

# Pricing Catalog

## ***Transparent, Predictable Pricing for Organizations of Every Size***

Acentra Health offers a transparent, scalable pricing model that enables TXShare participating entities to select EAP services aligned with workforce size, organizational priorities, and budget requirements. Our pricing structure provides predictable costs, clearly identifies included services, and offers configurable options that participating entities may tailor through supplemental agreements while maintaining straightforward contract administration.

The proposed pricing is based on a **six-session counseling model**, which provides a comprehensive level of EAP services for diverse workforce populations. Recognizing that participating entities have unique operational and budgetary requirements, Acentra Health also offers configurable counseling session models. Organizations may negotiate alternative session structures, including reduced or expanded counseling models, through supplemental agreements to align with workforce needs, organizational priorities, or specialized populations such as first responders and other safety-sensitive employees.

Submitted pricing represents the maximum allowable contract rates. Consistent with the TXShare cooperative purchasing model, participating entities may negotiate lower pricing, additional discounts, or member-configurable services throughout the contract term.

### **Pricing Methodology**

Acentra Health's pricing methodology accommodates organizations of varying sizes while providing predictable budgeting, transparent pricing, and scalable service options that align with workforce needs and organizational priorities (**Figure 1**).



#### **TRANSPARENT. FLEXIBLE. PREDICTABLE.**

- Transparent pricing with no undisclosed or contingent fees
- No implementation fees
- No retroactive price adjustments
- Bundled Services that reduce administrative complexity and improve budget predictability
- Flexible service options
- Annual prepayment discount for eligible organizations

| Pricing Tier               | Small (Up to 250 Employees) | Medium (251–1,000 Employees) | Large (1,001+ Employees) |
|----------------------------|-----------------------------|------------------------------|--------------------------|
| Pricing Method             | Fixed annual fee            | PEPM                         | PEPM                     |
| Counseling Model           | Six sessions                | Six sessions                 | Six sessions             |
| Chat with Tess             | Optional                    | Included                     | Included                 |
| Acentra Connect            | Optional                    | Included                     | Included                 |
| Critical Incident Response | Optional                    | Four events annually         | Six events annually*     |
| Manager/Employee Training  | Optional                    | Four hours annually          | Six hours annually*      |
| Health Coaching            | Optional                    | Optional                     | Included                 |

**Figure 1. Pricing Methodology**

*\* Pending final operational approval, Acentra Health may increase the included annual Critical Incident Response events and employee or manager training hours from six to eight.*

## Catalog of Included and Member- Configurable Services

**Figure 2** summarizes the services included within each pricing tier and identifies member-configurable services available through supplemental agreements. Detailed pricing for optional services is provided in **Exhibit 1: Categories Offered and Pricing Form**. No undisclosed, contingent, or administrative fees apply.

| Service                                   | Small Organizations | Medium Organizations | Large Organizations | Member-Configurable        |
|-------------------------------------------|---------------------|----------------------|---------------------|----------------------------|
| Six-session EAP counseling                | ✓                   | ✓                    | ✓                   | Alternative session models |
| TalkNow® immediate clinician consultation | ✓                   | ✓                    | ✓                   | -                          |
| Chat with Tess                            | Optional            | ✓                    | ✓                   | ✓                          |
| Acentra Connect mobile application        | Optional            | ✓                    | ✓                   | ✓                          |

| Service                                        | Small Organizations | Medium Organizations | Large Organizations | Member-Configurable |
|------------------------------------------------|---------------------|----------------------|---------------------|---------------------|
| Secure participant website                     | ✓                   | ✓                    | ✓                   | -                   |
| Work-life resources                            | ✓                   | ✓                    | ✓                   | -                   |
| Legal and financial consultation               | ✓                   | ✓                    | ✓                   | -                   |
| Childcare and eldercare referrals              | ✓                   | ✓                    | ✓                   | -                   |
| Critical Incident Response (annual allocation) | Optional            | 4 events             | 6 events*           | Additional events   |
| Employee and manager training                  | Optional            | 4 hours              | 6 hours*            | Additional hours    |
| Health coaching                                | Optional            | Optional             | Included            | ✓                   |
| Organizational consultation                    | ✓                   | ✓                    | ✓                   | Expanded services   |
| Recovery Assist                                | Optional            | Optional             | Optional            | ✓                   |
| DOT-qualified SAP services                     | Optional            | Optional             | Optional            | ✓                   |
| LEAD leadership development                    | Optional            | Optional             | Optional            | ✓                   |
| Onsite counselor services                      | Optional            | Optional             | Optional            | ✓                   |
| OCONUS/Global population services              | Optional            | Optional             | Optional            | Quote upon request  |

**Figure 2. Catalog of Included and Member- Configurable Services**

*\*Pending final operational approval, Acentra Health may increase the included annual Critical Incident Response events and training hours to eight.*

## Pricing Assumptions

The proposed pricing is based on the following assumptions:

- The proposed pricing reflects a **six-session counseling model** per eligible participant.
- Services are delivered in accordance with the selected pricing tier and the included service package.
- Member-configurable services are purchased only when requested through supplemental agreements.
- Fee-for-service pricing applies only to services that exceed the bundled annual allocation or fall outside the selected pricing package.
- Participating entities may negotiate alternative counseling session models, optional services, and additional enhancements in accordance with the terms of the resulting contract.
- The proposed pricing assumes a minimum initial contract term of **two (2) years**. This assumption enables Acentra Health to spread implementation, onboarding, communication, and account management costs over a longer period, providing stable, competitive pricing throughout the agreement.

