

## Authorization of Service EAP Sessions


**Authorized Provider Information**

<b>Provider:</b>	<b>Work:</b>
<b>Office Location:</b>	<b>Fax:</b>
	<b>Email:</b>
	_____
<b>Billing Address:</b>	<b>Contracted Rate/Session:</b>

**Primary Client Information**

<b>Client Name:</b>	<b>Employer:</b>
<b>Address:</b>	<b>Presenting Problem:</b>
	<b>Authorization Number:</b>
	<b>Authorized Sessions:</b>
<b>Date Of Birth:</b>	<b>Start Date:</b>
<b>Gender:</b>	<b>End Date:</b>
<b>Client Type:</b>	<b>Additional Notes:</b>
<b>Home:</b>	The client will be contacting you to set-up the initial appointment. Please do not contact client. When calling client back, leave discrete message.
<b>Work:</b>	
<b>Cell:</b>	

Session #	Session Date	Duration (hrs)	Contracted Rate

<b>Case Status at Time of Billing:</b>	<b>Coverage Beyond EAP Sessions, Client was Offered:</b>
<input type="checkbox"/> Open	<input type="checkbox"/> Referral to another provider/community resource
<input type="checkbox"/> Closed	<input type="checkbox"/> Counseling only, no referral given
	<input type="checkbox"/> Transition onto health benefits for continued service

**To adhere to HIPAA Standard Practices, please verify that you provided the following to the client. You can use your own or download the combined form from our website at [www.sandcreekeap.com](http://www.sandcreekeap.com)**

HIPAA Notice of Privacy Practices       Statement of Understanding

<b>Provider Signature:</b>	<b>Date:</b>
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Invoice Submission for Providers:  
 Please send invoices in no later than 30 days after each session the client was seen. Please take note of the Sand Creek's Billing Policy listed on our website. Clients are not to be billed for any sessions not paid for by Sand Creek due to tardiness of billing. Please submit invoice via fax: 651.430.9753 or mail to: Sand Creek - 610 North Main Street, Suite 200 Stillwater, MN 55082

## **How the EAP Works**

### **Information for you, as the provider.**

The Employee Assistance Program (EAP) is a counseling resource for eligible employees and their eligible family members. Employers make the EAP available to their employees as a way to keep employee productivity high. Over the years, the EAP has been a proven resource in reducing stress and frustration and helps employees find meaningful solutions to their problems.

There is still some confusion over how the EAP works and what it is. The purpose of this article is to describe the role and services of EAP.

In addition, please ensure you discuss how EAP works with each client we refer to you, so he or she has a clear understanding of the services.

#### **First Place to Turn**

For employees who are experiencing problems at work or at home, the EAP is often the first place to turn for professional help. Our phones are answered 24 hours a day, everyday, by counselors who can help a caller in crisis. Employees simply need to call 1-888-243-5744 to reach a master's level counselor.

The EAP is professional, confidential, easily accessible and at no cost to the employee or their family members. Our model allows for employees or their family members to come in to the office of a professional counselor in the employee's community for assessment of their problem and brief, solution-focused counseling.

Access to a counselor is very quick, often within two days of the initial call. Clients in immediate crisis are seen on the same day of their call.

#### **Short Term and Brief Counseling**

The EAP is not meant to replace an employee's mental health or chemical dependency coverage through his or her health plan. Our work is on front end of problems where employees need quick access to professional help.

Our goal is to provide assessment, referral and where warranted, short term, solution-focused counseling services. The EAP also assists our clients in finding longer term counseling services, community resources or specialty-focused programs such as chemical dependency treatment, domestic violence or anger management programs to name just a few. It is important to refer the client through his or her health benefits plan whenever possible.

#### **Eligibility**

Employees who work for participating employers are covered under the EAP. The employer determines the eligibility of their employees. Employees' family members are also covered. The eligibility of each family member is also determined by the employer.

The employee and their family members are eligible for up to the contracted/allotted number of counseling sessions.

#### **Not a Treatment Program for Chronic Problems**

The vast majority of employees and family members who use the EAP use it appropriately to address problems that impact their lives and their work. Unfortunately, with the rising costs of insurance co-pays and other economic pressures on families, some clients are trying to use the EAP as a substitute for long term care under their health plan. The EAP is a brief, short term resource. If clients need more than the contracted allotted sessions to address their problem, they need to be referred to other resources for this help.

The request for additional sessions beyond the contracted amount, is not the appropriate use of this program. Please do not suggest to the client that he or she should contact us to request additional sessions. If there are any questions, please don't hesitate to contact us yourself.

#### **The EAP is a Counseling Resource-Not Medical**

If employees or their family members are in need of psychiatric services, these services are not available through the EAP, but rather, through their medical health plan. In addition, we do not do school testing, psychiatric testing or any other form of psychological testing. Testing and diagnosing are beyond the scope of work for the employee assistance program.

#### **We Specialize In Addressing Workplace Problems**

What makes EAP unique is that we are an easily accessed, timely service to help people immediately with their problems over a brief period of time. We offer brief, solution-focused counseling to help employees immediately begin to address problems that may impact their concentration or productivity at work.

In addition, we offer coaching and consultation to supervisors and managers to provide strategies for addressing employee problems, along with optional onsite training and consultation for work teams who need assistance as well. Supervisor/manager consultations or any other company requests for service should be referred back to Sand Creek.

Thank you for the service you provide our clients. Please don't hesitate to contact us with any questions.