

Dear New EAP Provider:

Welcome to the Magellan Healthcare\* Employee Assistance Program (EAP) network!

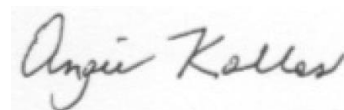
Enclosed are several documents designed to support you in delivering quality EAP services to your clients:

- **EAP Essentials sheet, including telehealth information** — This document covers the basics of Magellan’s EAP. If you plan to use telehealth in your practice, be sure to review the requirements for joining Magellan’s telehealth network.
- **Tips for registering EAP cases** — *Most* clients receive a registration number (called a MAT number) when they contact their EAP. When a client contacts you for EAP services, you must securely sign in at [www.MagellanProvider.com](http://www.MagellanProvider.com) and register the MAT number, which designates you as the treating provider. We’ve enclosed a step-by-step tip sheet to help you with EAP case registration.
- **Frequently asked questions (FAQs) on topics such as our EASI Form and online payment** — We expect that you’ll have some questions, and we’re confident you’ll find most of your answers within these FAQs.
- **EAP reimbursement contact information** — In the event that you have questions we didn’t answer in the FAQs and tip sheets, feel free to contact a Magellan EAP representative using this list.
- **EAP clinical forms** – You can download various forms at [www.MagellanProvider.com](http://www.MagellanProvider.com) by clicking on *Forms*, then *EAP Forms*. Many of these can be used at your discretion, **but please note that you must always use the mandatory *Statement of Understanding***. We have included a sample of this mandatory form in this packet (can vary by Magellan’s client organization; always use the specific version included in the individual’s registration packet).

Finally, you can access the EAP Supplement to the Magellan National Provider Handbook, which outlines policies and procedures for EAP providers, at [www.MagellanProvider.com/EAP](http://www.MagellanProvider.com/EAP).

We look forward to ongoing collaboration with you in serving the EAP needs of Magellan clients.

Sincerely,



Angie Kallas  
Vice President, Network Development

## EAP Essentials

**Employee Assistance Programs (EAPs) have two clients:** The member/client you serve and the employer/client organization that purchased the program. In your role as an EAP provider, it is essential that you maintain neutrality and confidentiality for both clients in all aspects of EAP service delivery.

**An EAP assessment is comprehensive.** Your assessment of all clients should include evaluation of workplace issues (from both the client's and the employer organization's perspectives), potential risk to self or others, family concerns, personal stressors, substance use/abuse and chemical dependency, and relevant history. Documentation is a necessary element in the clinical file. The client must sign the Statement of Understanding for you to provide EAP services, as this gives you the client's informed consent. To support your other documentation in meeting EAP industry standards, Magellan provides clinical forms for your convenience, located at [www.MagellanProvider.com](http://www.MagellanProvider.com). From the Forms menu, select *EAP Forms*.

**EAP services differ from outpatient therapy by the focus.** If the client requires treatment beyond the scope of the EAP, help him/her to connect with the appropriate community resource or to his/her mental health benefit. Some client organizations may allow the EAP provider to continue treating the client (self-referral) after completion of all available EAP sessions; you must contact the appropriate Magellan representative for details. EAP services are inappropriate when it is clear from the outset that longer-term or specialized care is indicated. **After the last EAP session, you should make a follow-up phone contact with the client within four weeks, to ensure continuity of care.**

**EAP providers should never contact the client's workplace** or union representative directly, even if the client requests that you do so. Instead, you should **contact the appropriate Magellan representative** (e.g., workplace support consultant).

**EAP services do not include** evaluations for fitness for duty, workers' compensation, disability, leave of absence or lawsuits.

**The employer organization prepays for EAP services.** You should **NEVER** bill the client for any EAP services. Send all requests for reimbursement/payment to Magellan. (You can find the address for reimbursement within the materials you receive with the referral.)

**If you are a group practice,** you may only refer clients to providers in your group who are *individually credentialed by Magellan* to provide EAP services.

