

# FEI BEHAVIORAL HEALTH AFFILIATE MANUAL

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The information contained in this agreement is confidential and considered to be a part of the affiliate agreement between FEI and you, our affiliate.

FEI Behavioral Health welcomes you as a member of our Employee Assistance Program (EAP) provider network.

### Contact Information

**Provider status/issues:** 1-800-782-1948, option 2 (Network Operations) or [network@feinet.com](mailto:network@feinet.com)

**Client referrals:** 1-800-782-1948 option 1 (EAP Services Center)

**Claims:** 1-800-882-1948, option 4

**Faxes:** (Network Operations) 414-359-6519 / (Claims) 414-359-6717

**Referral forms:**

[http://feinet.com/sites/default/files/Referral%20Packet\\_6-2-16.pdf](http://feinet.com/sites/default/files/Referral%20Packet_6-2-16.pdf)

**Website:** <http://www.feinet.com/>

## EAP Overview

EAP simultaneously serves two client groups; FEI Affiliates therefore act in the best interest of the employer company as well as the employee. The EAP client referred to you is an employee or covered family member of an FEI contracted company.

EAP sessions include assessment, short-term problem resolution and referral as necessary. Affiliates must demonstrate broad understanding of EAP practice, alcohol and other drug problems, mental health issues, human resource and labor relations issues and organizational dynamics.

## Provider Qualifications

- License to practice independently in the state where your practice is located
- At least one (1) year of specific EAP experience.
- Liability insurance minimum of \$1 million per occurrence/\$3 million aggregate
- The ability to assess and refer (not treat) anyone at least 5 yrs. old. Parents may be included in session.
- Provide “broad brush” mental health and substance abuse assessment
- Provide brief, solution-focused intervention, referral, collateral contact, follow-up and case management services
- Compliance with state and federal laws including HIPAA
- The ability to work with individuals, couples, families

## EAP Coordinator

**Affiliates must designate an EAP Coordinator who will be the contact person for FEI.** The EAP Coordinator is a staff member who meets FEI's clinical criteria and must be available on a full time basis. The EAP Coordinator is responsible for ensuring the communication and dissemination of the standards, procedures and program material provided by FEI to all appropriate staff members. The EAP Program Coordinator also ensures adherence to all aspects of FEI's affiliate agreement.

In this capacity, the EAP Program Coordinator will:

- Ensure that the affiliate's clinical staff possesses the professional qualifications as stated in this agreement
- Distribute the clinician application to clinicians to complete for approval by FEI
- Distribute copies of the affiliate agreement and any updates provided by FEI to any branch offices designated as serving FEI clients
- Provide training to all staff that will work with FEI clients, including counselors, intake personnel, receptionists, and billing staff
- Ensure that the affiliate's CEO/President is aware of FEI's requirements and expectations
- Ensure that a copy of the site review information is available at any affiliate branch offices
- Provide all needed assistance regarding supervisory referrals
- Promptly address any clinical or administrative problems related to the program
- Inform FEI of any affiliate extended absences, such as vacations or medical leaves
- Arrange and provide any training seminars requested by FEI
- Provide yearly updates of all approved clinicians' licensure and professional liability insurance
- Be available from 9 a.m. to 5 p.m. (local time) Monday through Friday to answer direct calls.
- Designate and advise FEI of a qualified staff person to serve as backup coordinator when absent
- Respond immediately to all calls designated by FEI to be an emergency. All other calls are expected to be returned promptly
- Provide FEI with those phone numbers that will ensure FEI's ability to reach Affiliate at all times, including after-hours, holidays, and weekends for post trauma and other emergency needs

**\*NOTE: FEI Behavioral Health must have immediate written notification of any change to the EAP Program Coordinator. Direct notice to [network@feinet.com](mailto:network@feinet.com).**

## EAP Affiliate Procedures

### Referrals

- Following a telephonic intake, FEI staff will inform you of referrals in two ways: telephonically and by faxing/mailing the authorization/referral packet.
- FEI staff will attempt to warm transfer callers to you to schedule, but clients may prefer to call separately.
- FEI clients should not contact you before FEI. If you have any question about the referral, please contact FEI.

