



April 22, 2021

City of San Luis
1090 E Union St
P.O BOX 1170
San Luis, AZ 85349

Dear City of San Luis,

EAP Preferred, an Integrated Behavioral Health (IBH) Company, appreciates and values the opportunity to continue serving the many employees and families of your organization. We would like to thank you for putting your trust in IBH and hope our services have proven to be a tremendous asset.

As you know, IBH is our parent company. Over the last year, we have been working to bring all IBH companies under one platform. We are excited to announce effective June 1, 2021 we are moving your organization over to the IBH EAP platform. This change comes with many important and exciting benefits, including an enhanced website, an emotional support, AI Chatbot, online Peer Support Groups and more. IBH is also announcing a complete redesign of our client reporting and will be rolling out a dashboard to provide employer group administrative access to run utilization reports, when and where they need to.

We would also like to inform you that we have initiated the closure of our Arizona staff offices, this will be completed by May 31, 2021. We want to assure that you and your members will have continuity of care throughout this process. Providers will be talking with their patients about his/her plans going forward. Those providers who elect to move into our provider network will be able to continue seeing members at their new locations. Providers who choose not to move into our provider network will be assisting members with a smooth transition to another IBH provider. The EAP phone numbers will remain the same. The only difference will be that we will no longer have staff in physical offices in Arizona. All telephonic and in-person sessions will be conducted in a secure process with their provider.

IBH looks forward to many more years of successful service to your employees. If you have any questions, please do not hesitate to call your Arizona-based Account Manager, Tricia Litzenberg, at 480-530-6129.

Sincerely,

Alison Dipilla

Alison Dipilla
Chief Operations Officer

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