alabama Society of Addiction and past member of the State of Alabama Methadone Advisory Committee and the Alabama Physicians Recovery Network.

Additionally, Dr. Howell has provided medical services to entities including the National League, Bradford Recovery Centers, UAB West, and most recently, St. Vincent's Hospital. He also has extensive experience in the nursing home and rehabilitation industries.

H. E. Logue, M.D., Chief Medical Officer

Dr. Logue founded and for twelve years Chaired the Department of Psychiatry at Brookwood Medical Center in Birmingham; a ninety plus bed unit covering the full spectrum of inpatient psychiatric treatment.

Dr. Logue served as President of the Alabama Psychiatric Society for the year 1990-1991. He received the Mental Health Professional of the Year Award in 1996 from the Birmingham Alliance for the Mentally Ill. In 1998, he received the Exemplary Psychiatrists Award from the National Association of the Mentally Ill. In 1983, he was made Honorary Assistant Attorney General of the State of Alabama. He is a member of Who's Who Worldwide and the National Registry of Who's Who. In 1990, he co- founded American Behavioral Benefits Managers, Inc. and remains its Chairman, an organization serving all fifty of the United States plus areas of Canada. He is listed in the Consumer Research Council of America's 2007 edition of Guide to America's Top Psychiatrists. Dr. Logue has made numerous appearances on television and radio. He has lectured nationally for continuing medical education credits regarding the newer and atypical antipsychotics/psychotropics. He has given numerous talks to organizations in the mental health and civic arena as well as to physician groups.

In October of 2006, Dr. Logue published his landmark book on bipolar disorder: *Fly Me to the Moon: Bipolar Journey Through Mania and Depression*. This book won the coveted EVVY New Publication Merit Award from the Colorado Independent Publishers Association in March of 2007 in the category of fiction. It is the first novel of fiction to be approved for continuing medical education credit for physicians. Dr. Logue published his second book entitled *Addiction, Yours, Mine and Ours* in the fall of 2010. Additionally, in 2010, Dr. Logue was chosen by his peers as one of The Best Doctors in America.

Allen S. Blackwell, President and Chief Executive Officer

Mr. Blackwell obtained his B.S. degree in Biology and Chemistry from the University of South Alabama and his M.S. degree in Hospital and Health Administration from the University of Alabama at Birmingham. Mr. Blackwell has served in the number one or number two roles of administration at the following organizations: South Highlands Hospital, Pickens County Hospital, DCH Regional Medical Center and Brookwood Medical Center. Mr. Blackwell is a past member of the American College of Healthcare Executives and past president of the Jefferson/Shelby County Division of the Alabama Chapter of the American Heart Association, Hospice of West Alabama and the West Alabama Hospital Council. Since 1983 Blackwell has been a member of Rotary International serving in many position of leadership to include Club President. He assisted in the creation of American Behavioral in 1990 to serve business and industries across the state of Alabama. The company now serves businesses throughout the United States.

As President and CEO of American Behavioral, Mr. Blackwell has been privileged to win the following awards:

- ◆ Finalist in 2001 Ernst & Young Entrepreneur of the Year Award- Southeastern United States
- ◆ Recognized for Vocational Excellence-2002 by the Rotary Club of Shades Mountain Sunrise.
- ◆ *Birmingham Business Journal* list of *Who's Who in Healthcare-2002, 2006 and 2009*.
- ◆ *2004 Entrepreneur of the Year* by the Birmingham Regional Chamber of Commerce
- ◆ *2004 Business Person of the Year* by the Birmingham Regional Chamber of Commerce
- ◆ Appointed Board of Directors, National Behavioral Consortium – 2007
- ◆ Invited and became a member of the Newcomen Society in 2008 where he is still an active member.
- ◆ Elected President, Board of Directors, National Behavioral Consortium - 2009



American Behavioral ® ORGANIZATIONS SERVED

Aggregates USA	EBSCO Industries, Inc.
American Cast Iron Pipe Company	EBSCO Media
Albany International	EBSCO Realty
Alabama Rural Electric Association	EBSCO Reception Room Subscription Services
American Trim	EBSCO Telemarketing
AmSource	Electric Power Board of Chattanooga
Auburn University	Energen
Baptist Health System/Baptist Health Center	ERC
Baptist Health Montgomery	GISi
Belk	HealthSouth Corporation
Bessemer Water Works	HM Operating, Incorporated
BioHorizons	Huntsville Board of Education
Blue Cross Blue Shield of Alabama/Federal	The Huntsville Times
Bryant Bank	Integrated Medical Systems
Buffalo Rock Company	Internal Medicine Associates
Burr & Forman LLP	Ironworkers Local Union 92
Camber Corporation	ISE Innomotive
Central Alabama Electric Cooperative	Jefferson County Department of Health
Children's Health System of Alabama	Jim Walter Resources
City of Bessemer	Madison County Commission
City of Columbiana	Mason Corporation
City of Gulf Shores	McWane Corporation
City of Hoover	Mitchell Grocery
City of Hueytown	Mobile Area Water & Sewer Systems
City of Montgomery	Montgomery County Commission
City of Mountain Brook	Montgomery Public Schools
City of Pelham	Montgomery Waterworks and Sewer Board
Cobbs, Allen & Hall	Mountain Brook Board of Education
Coca Cola Bottling Company United	National Tube Holding/National Copper & Smelting
Colonial Properties	Noland Health Services
Columbia Southern University	PCMA
Coosa Valley Electric	Pioneer Electric Cooperative
Covenant Transport	PRADCO
Covington Electric Cooperative	ProAssurance
Cullman Electric	Protective Life
Dunn Construction	Qualitest Pharmaceuticals
Dunn Road Builders	Randall Reilly Publishing
Dynetics	Ready Mix, U.S.A. & Block A.S.A.
East Alabama Medical Center	Regions Financial Corporation
East Alabama Mental Health Centers	The Robins and Morton Group
EBSCO Curriculum Materials	Rural Electric Cooperative, Inc.
EBSCO Furniture Pavilion	Sand Mountain Electric Cooperative
EBSCO Graphics	

Shelby County 911
Shelby County Schools
Shelby County Sheriff's Department
Sloss Industries
Southern Company Services
Southern Earth Sciences
Southeastern Properties
Specification Rubber
St. Vincent's Health System
Superior Bank
Surgical Care Affiliates
Tallapoosa River Electric Cooperative
Tec-Masters, Inc.

Thompson Tractor Company
Tiffin Motors
UAB Medical West
United Cerebral Palsy
United Surgical Assistants
University of Alabama at Huntsville
VIVA Health, Inc.
Walter Energy
Wire Grass Electric
Wise Alloys, LLC



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SUMMARY: PAUL WELLSTONE AND PETE DOMENICI MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT OF 2008

- Applies to any group health plan of 50 employees or more that provides both medical and surgical benefits and mental health or substance abuse disorder benefits.
- Financial requirements and treatment limitations may be no more restrictive than those applied to med/surg benefits:
 1. There may be **no** separate cost sharing requirements for MH/SA:
 - No separate deductibles
 - No separate co-payments
 - No separate coinsurance
 - No separate out of pocket expenses
 - Excludes an aggregate lifetime limit and an annual limit
 2. There may be **no** separate treatment limitations for MH/SA:
 - No limits on the frequency of treatment
 - No limits on number of visits, days of coverage, or other similar limits on the scope or duration of treatment
- Criteria for medical necessity determinations must be made available by the plan administrator to any current or potential participant, beneficiary or contracted provider upon request.
- Reasons for any denial under the plan of reimbursement shall be made available by the plan administrator to the participant or beneficiary upon request or as otherwise required.
- If the medical plan provides coverage for out-of-network providers, the MH/SA plan shall provide out-of-network coverage.
- Cost exception: may be granted if the implementation of this plan results in an increase for the 1st plan year of greater than 2% or subsequent years of greater than 1% of the actual **total** plan costs (as certified by a qualified and licensed actuary who is a member in good standing of the American Academy of Actuaries). Must go 6 months before seeking an exception. Numerous other requirements related to exceptions.
- Small employer exception: Law does not apply to employers with under 50 employees.
- Effective date: The date that is one year after the date of enactment of this Act, which shall take effect on January 1, 2009 (some exceptions apply to collective bargaining agreements).
- The law does not address which conditions are covered or not, but does require the Comptroller General of the U.S. to conduct a study that analyzes rates, patterns, and trends in coverage and exclusions related to MH/SA to report back to Congress in 3 years.



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RECENT FEDERAL LEGISLATION AFFECTING MENTAL HEALTH AND SUBSTANCE ABUSE BENEFIT ADMINISTRATION:

THE PAUL WELLSTONE AND PETE DOMENICI MENTAL HEALTH PARITY AND SUBSTANCE ABUSE EQUITY ACT OF 2008

The federal financial bailout package signed into law in October of 2008 included legislation that requires self-funded employers and health insurers to cover mental health and substance abuse treatment on par with physical health care coverage if the benefit plan covers 50 or more employees. The law will become effective January 1st, 2010.

The plan that we have quoted for you as well as the costs projected are done so with full plan compliance.

Many employers are concerned about the financial impact that the new legislation will have on their health care plan. Milliman, Inc., a company specializing in behavioral health care statistics, predicts a .6% increase in baseline costs for employers to become compliant with the legislation. On a positive note, managed behavioral health plans, such as the one offered through American Behavioral, are still projected to cost 25-50% less than unmanaged plans. The key differences include the ability to help direct patients to the appropriate provider and level of care while managing the benefits according to evidence based practices and medical necessity guidelines.

American Behavioral is fully compliant with the legislation and all benefit packages going into calendar year 2010 will meet the legislative requirements which are summarized on the following page.

For additional information or a consultation on how your plan may be affected contact:

Bobbie Harris
Director of Sales
American Behavioral
(205) 913-0242



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THE UNIQUENESS OF AMERICAN BEHAVIORAL

As a managed behavioral health organization, American Behavioral has successfully navigated through more than 20 years by being responsive and flexible in serving businesses, industries, employees and families.

The uniqueness of American Behavioral is evidenced by flexibility and success in the following critical areas:

- **Network of Providers:** American Behavioral has a network of behavioral healthcare providers located throughout the United States. However, purchasing organizations can choose to delete or add specific providers for their personnel. The only requirement is that providers to be added must go through a successful credentialing process and agree to work with American Behavioral in managing the benefits for employees referred to them.
- **Reporting On Costs and Utilization of Services:** American Behavioral will suggest a reporting format and line items, as well as reporting frequency (monthly). However, corporate clients instruct American Behavioral on how they want their reports formatted, what the line items should be and the frequency of reporting, whether monthly, quarterly, semi-annually or any other reporting frequency.
- **Compensation Arrangements:** Since 1991, American Behavioral has exchanged value with client companies that pay on a levelized payment plan, fee-for-service and/or retainer basis. The company can choose the desired payment plan, including a combination of the above.



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Employee Assistance Program Summary Plan Description Primary EAP Services

Marital Problems

Disagreements over money, getting to know each other all over again when the last child has left home, dealing with a spouse's attraction to someone else, or inability to communicate, can indicate trouble in a marriage. Professionals can help sort out the problem areas, so that families can look at possible solutions and make appropriate decisions toward resolving the problem.

Family Relationships

Troubles within a family may include having difficulty communicating with a rebellious teenager over alcohol or other drug experimentation; disagreements with in-laws or helping children accept divorce, when appropriate. We can help find the resources for coping with them.

Emotional Difficulties

Most people experience periods of depression, grief, loss, or loneliness sometime during their lives. Others experience undue anxiety or panic attacks and phobias. If one of these continues for a long period of time, affecting relationships and/or productivity at work, the assistance of a professional can be helpful.

Work Related Problems

Whether it is adjusting to a new position, not getting along with some of the co-workers or wanting to advance in one's career, job related problems could be stressful. Professionals can direct employees to appropriate resources for confronting these issues.

Financial Stressors/Legal Concerns

Some participants who have over-extended themselves, have been unable to make monthly payments, or unable to save for retirement. We will provide information on dealing with budgeting and money management. In more severe cases, we will refer to professionals who teach practical money management or to consumer credit counseling for more options. Legal referrals are made for those needing such assistance.

Alcohol and Other Dependency Assessment

Chemical dependency, which includes alcoholism and other drug addiction, disrupts the whole family. Chemical dependency is an illness, and it can be treated. We offer complete assessments and referral to the most appropriate resource. Our services include supervisor orientation to aid in the recognition and intervention of impaired employees.



American Behavioral ®

Employee Assistance Program

Proposed Employee Assistance Program Services

- Full service, comprehensive Employee Assistance Program which includes telephonic and face-to-face visits for all employees and their qualified dependents
- Providers personally credentialed by American Behavioral – including Licensed Practitioners, Masters level counselors, psychiatrists, and psychologists
- Toll free number with 24/7/365 availability with competent staff – confidential assessment counseling and referral for services in areas of marital and family issues, children, adolescents, mental/emotional problems, job-related stress, financial and legal difficulties, and alcohol and drug dependency
- Monthly well-being newsletter provided for distribution within company intranet for all employees
- Direct access to Manager Support Center to assist HR and other supervisors with employee issues
- Access to American Behavioral on staff (CEAP) Certified Employee Assistance Professional for HR
- CISD response
- Access to American Behavioral on staff (SAP) Substance Abuse Professional for HR needs
- Back-To-Work Conferences with Manager/Supervisors
- Flexible hours-after 5:00 p.m with telephonic access to Masters level counselors
- Manager, Supervisor, Employee EAP orientation
- EAP and Manager/Supervisor Training CD'S provided to all locations with HR staff
- Development of EAP Policy and Alcohol and Drug Policy
- Access to online work/life website with over 20,000 resources related to family, martial, legal, financial, health and other topics – Web-based training also available
- Referral to Tobacco Cessation Programs and Elder Care Services
- Levelized monthly payments
- Monthly Utilization Reports Provided for Human Resources Department
- American Behavioral has providers credentialed for your employees located in all 50 states, including Canada and Puerto Rico.