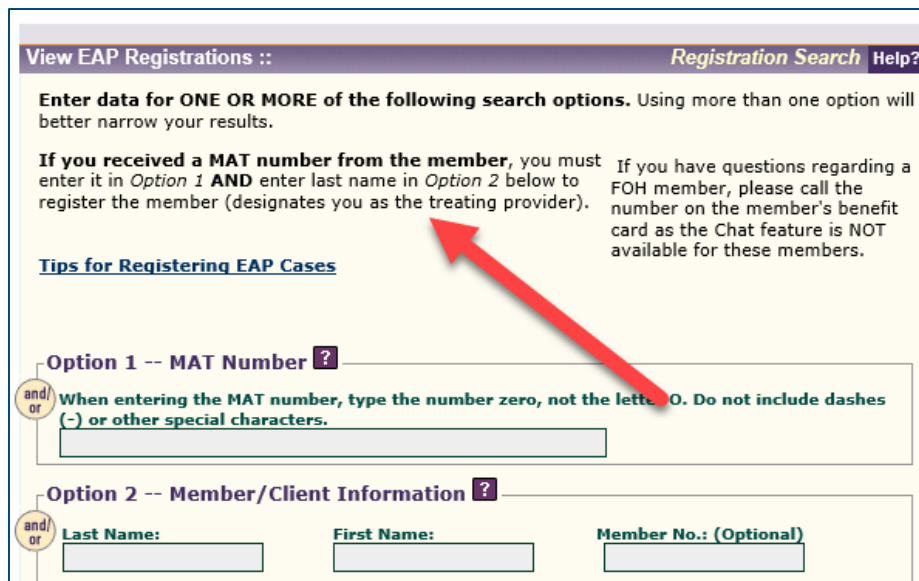
**Some EAPs allow for services to be delivered via telehealth.** If you are currently using or planning to use telehealth in your practice for EAP clients, your telehealth platform must be HIPAA-compliant. Also, you must complete the Magellan telehealth attestation. To learn more about telehealth and complete the attestation, visit [www.MagellanProvider.com](http://www.MagellanProvider.com). From the *Education* tab, select *Telehealth*. When submitting your request for reimbursement (on the EASI Form), you must indicate which sessions you administered via telehealth.

**Questions?** *If you have any questions concerning an EAP case, please contact the care manager who makes the referral to you or is assigned to the case.*

# Tips for Registering EAP Cases

**Important: Be sure to register the case before the client's appointment.**

1. Go to [www.MagellanProvider.com](http://www.MagellanProvider.com) and sign in.
2. Select **View EAP Registrations** from the left-hand menu.
3. 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).** 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.

**Tips for Registering EAP Cases**

**Option 1 -- MAT Number** ?

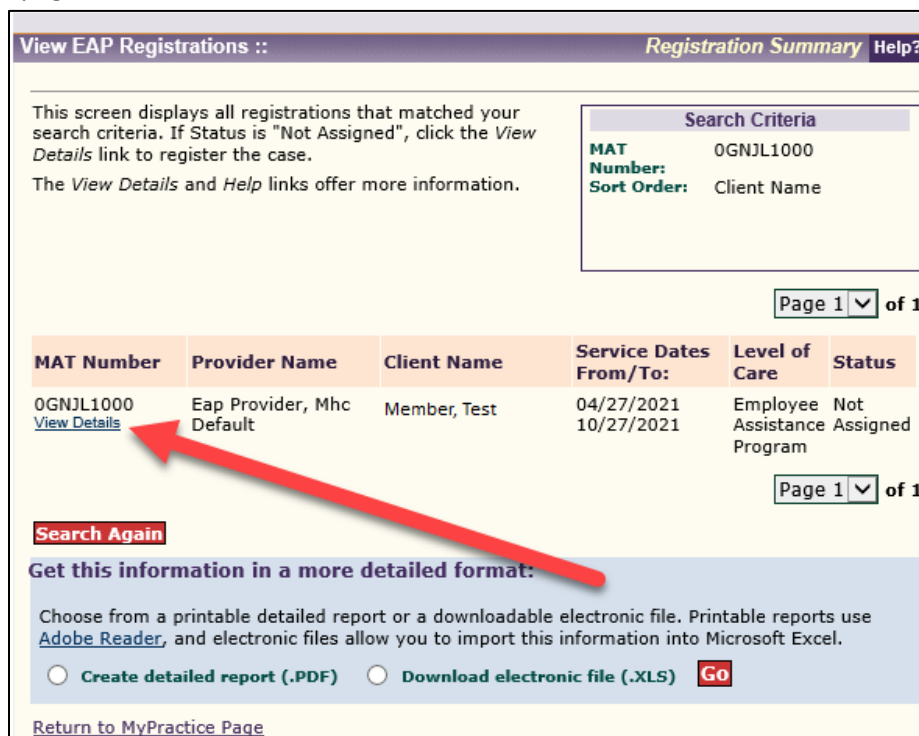
and/or When entering the MAT number, type the number zero, not the letter O. Do not include dashes (-) or other special characters.

