

## **Appendix B**

### **Frequently Asked Questions Regarding EAP Services**

**Q1. What number should I call after hours/weekends for consultations on high-risk cases?**

A1. Please call 1-800-888-2273 after hours/weekends.

**Q2. What if the referral sheet states that I cannot refer the member to myself for services beyond the EAP except in special circumstances?**

A2. Refer the member to another provider covered by his or her group health plan. Special circumstances may include a high-risk case, clinical specialty or scarcity of providers in the area. Call your Magellan EAP Service Center to obtain approval; if approved, have the member sign a self-referral waiver form.

**Q3. May I continue with members after the EAP sessions are used and the member wants to use their insurance plan?**

A3. In some cases, you can. Check the Magellan referral sheet to see if you can refer the member to yourself for services beyond the EAP. Have the member sign a self-referral waiver form. Keep the self-referral waiver form in the EAP chart.

**Q4. Why are only four sessions available when the member's EAP allows five sessions?**

A4. This indicates the member has used one session for which he or she is eligible and is now returning to use the remaining sessions.

**Q5. I received an intake packet, the member has not called and there is no telephone number for me to follow-up.**

A5. We inform each member that it is his or her responsibility to call the provider to set the intake appointment. You are not required to call the member.

**Q6. Does Magellan pay for EAP *no-shows*?**

A6. No.

**Q7. May I bill the member for a *no-show* or late cancellation?**

A7. Yes, as long as the member signed an agreement to take responsibility for *no-show*/late cancellations. Your *no-show* or late cancellations charge may not exceed your current rate of reimbursement from Magellan. See your EAP Addendum to Magellan Healthcare, Inc. Provider Agreement—Charges 2.2.2.

## **Appendix B**

### **Frequently Asked Questions Regarding EAP Services**

**Q8. May I fax the EASI form?**

A8. Yes. The fax number for the Midwest Service Center (Maryland Heights, Missouri) is 1-800-858-2771. The fax number for the Magellan Healthcare, Inc. of California, Inc. Employer Services and Human Affairs International of California Service Center is 888-656-4789.

**Q9. Where and when can I call or follow up regarding lack of payment when it has been more than 45 days since I submitted the EASI form?**

A9. You can call or follow up at 1-800-999-9772. Please be prepared to furnish identifying information from the EASI form.

**Q10. I am seeing Mr. Smith. for marital counseling, and the EAP case is in his name. May I include Mrs. Smith in this case, or should she receive a separate case to be opened in her name?**

A10. You should include Mrs. Smith. in the same case since the request is for marital counseling. It is not appropriate to open a separate case unless Mrs. Smith has a separate issue.

**Q11. I am seeing the Jones family for counseling in a five-session model program. They have three children. Is the family eligible for 25 sessions (five persons x five sessions) to continue the family counseling?**

A11. No, in a five-session model program, this family is eligible for up to five sessions. If more than five sessions are clinically indicated, the family and /or individual family member must be referred for treatment. The number of sessions for group counseling is the same as the number of sessions for an individual: if five persons participate in family counseling, the number of sessions available is not five times the number of sessions for which each is eligible. Each family member also is eligible for an individual EAP case, however, generally not with the same provider seen under another family member's EAP case for couples or family counseling.