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EMPLOYEE ASSISTANCE PROGRAM BENEFITS

- ◆ Identification Of Expectations From Professional Assistance
- ◆ Confidential Assessment Of Presenting Problem
- ◆ Brief Personal And Family Counseling
- ◆ Shortcuts To Locating Professional Resources
- ◆ Appropriate Referrals To Community Resources, When Necessary
- ◆ Identifying And Working Through Co-Worker Conflicts
- ◆ Timely Follow Up

BENEFITS TO THE EMPLOYER

- ◆ Reduce Absenteeism, Errors And Workplace Accidents
- ◆ Improve Productivity
- ◆ Improve Morale
- ◆ More Efficient And Focused Team Approach
- ◆ Training Managers And Supervisors On Using The EAP As A Management Tool
- ◆ Help Managers And Supervisors Effectively Address Employee Productivity And Performance Issues
- ◆ Lower Turnover
- ◆ Results In Substantial Cost Reduction In Medical Claims

BENEFITS TO THE EMPLOYEE

- ◆ Personalized Assistance For All Types Of Problems
- ◆ Accurate Assessment And Referral To The Most Appropriate Level Of Care
- ◆ Appointment Offered Immediately For Emergencies
- ◆ Unlimited Number Of Presenting Problems Per Year
- ◆ One Key Personal Contact
- ◆ Reliable Source For Information
- ◆ Convenient And Confidential



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EMPLOYEE ASSISTANCE PROGRAM SERVICES CONTRASTED

		American Behavioral	Most EAP Programs
Comprehensive Services	Single source provider of EAP and managed behavioral health services	YES	NO
	Over 50 years combined EAP and behavioral health experience	YES	NO
	Dedicated staff for managers, and Human Resources	YES	NO
	Critical Incident Stress Debriefing	YES	YES
	Short-term intervention models available	YES	YES
	Management directed referrals	YES	YES
	DOT referral available for substance abuse	YES	SOME
	Clinical approach to child and elder care referrals	YES	N/A
	Staff model professionals who provide comprehensive solutions	YES	NO
	Behavioral Risk Assessment	YES	NO
	Customized programs	YES	NO
	Translation services through AT&T language line	YES	NO
	Hearing Impaired Access	YES	NO
Service and Program Access	National network of affiliate providers	YES	SOME
	Access to local-state and national community referral resources	YES	SOME
	Comprehensive library of educational materials	YES	NO
	Training videos at no cost	YES	NO
	Training seminars and workshops	YES	SOME
	Back to work evaluation and supervisor conference	YES	SOME
	Manager and supervisor training and orientation	YES	SOME
	Pre-employment and promotional testing and evaluation	YES	SOME
	Ensured compatibility between our clients and providers	YES	NO
	Rapid response to management/HR in resolving difficult employee problems	YES	SOME
	On site presence upon request	YES	SOME
	Monthly utilization reports	YES	NO
	Participant evaluation and survey upon closure	YES	NO
Staff Model Consulting Expertise	Behavioral health providers speak with callers on toll free lines 24 hours a day	YES	NO
	Multi-level continued education to broaden knowledge of providers	YES	NO
	CEAP and other masters-level consultants serve as case managers helping the caller access specialist and resources. <u>On-staff specialists</u> in the areas of behavioral health, addiction disorders, psychological assessment, Child, Adolescent and elder care issues.	YES	NO
	Retained attorneys and legal assistants	YES	NO
	Sensitive and personal approach with each participant	YES	SOME



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MANAGER AND SUPERVISOR ORIENTATION

Managers and supervisors are an important link in the chain for getting troubled employees the help they need. Too often we expect that you will begin making referrals following EAP Supervisor Orientation/Training. Yet, studies show that of the estimated troubled employees (20%), in the workplace, supervisors typically refer less than one percent (1%).

Despite effective training, supervisors may not comprehend the material or may remain uncertain about their role with the EAP provider. Some feel uncomfortable in making a supervisor referral; others may feel that the EAP is even a place for the employee to hide from disciplinary action.

The following recommendations can work to encourage appropriate referrals:

- ♦ Meetings with supervisors serve to increase the level of understanding of the EAP.
- ♦ Written materials and videos are designed to inform and update supervisors on typical concerns.
- ♦ Communicating to referents that management supports early identification of the impaired employee and the subsequent referral to the EAP.

Supervisors want reassurance that their concerns about a certain employee are valid and timely. Dialogue with the EAP provider seems to emphasize the cooperative nature between the two. Appropriate information exchanged will aid in the development of an effective strategy for intervention.

American Behavioral will work with you to assure that you receive the ultimate benefits from your EAP in order to maximize your most valuable resource – your employees. Manager and supervisor orientations are offered at no additional cost.



American Behavioral ®

SUBSTANCE ABUSE PROFESSIONAL QUALIFICATIONS AND SERVICES

Please allow me this opportunity to introduce American Behavioral and to inform you that we provide thorough substance abuse assessments and clinical evaluations for your employees who have violated a Department of Transportation (DOT) drug and alcohol regulation. As you know, the primary objective of the DOT rules is to prevent alcohol and controlled substance users from performing transportation industry safety-sensitive functions. The rules require an employer to provide the employee who violates a DOT drug and alcohol regulation a listing of qualified substance abuse professionals (SAP) readily available to the employee.

It is important to remember that the DOT recognizes only the SAP who has received qualification training which includes the nine required components explained in Part 40, Section 281. The SAP you recommended to the impaired employee must be a licensed counselor or physician and demonstrate knowledge of and clinical experience in the diagnosis and treatment of substance abuse-related disorders. Moreover, each provider of service must be well informed about Part 40, pertinent DOT agency regulations and SAP guidelines.

Once the SAP provides a face-to-face assessment and clinical evaluation to determine the level of assistance needed, he or she will recommend a course of education and/or treatment with which the employee must comply. After the employee has completed the appropriate level of treatment, the SAP is required to provide a follow-up evaluation to determine successful compliance. This evaluation must be conducted before the employee can return to work.

Your SAP is a vital component of DOT's efforts to help keep the transportation industry safe. The DOT-qualified staff at American Behavioral can help you get valuable employees the help they need in order to return to work. We understand that DOT rules and regulations that you and your organization must follow.



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CRITICAL INCIDENT STRESS MANAGEMENT

Critical Incident Stress Debriefing (CISD) is a group, psychological debriefing intervention offered by qualified behavioral health professionals after an especially traumatic event. In fact, it is standard operating procedure among all companies served in response to bank robberies, verbal threats, assaults and other acts of workplace violence.

When CISD is offered soon after a traumatizing event, the chances are greater that targeted individuals will avoid the psychiatric symptoms of posttraumatic stress disorder, such as night terrors, intrusive thoughts, withdrawal and the increased use of alcohol and other drugs.

Based upon case principles of crisis intervention, CISD is designed to mitigate the impact of a critical incident and to assist the organization in the recovery of employees as rapidly as possible. More specifically, the focus of CISD is the relief of stress in normal, emotionally healthy people who have experienced unexpected traumatic events. Other objectives are emotional ventilation, forewarning of future signs/symptoms of stress, enhancement of group cohesiveness, and the identification of more affected individuals who can benefit from a referral to appropriate individual therapy.



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24-HOUR RESPONSE LINE

American Behavioral provides **after-hours and holiday** telephone coverage for EAP participants 24 hours a day, toll free. The following process is in place:

- ◆ Answering Service receives the local or 1-800 call.
- ◆ An American Behavioral provider (on call) is paged and patched directly through to the caller.
- ◆ If it is a **crisis** call requiring help immediately, the individual may be instructed to go to the **nearest** hospital emergency room.
- ◆ If it is **not** life threatening or someone needing medical attention now, the American Behavioral professional will conduct an assessment, offer suggestions and refer to the appropriate level of care the following day.
- ◆ A follow-up call is made to the client to insure that needed services are being provided and that progress is made.



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MANAGED BEHAVIORAL HEALTH

The ultimate goal of managed behavioral healthcare is to help patients return to a healthy, productive state of mind. American Behavioral works with the patient to identify cost-effective appropriate healthcare services with a focus on quality of care.

American Behavioral assists employees and families by identifying and working through conditions that may be a focus of clinical attention such as:

- Adjustment Disorders
- ADD / ADHD
- Anxiety Disorders
- Dissociative Disorders
- Impulse Control Disorders
- Mood Disorders
- Substance Abuse Disorders
- Schizophrenia and other Psychotic Disorders
- Sexual Disorders

WHAT IS MANAGED HEALTH CARE?

Managed behavioral healthcare is an employer-sponsored program designed to provide disorder identification, clinical treatment referrals, and crisis intervention for employees and their family members who experience mental/behavioral conditions.

OBJECTIVES OF AMERICAN BEHAVIORAL:

1. Deliver medically and clinically appropriate, well-planned and coordinated care
2. Provide quality, solution-focused treatment in the most efficient manner
3. Furnish easy access to a multidisciplinary network of licensed/certified, credentialed practitioners
4. Render personalized and compassionate care by trained, experienced care managers in an effort to ensure the best patient/provider fit
5. Provide care and genuine concern for the client/patient as he/she moves *smoothly* through the system.
6. Respond to ongoing changes in each person's needs

WHY START A MANAGED HEALTHCARE PROGRAM?

Most people do not know how to access a provider or even know the level of care that is most appropriate to their own behavioral health concerns. For those who do know what they need, there is no promise of easy access to treatment without managed care services. American Behavioral's expanded networks are better able to reach even rural areas in most cases, providing help to hard-to-reach population.

In addition, while traditional behavioral healthcare focuses on long-term treatment of underlying illnesses, Managed Behavioral Healthcare defines and treats mental illness in terms of the ability of a person to function.

HOW DOES A MANAGED BEHAVIORAL HEALTHCARE PROGRAM WORK?

American Behavioral offers a viable alternative to traditional plans by overseeing the entire treatment process, including:

- Recommending an appropriate schedule of benefits, limitations and exclusions,
- Securing an appropriate network of providers and facilities,
- Facilitating the flow of information to employees, retirees and families,
- Personalizing continuum of care program,
- Individualizing case management,
- Coordinating treatment planning,
- Providing pre-visit authorization to qualified professionals,
- Providing pre-admission determination to ensure appropriate care in pre-approved facilities,
- Delivering medically appropriate care,
- Accessing a multidisciplinary network of healthcare providers and
- Providing wellness coaching designed to meet individual unique needs.



American Behavioral ®

**AN INTEGRATED APPROACH TO
MANAGED BEHAVIORAL HEALTHCARE SERVICES**

Employee Assistance
Programs

Mental Health

Substance Abuse
Treatment

What is Integrated Behavioral Healthcare?

American Behavioral has successfully combined EAP, managed mental healthcare programs and substance abuse treatment to offer a state-of-the-art, fully integrated product. By linking the programs, American Behavioral has successfully reduced overlapping of services and overall treatment costs. These services may be purchased individually or as an integrated program.

Should care require mental healthcare services, the EAP then seamlessly refers to the managed behavioral healthcare professionals. This offers clients and patients a full continuum of care from assessment, referral and treatment, to monitoring, follow-up and outcome review.

The key to an effective, integrated delivery system is a consistent operational and clinical approach to providing care. All services across the full continuum of care have a single administration and clinical/medical leadership. With this same leadership managing and providing all divisions of care, the case management process is maximized. The full range of services available through the convenience of "one-stop shopping" is rapidly becoming the desired approach for companies. As we move into the future and the need for this collaborative spirit increases, we will continue to focus our efforts on providing a fully integrated healthcare delivery system with enhanced quality, value added services.

EAP's have played a major role in early identification and intervention with troubled employees. EAP's have demonstrated the capacity for managing behavioral issues and providing significant cost savings in the workplace. The strength of any Employee Assistance Program (EAP), mental health, or substance abuse treatment program is based on knowledge of and experience in the workplace and the relationship that issues have on performance. The programs offered, such as supervisor training and employee intervention, are designed to recognize impaired employees and get them the help they need.

Managed Mental Healthcare has already proven its capability of reducing unnecessary mental healthcare costs, while enhancing appropriate patient care. Because the companies purchasing managed mental healthcare services are placing more and more emphasis on quality, value added services, they have begun to turn toward the proven professionals to provide the expert EAP and chemical dependency abuse components to manage and reduce overall healthcare costs.

Substance Abuse Treatment professionals have long been the experts in the area of alcohol and other drug abuse, with the unique ability to provide accurate assessments and determine the most clinically appropriate level of care.

[illegible]

2011 Year-to-Date Utilization Report

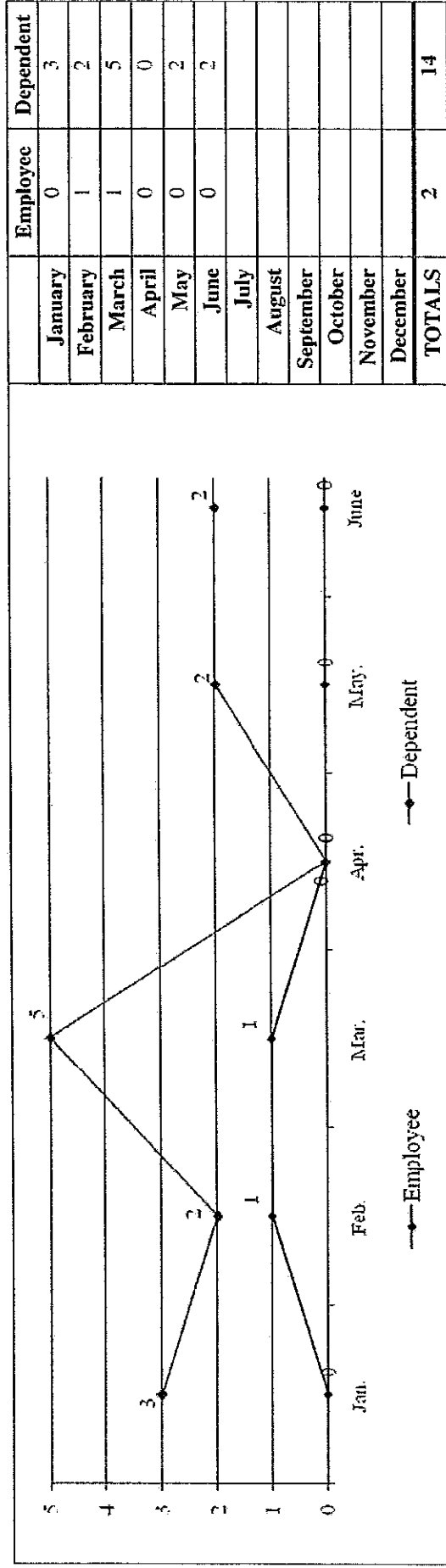
Sample Company

Administered By:

