Acentra HEALTH

# Acentra Health EAP Provider

*Quick Start Guide*



Thank you for being part of our provider network. Your expertise and support make a meaningful difference for Employee Assistance Program (EAP) clients. This *Quick Start Guide* highlights important referral, provider, and billing information to help ensure a smooth experience for both you and the clients you serve.

## Referral Information:

- This client has been authorized EAP sessions by Acentra Health for in-person or virtual assessment, short-term counseling, and referral, as appropriate.
- If treatment beyond the EAP services is appropriate, please assist the client in connecting to an appropriate resource or provider covered through their behavioral 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 behavioral health plan, you may continue care through their insurance, or through agreed upon self-pay.

## What is My Role as an EAP Provider?

- Confidential and timely problem identification and assessment services for clients with personal and/or professional concerns.
- Use of goal-oriented, solution-focused techniques, motivation, and short-term intervention with clients to help them address assessed problem areas that affect job performance.
- Referral of clients for diagnosis, treatment, and assistance, as appropriate, as well as assuring connection to identified resources through follow-up.
- As an EAP provider, please note that 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 Provider 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 the Provider Portal.
- 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 resources.

## Legal Consultation

The EAP benefit includes a no-cost, telephonic or in-person consultation with a lawyer to discuss any non-work/non-employer related legal concern the client may have. Clients can receive a 25% discount from the attorney's customary fees. Common legal issues include:

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

## Financial Consultation

The EAP benefit includes a no-cost 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 assistance. Common financials issues include:

- Bankruptcy
- Credit
- Debt Collection
- Mortgages
- Tax Information
- Budgeting
- Credit Counseling
- Investments
- Retirement Planning
- Wage Garnishment

## Childcare Consultation & Referrals

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

- Academic Support
- Adoption
- Group Daycare
- Nannies/Sitters
- Preschool
- Special Needs
- After School Care
- Back-up Care
- In-Home Daycare
- Prenatal Care
- School Options
- Summer Program

## Adult/Eldercare Consultation & Referrals

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

- Adult Day Care
- Caregiver Support
- In-Home Care
- Meal Services
- Rehabilitation
- Retirement
- Assisted Living
- Disabled Adult Child
- Long-Distance Care
- Nursing Care
- Respite Care
- Transportation

## Daily Living Research & Referral

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:

- Cleaning Services
- College Searches
- Fitness Programs
- Housing Locators
- Pet Sitters
- Trip Planning
- College Prep
- Entertainment
- Home Repairs
- Moving/Relocation
- Transportation
- Volunteering

## EAP Website

The EAP website is an excellent source of educational and informative materials and resources designed to help promote well-being. The website and log-in are provided by the employer or clients may contact the EAP for this information. Features include:

- Articles
- Calculators
- Podcasts
- Videos
- Assessments
- Legal Forms
- Resource Locators
- Webinars

Please reach out to Acentra Health at **1-800-713-6251** with any questions