





Magellan
HEALTHCARE®

EAP Provider Orientation

November 2023

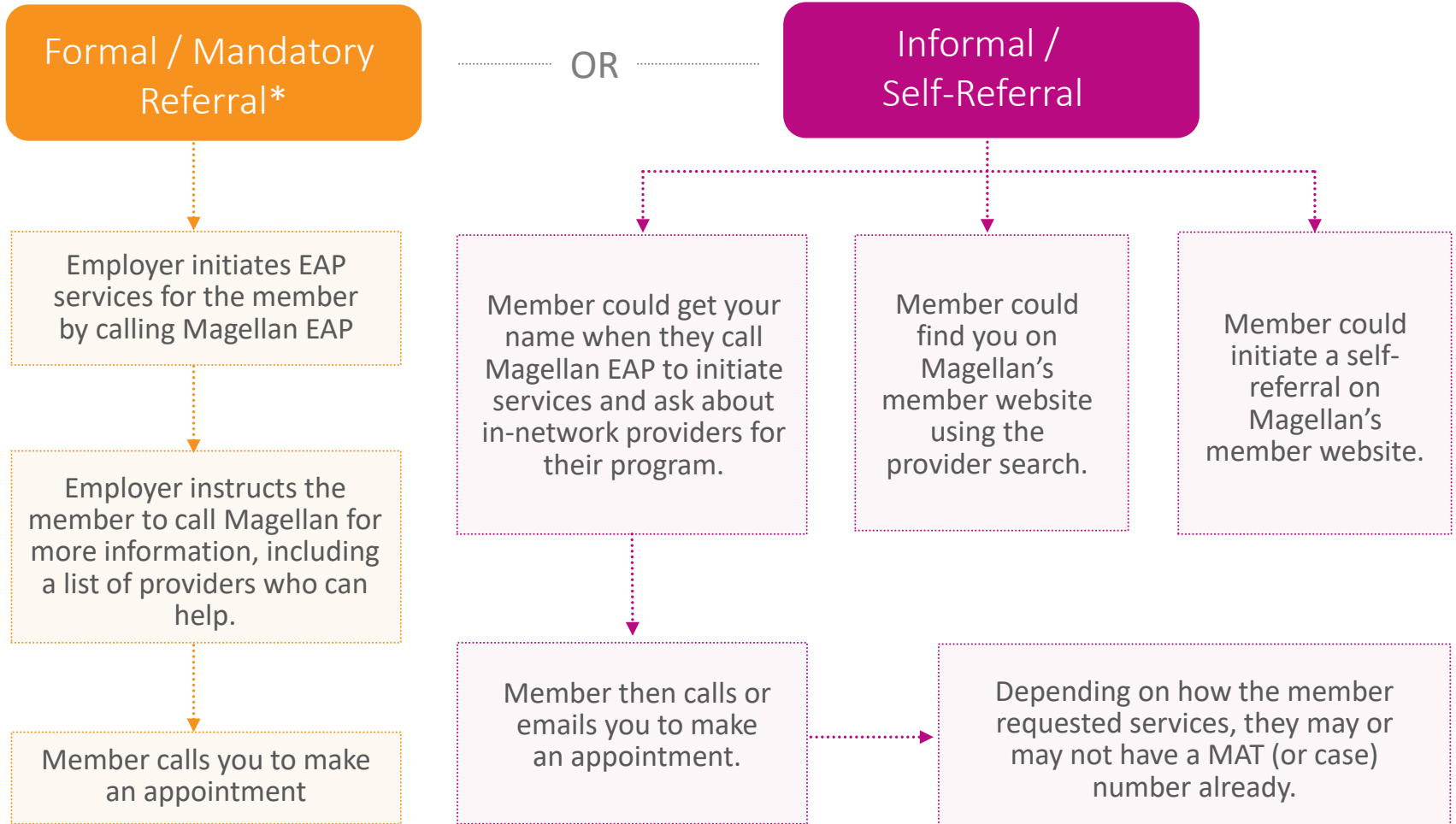


Magellan's Employee Assistance Program (EAP) helps individuals to resolve personal problems and address common work/life issues, while it also provides training, consultation, and other management services for employers.

- Understanding EAP referrals
- Registering an EAP case
- Obtaining an EAP registration packet
- Submitting for reimbursement



EAP referral process



**Formal/mandatory referrals have special requirements.*

EAP referral process, cont'd



When a member contacts you for EAP services:



1 Ask the member if this is a formal/mandatory referral* or an informal/self-referral.

2 Ask the member if they have a MAT number.

YES: • Proceed to step 3.