Some examples of services that are **not** provided under the EAP are:

- Fitness for Duty evaluations
- Court-ordered evaluations or treatment
- Psychological testing
- Substance abuse treatment

### Appointments

- You are expected to accept all clients referred by FEI.
- Offer clients an appointment within **two (2)** business days of the client's initial call to you. If the client declines that appointment, you may offer another at a time convenient to both you and the client.
- In emergencies, you will make every effort to arrange an immediate appointment.
- Documentation of all appointments offered must be maintained by the affiliate.

### Affiliate Availability

- FEI requires that all calls are either answered live or by an answering device and that clear instructions for emergencies are provided to callers if the affiliate is not available.
- Affiliates are expected to have some evening and/or weekend appointments available for clients who may be unable to schedule appointments during the workday.
- Calls should be returned to FEI staff or clients within one business day if a message has been left.

### Telephonic Counseling

- Telephonic counseling (TC) is provided by an EAP Affiliate located in the State of the client requesting this service.
- TC is appropriate for problems such as stress management, conflict resolution, family issues, interpersonal relationship issues, parenting, workplace issues, advice on third party interventions, mental health resource, etc. TC is typically not appropriate as a longer term treatment option for psychiatric disorders such as those listed in the Diagnostic and Statistical Manual of Mental Disorders.
- Telephonic counseling sessions are scheduled between the client seeking the service and the EAP Affiliate counselor following an initial EAP Assessment & Consultation and Referral. Telephonic counseling sessions are available based upon the EAP Affiliate's availability and schedule. At any time the EAP Affiliate and client together may choose to conduct benefit covered sessions on a face-to-face basis in the counselor's office.

### Assessment of Children

- The minimum age of a client referred by FEI is 5 yrs. The referral may be under the child's name, and would be noted as such on the authorization. Please note that you may assess a child with the parents present. It is understood that the assessment may determine that further services are outside the scope of EAP, in such cases; please assist the family in accessing the appropriate services.

### Authorizations and Plan

- The FEI Authorization form contains important information. Please read carefully.
- The client named on the FEI authorization is the only person for whom claims will be accepted. That client must attend at least part of each session held, though additional people, such as family members, may be included in sessions. Please note that EAP benefits cannot be combined for multiple people.
- Session length is typically **45-60** minutes. No additional payment is made for extended sessions.
- No more than one session per day for a client can be approved.
- If your assessment indicates that the identified problem is likely to be resolved within the number of EAP sessions authorized for the client, please provide short-term EAP counseling sessions.

- If appropriate, refer the client to community resources suitable to the nature and severity of the client's problem.

### Service needs beyond the EAP

- If it becomes apparent that the client will require treatment beyond the scope of the available EAP sessions, immediately assist the client in a referral to the appropriate service.
- In making recommendation/referral for further treatment, provide a list of **three (3)** practitioners who can help the client and are covered by client's insurance if they have it. You may include yourself in the options offered to the client if it is clinically appropriate and if you are covered by the client's insurance.
- If referring, please work with the client's insurance (if available) to minimize the financial stress on the client. It is acceptable to use part of the EAP session to coordinate referrals, such as navigating the insurance information, contacting providers.

### On-site Activities

- You may be asked to provide other relevant services as may be required by contract between FEI and a company, and for which you are approved by FEI (i.e., training, orientations, trauma response, etc.). **Approved on-site activities are coordinated by FEI.**

### Confidentiality

- All information related to EAP participation is strictly confidential and protected by FEI principles and policy, as well as federal regulations and state law. The affiliate must be HIPAA-compliant with regard to any protected health information and follow its policies.
- Data security and privacy must be maintained at all times. Client records must not leave the possession of the affiliate, and must be stored in a secure locked location not accessible to unauthorized people.
- Information will be communicated beyond the EAP only as necessary and/or as required by law such as when an individual poses a danger to themselves or others.
- Affiliate agrees to inform FEI if there is a breach of confidentiality or any violation of HIPAA policy.
- Care should be taken to not schedule consecutive appointments for employees of the same company.

- Affiliates may not provide/release any documents or reports.