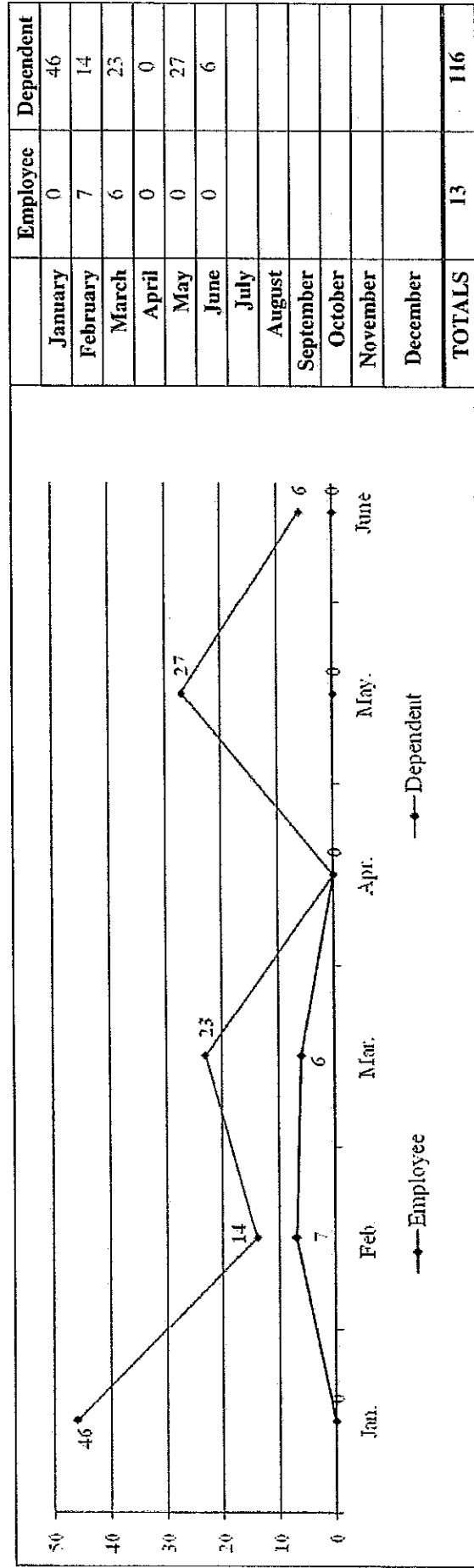


American Behavioral ©

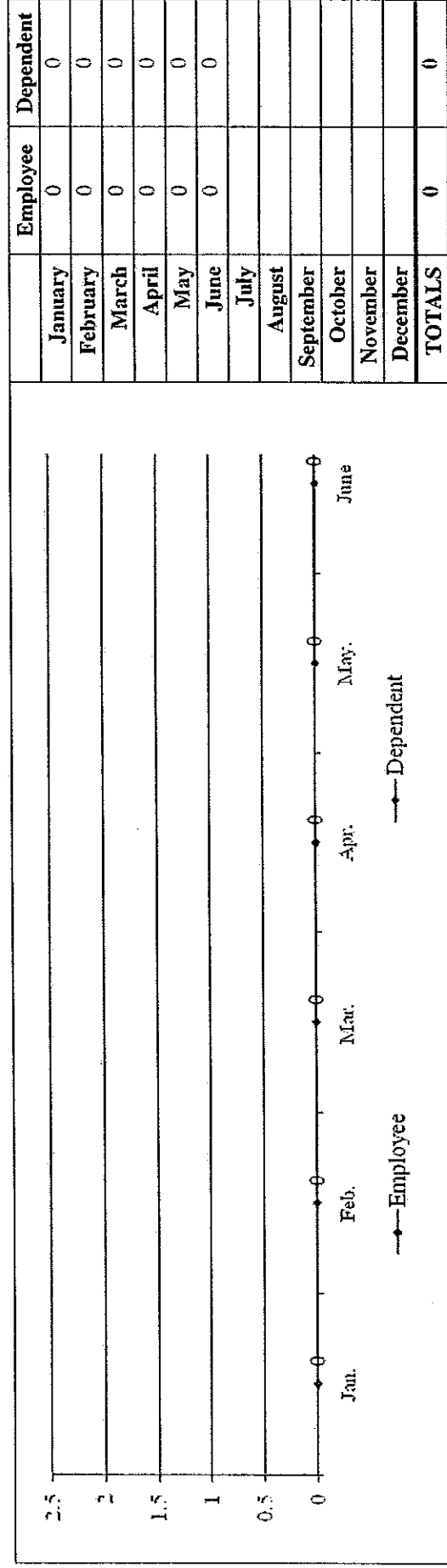
Mental Health Inpatient Admissions



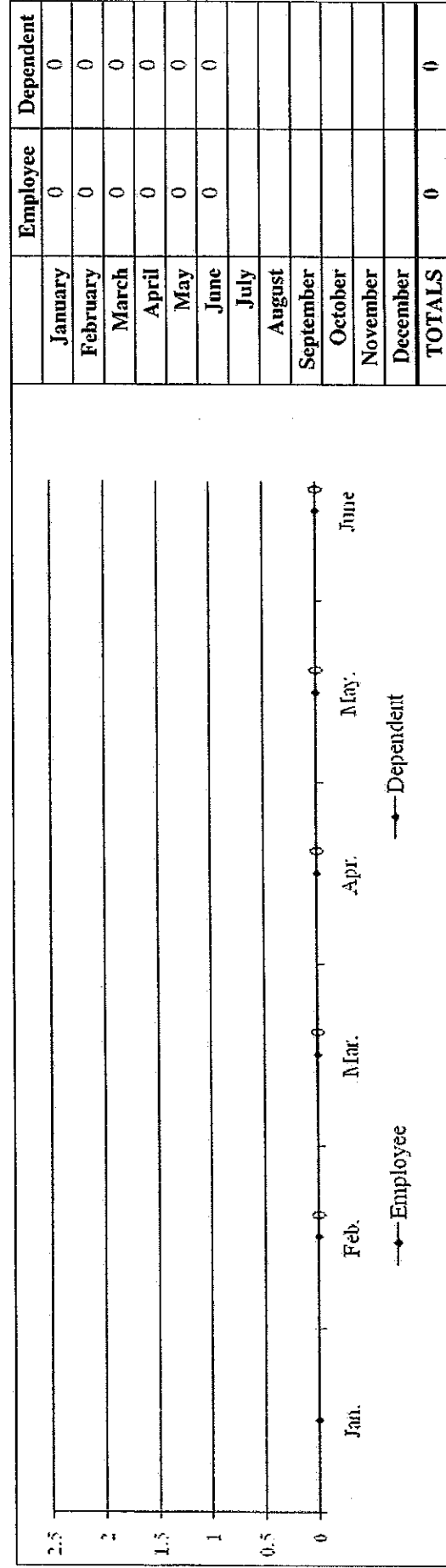
Mental Health Inpatient Days



Substance Abuse Inpatient Admissions

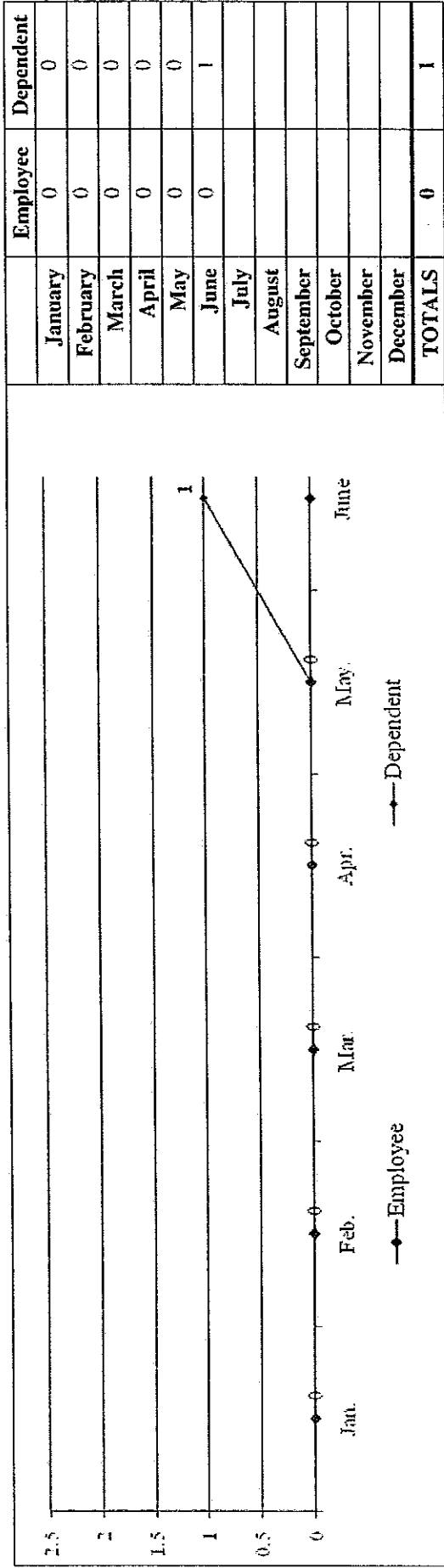


Substance Abuse Inpatient Days



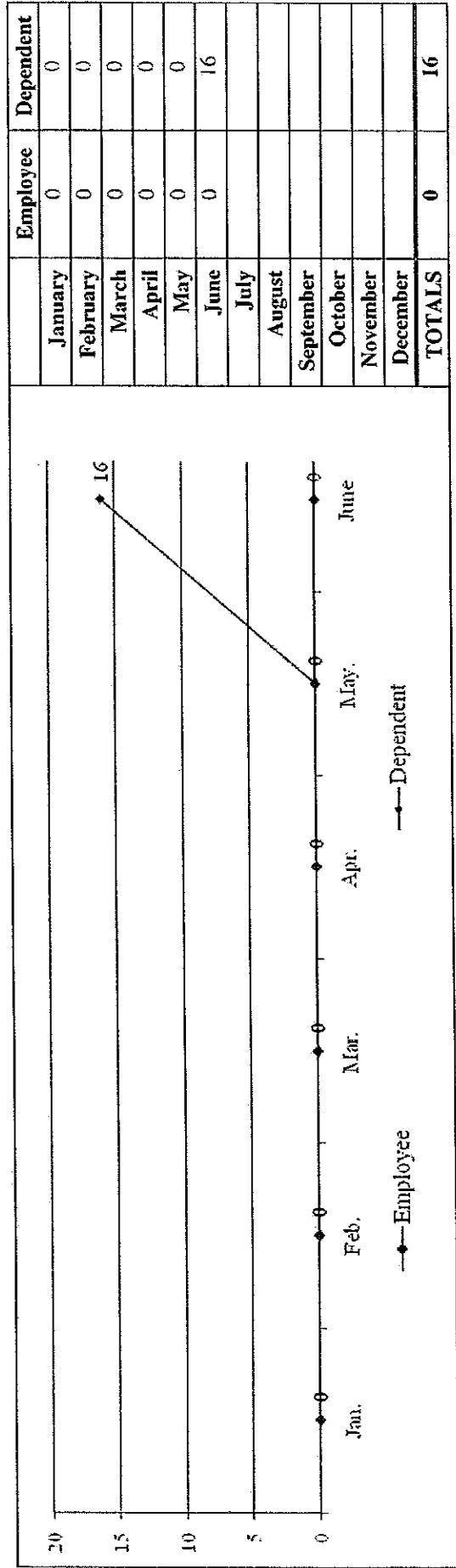
Mental Health Alternative Level of Care Admissions

(Includes Partial Hospitalization and Intensive Outpatient Treatment)



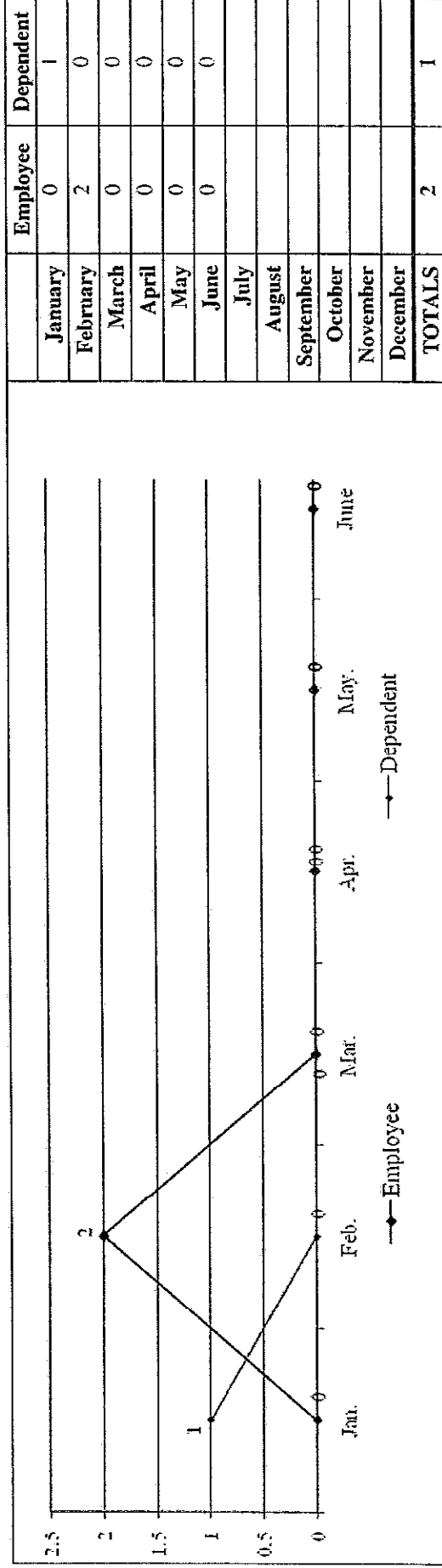
Mental Health Alternative Level of Care Days

(Includes Partial Hospitalization and Intensive Outpatient Treatment)



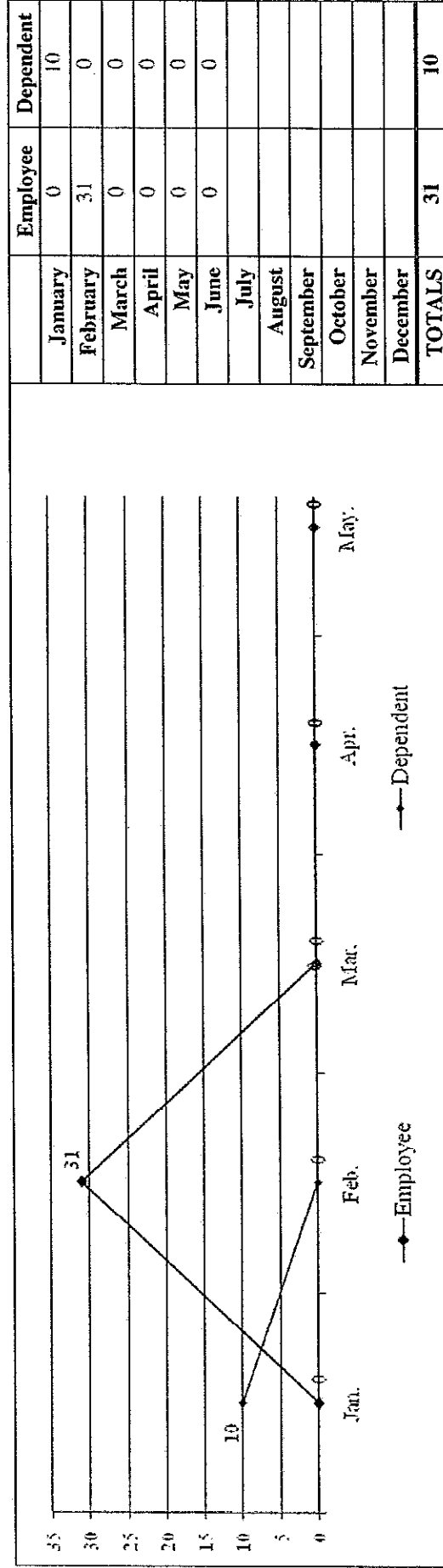
Substance Abuse Alternative Level of Care Admissions