NO:

- Call Magellan EAP. If the member doesn't have the phone number for their program, call 1-800-523-5668.
- Be prepared to verify some information for the EAP member, including company name, member full name (and employee name if different), date of birth, and address.
- Ask Magellan staff if there is already a case on file, or to create a case, and provide you with a MAT number.

3 Go online to **MagellanProvider.com** to register the case using the MAT number and member's last name.

Member website overview: MagellanAscend.com*



EAP member logs in or creates a new account indicating the name of their company.

MagellanAscend

Select Language

☰

Your life's journey - made easier

Live Chat

REACH YOUR GOALS

Welcome! You've come to the right place to find free, confidential services to help you and your household members manage everyday challenges and work on more complex issues.

- Explore the variety of services available
- Find a provider to meet your unique needs
- Search the Learning Center for relevant health information and tools

**Some EAP members may use a more current version of our member website, Member.MagellanHealthcare.com. Requesting an EAP self referral is basically the same process on either website.*

Member website overview, cont'd

EAP self referral



Once on the website, the member selects the “Find Care” tab and chooses the provider list for the “Employee Assistance Program” to begin their provider search by location or provider info.

Location [Provider Info](#) Fields marked with an asterisk * are required.

Choose a Provider List:*

[Search by Address](#)

Zip Code:* **Distance:***

Member website overview, cont'd

EAP self referral



- A list of providers will populate, based on the member's search criteria.
- The member will select and confirm their choice.

Filter by Hospital: ▾ View All (74) < > [Download] [Print]

This list may change without notice. Please call your program's toll-free number at 866-266-2376 if you have questions about a provider or your program. Magellan does not favor or endorse any provider who is listed in these search results. This provider data is updated real time each day. Providers can enter their own data through our online tools. California Enrollees Only: Language Interpreter Services & Equal Access.
[Help us improve our provider search](#)

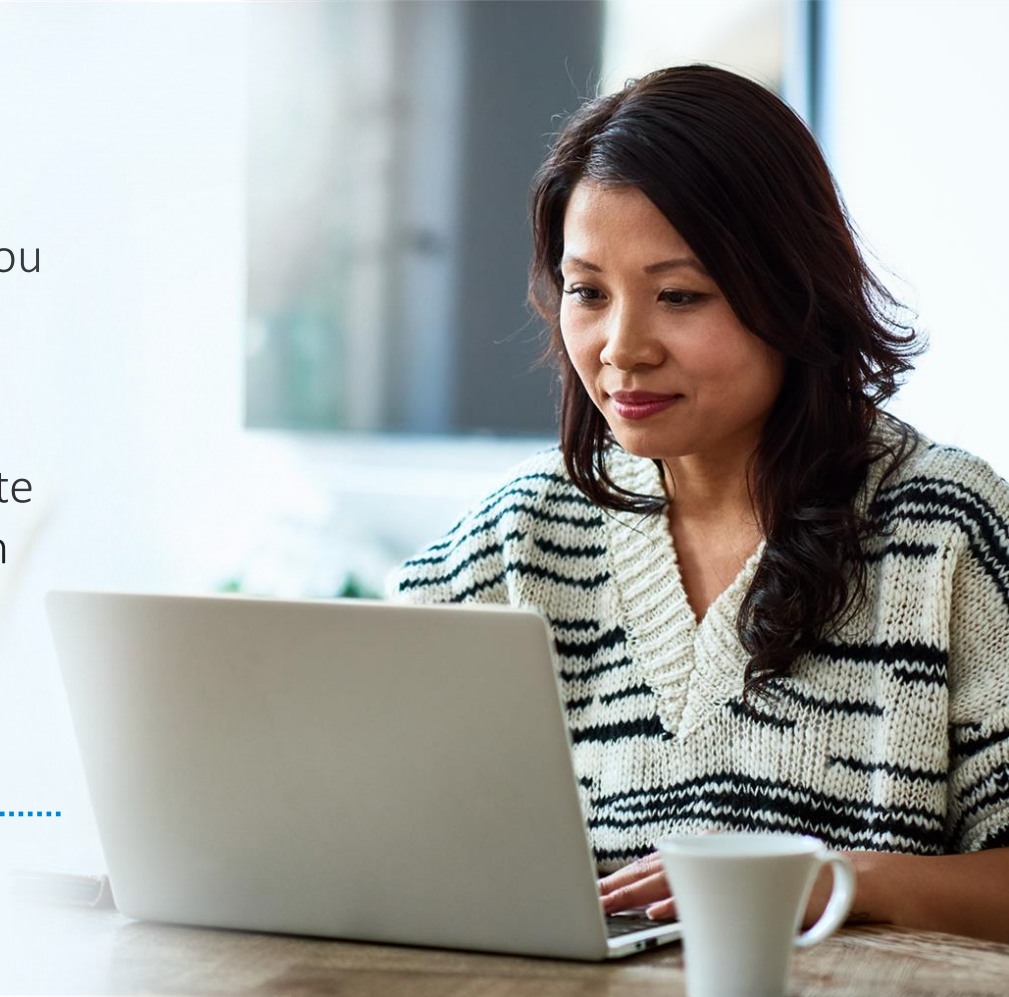
1	PERRY MSW Social Worker	Rate	
	Accepting new patients: Yes PRIVATE PRACTICE SAINT LOUIS MO 63146 [Redacted]@yahoo.com	<i>Specializes in:</i> Grief/Bereavement Marriage/Family Therapy Mental Health Post Traumatic Stress Disorder Substance Abuse	EAP Select Status MSW WASHINGTON UNIVERSITY, 1976 Languages: English SELECT PROVIDER
2	PROVI MA Therapist	Rate	