**Affiliates are prohibited from communicating with the client's employer in any manner. If you have questions, call the FEI EAP Service Center at 1-800-782-1948, Option 1.**

### Billing

- Submit ALL requested billing forms to FEI within **thirty (30)** days after the authorization expiration date. Incomplete or inaccurate forms will be denied.
- Authorization details, such as number of approved sessions and time frame, are found on the authorization sent to you at the time of referral. Reimbursement will be made within **sixty (60)** days of receiving a **correctly completed** form.
- You may bill a client directly for a failed appointment **only** if this is your policy and you have explained it to the client prior to the failed appointment.

**\*NOTE: A claim denied due to improper submission by the affiliate cannot be billed to the client.**

### Records and Retention Guidelines

- Only FEI EAP forms are to be used. These are sent/faxed with each referral, and are available at <http://www.feinet.com/provider/Network-Operations-forms>.
- Maintain separate EAP records in accordance with applicable state and federal guidelines and have a policy in place regarding the content, handling, and secure storage of records.
- Accessibility to case records is limited to professional staff and administrative personnel in compliance with privacy and confidentiality standards
- All phone calls, sessions, and collateral contacts are documented appropriately in records.
- Computer files containing client information are kept secure by controlled access through password protection. Information on disks must be kept in a locked file cabinet.
- No documents related to the EAP referral/client can be released, regardless of release or request. For further information, call **FEI EAP Service Center at 1-800-782-1948, Option 1.**

## Complaints

- In our ongoing efforts to improve our services, we investigate all complaints. This begins with speaking to all parties involved and attempting to resolve the problem to everyone's satisfaction. Additional actions can be taken for more serious complaints.

## Formal & Mandatory Job Performance Referrals

FEI Affiliates must strictly adhere to protocol as follows for all Job Performance Referrals. A Formal or Mandatory Job Performance Referral is initiated by an FEI client company management or human resource representative, due to an employee's:

- Documented job performance problems;
- Significant infraction against company policy, or positive drug or alcohol test, (including those required under DOT or other federal regulations).

### FEI will

- Contact the affiliate's designated FEI EAP Coordinator to initiate and assign the referral
- Provide all pertinent details regarding the employee and job performance situation, as well the necessary documents.

**\*NOTE: The FEI Case Manager must be informed of the counselor's name, the date and time of the scheduled appointment before the client is seen.**

*\*\*You may not disclose any information to any representative of the employer.  
Please direct any such requests to FEI Behavioral Health.*

## Guidelines for Job Performance Referrals

- Clients must be offered an appointment within 2 business days of referral, and sooner in the event of an urgent matter.
- Because of the need for timely communication, clients must be assigned to an FEI approved clinician who is full time at the agency or one who can be reached on days not at the agency.
- As soon as scheduled, report date and time of appointment to FEI assigned case manager.
- Prior to the first appointment, arrange a briefing from FEI case manager and review the mandatory referral packet.
- During the first session, secure client's signature on forms in the referral packet.
- Conduct an assessment with the client, focused on the identified workplace concerns.
- Fax the signed disclosure form to the FEI case manager promptly after the first session.
- Within one business day after the first scheduled session, and prior to holding the second session, you must speak with the FEI case manager regarding the requirements for the client.
- Meet with the client again, share agreed-upon recommendations with the employee.
- For any subsequent sessions, advise FEI case manager: if appointment was kept, summary of the session and plan, date of next scheduled appointment.
- The determination of compliance/non-compliance rests solely with the employer.
- Affiliate cannot complete a Fitness-for-Duty or Return-to-Work report. Should this or any similar requests arise, contact FEI immediately.
- When referring a Job Performance Referral client beyond EAP to a treatment provider, you must follow up to ascertain whether client did or did not keep the first scheduled appointment and report this to the FEI case manager immediately.
- Should treatment necessitate absence from work, advise employee to verify and comply with all leave policies and procedures required by their company. Clarify with employee that the EAP (including you as our Affiliate) does not approve or arrange their time off work.
- Confirm with the FEI case manager when all recommended EAP sessions are concluded.

## Guidelines for Job Performance Referrals Related to Substance Abuse

Referrals involving substance abuse must be assigned to an affiliate identified by FEI as a Substance Abuse Specialist.