**Option 2 -- Member/Client Information** ?

and/or

Last Name:  First Name:  Member No.: (Optional)

4. 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	
<b>MAT Number:</b>	0GNJL1000
<b>Sort Order:</b>	Client Name

Page 1 of 1

MAT Number	Provider Name	Client Name	Service Dates From/To:	Level of Care	Status
0GNJL1000 <a href="#">View Details</a>	Eap Provider, Mhc Default	Member, Test	04/27/2021 10/27/2021	Employee	Not Assistance Assigned Program

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**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)

[Return to MyPractice Page](#)

5. To register the case, select “Yes” and click the **Submit** button.

The screenshot shows a web interface titled "View EAP Registrations ::" with a "Registration Details" tab and a "Help?" link. The main content area asks "Do you want to register this case?" with radio buttons for "Yes" (selected) and "No". A red arrow points to the "Yes" radio button, and another red arrow points to the "Submit" button. Below this is a purple bar with "MAT Number: 00HQ000". The registration details are as follows:

<b>Member Name:</b>	Member, Test	<b>Member No.:</b>	123456789
<b>Member DOB:</b>	05/04/1978	<b>Subscriber Name:</b>	Individual, Test
<b>Company Name:</b>	Test Company		
<b>Services</b>			
<b>Service Dates:</b>	12/02/2015 - 06/01/2016	<b>Services Available:</b>	3
<b>Primary/Secondary Diagnosis:</b>	R69	<b>Outcome Code:</b>	600 - EAP
<b>Level of Care:</b>	Employee Assistance Program		

6. After you register the case, you can access the EAP registration packet materials.

The screenshot shows a page titled "Online EAP Registration Packet" with a question mark icon. It lists several links for registration materials:

- [Provider Letter](#)
- [Member Experience Survey](#)
- [Statement of Understanding](#)
- [EAP Referral Sheet](#)
- [EASI Form](#)

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

If you leave the page, you will be able to access the details page again, for the newly registered case, by searching with *Last Name* and *MAT Number*.

- If you register a case *prior to 6 p.m. Central time*, you will be able to access the case details **using any search fields** after *one business day* from the time of registration.
- If you register a case *after 6 p.m. Central time*, you will be able to access the case details **using any search fields** after *two business days* from the time of registration.

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). 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.

**[Tips for Registering EAP Cases](#)**

**Option 1 -- MAT Number** ?

and/or When entering the MAT number, type the number zero, not the letter O. Do not include dashes (-) or other special characters.

**Option 2 -- Member/Client Information** ?

and/or

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

**Option 3 -- Date Range** ?

and/or

<b>From: (mm/dd/yyyy)</b>	<b>To: (mm/dd/yyyy)</b>	<b>Select Date Type:</b>
<input style="width: 95%;" type="text" value="3/1"/>	<input style="width: 95%;" type="text" value="3/1"/>	<input style="border: 1px solid #ccc;" type="text" value="Start Date"/>

**Option 4 -- Provider Information**

and/or

<b>Last Name:</b>	<b>Organization/Group Name:</b>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
<b>First Name:</b>	<b>TIN:</b>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

**Sort results by:**

**Choose what you would like to do with this information:**

You can receive the results of your search in three ways: in a summary, in a printable detailed report, or via a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

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

**Submit** **Clear Form**

[Return to MyPractice Page](#)

**NOTE:** If Magellan creates a MAT (case) number prior to 6 p.m. Central time, you will be able to register the case via the provider website the following morning. If Magellan creates the case after 6 p.m. Central time, you will be able to register the case online after the following day's data feed (6 p.m.).

*Example:* A case is created Monday at 7 p.m. You will be able to register the case online Wednesday morning (after it has been loaded to the system during Tuesday's 6 p.m. data transfer).

**Real-time EAP packets:** Packets are available at the time you register the case. However, depending on the member, some client-specific documents may not be available until the following day. Please check back the following day for those documents.

*The Federal Occupational Health (FOH) EAP is excluded from the online registration process. Providers should, however, go online to access FOH referral packets.*

**Demo:** View a demo of the EAP registration at [www.MagellanProvider.com](http://www.MagellanProvider.com). From the *Education* tab, select *Online Training*, then under the *Demos* section, select “EAP Registration.”

## EASI Form Frequently Asked Questions

### ***What is the EASI Form? Do I use it to get paid?***

EAP providers submit requests for reimbursement using our online Employee Assistance Service Information (EASI) Form. We strongly encourage use of the online form, which is secure, easy and convenient; however, a PDF version is available as well. You must complete the form in its entirety. You can access the online and PDF versions of the EASI Form at [www.MagellanProvider.com](http://www.MagellanProvider.com). From *Getting Paid*, select *EAP Reimbursement*. You must securely sign in to complete and submit the online form.