(Includes Partial Hospitalization and Intensive Outpatient Treatment)

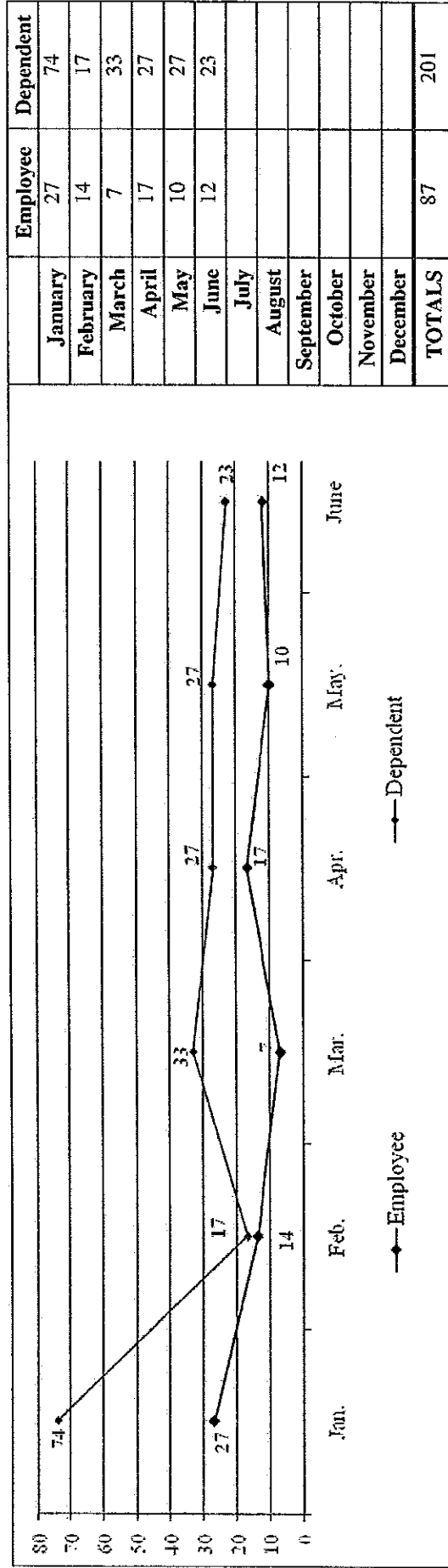


Substance Abuse Alternative Level of Care Days

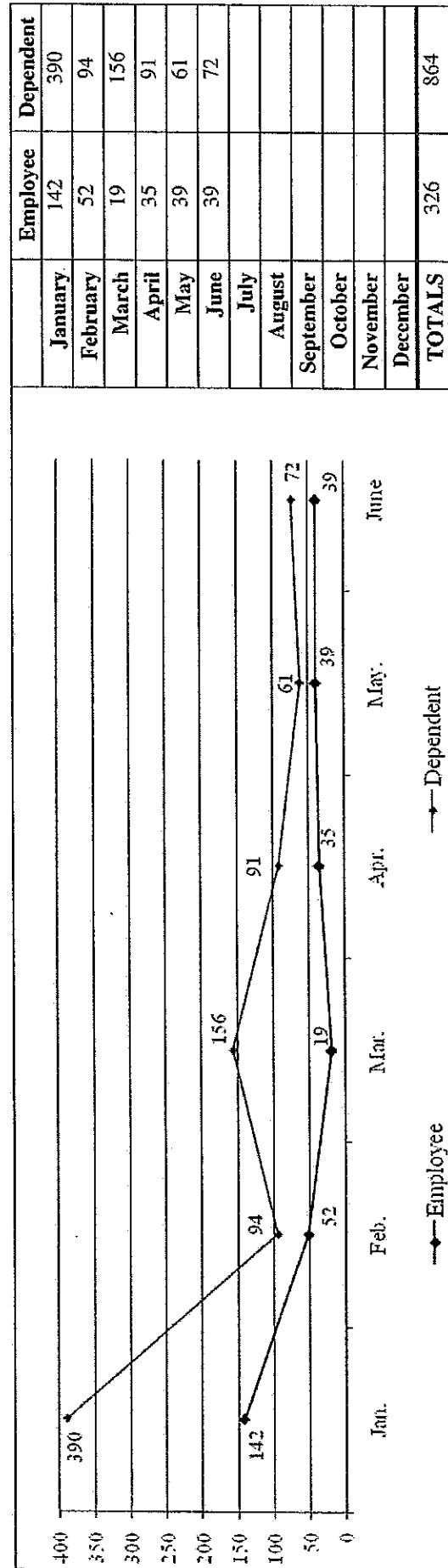
(Includes Partial Hospitalization and Intensive Outpatient Treatment)



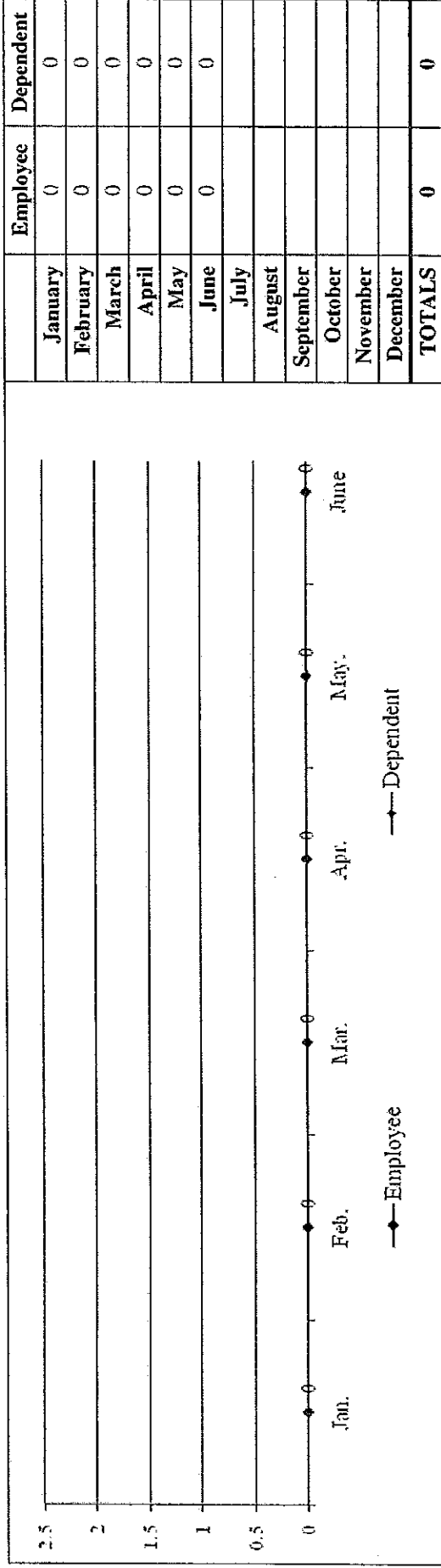
Mental Health Outpatient Cases



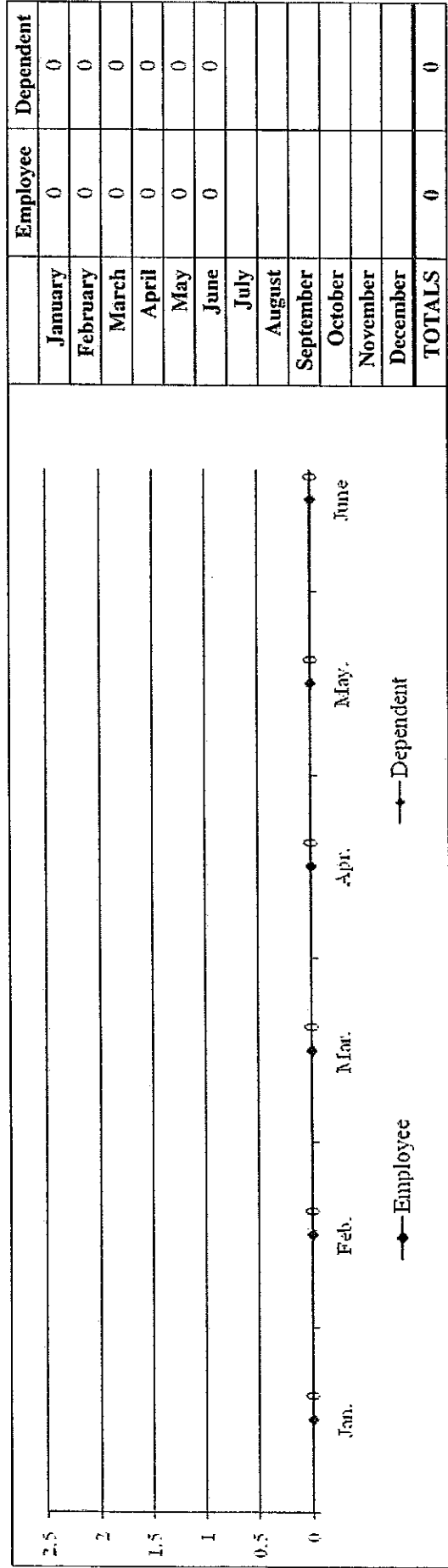
Mental Health Outpatient Visits Authorized



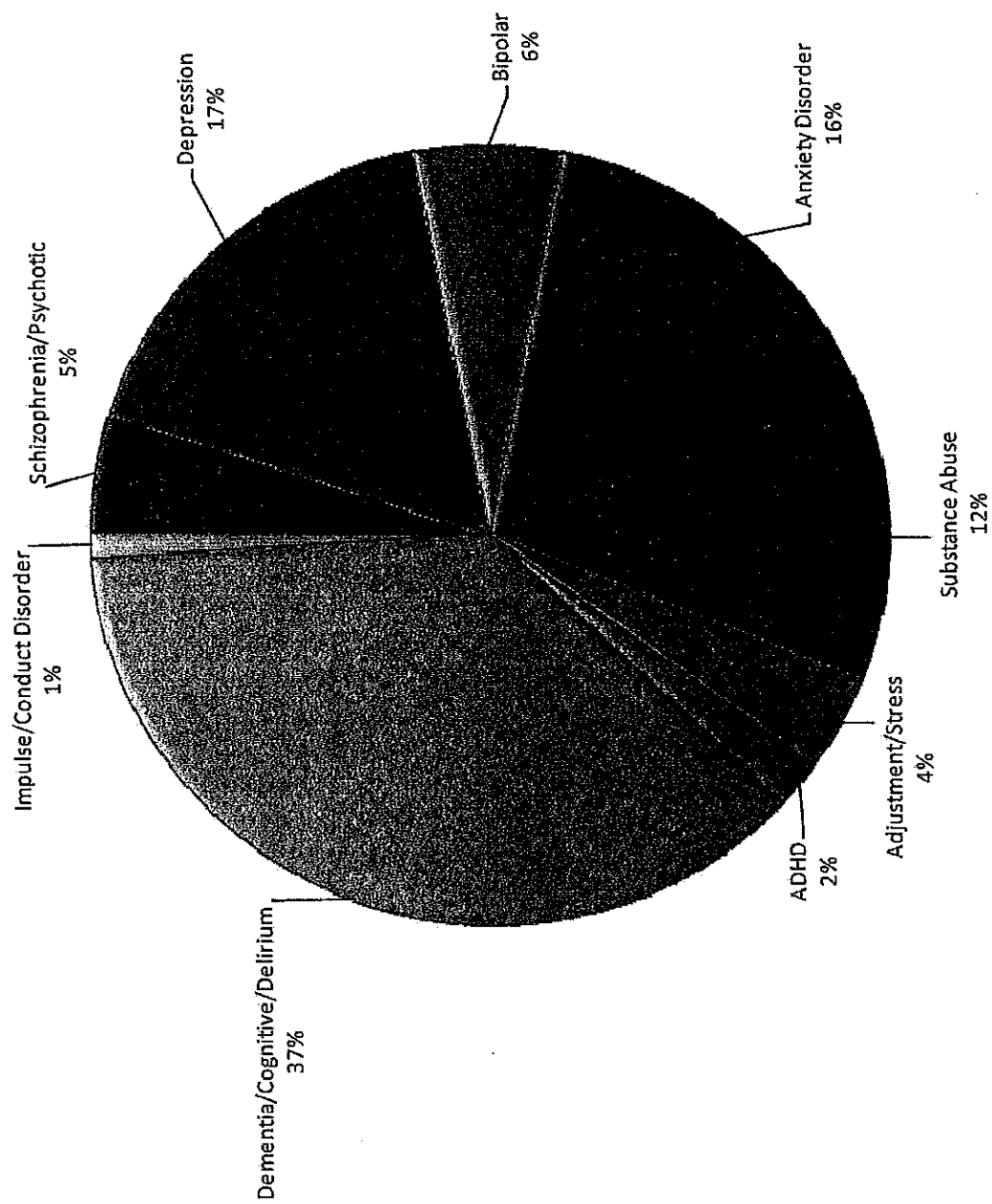
Substance Abuse Outpatient Cases



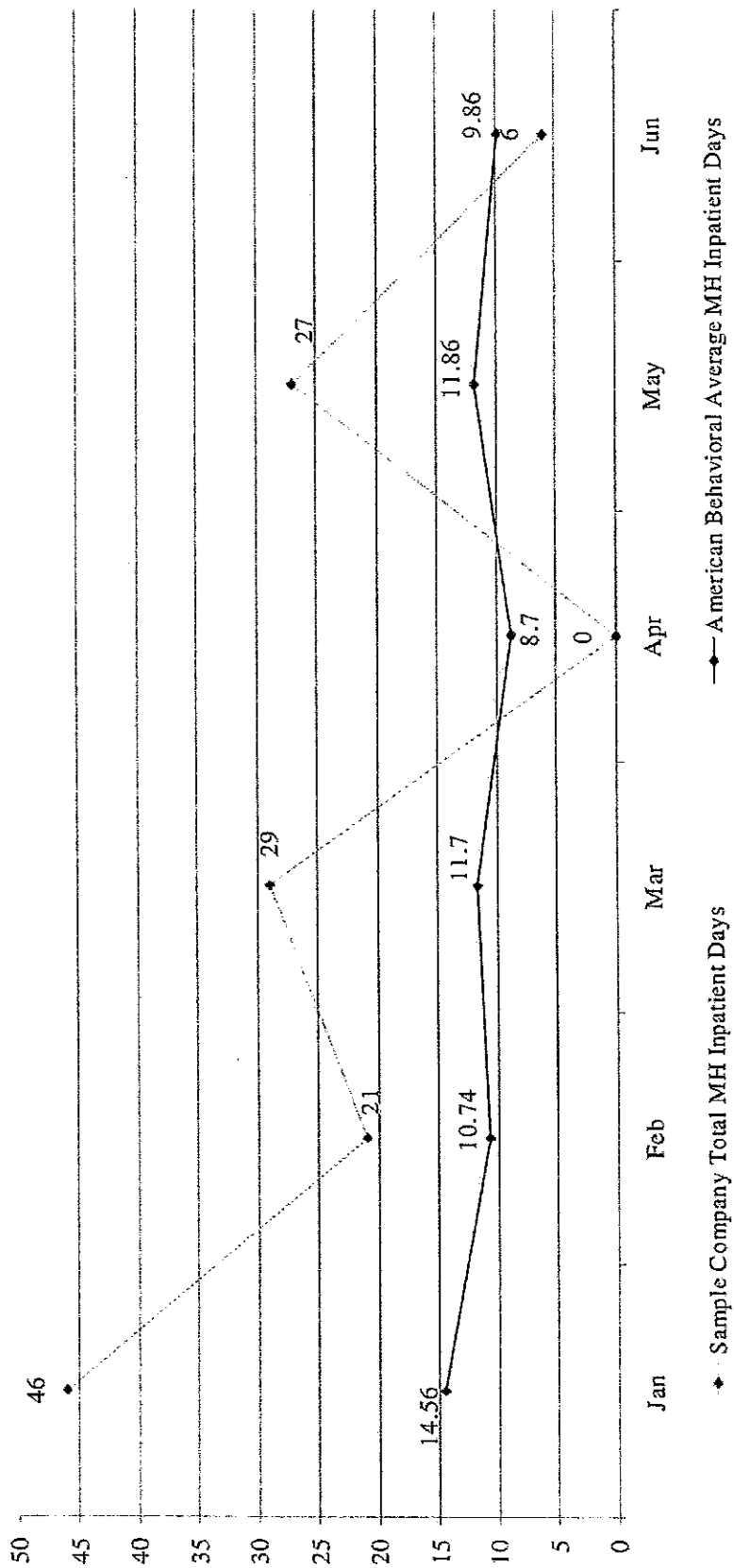
Substance Abuse Outpatient Visits Authorized



