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,

Eric Schmitz
Senior Vice President, Network Development

*In California, Magellan does business as Human Affairs International of California, Inc. and/or Magellan Health Services of California, Inc. – Employer Services. Other Magellan entities include Magellan Healthcare, Inc. f/k/a Magellan Behavioral Health, Inc.; Magellan Behavioral Health of Pennsylvania, Inc.; and Magellan Providers of Texas, Inc.; and their respective affiliates and subsidiaries; all of which are affiliates of Magellan Health, Inc. (collectively “Magellan”).*
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. 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. 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.

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.

4. On the results page, click View Details.
5. To register the case, select “Yes” and click the **Submit** button.

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

   ![EAP Registration Packet](image)

   - **Provider Letter**
   - **EAP Referral Sheet**
   - **Statement of Understanding**
   - **Member Experience Survey**

   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.

**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 of Online Tools* section, select “EAP Registration Demo.”
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. 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. 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, 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 a number of 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 initiate a chat with us by signing in at www.MagellanProvider.com. From the My Practice menu, select View EAP Registrations and click the “Ask a Specialist: Chat with Us” button. 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.

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) or by mail or fax. See EASI Form reimbursement contact information.
# Magellan EAP Reimbursement Contacts

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

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 ___________________________    Witness ___________________________

Parent, guardian, or legal representative (when required) ___________________________    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.

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