Member website overview, cont'd

Provider email



- A member may initiate contact with you using the email address listed in your provider profile (instead of calling).
 - If you do not use email to communicate with your clients, you should set up an auto-response notifying them of this policy.
-



Agenda

- Understanding EAP referrals
- Registering an EAP case
- Obtaining an EAP registration packet
- Submitting for reimbursement



Registering an EAP case



Sign In | FAQs | About Us



Sign In Provider Network Providing Care Getting Paid Forms Education News & Publications

SEARCH

Spotlight On...



Get the latest news!
Check out the Summer issue of *Provider Focus*.

**Join us! #bhXPRT
Twitter chat happening
Oct. 8**
Brainstorm with us about using technology to address the growing behavioral health needs of children and adolescents in this month's chat, Thursday, Oct. 8 at 3 p.m., Eastern.

Welcome, Provider!

Find tools and information to support you in providing quality care to Magellan members.

Access Services	Get Information
<ul style="list-style-type: none">▶ Check Member Eligibility▶ Submit a Claim▶ Check Claims Status▶ Request/View Authorizations▶ Electronic Funds Transfer▶ My Notifications▶ Display/Edit Practice Info▶ Manage Outcomes	<ul style="list-style-type: none">▶ Provider Handbook and Supplements▶ State- and Plan-Specific Information▶ EAP Information▶ Provider Focus (newsletter)▶ Clinical Practice Guidelines▶ Medical Necessity Criteria▶ Substance Use Treatment▶ Online Demos

Sign in is required.

Sign In

Username:

Password:

Remember Me

[New User](#)

[Forgot Username?](#)
[Forgot Password?](#)





Go to www.MagellanProvider.com and sign in.



Registering an EAP case, cont'd



Select View EAP Registrations from the left-hand menu.



The screenshot shows the Magellan Healthcare website interface. At the top, there are navigation links: Sign Out, FAQs, About Us, and Home. The Magellan Healthcare logo is in the top right. Below the logo is a navigation bar with tabs: MyPractice, Provider Network, Providing Care, Getting Paid, Forms, Education, and News & Publications. A search bar is located to the right of the navigation bar. The main content area is divided into a left-hand menu and a main content area. The left-hand menu has several sections: My Practice, My Authorizations, My Claims, My Outcomes, and My Status. The 'View EAP Registrations' option under 'My Authorizations' is circled in red. The main content area displays a welcome message, a search bar, and a 'My Messages' section. The 'My Messages' section shows a table with columns for From, Subject, and Date, and indicates that there are no messages. There are also links for 'Inbox', 'Compose New Message', 'Complaints', and 'Compliments Suggestions'. A 'News Headlines' section is visible on the right side of the main content area.

Registering an EAP case, cont'd



To register a case (which will designate you as the treating provider), search by MAT Number and the member's Last Name; both are required fields.

View EAP Registrations :: *Registration Search* [Help?](#)

Enter data for ONE OR MORE of the following search options. Using more than one option will better narrow your results.

If you received a MAT number from the member, you must enter it in *Option 1* **AND** enter last name in *Option 2* below to register the member (designates you as the treating provider).

Ask a Specialist
 [Chat with Us](#)

Option 1 -- MAT Number ?

and/or **When entering the MAT number, type the number zero, not the letter O.**

Option 2 -- Member/Client Information ?

and/or

Last Name:	First Name:	Member No.: (Optional)
<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Registering an EAP case, cont'd



On the results page,
click View Details.