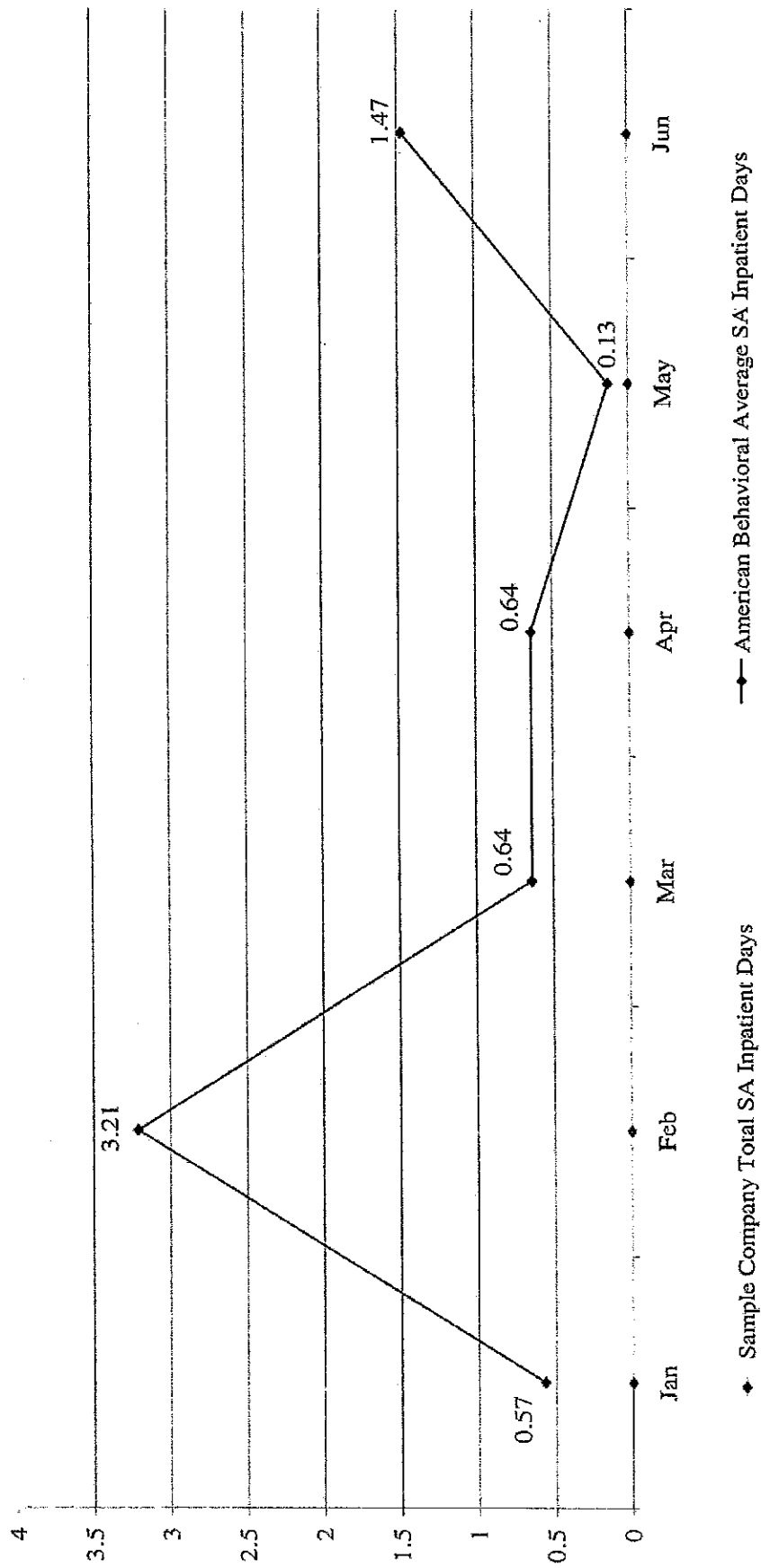
Top Cost-Driven Diagnoses



Comparison Report of Inpatient Mental Health Days Against American Behavioral Average

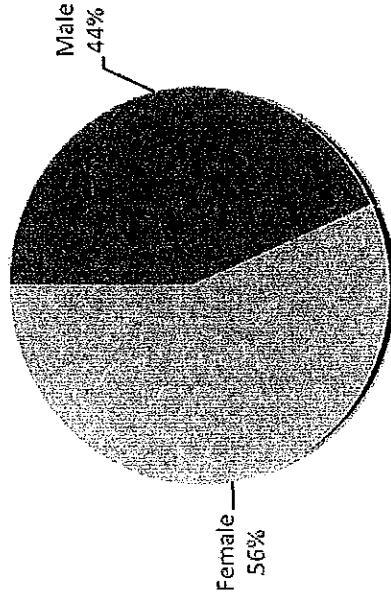


Comparison Report of Inpatient Substance Abuse Days Against American Behavioral Average



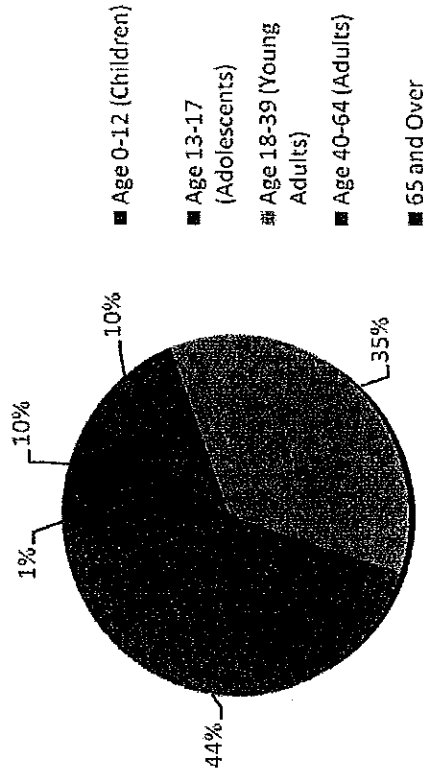
Age and Gender Distribution Across All Levels of Care

GENDER



Gender	Total	Percentage
Male	134	44%
Female	174	56%

AGE



Age Range	Total	Percentage
0-12 (Children)	29	10%
13-17 (Adolescents)	31	10%
18-39 (Young Adults)	109	35%
40-64 (Adults)	135	44%
65 and Over	4	1%

Additional Services Authorized

Psychological Testing

	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Employee	0	0	0	0	0	0							0
Dependent	0	0	0	0	0	0							0

Electroconvulsive Therapy

	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Employee	0	0	0	0	0	0							0
Dependent	0	0	0	0	0	0							0

Emergency Department Visits

	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Employee	0	0	0	0	0	0							0
Dependent	0	0	0	0	0	0							0

Psychiatrist Consults While Member Is In a Medical Bed

	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Employee	0	0	0	0	0	0							0
Dependent	0	0	0	0	0	0							0



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EMPLOYEE ASSESSMENTS AND PSYCHOLOGICAL TESTING

American Behavioral has had significant experience in the assessment and evaluation of employees. Business organizations in both the public and private sectors are continuing to recognize the importance of employee assessment for a variety of reasons. Purposes for employee assessment include pre-employment testing and evaluation, evaluation of current job functioning or fitness for duty evaluations and the assessment for promotion and special assignment.

Pre-employment assessments can be an important tool in helping an organization evaluate the fit between the demands of a particular job and the culture of an organization, with the unique strengths and characteristics of a job candidate. Assessment may include formal testing through the use of valid and reliable questionnaires, clinical interviews or combination of the two methods. Assessment may be used as a screening tool before a conditional job offer is extended, or as a more direct and involved evaluation to consider a particular candidate's characteristic after a conditional job offer has been made.

Many organizations have found that evaluation of an employee's current level of job functioning may be based on more than mere guesswork. For example, the demands of a particular job assignment may require employers to identify those individuals prone to risk-taking or unsafe behavioral patterns in the work environment. The need to identify specific characteristics in an employee who has experienced a notable drop in job performance might be more effectively handled by an evaluation process that focuses on assessing the employee's current behaviors and personality characteristics.

Finally, the demands of unique assignments require careful evaluation of available personnel. American Behavioral can provide evaluations that can assist in identifying individuals whose behavioral patterns and personal and work histories might be best suited for demanding assignments.

The components of psychological testing are:

Testing-Use of 2-3 multifaceted instruments

Scoring-Instant electronic scoring capability

Interpretation-Based on participants scores compared nationally

Interview-Face-to-face with licensed professionals

Written Summary-Including oral interview

Recommendation-To consider when making hiring or promotional decisions



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Hilson Career Satisfaction Index (HCSI)

The HCSI (often used in "fitness-for-duty" assessments) aids in the identification of stress symptoms, drug/alcohol abuse, disciplinary history, excusing attitudes about antisocial behaviors, anger/hostility, and difficulty with supervisors and/or co-workers.

Stress Patterns Stress Symptoms Drug/Alcohol Abuse Lack of Interpersonal Support	Anger/Hostility Disciplinary History Excusing Attitudes Aggression/Hostility
Dissatisfaction with Career Dissatisfaction with Supervisor Relationship with Co-Workers Dissatisfaction with Job	Defensiveness: Validity Scale

Hilson Life Adjustment Profile (HLAP)

The HLAP measures specific psychological characteristics that may affect a person's ability to function in a high-risk occupation. Symptoms related to emotional adjustment disorders, such as depression, paranoia, anxiety, concerns about health and/or suicidal tendencies, are identified.

Unlike traditional measures of psychopathology, the HLAP also includes items relating to an individual's actual involvement in activities, social support network, and overall level of functioning.

Lack of Candor Lack of Social Network Lack of Family Support Low Activity Level Anxiety Concerns about Health	Obsessive-Compulsive Tendencies Paranoid Ideation Suicidal/Depressive Thoughts Critical Events Lack of Satisfaction with Life
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Hilson Management Inventory (HMI)

The HMI has been designed to assess a variety of behavioral characteristics that are specific to managerial/executive positions. The HMI is a combination inventory that includes the Hilson Management Survey (HMS) and the Hilson Personnel Profile/Success Quotient (HPP/SQ) in one test booklet.

HMI Areas Identified (Using Scales from the HMS)	HMI Areas Identified (Using Scales from the HPP/SQ)
Leadership	Work Ethic
Coaching/Counseling Orientation	Social Skills
Positive Work Attitudes	Initiative
Performance Appraisal Ability	Drive
Assertive Management Style	Sensitivity
Teamwork Orientation	Concerns about Task Completion
Realistic Expectations of Others	
Flexibility	
Delegation Skills	

Hilson Safety/Security Risk Inventory (HSRI)

Developed for use in assessing individuals who will be working in positions where personal/mechanical safety practices are required.

The HSRI has been developed to identify those individuals who may be prone to risk-taking and/or unsafe behavior patterns as well as those who tend to react impulsively in crisis or emergency situations.

For Use With Occupations Including:

Police Officer

Security Officer

Pilot

Emergency Medical Technician

Fire fighter

Defensive Responses: Validity Scale	Safety Risk
	Safety Attitudes
	Driving Behaviors
	Risk-Taking Patterns
Lack of Hostility Control	Preparation Concerns
Lack of Integrity Concerns	Lack of Work Ethic Concerns
Lack of Anger Control	Undue Worry
Work Problems	Lack of Social Judgment



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Inwald Survey 5 (IS5)

The IS5 was developed to identify individuals with expressed anger patterns, low frustration tolerance, excusing attitudes regarding antisocial behaviors, difficulties getting along with others, job performance problems, and lack of work ethic. Individual IS5 results include a narrative report, list of critical items for follow-up evaluation, a prediction of risk for termination, and an IS5 profile graph.

IS5 Main Scales Lack of Conscientiousness/Trustworthiness Lack of Work Ethic Lack of Social Initiative	IS5 Content Areas Lack of Insight/Candor Frustration/Anger Patterns Distrust of Others Work Adjustment Difficulties Attitudes: Antisocial Behaviors Behavior Patterns: Integrity Concerns Lack of Competitive Motivation Work Effort Concerns Lack of Sensitivity Leadership Avoidance Introverted Personality Style
IS5 Total Scales Lack of Service Orientation Lack of Employee Reliability Overall Total: (Lack of Service Orientation & Lack of Employee Reliability)	



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Inwald Personality Inventory (IPI)

Used for over 20 years to screen applicants for high-risk positions, the IPI is a standard in law enforcement and security officer selection. Dozens of research articles and independent studies have been conducted with the IPI in publications such as the Journal of Applied Psychology, Journal of Personality Assessment, Police Psychology: Psychological Services for Law Enforcement, Journal of Police Science and Administration, and Innovations in Criminal Practice.

The IPI is currently used in over 30% of the nation's state police departments (including Connecticut, New Mexico, Nebraska, Michigan, and Indiana) in post-conditional job offer screening.

Over 2,000 government and security agencies worldwide currently use the IPI including the U.S. Capitol Police, Puerto Rico Police, Singapore Police, and Borg-Warner Protective Services.

