

# Frequently Asked Questions

## What is an EAP?

EAP stands for Employee Assistance Program. Employers contract with companies that offer EAPs to help develop and maintain the best possible work environment for their employees. Use of the EAP helps to promote greater productivity at work, the maintenance of a positive work-life balance, and preventive strategies through awareness and education to support early intervention.

## What services do EAPs provide?

EAPs provide behavioral health and substance abuse assessment and referrals through face to face clinical counseling; crisis intervention; legal, financial, child-care, elder-care, and work-life referrals and information; critical incident management; training for employees and supervisors, management and human resource consultation; and assessment and case management of management and mandatory referrals.

## What is the EAP Provider Network for OneNation Insurance Company?

The OneNation EAP Provider Network provides EAP services to employees (and their household members) whose employer has purchased an EAP product through one of our brands (i.e., PRO EAP).

## How can I join your network?

If you are interested in joining, please contact the Provider Relations Specialist at 1-800-865-1044 in the corporate office. You will be informed of procedures and an application will be sent to you. An application may also be found on the Internet at [www.proeap.com](http://www.proeap.com)

## Who qualifies for the Network?

Providers may apply to join the Network who are licensed, in good standing with their

licensing boards, and has \$1/\$3 million of liability insurance. It is our preference that all providers also belong to health plan behavioral health networks.

## How are EAP clinical services different from behavioral health clinical services?

Clinical services provided under an EAP are accessed differently and are not subject to the insurance program requirements that apply to services for which reimbursement might be sought under an employee's health benefit/insurance plan. EAP clinical services include assessment and referral and/or short-term problem resolution. EAP Services do not require utilization review, so there is less paper work. The contracting employer, in some circumstances, is as much a client as the person receiving counseling, so it is important for providers to be aware of potential role complications whenever an issue involving an employer is the focus of counseling. The EAP is available to providers for consultation.

## We are a group practice with several providers. How is the application process different from that for a single provider?

Each individual person within the group will need to fill out an application, and send the required information with their application for credentialing. At the time of contracting, a group agreement will be sent out, as long as each provider files claims under the group's Tax ID number. If each provider files under his or her own Tax ID number, within that group, then an individual contract will need to be completed.

## Do I need to notify anyone if I change my address, or if I cannot accept new referrals for a while?

Yes, you should contact the Provider Relations Specialist in **the corporate office at 1-800-865-1044** of any changes in your address, phone

numbers, etc. If you are going to be on vacation or otherwise unable to take any new referrals for a period of time, you should also contact the Provider Relations Specialist with that information so that it can be recorded in your file. It is also helpful to leave this information on your professional voice mail.

### **When I receive a counseling referral, what is the process?**

When a referral is given to you, a Customer Service Representative will contact you by phone with referral information. You will receive an authorization and a Provider Procedure Form in the mail, or by fax, if so instructed.

### **How do you decide who gets referrals?**

At the time of referral, individuals are matched to a provider based on their preference(s) on location, specialties, health plan benefit, and other individual needs.

### **During the re-credentialing process, is our status for referrals on hold?**

No, you are still able to receive referrals from us.

### **What if a member contacts me, and I am not in the Network, what is the process?**

If an individual has contacted you, and you are not in our network, you should refer the member back to the **Denver office at 1-800-865-1044**. If you are interested in joining our network, you can talk with the Provider Relations Specialist in one of the above offices or visit the Provider section of the [www.proeap.com](http://www.proeap.com) to get an application.

### **Can a member see a provider if the provider is not in the EAP network?**

No, the provider needs to be in the EAP network for the individual to receive the counseling benefits offered by the employee's company. Providers may call the EAP Provider Relations Specialist at the **Denver office at 1-800-865-1044** and apply for network membership. Applications may also be downloaded from [www.proeap.com](http://www.proeap.com).

### **As an EAP Provider may I provide services to employees' family members?**

The EAP provides services to employees and their household members. Each person who

receives individual counseling needs an authorization from the EAP. The employee or household member will need to call the EAP to receive the authorization.

### **May I bill the EAP or the employee/client for "no shows"?**

No, EAP services are a company benefit paid by the employer; the employee should not be billed under any circumstances. The EAP pays the Provider directly for authorized counseling sessions.

### **May I use my own billing forms or can I use HFCA forms for billing EAP visits?**

**The procedures for billing to the corporate office in Denver, CO** consists of submitting a HFCA form to the address or fax number listed on the authorization that is sent with each referral. *The HFCA Form for EAP services only needs the individual's name, address, DOB (if known) and the dates of services with the CPT Code 99244.* The Provider should sign the form; the individual does not need to sign the form. If the referral is for services other than clinical counseling, the EAP Contract Time sheet may be more appropriate and will be supplied to you.

### **Am I allowed to continue to provide treatment to a client beyond the EAP benefit?**

Yes, we encourage self-referrals when clinically appropriate for the individual to continue services beyond the EAP benefit. A Freedom of Choice Information Form should be given to the client by the provider.

### **Am I responsible for the authorization of insurance benefits when referring the client to myself following the completion of EAP benefits?**

Yes, you are responsible for adhering to all policies and procedures pertaining to the employee's health plan provider network. An EAP authorization does not apply towards an employee's health plan requirements for authorization of services, even when an EAP member is also a member of a health plan account insured or administered by an OneNation affiliate. In all cases, you are expected, as an

EAP provider, to assist the employee in accessing their health benefits.

Can any provider with Substance Abuse training or state certifications assess employees who have tested positive for alcohol or drug use and work in jobs that fall under the Federal DOT safety guidelines?

No, only providers who hold a current Substance Abuse Professional (SAP) certification can assess these employees.

If I have any questions about billing issues, whom should I contact?

You may contact the corporate office in **Denver** at **800-865-1044** with your questions.

Can providers access the EAP on the Internet?

Yes, there are EAP provider links at [www.proeap.com](http://www.proeap.com) that has been developed to facilitate interactions with network providers. The Provider Manual and forms may be downloaded from this location.

What are management and mandatory referrals?

Following a consultation with the EAP, the employer determines whether or not to make a management or mandatory referral.

In a **management referral**, the employer strongly recommends that the employee call the EAP for an assessment and/or counseling. The employer may request the employee to sign a release of information form so the EAP can provide information on the employee's compliance and follow through. The employee's non-compliance does not directly jeopardize their employment status.

In a **mandatory referral**, the employer refers the employee to the EAP for an assessment and recommendations, and the employee's job is dependent on his or her compliance with the EAP evaluation and recommendations. The Account Service Coordinator will make referrals and provide work information about the employee to the direct service provider. The EAP manages these cases and reports the employee's compliance to the employer once the employee has signed a release of information form.

What is the provider's role in a management

and/or mandatory referral?

The provider discusses the employee's personal issues and work performance or code of conduct issue that brought about the referral with the employee, and explores strategies for change. In a mandatory referral, the provider will also make written recommendations for the employee to support the strategies for change. The provider reports this information to the EAP after obtaining a release of information form signed by the client. It is the role of the EAP to communicate the employee's compliance and follow through of the provider's recommendations with the employer.

Is diagnostic information from management/mandatory referrals released to the company?

No specific diagnostic information or social history is given, verbally or in writing, to the employer. Only recommendations and compliance are reported.

In a non-management referral, am I required to report substance abuse or other risk management issues to the EAP?

No, the same confidentiality considerations you would have with any client apply. The Provider can notify the EAP or employer at the employee/client's request after obtaining a signed release of information from the client.