View EAP Registrations :: *Registration Summary* [Help?](#)

This screen displays all registrations that matched your search criteria. If Status is "Not Assigned", click the *View Details* link to register the case.
The *View Details* and *Help* links offer more information.

Search Criteria	
Provider	112335465
TIN:	
MAT Number:	00HQC�000
Sort Order:	Client Name

MAT Number	Provider Name	Client Name	Service Dates From/To:	Level of Care	Status
00HQC�000 View Details	Provider, Bsc Default Eap	Member, Test	12/02/2015 06/02/2016	Employee Assistance Program	Not Assigned

Page 1 of 1

Search Again

Get this information in a more detailed format:

Choose from a printable detailed report or a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

Create detailed report (.PDF) Download electronic file (.XLS) **Go**

[Return to MyPractice Page](#)

Registering an EAP case, cont'd



Select "Yes" and click the Submit button.



View EAP Registrations :: *Registration Details* **Help?**

Do you want to register this case? Yes No **Submit**

MAT Number: 00HQCQ000

Member Name:	Member, Test	Member No.:	123456789
Member DOB:	05/04/1978	Subscriber Name:	Individual, Test
Company Name:	Test Company		

Services

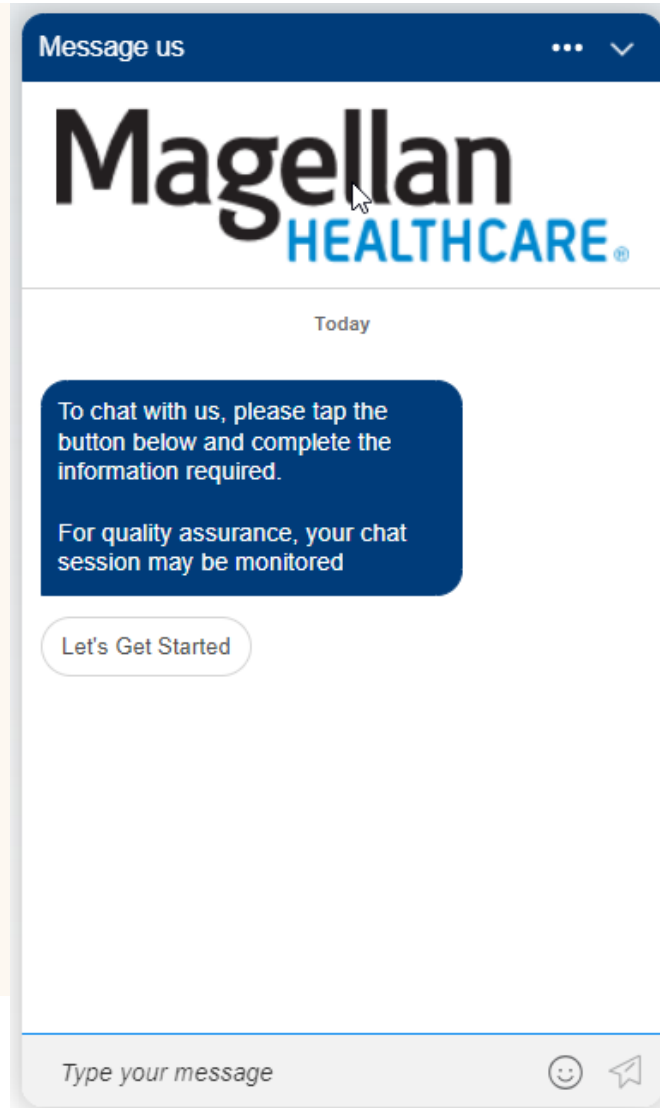
Service Dates:	12/02/2015 - 06/01/2016	Services Available:	3
Primary/Secondary Diagnosis:	R69	Outcome Code:	600 - EAP
Level of Care:	Employee Assistance Program		

Connecting with us



If you have questions during the registration process, connect using our chat feature.

**If you have questions regarding a FOH member, please call the number on the member's benefit card as the Chat feature is NOT available for these members.*



Agenda

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EAP registration packet materials and associated forms



After you register the case, you can access the EAP registration packet materials at the bottom of the page.



If you leave this page, search by Last Name and MAT Number to find it again.

Online EAP Registration Packet ?