### ***What is my MIS number?***

Your MIS number is the provider identification number Magellan has assigned to you. It is a nine-digit number frequently ending in "000." You will see your MIS number on many of the materials you receive from Magellan. If you need help locating your MIS number, contact your local administrator or our Provider Services Line at 1-800-788-4005.

### ***What is the MAT number?***

We generate a nine-digit "MAT" (case) number whenever an EAP case is created. If the client does not have a MAT number, they may have a 16-digit case number. Use this number on the EASI Form and as a quick reference if you need to call in to the service center with questions.

### ***How long do I have to submit the EASI Form for payment?***

You must submit for payment using an EASI Form within 90 days of the registration end date.

### ***Where can I find the registration end date?***

You can find the registration end date on the referral sheet in the registration packet that you receive online when an EAP case is opened.

### ***How do I answer question #9 on the EASI Form (regarding alcohol/other drug screening)?***

If you have asked the client about his/her substance use, even informally, as part of the intake process, Question #9 should always be answered "yes," unless the client is under 12 years of age.

### ***What are the Threat of Violence levels?***

"Risk of Harm" or "Threat of Violence" (TOV) levels:

1. Assessed; no indicators
2. Possible threat mentioned; no current danger exists
3. Threat made; possibility of violent action exists
4. Active threat of violence exists
5. Client is dangerous to self/others

### ***Do I have to answer all the questions on the EASI Form to receive payment?***

Yes, the information collected is used to generate customer reports and EAP Provider Profiles.

### ***Where do I mail or fax a hard copy of the EASI Form?***

See [EAP reimbursement contact information](#).

## EAP Online Payment and Registration Frequently Asked Questions

### ***How do I get my password reset if it is inactive or not working?***

Go to [www.MagellanProvider.com](http://www.MagellanProvider.com). From the *Sign In* box, click on [Forgot Password?](#) Enter your information in the required fields, or if you prefer you can send a secure message from the *Contact Us* link.

### ***I had a client call me for EAP services, but I can't find the case in my registrations. How do I get the paperwork?***

The client's case may not have been assigned to you at the time of the call. After signing in to [www.MagellanProvider.com](http://www.MagellanProvider.com), from the *My Practice* menu, click on *View EAP Registrations*. Enter the MAT number the client gave you and his/her last name. A pop-up will ask if you would like to register the case. Select "Yes."

### ***I entered all the information on the EAP payment system, and when I attempted to submit it, I received a message indicating I need to print the EASI Form and mail it. Why can't I submit online?***

This can happen for several reasons. You can complete, print, and fax or mail the PDF version of the EASI Form instead. Or, if you prefer, you can contact the Provider Services Line at 1-800-788-4005 for further assistance.

### ***Must I submit EAP reimbursement requests online via Magellan's website, or can I fax or mail them?***

We strongly encourage use of the website application, as it allows providers to conveniently, easily and securely submit the EASI Form. However, if using the website is not feasible, you can complete a hard copy (or PDF) of the EASI Form and submit it via postal mail or fax. You must print the correct MAT number on the form for the request to be processed.

### ***Can I view the status of EAP reimbursement online?***

No. Keep in mind that you should receive your reimbursement approximately 45 days from the date of your submission. If you are still awaiting reimbursement after this timeframe, you can chat with us at [www.MagellanProvider.com](http://www.MagellanProvider.com). A Magellan representative will check on your submission and update you accordingly. If you need further contact information, see the *Magellan [EAP Reimbursement Contacts](#)* list in this packet. Tip: Make sure to [keep information about your practice up to date](#), including the email address for your financial address. Doing this will enable you to receive important electronic remittance advice (ERA) about your electronic reimbursements (EFT).

### ***I received an EAP referral today, but I couldn't view the registration online. Why?***

When an EAP case is created, there is a delay between our internal system that assigns the case's MAT number and the *View EAP Registrations* application on our website. Keep in mind: if the EAP case was created **before 6 p.m.** Central time the previous day, it should be viewable the next morning, but if the case was created **after 6 p.m.** Central time the previous day, you will need to allow two days before it will be viewable online.



***I am seeing a Magellan employee, and I can't find their registration online. How do I request reimbursement for this case?***

We do not use the online EAP registration platform to support Magellan employee EAP services. To request EAP reimbursement for a Magellan employee, submit the PDF or hard copy version of the EASI Form that the Magellan employee provides to you.