An American Psychological Association (APA) task force noted that the IPI, "a multi-faceted tested developed for use in law enforcement, has been shown to predict the performance of police trainees and officers over a wide enough range of behaviors to regard it as having value for improving the police workforce".

Guardedness Acting-Out Behavior Measures Alcohol Drugs Driving Violations Job Difficulties Trouble with Law & Society Absence Abuse	Attitudes and Temperament Substance Abuse Antisocial Attitudes Hyperactivity Rigid Type Type "A"
Internalized Conflict Measures Illness Concerns Treatment Programs Anxiety Phobic Personality Obsessive Personality Depression Loner Type Unusual Experiences/Thoughts	Interpersonal Conflict Measures Lack of Assertiveness Interpersonal Difficulties Undue Suspiciousness Family Conflicts Sexual Concerns Spouse/Mate Conflicts



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Hilson Job Analysis Questionnaire (HJAQ)

Prior to Selecting Test Instruments

Administrators use the HJAQ to document those personality characteristics and behavior patterns viewed as essential for success in specific occupations/job types (to aid in complying with Federal laws such as the Americans with Disabilities Act of 1990 and the Civil Rights Act of 1991).

Work Ethic: Work Patterns Perseverance Lack of Procrastination Loyalty to Organization Goal Setting Behavior	Social Skills: Social Acceptance by Others Communication Skills Extroverted Behavior Patterns
Enterprising Spirit: Willingness to Compete Self-Confidence	Social Judgment: Admission of Shortcomings Social Awareness Lack of Social Wariness Frustration Tolerance
Conscientiousness: Lack of Asocial Attitudes Lack of Asocial Behaviors	Safety Behaviors: Attention to Safety Issues

Hilson Personnel Profile/Success Quotient (HPP/SQ)

The HPP/SQ can help to identify an individual's work-related strengths and weaknesses including initiative, drive, social skills, willingness to compete, social sensitivity, and work ethic.

Candor	Achievement History
Social Ability Extroversion Popularity Sensitivity	"Winner's" Image Competitive Spirit Self-Worth Family Achievement Expectations
Initiative Drive Preparation Style Goal-Orientedness Anxiety about Organization Success Quotient	



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Hilson Career Stress Inventory-Version B (HCSI-B)

The HCSI-B can be used alone or with the Hilson Personnel Profile/Success Quotient (HPP/SQ) for promotional assessment, employee counseling, self development sessions, and/or training programs.

Stress Patterns/Content Areas Stress Symptoms Job Boredom Lack of Interpersonal Support	Anger/Hostility Patterns/Content Areas Disciplinary History Excusing Attitudes Aggression/Hostility
Dissatisfaction with Career/Content Areas Dissatisfaction with Supervisor Relationship with Co-Workers Dissatisfaction with Job	Defensiveness: Validity Scale

Hilson Trauma Recovery Inventory (HTRI) and Trauma Recovery Book

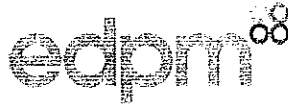
Hilson Research has developed an inventory to aid in coping with traumatic events. The Hilson Trauma Recovery Inventory (HTRI) can be used in victim advocacy groups and/or in critical incident counseling sessions.

HTRI Scales Include:	
Difficulties with Daily Activities	Critical Events
Past Traumatic Events	Depression
Stress Symptoms	Lack of Self-Worth
Lack of Social Network	Lack of Satisfaction with Life
Lack of Family Support	Lack of Temper Control

The Hilson Caregiver's Questionnaire (HCQ)

The Hilson Caregiver's Questionnaire has been designed to identify characteristics related to individual's interest and ability to work successfully with children, disabled individuals, and/or the elderly.

HCQ Scales Include:	
Career Orientation: Youth	Drive
Career Orientation: Elderly	Self-Worth
	Positive Work Attitudes
Acceptance of Others	Flexible Style
Compliant Style	Coaching/Counseling Orientation
Temper Control	Leadership Interest
Sensitivity	Competition
	Candor



EMPLOYERS DRUG PROGRAM MANAGEMENT

The most valuable resource of any company is its employees. So when you take steps to ensure a safe and drug-free workplace, you're doing a lot more than just protecting the health of your workers. You're protecting the health of your business. As a leader in the testing industry since 1990, Employer's Drug Program Management, Inc. (EDPM) has partnered with thousands of employers nationwide to meet this challenge by providing comprehensive, customized and competitively priced drug and alcohol testing programs that enable employees and companies to thrive.

More than just a testing service, EDPM offers a full spectrum of screening, testing, training, assessment and rehabilitation referral programs as well as other employee health and safety programs. We can assist you with any- or all-aspects of implementing and maintaining an effective drug program, from policy development to compliance monitoring. In addition to a wide range of services, EDPM offers the benefit of a broad geographical reach. Our network of collection sites extends across the U.S., Canada, and the Caribbean, which means we can administer your company's drug program in every state where you conduct business. Regardless of how extensive or limited your company's needs may be, EDPM is committed to delivering cost-effective solutions that meet the highest quality standards.

Drug & Alcohol Program Management & Services

- ✦ Drug and Alcohol Policy Development
- ✦ Drug Testing Results On-Line
- ✦ Background Checks
- ✦ Current Law Consultation
- ✦ Supervisory and Employee Training
- ✦ Pre-employment, Random, Post-Accident, Reasonable Suspicion, Return-to-Duty and Follow-Up Drug/Alcohol Tests
- ✦ Consolidated billing of laboratory tests and collection fees
- ✦ Random Sample Scheduling
- ✦ On-Site Collections
- ✦ "EDPM 24/7" 24-Hour Professional Support
- ✦ Use of Certified Laboratories
- ✦ Medical Review Officer services (provided by licensed physicians)
- ✦ Driver Qualification Files Maintenance
- ✦ Substance Abuse Professional Counseling and Referral Network
- ✦ Expert Witness Services (provided by either M.D. or Ph.D. level professionals)
- ✦ Confidential Record Keeping
- ✦ Point of Collection Products (instant tests)
- ✦ Workers Compensation



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TOBACCO CESSATION PROGRAM

A worksite-based, interactive tobacco cessation program combining educational tools, peer and expert mentoring, and support services. The program takes a positive and guided approach to tobacco cessation with emphasis on developing a personalized quit plan. Beginning with an individualized Tobacco Use Evaluation, participants will gain a thorough knowledge of the effects of tobacco use, commonly experienced problems in tobacco cessation, recognizing tobacco use triggers and coping strategies. A variety of tobacco cessation tools and techniques will be introduced to engage the participants and encourage a long-term commitment to tobacco cessation. See the Tobacco Cessation Group Outline for a summary of topics by session.

Option 1

8 session program-- Accommodates 10-12 members per group
-Can later add further group sessions

- First 3 sessions will be weekly.
- All following sessions will be biweekly.
- All group members will have access to Celia Flanagan, Wellness Coach for one on one support during business hours.
- Includes Quit Plan Packet for each group member which includes helpful resources.
- Includes Survival Kit for each group member with oral and/or tactile items to reduce or distract from cravings/withdrawal.
- Includes personal Spirometer for each group member to measure improvement in lung capacity.
- Access to a wellness coordinator for telephonic support and guidance.

Option 2

12 session program-- (Accommodates 10-12 members per group)

Includes all of above services plus an additional four (4) maintenance sessions to provide an ongoing forum for additional education, guidance and longer term support).

Personal Best Self-Driven Tobacco Cessation Materials (direct pass through costs).



American Behavioral ®
Tobacco Cessation Group Outline

1. Introductions—
 - a. Meet and greet for group members
 - b. Congratulations for taking the first step to becoming tobacco free!
 - c. Each group member will tell their story about tobacco use in their life
 - d. Establish group rules
 - e. Review Personal Best packet and American Behavioral resources
 - f. Measure lung capacity and chart improvement
 - g. Homework—Tobacco Use Evaluation Form
2. You Can Quit Tobacco!
 - a. Quick overview of last group/questions/comments/concerns
 - b. Discuss homework—Tobacco Use Evaluation Form
 - c. Educational Presentation
 - d. Group Exercise—Personal Quit Plan Packet
 - e. Discussion of Personal Quit Plan
 - f. Measure lung capacity and chart improvement
3. How does tobacco affect your body & what are the benefits of quitting?
 - a. Quick overview of last group/questions/comments/concerns
 - b. Educational presentation
 - c. Discussion of presentation
 - d. Measure lung capacity and chart improvement
4. Identifying & Finding Alternatives to Triggers—
 - a. Quick overview of last group/questions/comments/concerns
 - b. Presentation
 - c. Discussion
 - d. Homework—Trigger Identification Log (ongoing)
 - e. Measure lung capacity and chart improvement
5. What is the financial impact of your tobacco use?
 - a. Quick overview of last group/questions/comments/concerns
 - b. Financial impact exercise & complete financial impact worksheet
 - c. Discussion of findings
 - d. Homework—Piggy Bank Project (ongoing)
 - e. Measure lung capacity and chart improvement

6. Stress Management—

- a. Quick overview of last group/questions/comments/concerns
- b. Discuss Homework (Trigger Identification Log)
- c. Presentation on stress management
- d. Discussion of stress management
- e. Homework-find & practice stress management techniques that work for you
- f. Measure lung capacity and chart improvement

7. How does tobacco affect your loved ones?

- a. Quick overview of last group/questions/comments/concerns
- b. Discussion of Homework
- c. The effects of secondhand & thirdhand smoke
- d. Discussion
- e. Measure lung capacity and chart improvement

8. Exercise & Nutrition—How to avoid gaining weight.

- a. Quick overview of last group/questions/comments/concerns
- b. Presentation on Healthy Diet & Exercise
- c. Discussion
- d. Measure lung capacity & chart improvement
- e. Go for a Walk!

Other possible groups-(based on group interest)

- 1. Family support night
- 2. Relaxation Techniques
- 3. Nicotine Replacement Therapies
- 4. RELAPSE!



American Behavioral ®

ELDER CARE SERVICES

American Behavioral offers a variety of eldercare services. In addition to the many educational articles, videos, and resource locators available on the Personal Advantage section of the website, American Behavioral utilizes the services of a professional geriatric care management service called Caring Strategies.

This service provides support, strategies and solutions to covered members to assist them in meeting the challenges of aging parents and their changing health care needs. Through the American Behavioral Employee Assistance Program, members may receive up to two (2) telephonic consultations with experienced RNs, Social Workers, or Senior Care advocates who can help solve some of those challenges. They are able to offer expert elder care advice in the following areas:

- Assessment
- Placement
- Education
- Advocacy
- Consultation
- Information/Referral
- Care Management
- Coaching

As members of the National Association of Professional Geriatric Care Managers, they adhere to the highest standards of professional and ethical practices. If additional services are desired beyond the telephonic consultations, the covered member will be directed to the appropriate resources.

Workshops and Training



.....Keeping your employees productive

.....Keeping your business profitable



American Behavioral ®

AMERICAN BEHAVIORAL EDUCATION AND TRAINING WORKSHOPS

Management Development Series

- ☐ Team Building
- ☐ Recognizing and Helping a "Troubled Employee"
- ☐ Creating a Positive Work Environment
- ☐ Decision Making and Goal Setting
- ☐ How to Conduct the Structured Interview
- ☐ Getting the Most from Your Employees
- ☐ Supervisory Referrals and the Employee Assistance Program
- ☐ Dealing with Change in the Workplace
- ☐ After a Critical Incident: Helping Your Employees Recover
- ☐ Workplace and Domestic Violence Awareness
- ☐ Effectively Managing Difficult Employees
- ☐ Conflict Resolution
- ☐ How to Increase Productivity by Building Moral
- ☐ What Does it Take to Be an Effective Leader
- ☐ Workplace Diversity: Valuing Differences
- ☐ Understanding and Valuing Generational Diversity
- ☐ Workplace Substance Abuse: Recognizing Signs & Symptoms
- ☐ Workplace Violence: Prevention Through Awareness
- ☐ Workplace Harassment

Employee Assistance Program Topics

Personal Management Skills

- ☐ Workplace Professionalism
- ☐ Assertiveness Training
- ☐ Burnout: Can it Happen to You?
- ☐ Organizational Change: How to Cope in Trying Times
- ☐ Workplace Grief

Stress Management

- ☐ Stress Management: Finding the Right Balance
- ☐ Family and Career: Making Time For Both
- ☐ Laughter and Stress Reduction: Making Humor Work for You
- ☐ Caregiver: When Compassion is Not Enough
- ☐ Reducing Stress and Depression: Putting the HO HO HO Back in Your Holidays
- ☐ Internal Causes of Stress: Am I making Myself Sick?

Relationship Skills

- ☐ Working with Difficult People
- ☐ Effective Communication: Solving Most Problems
- ☐ Basic Conflict Management

Behavior Modification

- ☐ Concentrate: Improve Productivity Through Better Thinking
- ☐ Procrastination: Can't We Talk About it Tomorrow?
- ☐ Perfectionism: When You are Never Enough
- ☐ Self-Confidence: Your Most Powerful Tool
- ☐ Time Management: When There Aren't Enough Hours in the Day
- ☐ Work Addiction: Where Do You Draw the Line?

Family-Related Topics

Building a Cooperative Family

- ☐ Communication Skills for Partners
- ☐ How to Relate to Aging Parents
- ☐ Improving Family Relations
- ☐ Addictive Personalities: Are You Living with One?
- ☐ Step Families: Finding the Right Fit
- ☐ Stress management for Busy Families
- ☐ Stress Strategies for Children and Teens
- ☐ Successful Single Parenting
- ☐ Caring for Two Generations: The 'Sandwich Generation'
- ☐ Financial Management for Families
- ☐ How to Develop a Household Budget
- ☐ Dealing with debt: Are There Options?