[Provider Letter](#)

[EAP Referral Sheet](#)

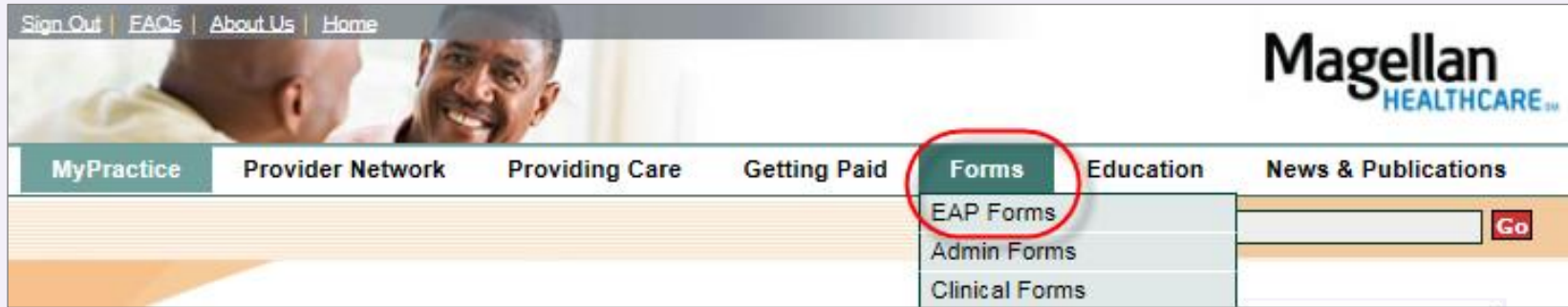
[Statement of Understanding](#)

[Member Experience Survey](#)

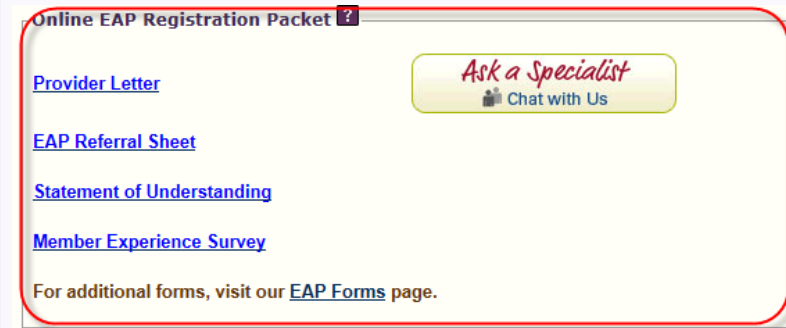
Ask a Specialist
Chat with Us

For additional forms, visit our [EAP Forms](#) page.

EAP registration packet materials and associated forms



Included in the client's customized EAP registration packet:



- EASI Form (hard copy, if required)

Accessed from the "Forms" tab:

- Generic statement of understanding (English or Spanish)
- Client information form
- Clinical assessment form
- Counseling plan
- Progress notes
- Follow-up summary

EAP registration packet: member experience survey and statement of understanding



STATEMENT OF UNDERSTANDING

You have chosen to receive employee assistance program (“EAP”) services which are provided through Magellan Healthcare (“Magellan”). EAP services may include assessment and referral or brief counseling. The EAP counselor will work with you to clarify the problem, identify choices, and develop an action plan. Magellan customer service associates and EAP consultants are available to respond to your call 24 hours a day, 365 days a year.

FEES

These services are provided at no direct cost to employees and family members. The employee's company pays for the services. However, if you need longer-term counseling or a specialized service, Magellan will assist in locating a resource or service in the community. **It is your responsibility to pay for services provided by any resources outside the EAP.** (Your benefit plan may cover some of the cost. **Check with your benefits representative before services are provided by outside resources.**)

CONFIDENTIALITY

Magellan and the EAP counselor will maintain confidential records of your contact with the EAP and the services provided to you in order to provide continuity and coordination of your care.

No one will reveal information concerning your use of the EAP to anyone outside the program except as follows: (1) you consent in writing; or (2) life or safety is seriously threatened; or (3) disclosure is required by law; or (4) your counselor refers you to benefits-covered treatment and the claims payor requires information. In addition, your counselor will disclose information and records to Magellan as needed for coordination of EAP services, quality assurance, or payment. Professional auditors (not employed by the employee's company) may also examine your file to evaluate the services. Depending on the privacy policy of the employer, the employer's privacy official might have access to information in connection with the employer's obligations in the Privacy Rule under HIPAA (the Health Insurance Portability and Accountability Act). Check the employer's privacy policy to see if the privacy official or anyone else will have access to information.

