

Acentra Health EAP Provider Quick Start Guide

Referral Information:

- This client has been authorized EAP sessions by Acentra Health for face-to-face assessment/short-term counseling/referral.
- If treatment beyond the EAP services is appropriate, please assist the client in connecting to an appropriate resource or provider covered through their health plan.
- Acentra Health will not assume financial responsibility for services beyond the authorized EAP sessions or any services that have not been authorized by the EAP.
- Acentra Health allows clinicians to self-refer. If you are a participating provider with the client's health plan, you may continue care through that modality.

What is my role as an EAP Provider?

- Confidential and timely problem identification/assessment services for clients with personal concerns that may affect job performance.
- Use of constructive confrontation, motivation, and short-term intervention with clients to address problems that affect job performance.
- Referral of clients for diagnosis, treatment, and assistance, as well as case monitoring and follow-up services.
- As an EAP provider, you cannot complete short term disability forms, evaluation forms for court purposes, fitness for duty evaluations, psychological testing or any other documents that would be completed by a "treating" provider.

Billing:

- The EAP client is NOT responsible for payment for any EAP sessions.
- Billing should be submitted within 45 days of each date of service via the Payment Portal.
- At the time of case closure, please enter closure details, even if there was not a closure session.
- Billing can be submitted to Acentra Health via eapportal.kepro.com.
- EAP Sessions are paid at your Acentra Health contracted reimbursement rate in accordance with the terms of the EAP Affiliate Agreement. Please call (800) 713-6251 with any provider questions.
- Please do NOT submit a HCFA form or a DSM-V Diagnosis for EAP visits.

Additional EAP resources may be available – please refer the client to their Acentra Health EAP toll-free number available 24/7/365 for further information and/or assistance with any of these additional EAP resources.

Legal consultation

The EAP benefit includes a no-cost 30-minute telephonic consultation with a lawyer to discuss any non-work/non-employer related legal concerns the client may have. In addition, the client also may retain the services of a network attorney at a 25% discount from their usual and customary fees. Common legal issues include:

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| Bail Bonds | Bankruptcy |
| Family Law | General Legal Issues |
| Personal Injury | Real Estate Law |
| Criminal Law | Immigration |
| Social Security | Elder Law |

Financial consultation

The EAP benefit includes a no-cost 30-minute consultation with a professional financial advisor to discuss personal financial concerns. Please note that this EAP benefit provides consultation, planning, and referral services, not direct financial support. Common financial issues include:

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| Bankruptcy | Credit Cards |
| Investments | Tax |
| Information/Questions | Budgeting |
| Retirement Planning | Wage |
| Garnishment/Liens | Mortgages |
| Credit Counseling | Debt Collection |

Childcare consultations & referrals

The EAP includes childcare resource and referral services designed to assist with a wide range of dependent care needs that may arise throughout the life cycle. EAP offers consultations, referrals, and educational materials for issues such as:

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| Academic Concerns | Adoption |
| Summer Program | After-school Program |
| Special Needs | Preschool |
| Prenatal Care | Back-up care |
| Childcare | |

EAP Website

Acentra Health’s website is an interactive tool that provides consumer information and interactive self-help and life management tools. The site is designed to assist EAP clients with issues that impact your health, quality of life, and well-being. The client can access resources, by contacting the dedicated toll-free EAP number or by referencing their program materials. Website details are customized by employer.

Daily living consultations & referrals

The EAP includes convenience services to help clients make the most of their money and free time. EAP offers referrals and educational materials for issues such as:

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| Home repairs | Gift recommendations |
| Moving/Relocation | Public transportation |
| Apartment Locators | Tutoring |
| Cleaning services | Personal Shopping |
| Sightseeing tours | College searches |
| Pet sitters/kennels | College Prep |
| Scholarship/financial aid | |

Adult/Elder care consultations & referrals

The EAP includes adult/eldercare resource and referral services designed to assist with a broad continuum of consultation and resource needs for clients who may need to assistance in supporting aging family members. EAP offers consultations, referrals, and educational materials for issues such as:

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| Aids to Daily Living | Disabled Adult Child |
| Rehabilitation Programs | Long-Distance Care |
| Respite Care | Retirement |
| Transportation | Adult Day Care |
| Meals on Wheels | Caretaker Support |