Parenting Topics

- ☐ Dealing With ADD/ADHD
- ☐ Sibling Rivalry: Why Can't They Just Get Along?
- ☐ Raising Responsible Children
- ☐ Tips for Enhancing Your Child's Self-Esteem
- ☐ Helping Children Deal with Trauma
- ☐ Promoting Positive Body Image
- ☐ How to Recognize the Troubled Child
- ☐ Setting Healthy Boundaries
- ☐ Parenting A Teenager
- ☐ Adolescent Substance Abuse: Recent Trends
- ☐ Communicating Effectively with Teens
- ☐ The Behavioral Contract: Will It Work With My Teen?
- ☐ How to Establish Natural and Logical Consequences for Your Teen
- ☐ Internet Safety: What Every Parent Should Know
- ☐ Children of Divorce: Helping Your Child Move Forward

Caregiver/Eldercare Topics

- ☐ Caring For an Aging Loved One
- ☐ Caregiver Emotions
- ☐ Support System: How to Build One
- ☐ Finding Community Agencies and Resources
- ☐ Finding Quality Care (in-home/Nursing home)
- ☐ Recognizing Signs of Abuse
- ☐ How to Improve Communication with Older Adults
- ☐ Pharmacological Side Effects in Geriatric Medicine
- ☐ Geriatric Depression and Anxiety
- ☐ How to Set Healthy Boundaries with Elderly Family Members
- ☐ Dealing with Doctors and Healthcare Workers
- ☐ Medicare and Social Security
- ☐ Understanding Varying Levels of Care
- ☐ Caregiver Fatigue: When Compassion is Not Enough

Wellness for Life Topics

- ☐ Understanding Addictions
- ☐ Compulsive Gambling
- ☐ Behavior Modification: Breaking Old Habits
- ☐ Living with an Addictive Personality
- ☐ Internet Addiction: Signs and Symptoms
- ☐ Substance Abuse: Could it Happen in Your Family
- ☐ Improving Your Life Through a Twelve-Step Program
- ☐ Anxiety: When Fear Controls Your Life
- ☐ Identifying and Understanding Phobias
- ☐ Obsessive-Compulsive Disorder
- ☐ Panic Disorder
- ☐ Post Traumatic Stress Disorder
- ☐ Identifying and Coping with Depression
- ☐ Living With Depression
- ☐ Post Partum Depression
- ☐ Warning Signs of Suicide

Health and Wellness Topics

General Health and Wellness

- ☐ Alzheimer's Disease: Focus on Today
- ☐ Coping with Cancer
- ☐ Coping with Chronic Pain
- ☐ Improve Your Immune System—Improve Your Life
- ☐ Getting a Good Night's sleep
- ☐ Techniques for Relaxation and Meditation

Heart Healthy Living

- ☐ Heredity: Can You Break the Chain?
- ☐ Health and Humor: Is Laughter Really the Best Medicine?
- ☐ How to Establish Healthy Eating habits for Life
- ☐ Spiritual Aspects in Recovery

Fitness and Weight Management

- ☐ Individual Fitness Programs: Where Do You Start?
- ☐ The Dangers of Yo Yo Dieting
- ☐ Hold that Fork: Breaking the Habit of Compulsive Eating
- ☐ Psychological Components of Weight Loss
- ☐ Understanding and Eliminating Stress Eating
- ☐ How to Keep Motivated on Your Weight Loss Program
- ☐ Proper Diet and Nutrition

Smoking Cessation: Quit Now

- ☐ Preparing to Quit
- ☐ Early Recovery
- ☐ Maintenance
- ☐ Changing Unhealthy Habits: Putting Yourself First

Online Training

Premium Compliance Courses

- ☐ Diversity & Discrimination in the Workplace
- ☐ Professional Ethics & Code of Conduct
- ☐ Workplace Violence
- ☐ Sexual Harassment

Business Management Courses

- ☐ Business Writing Basics
- ☐ Successful Negotiation
- ☐ Understanding and Using Contracts

Communications Courses

- ☐ Basics of Effective Communication
- ☐ Conflict Intervention
- ☐ Providing Effective Feedback
- ☐ Presentation Skills

Management Courses

- ☐ Conducting a Performance Review
- ☐ Discipling and Redirecting Employees
- ☐ Interviewing Job Candidates
- ☐ Setting Personal Goals and Expectations
- ☐ Recognizing Employee Performance

Online Training Continued

Leadership Courses

- ☐ Applying Leadership Basics
- ☐ Coaching and Counseling
- ☐ Developing a Strategic Plan
- ☐ Leading Effective Meetings
- ☐ Managing Disagreements
- ☐ Managing Negative People
- ☐ Motivating Employees
- ☐ Managing Change

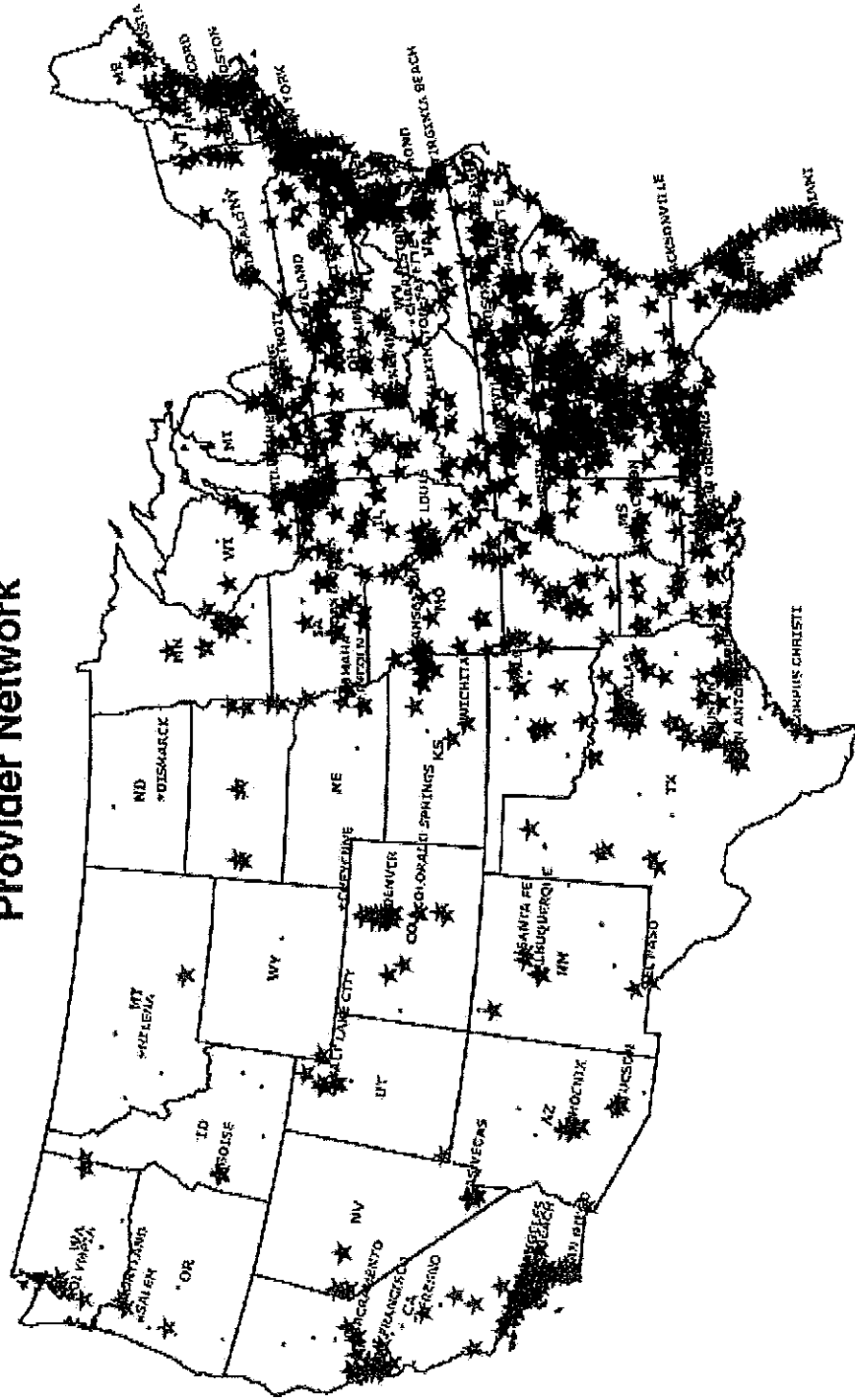
Supervision Courses

- ☐ Delegating
- ☐ Managing Projects

Team Building Courses

- ☐ Appreciating Personal Differences
- ☐ Becoming an Effective Team Member
- ☐ Building a Successful Team
- ☐ Creating a Strong Leadership Team
- ☐ Solving Problems as a Team

American Behavioral Provider Network





American Behavioral ®

EMPLOYEE ASSISTANCE PROGRAM FEE FOR SERVICE PRICE LIST

Manager/Supervisor Consultations

\$35 per consult via telephone

\$150 per consult on-site

Communication/Marketing materials for distribution within organization

Direct pass through of costs

**Orientation and training sessions for Key Personnel/Administration, Supervisors, and Employees
(suggest 4 per year)**

\$250 per session

Participation in Wellness Fairs/Benefit Fairs/Open Enrollment Meetings on site

\$150 first hour

\$100 per hour there after

Critical Incident Stress Debriefing (CISD) on site

In-state \$250-\$350 per hour based upon location and immediacy of response

Out-of-state Direct pass through cost plus case management as incurred (average of 2 hours at \$90 per hour)

Presentations for the Workplace/Lunch and Learns

\$250 per session, plus travel and materials

Psychological testing/Hiring, Promotional, Fit for Duty, etc.

\$275 per test (includes the testing process, interview, and scoring/reporting)

Additional Services may be purchased as needed and cost of these services will be mutually agreed upon at such time a specific request is made by the individual client organizations.



American Behavioral ®

INTEGRATED BEHAVIORAL HEALTHCARE FEE FOR SERVICE PRICE LIST

EAP Visit \$90

Outpatient Treatment/Mental Health and Substance Abuse

Initial Evaluation

Physician Level	\$200.00
Clinical Psychologist	\$130.00
Counselor, Social Worker or Masters Level	\$115.00

Follow-Up Visits

	Physician	Psychologist	Masters
Therapy	\$150	\$120	\$110
Brief therapy/med check	\$ 75	\$ 65	\$ 60
Group therapy	\$ 75	\$ 65	\$ 60

Psychological Testing \$120 per hour (limit of 5 hours)

Case Management

Included in above treatment rates

(Case management services include initial telephone assessment/triage, eligibility determination, provider options and referral, care coordination, and treatment plan review.)

Inpatient Treatment Facility Charges

Negotiated rates are billed on a direct-pass through basis.

Per Diem Ranges:

Adult	\$390-\$800
Child & Adolescent	\$390-\$800
Adult Substance Abuse	\$300-\$500
Adolescent Substance Abuse	\$300-\$500
Partial Hospitalization/Intensive Outpatient	\$165-\$300

Third Party Administrative Fees

Inpatient Facility Charge \$750 per episode
(Includes eligibility determination, care coordination, medical necessity review, quality assurance, provider negotiation and contracting, claims processing and utilization reports)

Case Management Fees

Inpatient Case Charges are included in Third Party Administrative Fee.

Additional Services may be purchased as needed and cost of these services will be mutually agreed upon at such time a specific request is made by the individual client organizations.



American Behavioral ®

REFERENCES

Karen Higgins
Human Resources Director

City of Hoover

100 Municipal Drive

Hoover, AL 35216

Telephone (205) 444-7549

Email: higginsk@ci.hoover.al.us

Total Employees: 675

Services Provided: Employee Assistance Program,
Managed Behavioral Health

Type of Business: Municipality

Contract Initiation Date: December 1, 2004 – EAP,
January 1, 2010 - MBH

Locations: AL

Scott Kramer

Human Resources

Montgomery County Commission

100 S. Laurence Street

Montgomery, AL 36104

Telephone: (334) 832-1280

Email: scottkramer@mc-ala.org

Total Employees: 1109

Services Provided: Employee Assistance Program,
Managed Behavioral Health, Substance Abuse
Treatment

Type of Business: Public Entity

Contract Initiation Date: June 1, 2005

Locations: AL

Kay Wolfe

Benefits Manager

Madison County Commission

100 North Side Square

Huntsville, AL 35801

Telephone (256) 532-3614

Email: kwolfe@co.madison.al.us

Total Employees: 1210

Services Provided: Employee Assistance Program,
Managed Behavioral Health

Type of Business: Government

Contract Initiation Date: October 1, 2007

Locations: AL



American Behavioral ® REFERENCES

Sharon Cherry
Benefits Director
St. Vincent's Health System
300 Galleria Tower, Suite 1700
Birmingham, Alabama 35244
Telephone (205) 838-3972
Email: sharon.cherry@stvhhs.com
Covered Lives: 18,000
Services Provided: Employee Assistance Program
Contract Initiation Date: June 21, 2007

Joni Blakney
Benefits Director
The Children's Health System
1600 7th Avenue South
Birmingham, Alabama 35233
Telephone (205) 939-6991
Email: joni.blakney@chsys.org
Covered Lives: 5,500
Services Provided: Employee Assistance Program,
Managed Behavioral Health, Substance Abuse
Treatment
Contract Initiation Date: January 1, 2004

Allison Etheredge
Employee Benefits
HealthSouth Corporation
One HealthSouth Parkway
Birmingham, Alabama 35243
Telephone (205) 969-7527
Email: Allison.etheredge@healthsouth.com
Covered Lives: 55,700
Services Provided: Employee Assistance Program
Contract Initiation Date: January 1, 2006

Virginia Burke
Vice President Corporate Initiatives Manager
Regions Nationwide
250 Riverchase Parkway East
Birmingham, Alabama 35244
Telephone (205) 264-7582
Email: virginia.burke@regions.com
Covered Lives: 81,400
Services Provided: Employee Assistance Program
Contract Initiation Date: May 15, 2008

Laura Ornellas
Manager of Benefit Plans
Belk
2801 West Tyvola Road
Charlotte, North Carolina 28217
Telephone (704) 426-8464
Email: laura_ornellas@belk.com
Covered Lives: 70,000
Services Provided: Employee Assistance Program
Contract Initiation Date: January 1, 2009

Paige Biddle
Benefits Coordinator
Baptist Health System
PO Box 830605
Birmingham, Alabama 35283
Telephone (205) 715-5479
Email: paige.biddle@bhsala.com
Covered Lives: 7,300
Services Provided: Employee Assistance Program,
Managed Behavioral Health, Substance Abuse
Treatment
Contract Initiation Date: January 1, 2008

Ann Shore
Benefits Manager
East Alabama Medical Center
200 Pepperell Parkway
Opelika, AL 36801
Telephone (334) 705-1354
Email: ann_shore@eamc.org
Covered Lives: 5,000
Services Provided: Employee Assistance Program,
Managed Behavioral Health
Contract Start Date: October 1, 2004

A HEALTHY PARTNERSHIP



Choose from any of these hospitals:

- UAB
- UAB Medical Center
- Baptist South
- Trinity Medical Center
- Baptist Hospital

At VIVA Health, we pride ourselves on great customer service. American Behavioral is an extension of that, providing mental health care benefits to the majority of our members.

American Behavioral offers a comprehensive network of providers, and our audits and compliance measurement indicators show us what a good job American Behavioral is doing. Their customer service is superb and the quality and detail of their reporting is outstanding.

Maureen Gleason and the folks at American Behavioral have been great partners for us.

Terry Knight
Vice President of Provider Relations
and Network Development
VIVA Health



American Behavioral

WINNER - Birmingham Business Journal's
2007 Best in Business, 26-100 employees

550 Montgomery Highway, Suite 300
Birmingham, Alabama 35216
Phone 205-871-7846 • 1-800-677-4542 • Fax 205-868-9600

VIVA Health's Terry Knight
and American Behavioral's
Maureen Gleason

A Valued Benefit

United Cerebral Palsy of Greater Birmingham enjoys a long standing relationship with American Behavioral that has been a valued benefit for our staff and their families. UCP employees appreciate the confidential nature of the treatment they receive from American Behavioral.

