Module Objectives

At the conclusion of this training, participants will be able to:

- Describe the philosophy behind EAP services
- Identify EAP Core Technologies as they relate to Employee Assistance Services
- Describe the relationship between the Employee and Organizational services
- Identify 5 service components of EAPs
Philosophy of EAPs

- Customer service orientation: dual client relationship
- Preventative and proactive
- Emphasis on assessment & referral, short-term / solution-focused counseling
- Positively impacts the workplace – Productivity Focused
- Early intervention and detection reduces behavioral health care expenditures and improves outcomes
EAP Core Technology
by Paul Roman and Terry Blum

- Identification of employees’ **behavioral problems** based upon **job performance** issues.
- Provision of expert consultation to supervisors, managers and union stewards on how to take the appropriate steps in utilizing employee assistance policy and procedures.
- Availability and appropriate use of constructive confrontation.
- **Micro-linkages with counseling, treatment and other community resources.**
- The creation and maintenance of macro-linkages between the work organization and counseling, treatment and other community resources.
- The EAP focus on employees’ **alcohol and other substance abuse problems** offers the most significant promise of producing recovery and genuine cost savings for the organization in terms of future performance and reduced benefit usage.
- The evaluation of employee **success** in EA utilization primarily on the basis of **job performance** adequacy.
Phases of EAP

- Problem Identification
- Assessment & Referral
- Problem Resolution
Initial Assessment

- Employee dials toll-free number
- ValueOptions receives call
- ValueOptions clinical care manager completes brief screening
  - Employee is connected to appropriate resource
    - Local affiliate
    - Community resources
    - MHSA provider
  - Emergency services coordinated as needed
- Access to service is 24 / 7
EAP Models

Models of EAP Accounts
- Telephonic vs. face to face
- Assessment & referral vs. short-term counseling
- Stand-alone vs. Integrated
- Consultative

Models of EAP Service Delivery
- Service Center
- Staff office model
- Affiliate Network model
- Staff and Network model
EAP Referrals

- EAP Self-Referral Process
- Supervisor (Informal Referral)
- Supervisor (Formal Referral)
- Mandatory or Regulatory Referral

**Issues Addressed by EAP:**
- Performance Problems
- Personal Problems
Core Features of ValueOptions’ EAP

**Employee Services**
- Confidential 24 hour toll-free access
- Telephonic consultation
- Face-to-face assessment and referral
- Short-term counseling
- Crisis management
- Comprehensive referral network

**Employer Services**
- Policy development and consultation
- Supervisory/training and consultation
- Program promotion and education
- Specialized training/education seminars
- Critical incident stress management
ValueOptions’ Service Capabilities

Core EAP Services
- Assessment & Referral
- Consultation
- Information
- Education and Training
- Linkage to medical/community resources
- Follow-up
- On-Site interventions
- CISM

Achieve Solutions
Online resources for employees, family members and managers

Workplace Advisory
- Troubled employee/work performance
- Managing change
- Critical incident/threat of violence
- Policy development
- Regulatory issues
- Management concerns
- Organizational development
- Other HR issues and concerns

EAP
- Assessment
- Brief Counseling
- Referral & Follow-up Consultation
- Training and education
- On-site interventions
- CISM
- Linkage to medical plans & community resources

Legal and Financial Solutions
- Telephone consultation for legal and financial matters
- Resource identification
- Local referrals to a network of attorneys for legal issues
- 25% discount in fees

Work/Life Services
- Assessment
- Resource identification
- Referrals
- Areas addressed: prenatal planning, adoption, child care, adult care, eldercare
Dynamic resource for information to enable site visitors to better achieve solutions in their lives.
Achieve Solutions

- Enhances access to services by offering alternatives
- Educates participants about concerns they face – encourages empowerment
- Enables us to reach participants who may never call on the telephone
- Removes stigma of EAP
- Promotes use of traditional EAP services
- Provides instant access to tools for manager/supervisors
Referral to community resources to provide meaningful options to employees as they strive to balance work and life commitments, as well as providing the employer with solutions to workplace issues.
Legal & Financial Services

- Provides telephonic access to advice and information on all areas of legal and financial issues such as
  - housing and real estate issues,
  - wills and estate planning,
  - family law,
  - criminal matters and consumer and contract issues.

- When additional assistance is needed, callers will receive an informed referral to carefully screened local attorneys or financial counselors who offer services at reduced fees.
EAP Workplace Advisory Services

Organizational Consultation

Management Consultation

General Consultation
Critical Incident Stress Management (CISM)

- A worldwide standard of care
- Developed by Mitchell and Everly (1984)
- Used throughout public and private sectors
- Ranges from pre-incident to post-incident
- Emphasizes continuum of care
- Defines recovery in terms of function
- Addresses workplace incidents
  - Such as death, violent event, natural disasters
CISM Reduces the Impact of Trauma

- Group process
- Support from peers
- Demonstration of caring by employer
- Instillation of hope and sense of control
- Opportunity for follow-up and assessment
Unique to EAP

- Impartiality regarding workplace issues
  - You are Switzerland
  - EAP does not provide FMLA or Disability support
  - All communication with the workplace is done by ValueOptions EAP staff only

- No cost to the participant
  - No billing for no shows or late cancellations
  - Outreach and schedule once more

- “New Problem” vs. EAP assessment recommendations
Benefits of EAP

- Barrier free access to services
- Cost free access to services for participants
- No diagnosis or medical necessity criteria
- Support in the workplace for training, development, and crisis response
- Variety of services available – we never say no
- Healthy workforce supports a productive workforce
For the EAP Provider Handbook, visit [www.ValueOptions.com](http://www.ValueOptions.com) and click on “Providers” and “Provider Handbook,” and then look for “Appendix 5: EAP Handbook on the left side of the page.