The minimum recommendation for any Mandatory Job Performance Referral involving substance abuse must include some form of educational program or support group.

### Dos and Don'ts for Mandatory Referrals

#### Do

- Review Mandatory Referral Packet before meeting with client
- As soon as scheduled, report date and time of appointment to FEI Case Manager
- Prior to the appointment, receive briefing from FEI Case Manager
- Conduct assessment focused around noted workplace concerns
- During 1<sup>st</sup> session, secure client signature on forms in referral packet
- Within 1 business day after 1<sup>st</sup> session, confer with FEI Case Manager about requirements for the client
- Fax signed forms to FEI Case Manager within 1 business day of completed assessment
- Meet with client again, share agreed-upon requirements with employee
- If referral is being made:
  - Assist client with referral to required program or treatment.
  - Complete and fax treatment form to FEI Case Manager
  - Advise FEI Case Manager of client agreement & referral details
  - Contact program to verify attendance at first scheduled session.
  - Inform FEI Case Manager whether client attended above session

**NOTE: \* Refer contacts from employer to FEI case manager only!**

#### Don't

- Contact or discuss anything with anyone from client's employer
- Provide any documentation regarding work status issue
- Become the advocate for the client/ employee. You are providing assessment and advocacy would be inappropriate

**FEI phone: 800-782-1948**

**FEI fax: 414-359-6713 – IMPORTANT: Return signed forms to this fax number only.**

## CISD Response

- When an affiliate is contacted by FEI to provide such services, the affiliate will take direction from FEI regarding the nature of the request, who to contact at the client company, site location, how much time to spend at the site, and what FEI materials to use as handouts.
- Only clinicians that have been trained and approved by FEI as Trauma Response Specialists, or those experienced in post trauma response or CISD, may respond to situations involving FEI clients.
- Calls from anyone other than FEI staff to respond to post trauma or CISD situations should be directed to FEI. In situations where this is not possible, contact FEI for direction as soon as feasible.
- The EAP affiliate represents FEI at all times and will not make any attempt to contract with the client company independently for any further services.

### Affiliate Responsibilities Include:

- Discuss the request with the client company contact person and make arrangements to respond.
- Report back to FEI as soon as arrangements are made and indicate planned date(s) of response and number and names of clinicians. (Please note: FEI account manager's approval is needed regarding the number of clinicians to be used and number of hours of service to be provided. Additional instruction to the affiliate may also be provided.)
- Report on a regular basis to the FEI account manager in the course of the provision of services and follow up with a call to the account manager the day after.

### Billing

- Submit completed claim form within thirty (30) days of service
- Reimbursement at your EAP rate is made for total time on-site and round trip travel time
- Reimbursement per clinician should not exceed the amount for an eight (8) hour day, unless approved ahead of time by the FEI account manager

## Affiliate Response to Training Requests for FEI clients

- Affiliates can be asked to provide workplace seminars, presentations and training services to FEI client companies at their locations.
- Affiliates are reimbursed at the same rate as an EAP session for training requested by FEI clients.
- Affiliates providing these services must have training and/or experience in providing training or presentations, and have experience working with corporate customers.
- Any direct requests from FEI client companies must be redirected to FEI. FEI Affiliates may not contract directly with FEI client companies for services.

FEI's standard curriculum packets will be sent to affiliates when arrangements are made for training.

- These packets contain the outlines, overheads, handouts, and client feedback forms.
- Affiliates are free to enhance the curriculum, but any enhancements must be approved by the FEI account manager.
- Affiliates are responsible for distributing the handouts that have been provided to the company contact.
- Affiliates are asked to request that participants to complete the feedback forms.

### Billing

- Reimbursement for all services requires FEI approval
- FEI staff person coordinating will advise about reimbursement for time on-site, and any reimbursement for preparation and/or travel.
- Submit completed claim form within 30 days of service

## Definitions

**Affiliate:** a contracted provider of EAP

**Contract:** the agreement between affiliate and FEI related to the provision of authorized services

**Single case agreement:** a one-time temporary agreement with a provider to serve a specific FEI client

**Clinician profile:** the completed application form and supporting documentation