Dr. Lita Clark and American Behavioral have always recognized the unique challenges our teachers and staff face in our service of children and adults with special needs. When a supervisor identifies an employee with a problem, American Behavioral is our first and best resource.

Mark P. Cohen, MD

*Director of Medical Services and Special Projects
United Cerebral Palsy of Greater Birmingham*

What's good for your employees is good for business.

American Behavioral



*Lita A. Clark, Ph. D., Vice President Employee Assistance
Programs, American Behavioral*

*Mark P. Cohen, MD, Director of Medical Services and Special
Projects, United Cerebral Palsy of Greater Birmingham*

550 Montgomery Highway, Suite 300 • Birmingham, Alabama 35216

Phone 205.871.7814 • 800.677.4544 • Fax 205.868.9600

www.americanbehavioral.com

Superior Service

At Superior Bank, we strive to hire and retain superior people. We recognize the importance of taking care of our employees' needs, so they can make sharp decisions and focus their full attention on delivering superior products and services to our customers.

To keep our employees mentally fit, we carry integrated Employee Assistance Programs (EAP) and managed behavioral health services provided by American Behavioral. We are extremely pleased with the prompt response by Carol Pinkerton and American Behavioral and ease of accessibility. Their superior service fits the bill.

Ellen Casey
Human Resources Director
Superior Bank

*American Behavioral's Carol Pinkerton (left)
and Superior Bank's Ellen Casey*



American Behavioral

What's good for your employees is good for business.

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The Perfect Fit

Belk's success as a leading retailer is a result of the enthusiasm and service of our associates. They are the face of our business, so we want to help keep them happy. That is why we provide them with Employee Assistance Program services from American Behavioral.

With their extensive network of providers, Bobbie Harris and the American Behavioral team can support our associates throughout the Southeast. American Behavioral also offers robust online resources that associates can access for help with personal obstacles. They are the perfect fit.

Jan Clevenger
Chair, Western Division
Belk, Inc.

*Belk, Inc.'s Jan Clevenger (left)
and American Behavioral's Bobbie Harris*



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hats off to american behavioral

At American Cast Iron Pipe Company, also known as ACIPCO, one of our chief values is to treat people the way we would like to be treated. That is why we appreciate American Behavioral. Their services include confidential 24-hour assistance to our employees, retirees, and dependents when they need it most.

As a Human Resource director, employees sometimes come to me with problems that need special care. I am glad to know that American Behavioral provides solutions. The real proof comes from the positive feedback that I consistently receive from individuals who have used their services.

American Behavioral has been a valuable benefit to the members of the ACIPCO family through the years, and for that we are truly grateful.

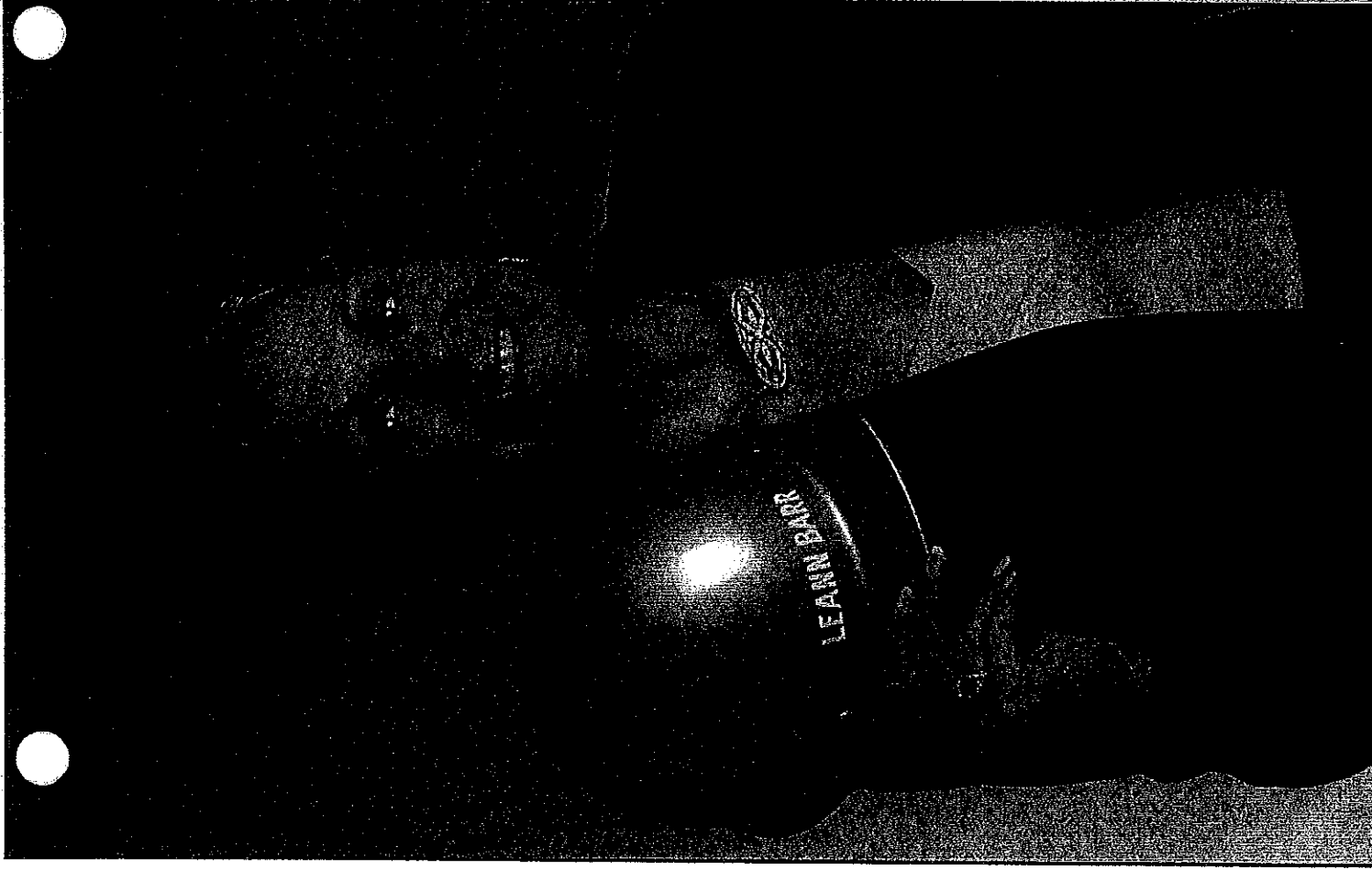
The personal touch of the American Behavioral team has resulted in a successful relationship for the past 15 years. ACIPCO is proud of the rich history evidenced in our employees and their passion for what they do. The health and wellness of our employees will make ACIPCO's future even richer.

Leann Barr
Director of Human Resources
ACIPCO



American Behavioral

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www.americanbehavioral.com



A SMART CHOICE



EBSCO's John Thompson (left) and
American Behavioral's Bobbie Harris

American Behavioral has been serving EBSCO Industries, Inc. and its employees faithfully since 2000. During this time, many employees and their family members have been counseled and helped by the wonderful, professional people associated with this fine organization.

American Behavioral employees like Bobbie Harris go that extra mile to ensure our employees get specialized care and treatment during those times when it is needed the most. There has never been a problem too small or too large to handle in the most efficient and effective manner. We are proud to be associated with American Behavioral and look forward to a long and mutually beneficial relationship in the years to come.

John C. Thompson
Vice President and Director
Human Resource and Training
EBSCO Industries, Inc.



American Behavioral

WINNER - Birmingham Business Journal's
2007 Best in Business, 26-100 employees

550 Montgomery Highway, Suite 300
Birmingham, Alabama 35216

Phone 205.871.7814 • 1.800.677.4544 • Fax 205.868.9600

A Can-Do Attitude

Over the past 100 years, the Lee family has built the Buffalo Rock company from a wholesale grocer, serving the then-booming town of Birmingham, to the largest single-family, privately owned bottler of Pepsi-Cola products in the United States. When you've been in business that long, people expect you to deliver time and time again. In fact, we deliver quality beverages to over 5 million people throughout the Southeast.

Over the past 13 years, American Behavioral has been one of those organizations that delivers just what they say they will — "to help employers improve the productivity of employees through enhanced behavioral, healthcare and overall well-being in a cost-efficient manner." The service and professionalism they provide is a must have for any company, and American Behavioral is the must have provider.

It's like they are a part of our family.

Bill Moore
General Manager Corporate Services
Buffalo Rock Company



American Behavioral

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Phone 205.871.7814 • 1.800.677.4544 • Fax 205.868.9600
www.americanbehavioral.com

A TEAM PLAYER

At Camber Corporation, the welfare of the team is of the utmost importance. We have an excellent reputation for conducting business with integrity and fairness, and each employee enjoys the benefits of that reputation.

Because our employees drive our success, we believe our competitive salary and benefits help to enhance our team. American Behavioral's behavioral health care services are a crucial component of our benefits. Maureen Gleason and the American Behavioral team deliver top-notch, responsive service to their customers, and we are glad that they are there to tend to our employees' needs.

DEIDRA MARTIN
Benefits Administrator
Camber Corporation



American Behavioral

550 Montgomery Highway, Suite 300
Birmingham, Alabama 35216

Phone 205.871.7814 • 1.800.677.4544 • Fax 205.868.9600

Maureen Gleason (left) and
Leigh Miller, American Behavioral,
with Deidra Martin (seated),
Camber Corporation

in a perfect world hugging Teddy would fix everything

At Children's Hospital we're known for the care and commitment we provide to sick children and their families. But we don't stop there.

We care about our employees too. After all, they are our most important asset. That's why we depend on American Behavioral to manage our Employee Assistance Program.

Like cancer and other diseases, mental health issues should be treated by a professional. When an employee suffers a loss, experiences marital or family difficulties, suffers from depression or other mental health issues, we rely on the services of American Behavioral.

Douglas B. Dean, CCP, SPHR
Chief Human Resource Officer
Children's Health System



American Behavioral

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ENJOY — peace of mind

As the third largest Coca-Cola Bottling Company in the nation, Coca-Cola Bottling Company United, Inc. has been manufacturing premium beverages since its inception over 100 years ago.

Coca-Cola Bottling Company United, Inc. also believes in providing premium benefits for our employees and their families. That is why we have chosen American Behavioral to administer our Employee Assistance Program and Mental Health benefits to our employees in Birmingham, Alabama during the past 15 years.

American Behavioral takes the time to care for each one of our employees and their family members, just as Coca-Cola Bottling Company United, Inc. takes the time to care about what goes into each of the products you ENJOY.

Debbie Myles

Vice President Human Resources
Coca-Cola Bottling Company United, Inc.



American Behavioral

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Energized

At Energen Corporation, we know the value of customer service. We operate Alagasco, the largest natural gas utility in Alabama, and, with 460,000 customers, we know the importance of meeting your customer's needs in a prompt manner.

American Behavioral knows this as well. They have been very attentive to Energen's needs beyond the written contract, assisting our employees' needs even before a formal agreement was in place. American Behavioral has provided a very professional, prompt service for our employees. I am especially pleased with the diligence and high standard of credentialing required of prospective counselors, and the speed with which competent resources are identified for our out-of-state employees.

You cannot put a price on that type of service.

Karen S. Bearden
Manager - HRIS & Compliance
Energen Corporation



American Behavioral

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IT'S GOOD MEDICINE

At Qualitest Pharmaceuticals, we rely on our team of talented people to develop affordable, high-quality generic medicines. We provide them with a first-rate work environment and the tools they need to succeed, along with competitive compensation and benefits.

American Behavioral's behavioral healthcare and EAP services are a key component of our benefits package. Bobbie Harris and the team at American Behavioral are quick to respond to our employees' needs and help keep them happy and mentally fit. Their services are invaluable to our company.

DON MORFORD

*Vice President of Human Resources
Qualitest Pharmaceuticals*



American Behavioral

550 Montgomery Highway, Suite 300
Birmingham, Alabama 35216
Phone 205.871.7814 • 1.800.677.4544 • Fax 205.868.9600

American Behavioral's Bobbie Harris and
Qualitest Pharmaceutical's Don Morford.

Built for Success

The foundation of our success over the last sixty years is anchored in the expertise and passion of our people. Extensive on the job training and formal in-house education programs ensure that our people stay abreast of the latest in construction delivery methods. Their health and emotional well-being is equally important to personal accomplishments and ultimately affects the success of Robins & Morton.

American Behavioral has been instrumental in laying this foundation. Their staff has been extremely valuable by being available and proactive in helping our employees and their families find solutions to issues that might affect their personal well-being and success. Their pool of resources and services has guided many of our people through financial, health, stress-related and other issues that potentially affect their effectiveness as an employee.

American Behavioral has been a true partner in fulfilling Robins & Morton's commitment in providing a healthy climate for work and family and opportunities to reach their personal potential.

Art Bowman
Vice-President Administration
Robins & Morton



American Behavioral

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ID Card Samples

LOGO

Mental Health & Substance Abuse Benefits

Some services may require authorization. Call for information.

Member Customer Service: 800-677-4544

Provider Benefits/Eligibility: 800-925-5EAP (5327)



American Behavioral ®
www.americanbehavioral.com

LOGO

EMPLOYEE ASSISTANCE PROGRAM

UP TO ____ VISITS PER PLAN YEAR

Confidential Assistance with:

- FAMILY / MARITAL ISSUES
- ALCOHOL AND OTHER DRUG DEPENDENCY
- STRESS RELATED ISSUES
 - FINANCIAL / LEGAL REFERRALS
 - EMOTIONAL ISSUES



American Behavioral ®
800-925-5EAP (5327)
www.americanbehavioral.com

COMPANY LOGO

Employee Assistance Program

Available to All Employees

Up to ____ free visits per year

An EAP program is a confidential assessment, counseling and referral service for all regular employees and their eligible dependents that need help in any of the following areas:

- Marital and Family Issues
- Alcohol and Other Drug Dependency Assessments
- Stress Related Issues
- Financial/Legal Referrals
- Emotional Problems

The EAP counselor can help identify problems and assist in working through them. The counselor can also determine the best alternatives and, if necessary, make appropriate referrals to other professionals who specialize in particular areas.

Your EAP is:

- **Confidential** – All information is kept strictly between the individual and the counselor. No one has to know.
- **Informal** – A simple phone call starts the process.
- **Free** – All counseling offered within the EAP is provided as a benefit by your employer.

(205) 879-7957 or (800) 925-5EAP (5327)

Mental Health Benefits

Available to Employees and Dependents who Participate in the Health Plan

All Visits Must be Pre-Authorized & All Admissions Must be Pre-Certified

(205) 871-7814 or (800) 677-4544

INPATIENT

- Number of days determined by medical necessity
- Co-pay same as medical plan

OUTPATIENT

- Number of visits determined by medical necessity
- Co-pay same as medical plan

See benefit grid for details

Based on appropriate level of care and medical necessity guidelines



American Behavioral ®