In order to provide the best service to customers, members and providers, Magellan Health (including its subsidiaries) (“Magellan”) may monitor and/or record incoming calls for quality purposes. As a result of this ongoing practice, Magellan staff notifies callers of the potential for monitoring and/or recording for in-bound and out-bound calls made from their direct line.

IF YOU HAVE BEEN REFERRED TO THE PROGRAM DUE TO A WORK PERFORMANCE PROBLEM:

Under your employer's policy,

- 1) Magellan is expected to confidentially advise the referral source whether you are participating in the EAP and



Tell us about your visit!

Why participate?

Your input will help us improve our services to you. Hearing from you is important to us and greatly appreciated.

It's fast, easy, and confidential

Our short survey is easily accessible, can be completed in under 5 minutes, and your individual responses are not shared.

2 ways to respond:



<https://bit.ly/2DFQvRn>
(case sensitive)

Scan the QR code

Enter the URL

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Agenda

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Submitting for reimbursement: Employee Assistance Service Information (EASI) Form



My Practice	
▶ My Contact List	
Get My Messages	
Lookup Contact Info	
▶ My Authorizations	
Check Member Eligibility	
View Authorizations	
View EAP Registrations	
Request Member Care	
▶ My Claims	
Submit a Claim Online	
View Claims Submitted Online	
Check Claims Status	
Submit an EASI Form	
▶ My Outcomes	
Manage Outcomes	



1. Go to **MagellanProvider.com** and sign in.
2. Select Submit an EASI Form from the left-hand menu.
3. Submit the online EASI Form for most EAP clients.*
4. You must submit the EASI Form within 90 days of the end date indicated on the referral sheet, found in the EAP member registration packet for each specific case.

Submitting for reimbursement: EASI Form (online)



On the Client Information screen, indicate if this is an Interim Bill or Final Bill.

You can also indicate the date the member first contacted you. This helps with our quality reporting.



Employee Assistance Service Information (EASI) Form Submi

In order to receive payment for EAP services rendered, you must complete the information requested on the Employee Assistance Service Information (EASI) Form. The EASI Form must be submitted within 90 days of the end of the date indicated on the EAP referral sheet, found in the EAP registration packet for each specific case. Please refer to the client's original EAP registration packet for the specific billing address.

Client Information ! ?

** - Required*

MIS#: 724741000	Case#/MAT#: 00J035000
Clinician: [REDACTED]	TIN/SSN: 203451445
Address: [REDACTED] ABINGDON VA 24210-9447	Agency/Organization: [REDACTED]
Client Name: [REDACTED]	Magellan's Client Organization/ Company Providing EAP Benefits: [REDACTED]
Registration Start Date: 09/15/2017	Registration End Date: 12/31/2017
Number of Certified Sessions: 5	

Bill Type:* Interim Bill Final Bill **Date Member Contacted You For First Session:**

Continue **Cancel**

Submitting for reimbursement: EASI Form (online)



On the Encounter Information screen, record session details, including the Session Type (either In-Person or Telehealth).



Encounter Information !
?

* - Required

ICD-10 Assessment:

Primary: * F06.4 Secondary: ?

Billing Information Required under HIPAA Guidelines			Session Information/Attendees Present					
Session Date* ?	Time Seen* ?	Start Time* ?	Emp-loyee*	Spouse*	Depen-dents*	Other*	Session Type* ?	Voucher Date
Sessions available to enter								
1.	<input type="text" value="10/01/2017"/>	<input type="text" value="30"/>	<input type="text" value="14:00"/>	<input type="text" value="Yes"/> v	<input type="text" value="Yes"/> v	<input type="text" value="0"/> v	<input type="text" value="0"/> v	<input type="text" value="(InPe"/> v
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v
3.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v
4.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v
5.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v	<input type="text"/> v

Continue
Cancel

Submitting for reimbursement: EASI Form (online)



Enter Additional Information about the case.




Additional Information



** - Required*

Assessed Problem(s):

Primary Problem:*

Secondary Problem:

Referred To:* 

Substance Abuse: Detox.	 
Substance Abuse: Inpatient	
Substance Abuse: Residential	
Substance Abuse: Day Treatment	
Substance Abuse: Outpat Prog	
Behavioral Health: Inpatient	
Psychiatric: Residential	
Psychiatric: Day Treatment	
Behavioral Health: Outpatient	
Psychiatric: Psychiatrist	

You have selected:
Substance Abuse: Outpat Prog

Statement of Understanding:*

Member Experience Survey:*

Continue **Cancel**

Submitting for reimbursement: EASI Form (online)



Complete the Questionnaire Information screen for a Final Bill only.