## Scalability Across Participating Entities

Acentra Health's pricing framework accommodates organizations ranging from small municipalities to large public employers. Fixed annual pricing provides budget certainty for smaller organizations, while PEPM pricing enables larger organizations to align costs with eligible populations and expanded service offerings. This scalable approach allows participating entities to select the pricing structure that best reflects workforce size, organizational priorities, and operational requirements.

Organizations with employees located outside the United States or requiring international service delivery may obtain customized pricing through a supplemental agreement. Pricing for OCONUS or global populations is developed based on the geographic distribution of the workforce, service requirements, and applicable provider network considerations.

### Value Included at No Additional Cost

In addition to the core EAP services identified in the pricing schedules, Acentra Health includes the following enhancements within the proposed pricing, providing participating entities with additional value while maintaining predictable costs, see **Figure 3**.

| Included Enhancement                    | Benefit                                                                                                                                                                                                               |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enhanced Six-Session Counseling Model   | Six counseling sessions per issue, exceeding the RFP's minimum requirement and providing additional opportunity for issue resolution. Alternative counseling models remain available through supplemental agreements. |
| Immediate Clinical Access               | Immediate telephone access to a master's-level clinician for assessment, triage, and crisis intervention without reducing the participant's counseling session allotment.                                             |
| Acentra Connect Mobile Application      | Secure access to EAP resources, digital learning, work-life services, and participant tools through a single mobile platform.                                                                                         |
| Critical Incident Response and Training | Included annual allocations based on the selected pricing tier, with additional services available through the published fee schedule.                                                                                |
| Dedicated Account Management            | Strategic account management, utilization reviews, communication planning, and performance consultation throughout the contract term.                                                                                 |

**Figure 3. Included Enhancements**

### Pricing Commitments

Acentra Health confirms the following:

- No implementation fees
- No minimum participation requirements
- No undisclosed or contingent fees
- No pass-through costs unless specifically identified in the pricing schedule
- No geographic pricing limitations for domestic services; pricing for OCONUS or global populations is provided through a supplemental agreement based on workforce location and service requirements
- Renewal pricing follows the methodology identified in the pricing schedule

- Coordination with member-sponsored health plans does not affect EAP pricing
- Pricing remains valid throughout the initial contract term
- No retroactive price adjustments

### Member-Configurable Services

Participating entities may expand the core EAP through supplemental agreements to address workforce priorities, operational requirements, and specialized employee populations. **Figure 4** lists the services that are available and are priced on a case-by-case basis according to scope, workforce size, and service requirements.

| Member-Configurable Service                                      | Description                                                                                                                                                                                                                                                                                                                                                                 | Pricing                                          |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>LEAD Leadership Development</b>                               | Assessment-based leadership coaching that strengthens communication, resilience, conflict resolution, performance management, and leadership effectiveness for supervisors and organizational leaders.                                                                                                                                                                      | \$3,000 per case                                 |
| <b>Health and Well-Being Coaching</b>                            | Individual coaching focused on stress management, resilience, sleep improvement, tobacco cessation, healthy lifestyle goals, and behavior change. Delivered by certified health coaches through telephone or secure video.                                                                                                                                                  | Priced as additional PEPM based on employee size |
| <b>DOT-qualified Substance Abuse Professional (SAP) Services</b> | Comprehensive DOT-compliant SAP evaluations, return-to-duty recommendations, follow-up monitoring, and regulatory documentation. Workforce consultation, Recovery Assist®, and drug-free workplace guidance are also available for non-DOT organizations.                                                                                                                   | \$950 per case                                   |
| <b>Recovery Assist</b>                                           | Accessed through a dedicated 800 number, Recovery Assist supports individuals who are concerned about substance use and are ready to make positive changes but need guidance in taking the next steps. Our compassionate behavioral health professionals help participants identify appropriate resources, understand treatment options, and navigate the path to recovery. | Priced as PEPM based on clients' needs and size. |
| <b>Onsite Counselor Services</b>                                 | Dedicated onsite counselors for organizations seeking expanded clinical presence, workforce consultation, or ongoing employee engagement.                                                                                                                                                                                                                                   | Priced according to                              |

| Member-Configurable Service                  | Description                                                                                                                                                                            | Pricing                                               |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|                                              |                                                                                                                                                                                        | locations and needs of client                         |
| <b>OCONUS and Global Population Services</b> | International EAP services for organizations with employees located outside the United States. Pricing is based on workforce distribution, service scope, and geographic requirements. | Priced based on employee count and locations serviced |
| <b>Chat with Tess</b>                        | AI-powered digital well-being companion providing confidential self-guided resources, wellness reminders, and resilience-building activities between counseling interactions           | Additional PEPM based on employee base                |

**Figure 4. Member-Configurable Services**

### **Value Included Within the Proposed Pricing**

Acentra Health's pricing model combines transparent pricing with meaningful bundled services that strengthen workforce well-being, organizational resilience, and participant engagement while providing predictable annual costs and straightforward contract administration. Included digital well-being resources, Critical Incident Response services, employee and manager training, and configurable workforce solutions provide participating entities with greater value while maintaining flexibility to address evolving workforce needs through supplemental agreements.