***I received notification that I needed to close a case because the authorization had ended. I tried to close it online; however, since I wasn't billing a session, the system would not let me close the case.***

Unless you are billing for a session, you will not be able to close a case online. To close a case without billing for a session, submit the PDF version of the EASI Form.

## Federal Occupational Health (FOH) EAP Frequently Asked Questions

### ***What is required of the client at the first session?***

During the first session, you must have the FOH client sign the *Statement of Understanding*.

### ***What should the initial assessment entail?***

Conduct a thorough assessment of the client, including assessment for risk and substance use. If the initial screening suggests alcohol or drug use, complete the full assessment.

### ***What should the initial assessment exclude?***

Do **not** conduct fitness-for-duty or return-to-work assessments. Also, do **not** approve leaves of absence or suggest that the EAP can change the employee's work responsibilities.

### ***What's next after the assessment?***

Offer short-term problem resolution services if appropriate, or refer the client for longer-term care under his or her insurance plan. If you are referring out, offer the option of two other mental health counselors under the client's insurance. Have the client sign the *Self-Referral Waiver* form (found in the FOH appendix in the EAP provider handbook supplement).

### ***Can I release session information to the client's employer?***

**No, do not release verbal or written information to the employer.** This is prohibited by your EAP affiliate contract. If a client requests that information be released, contact a Magellan care manager at 1-800-274-2477.

### ***Do I need to staff cases that aren't routine in nature?***

**Yes.** To staff a case, call your Magellan care manager at 1-800-274-2477 within one business day of the first session if a case involves *suicidal or homicidal ideation; abuse risk, including child abuse/neglect, elder abuse/neglect or domestic violence; misuse of alcohol and/or drugs; and complex issues that might negatively affect the employer.*

### ***With whom should I consult if I have questions about billing?***

If you have questions about billing, contact a Magellan care manager at 1-800-274-2477. Do NOT bill or discuss billing concerns with the client or his/her insurance company.

### ***What do I need to submit in order to receive payment?***

Complete and submit the *Employee Assistance Services Information (EASI) Form*. Be sure to document alcohol or drug use as a primary or secondary problem, even if the client is in denial or does not wish to address the issue; this information is NOT released to the employer. Submit the EASI Form within 90 days of the Authorization End Date (due to contractual guidelines, late submissions will not be paid). You can submit the EASI Form online (at [www.MagellanProvider.com](http://www.MagellanProvider.com)) or by mail or fax. See [EASI Form reimbursement contact information](#).



## Magellan EAP Reimbursement Contacts

Care Management Center and/or Program Name	Mailing Address (for EASI Forms)	Phone Number and Fax
Federal Occupational Health (FOH) Consortium	Magellan Healthcare Attn: Affiliate Specialist, MO22 14100 Magellan Plaza Maryland Heights, MO 63043	1-800-274-2477  Fax: 1-888-656-5032
Magellan Health Services of California Care Management Center ( <b>Excludes</b> Blue Shield of California; use contact information below.)	Magellan Health Services of California – Employer Services P.O. Box 710430 San Diego, CA 92171	1-800-288-0558 1-800-424-1565  Fax: 1-888-656-4789
All other programs (reimbursement calls and faxed EASI Forms)	Magellan Healthcare Attn: Affiliate Specialist, MO02 14100 Magellan Plaza Maryland Heights, MO 63043	1-800-999-9772  Fax: 1-800-858-2771

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.

**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 cooperating with the EAP plan. To permit Magellan to do so, you will need to sign an authorization permitting disclosure of that information. However, you may use EAP services even if you do not sign an authorization. Your personal problems will not be discussed with the referral source, unless you request, in writing, that this be done.
- 2) Participation is voluntary--whether or not you decide to use the EAP services, your decision will not affect your employment security or advancement opportunities.

I, (print name) \_\_\_\_\_, understand this form, including the confidentiality of the EAP and the limitations to confidentiality, and accept it as the terms of my participation in the program. As an EAP consumer, I also understand that I may request written information describing Magellan's confidentiality policy and/or the EAP counselor's confidentiality policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Parent, guardian, or legal representative (when required)

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

**Counselor Signature:** \_\_\_\_\_ Initial if a copy was given to client.

\*Services in California are delivered by Human Affairs International of California or Magellan Health, Inc. of California—Employer Services.  
SOU/Generic Standard SOU-Magellan/508 11/14