Questionnaire Information ! ?

** - Required*

In the past 4 weeks of EAP counseling...

What percentage of improvement did the employee experience in routine work capacity?* ?

What percentage of improvement did the employee experience in activities of daily living?* ?

How many days might have been missed from work if the employee had not had this EAP counseling?* ?

Alcohol/Other Drug (AOD) screening completed?* ▼

Child under 12?* ▼

Risk of Harm

Threat of Violence (TOV) Level:* ▼

Duty to Warn Issues?* ▼

Risk of Workplace Violence?* ▼

EAP Questionnaire

The client's level of functioning prior to the first session could best be described as:

Overall	Social	Work
<input type="text" value="Poor"/> ▼	<input type="text" value="Poor"/> ▼	<input type="text" value="Poor"/> ▼

The client's level of functioning after the last session could best be described as:

Overall	Social	Work
<input type="text" value="Below Average"/> ▼	<input type="text" value="Below Average"/> ▼	<input type="text" value="Below Average"/> ▼

Submitting for reimbursement: EASI Form (online)



The Attestation screen requires that you attest to the accuracy of information you enter on the form before you submit.

Choose “Print Preview” to view a PDF of the information before agreeing and continuing from this screen.



Attestation Information ?

** - Required*

- I hereby certify that all information I have submitted is correct and complete. I understand that any information I provide to Magellan Healthcare or its subsidiaries or affiliates that subsequently is found to be false could result in termination of any contact I may have with Magellan Healthcare or its subsidiaries or affiliates. In California, Magellan administers EAP programs through affiliates Human Affairs International of California and Magellan Health Services of California, Inc. - Employer Services.

I Agree *

Enter your legal name & primary business phone number as part of the submission attestation.

Legal Last Name *	Legal First Name *
<input type="text"/>	<input type="text"/>
Primary Business Phone #: * ?	Primary Business Fax #: * ?
<input type="text"/>	<input type="text"/>

Getting paid: EAP reimbursement



Access EAP reimbursement resources from the Getting Paid tab at MagellanProvider.com.

The screenshot shows the Magellan Healthcare website interface. At the top, there are navigation links: Sign Out, FAQs, About Us, and Home. The main navigation bar includes: My Practice, Provider Network, Providing Care, Getting Paid (highlighted), Forms, Education, and News & Publications. A dropdown menu is open under 'Getting Paid', listing: Preparing Claims, DSM-5/ICD-10, HIPAA Coding, Electronic Transactions, Paper Claim Forms, EAP Reimbursement (circled in red), and FAQ. A green dotted arrow points from the text above to the 'Getting Paid' tab. On the left, a sidebar menu under 'Getting Paid' lists: Preparing Claims, DSM-5/ICD-10, HIPAA Coding, Electronic Transactions, Paper Claim Forms, EAP Reimbursement (expanded), and FAQ. The main content area is titled 'EAP Reimbursement' and contains text about completing the Employee Assistance form, an 'Online EASI Form' section with links for 'EASI Form', 'EASI Form Instructions', and 'EAP Reimbursement Contact Information', and an 'EAP EFT Form' section. A search bar and a 'Chat with Us' button are also visible.

Forms: EAP forms



Access EAP forms from the Forms tab at MagellanProvider.com.

The screenshot displays the Magellan Healthcare website interface. At the top, there is a navigation bar with links for [Sign Out](#), [FAQs](#), [About Us](#), and [Home](#). The main navigation menu includes [My Practice](#), [Provider Network](#), [Providing Care](#), [Getting Paid](#), [Forms](#), [Education](#), and [News & Publications](#). The [Forms](#) tab is selected, and a dropdown menu is open, showing [EAP Forms](#) (highlighted with a red circle), [Admin Forms](#), [Clinical Forms](#), and [Paper Claim Forms](#). A green dotted arrow points from the text above to the [Forms](#) tab. On the left side, a sidebar menu shows [Forms](#) expanded to include [EAP Forms](#), [Admin Forms](#), [Clinical Forms](#), and [Paper Claim Forms](#). The main content area is titled **Magellan EAP Forms** and includes **Instructions** for using the forms. A search bar with a [Go](#) button is located on the right. A [Chat with Us](#) button is also present.