- Appendix 3: State/Government Program/Network Specific Provision and/or Supplements
- Appendix 4: Medicare Advantage Specific Provisions (PDF)
- Appendix 4A: New York State Specific – Medicare Advantage/Medicare-Medicaid Dual Eligible Required Provisions (Fully Integrated Duals Advantage (FIDA)) (PDF)
- Appendix 5: EAP Handbook (PDF)
- Appendix 5A: MOS Handbook (PDF)
For forms, visit [www.ValueOptions.com](http://www.ValueOptions.com) and click on “Providers” and “Forms,” and then look for “EAP Forms” on the right side of the page.
### EAP Case Activity and Billing Form

(CAF-1 – Do not use for onsite EAP services)

**Instructions:** Please use CAPITAL letters. Complete ALL information to ensure prompt payment. Keep a copy for your records. If services were not pre-authorized, use CAF-2 form.

**Billing Type:**
- [ ] Interim
- [ ] Final
- [ ] Re-Open

**Payer:** (corp. client, employer, company/division, location or department through which EAP benefits are available)

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**Participant Date of Birth (mm/dd/yy):**

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**Statement of Understanding:**
- [ ] Yes
- [ ] No

**Participant Relationship to Employee:**
- [ ] Self
- [ ] Spouse
- [ ] Dependent
- [ ] Parent

**Gender:**
- [ ] Female
- [ ] Male
- [ ] Sibling
- [ ] Unmarried Partner
- [ ] Other

**Employee Name: (if not participant)**

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**Billing Information:**

**Dates of Service (mm/dd/yy):**

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**EAP Clinician:**

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<th>Last Name</th>
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**Clinician’s Billing Address:**

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**State**

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**SSN or Tax ID Number:**

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### Paper Case Activity Form

**Assessed Problem:** *(choose one)*
- Depression
- Eating Disorder
- Hyperactivity / Learning
- Impulse control
- Thought disorder
- Child care
- Adult / elder care
- Family problems
- Financial problems
- Grief / Loss
- Job / Occupational
- Legal
- Marital / Relationship
- Situational / Adjustment
- Medical

**Risk and Functional Assessment:** Indicate impairment level at case opening and closing.

- 0 = No evidence of impairment, 1 = mild, 2 = moderate, 3 = severe impairment

<table>
<thead>
<tr>
<th>Case Opening</th>
<th>Case Closing</th>
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<tbody>
<tr>
<td>Member’s risk to self</td>
<td>00 01 02 03</td>
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<tr>
<td>Member’s risk to others</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Mood Disturbances (depression or mania)</td>
<td>00 01 02 03</td>
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<tr>
<td>Anxiety</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Thinking / Cognition / Memory / Concentration</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Impulse / Reckless / Aggressive Behavior</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Activities of Daily Living Problems</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Medical / Physical Condition</td>
<td>00 01 02 03</td>
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<tr>
<td>Substance Abuse / Dependence</td>
<td>00 01 02 03</td>
</tr>
<tr>
<td>Job / School Performance</td>
<td>00 01 02 03</td>
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<tr>
<td>Social Functioning / Relationship / Marital / Family</td>
<td>00 01 02 03</td>
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**Case Closing**

- Disposition:
  - Face-to-face assessment / no referral
  - Face-to-face assessment / referral accepted
  - Assessment/referral declined
  - Did not keep initial appt.
  - Withdrew before completion

- Referral Type:
  - No referral beyond EAP
  - Community Resource
  - Medical Treatment
  - Substance Abuse Treatment
  - SA Inpatient
  - SA Intensive Outpatient
  - SA Detox Only
  - Other Substance Abuse

- Psychiatric Treatment
  - Inpatient
  - Partial Hospitalization
  - Outpatient (non-MD)
  - Outpatient (MD)
  - Other

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Visit www.ValueOptions.com and click on the “Providers” option to access ProviderConnect.

For ProviderConnect technical assistance, contact our EDI Help Desk.
Welcome

Thank you for using ValueOptions ProviderConnect.

WHAT DO YOU WANT TO DO TODAY?

- Eligibility and Benefits
  - Find a Specific Member
  - Register a Member
- Enter or Review Authorization Requests
  - Enter an Authorization Request
  - Review an Authorization
  - View Clinical Drafts
- Enter or Review Claims
  - Enter a Claim
  - Review a Claim
  - View My Recent Provider Summary Vouchers
- Enter EAP CAF
- Enter Member Reminders
- View My Recent Authorization Letters
Authorization Search Results

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions. If requesting payment for EAP/non-medical counseling services, select the authorization related to the services and enter the request via either the Auth Details tab or the Auth Summary tab by selecting the Enter CAF button.

<table>
<thead>
<tr>
<th>Auth #</th>
<th>Member ID</th>
<th>Member Name</th>
<th>Member DOB</th>
<th>Provider ID</th>
<th>Vendor ID</th>
<th>Service</th>
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For **claims and authorization** questions, please contact the phone number on the member’s authorization letter

**Provider Service Line**
Monday through Friday, 8:00 a.m. – 8:00 p.m. ET
Phone: 1-800-397-1630

**ValueOptions EDI Helpdesk**
 **(ProviderConnect Technical Questions)**
Monday through Friday, 8:00 a.m. - 6:00 p.m. ET
Phone: 1-888-247-9311
Email: e-supportservices@valueoptions.com