## Scenario 1 – Small Member Entity

| Item                              | Requirement           | Vendor Response                                                                                                                   |
|-----------------------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Employees                         | 1-100                 |                                                                                                                                   |
| Services                          | Standard EAP Services | 6 session model with worklife, 24/7/365 line, Mobile App/webpage, TalkNow and annual reporting included                           |
| Additional Customization          | None                  | TESS chartbot, Health and well-being coaching , onsites, LEAD, SAP/DOT and other services can be added as additional PEPM or FFS. |
| Annual Trainings Included         | 1                     | 2 Hours included, Additional trainings at FFS : \$275 per hour (virtual) / \$325 per hour (in-person)                             |
| Critical Incident Response Events | 1                     | 2 Hours included, Additional CIR at FFS : \$425 per hour / \$300 per hour (2 hour minimum)                                        |
| Fixed annual fee                  |                       | \$4,500.00 fixed annual fee                                                                                                       |
| Training Included in Fixed fee?   |                       | Yes, the PEPM fee includes 2 hours of training annually.                                                                          |
| CIR Included in Fixed fee?        |                       | Yes, the PEPM fee includes 2 hours of CIRs annually.                                                                              |

## Scenario 2 – Mid-Size Member Entity

| Item                              | Requirement           | Vendor Response                                                                                                      |
|-----------------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------|
| Employees                         | 101-500               |                                                                                                                      |
| Services                          | Standard EAP Services | 6 session model with worklife, 24/7/365 line, Mobile App/webpage, TalkNow, Annual reporting and TESS chatbot ncluded |
| Additional Customization          | None                  | Health and well-being coaching , onsite, LEAD, SAP/DOT and other services can be added as additional PEPM or FFS.    |
| Annual Trainings Included         | 1                     | 4 Hours included, Additional trainings at FFS : \$275 per hour (virtual) / \$325 per hour (in-person)                |
| Critical Incident Response Events | 1                     | 4 Hours included, Additional CIR at FFS : \$425 per hour / \$300 per hour (2 hour minimum)                           |
| PEPM Rate                         |                       | \$1.43 PEPM                                                                                                          |
| Training Included in PEPM?        |                       | Yes, the PEPM fee includes 4 hours of training annually.                                                             |
| CIR Included in PEPM?             |                       | Yes, the PEPM fee includes 4 hours of CIRs annually.                                                                 |

### Scenario 3 – Large Member Entity

| Item                                 | Requirement              | Vendor Response                                                                                                                                      |
|--------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees                            | 501-2500                 |                                                                                                                                                      |
| Services                             | Standard EAP Services    | 6 session model with worklife, 24/7/365 line, Mobile App/webpage, TalkNow, Annual reporting, TESS chatbot and Health and well-being coaching ncluded |
| Additional Customization             | None                     | Onsites, LEAD, SAP/DOT and other services can be added as additional PEPM or FFS.                                                                    |
| Annual Trainings Included            | 3                        | 6 Hours included, Additional trainings at FFS : \$275 per hour (virtual) / \$325 per hour (in-person)                                                |
| Critical Incident Response Events    | 2                        | 6 Hours included, Additional CIR at FFS : \$425 per hour / \$300 per hour (2 hour minimum)                                                           |
| Enhanced Reporting                   | Quarterly + Benchmarking | Included in PEPM Rate                                                                                                                                |
| PEPM Rate                            |                          | \$1.35 PEPM                                                                                                                                          |
| Training Included in PEPM?           |                          | Yes, the PEPM fee includes 6 hours of training annually.                                                                                             |
| CIR Included in PEPM?                |                          | Yes, the PEPM fee includes 6 hours of CIRs annually.                                                                                                 |
| Enhanced Reporting Included in PEPM? |                          | Yes, the PEPM fee includes enhanced reeporting                                                                                                       |

## Additional Services Pricing

| Service                        | Pricing Basis | Vendor Price  | Notes                                                    |
|--------------------------------|---------------|---------------|----------------------------------------------------------|
| Additional Counseling Sessions | Per session   | \$125         |                                                          |
| Critical Incident Response     | Per hour      | \$425 / \$300 | \$425 per hour / \$300 per hour (2 hour minimum)         |
| Training                       | Per hour      | \$325 / \$275 | \$325 per hour (in-person) / \$275 per hour (virtual)    |
| On-site Services               | Per hour      | Varies        | Customized and priced based on client needs and location |
| Lead Coaching                  | Per Case      | \$3,000       |                                                          |
| SAP/DOT                        | Per Case      | \$850         |                                                          |
| TESS Chatbot                   | PEPM          | \$0.10        |                                                          |
| Health and well-being coaching | PEPM          | \$0.25        |                                                          |