[Sign Out](#) | [FAQs](#) | [About Us](#) | [Home](#)

Magellan
HEALTHCARE™

[My Practice](#) | [Provider Network](#) | [Providing Care](#) | [Getting Paid](#) | [Forms](#) | [Education](#) | [News & Publications](#)

[EAP Forms](#) | [Admin Forms](#) | [Clinical Forms](#) | [Paper Claim Forms](#)

Forms

- ▼ [EAP Forms](#)
- ▶ [Admin Forms](#)
- ▶ [Clinical Forms](#)
- ▶ [Paper Claim Forms](#)

Magellan EAP Forms

Instructions

- Use these forms when providing Employee Assistance Program (EAP) services.
- Retain completed clinical forms in the client's chart.
- Fill out forms completely and/or note why a section cannot be completed.
- See the [EAP provider handbook supplement](#) for policies and procedures required for rendering services to EAP clients.

Ask a Specialist
[Chat with Us](#)

News & Publications: EAP-Specific Information

MagellanProvider.com/EAP



The screenshot shows the Magellan Healthcare website's "News & Publications" section for EAP providers. The page features a navigation menu with options like "Sign In", "Provider Network", "Providing Care", "Getting Paid", "Forms", "Education", and "News & Publications". A search bar is located below the navigation. The main content area is titled "EAP Provider Handbook Supplement" and includes a list of appendices (A through I) with links to PDF documents. There are also sections for "Registering EAP Cases Online", "Viewing EAP Registration Packets", "Trainings", and "Join the EAP Network". A "Join the network!" icon and a "New EAP provider? Download your welcome packet" icon are also visible.

Sign In | FAQs | About Us | Home

Magellan HEALTHCARE.

Sign In | Provider Network | Providing Care | Getting Paid | Forms | Education | News & Publications

SEARCH Go

News & Publications

- ▶ Handbooks
- ▶ State-, Plan- & EAP-Specific Information
- ▶ Provider Focus
- ▶ Spotlight

EAP Provider Handbook Supplement

[EAP Handbook Supplement](#) (PDF)

Appendices

- Appendix A [EAP Forms](#)
- Appendix B [FAQ](#) (PDF)
- Appendix C [Member Rights Policy](#) (PDF)
- Appendix D [Critical Incident Response Handouts](#)
- Appendix E Customized Program: [FOH](#) (PDF)
- Appendix F [EAP Audit Tool](#) (PDF)
- Appendix G [Threat of Violence Grid](#) (PDF)
- Appendix H [Workplace Support Mandatory Referral Process](#) (PDF)
- Appendix I [EAP Guidelines](#) (PDF)

[Join the network!](#)

[New EAP provider? Download your welcome packet](#) (PDF) to get started!

Registering EAP Cases Online

When a member contacts Magellan for EAP services, we provide them with a MAT (case) number that they can give to you. **When you – the treating provider – receive a member-supplied MAT number, you use that number to register the member via our provider website.**

Our [EAP registration tip sheet](#) (PDF) takes you step by step through the secure, online registration process. We also have a [demo of the EAP registration functionality](#).

Viewing EAP Registration Packets

Providers can view and print EAP member registration packet documents securely online. [Read more.](#)

Trainings

- [EAP provider orientation](#) (PDF)
- [Critical Incident Response](#) (formerly CISM)

Join the EAP Network

As a provider contracted for our Employee Assistance Program (EAP) network, you could receive additional EAP and critical incident response



Access the EAP Provider Handbook Supplement and appendices from MagellanProvider.com/EAP

Find answers to your frequently asked questions about being an EAP provider and more resources in [our welcome packet](#).



EAP-Specific Information: EAP Provider Handbook Supplement



Review the EAP Provider Handbook Supplement and appendices.

You must be familiar with and follow the policies and procedures contained within all applicable supplements to Magellan's National Provider Handbook.

The screenshot displays the Magellan Healthcare website interface. At the top, there is a navigation bar with links for Sign In, FACs, About Us, and Home. The Magellan Healthcare logo is in the top right. Below the navigation bar, there are tabs for Sign In, Provider Network, Providing Care, Getting Paid, Forms, Education, and News & Publications. A search bar is located on the right side of the navigation bar. The main content area features a sidebar with a 'News & Publications' menu, where 'EAP-Specific Information' is highlighted. The main content area is titled 'EAP Provider Handbook Supplement' and includes sections for 'EAP Handbook Supplement (PDF)', 'Appendices' (listing various PDF documents like EAP Forms, FAQ, Member Rights Policy, etc.), 'Registering EAP Cases Online', 'Viewing EAP Registration Packets', 'Trainings', and 'Join the EAP Network'. There are also icons for 'Join the network!' and 'New EAP provider? Download your welcome packet (PDF) to get started!'.

Legal statement



The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.