

Dear New EAP Provider:

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

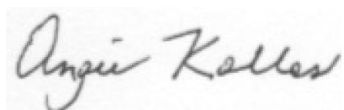
Enclosed are several documents designed to support you in delivering quality EAP services to Magellan members:

- [EAP Essentials sheet, including telehealth information](#) – This document covers the basics of Magellan’s EAP. If you plan to provide services virtually, be sure to review the requirements for telehealth.
- [Registering EAP cases online](#) – Members receive a registration number (called a MAT number) when they contact their EAP. When a member contacts you for EAP services, you must register the MAT number in the EAP Services portal, which designates you as the treating provider.
- [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. Also, find additional [EAP FAQs](#) in the appendix to the EAP Supplement. *(Press CTRL + click to open the external link in a new browser.)*
- [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. *(Press CTRL + click to open the external link in a new browser.)*
- **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. (Note: The form version 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, along with appendices pertaining to customized programs for Federal Occupational Health (FOH), Magellan Federal EAP, and First Responders, online at [www.MagellanProvider.com/EAP](http://www.MagellanProvider.com/EAP). These materials outline policies and procedures for EAP providers.

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

Sincerely,



Angie Kallas  
Vice President, Network Development

## EAP Essentials

**Maintain neutrality.** In your role as an employee assistance program (EAP) provider, it is essential that you maintain neutrality in all aspects of EAP service delivery with respect to the member's relationship with the employer which sponsors the EAP that covers the member. You are not an advocate for the member against the employer in any disagreement or unhappiness the member has with the employer.

**An EAP assessment is comprehensive.** Your assessment of all members should include evaluation of workplace issues, 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 member must sign the Statement of Understanding for you to provide EAP services, as this gives you the member'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*.

**Retain EAP records in accordance with federal and state laws,** as Magellan may request records in a record review audit to evaluate the quality of care delivered to EAP members. Also, members may seek their own clinical records.

**EAP services differ from outpatient therapy by the *focus*.** If the member requires treatment beyond the scope of the EAP, help them to connect with the appropriate community resource or to their mental health benefit. Some employers/organizations may allow the EAP provider to continue treating the member (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 member within four weeks, to ensure continuity of care.**

**EAP providers should *never* contact the member's workplace** or union representative directly, even if the member 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 member for any EAP services; your contract with Magellan precludes you from doing so. Send all requests for reimbursement/payment to Magellan.

**If you are a group practice,** you may only refer members 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 members, 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/telehealth](http://www.MagellanProvider.com/telehealth). When submitting your request for reimbursement (on the EASI Form), you must indicate which sessions you administered via telehealth.

**If you contract with Magellan for Federal Occupational Health (FOH),** you'll want to review the frequently asked questions for FOH to become acquainted with some nuances of FOH EAP services. You'll find these along with other information about the program in the [FOH appendix](#). *(Press CTRL + click to open the link in a new browser.) Note: These resources will also be shared with you as the EAP Packet when you receive a new FOH EAP referral.*

**If you contract with Magellan for other Federal EAPs,** you'll want to review the information in the [Federal EAP appendix](#) to become acquainted with some nuances of Federal EAP services. *(Press CTRL + click to open the link in a new browser.) Note: These resources will also be shared with you as the EAP Packet when you receive a new Federal EAP referral.*

**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.*

## EAP Services portal

Magellan is enhancing provider website experiences to make it easier for you to complete essential tasks securely. You can **register EAP cases** and **access case details and packets**, as well as **submit online EASI Forms** via the new EAP Services portal.

### Registering EAP cases online

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

### Access the EAP Services portal

You can get to the EAP Services portal in two ways. Note: you must **create/link a new account** with multifactor identification, or simply **sign in** if you've already created an account on the portal. (*Press CTRL + click to open links below in a new browser.*)

- Go to [MagellanProvider.com](https://MagellanProvider.com) and sign in, select **View EAP Registrations** from the left-hand menu, then click the red **Go to EAP Services** button.

OR

- Go directly to the EAP Services portal at [provider.magellanhealthcare.com](https://provider.magellanhealthcare.com).

Review our **brief demo videos** and **user guides**:

- Create and connect an account for the EAP Services portal – [video demo \(2:20\)](#) and [user guide](#) (PDF)
- My EAP Cases (access case details and register a new case) – [video demo \(2:40\)](#) and [user guide](#) (PDF)
- Submit an EASI Form – [video demo \(2:15\)](#) and [user guide](#) (PDF)

## 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 hard copy/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). On the top menu, under *Getting Paid*, select *EAP Reimbursement* to learn more. You must securely sign in to our EAP Services portal to complete and submit the online form.

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

Your MIS number is the 9-digit provider identification number Magellan has assigned to you and/or your practice. You will see your MIS number on many of the materials you receive from Magellan. If you need help locating your MIS number, you may contact our Provider Services Line at 1-800-788-4005.

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

We generate a 9-digit “MAT” (registration) number when an EAP case is created. If the member does not have a MAT number, they may have a 16-digit case number. Use the MAT number on the hard copy EASI Form. Use the MAT or case number as a quick reference if you need to call 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 in the case details in the [EAP Services portal](#) after an EAP case is opened.

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

See [EAP reimbursement contact information](#). (Press CTRL + click to open the link in a new browser.)

# EAP Online Payment and Registration

## Frequently Asked Questions

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

For [www.MagellanProvider.com](http://www.MagellanProvider.com), from the *Sign In* box, click on [Forgot Password?](#) Enter your information in the required fields. For assistance, use the Chat with us feature to contact Provider Services. For the EAP Services portal, [provider.magellanhealthcare.com](http://provider.magellanhealthcare.com), use the *Reset Password* link on the Sign In page.

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

Members receive a registration number (called a MAT number) when they contact their EAP. When a member contacts you for EAP services, you must register the MAT number in the EAP Services portal, which designates you as the treating provider and gives you access to case details/documents. See [registering EAP cases online](#).

### ***I entered all the information on the EASI Form, 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 online form, 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. *Note: Some programs require that you complete the hard copy EASI Form (PDF) instead of the online form.*

### ***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 [EAP Reimbursement Contacts](#) list. *(Press CTRL + click to open links in a new browser.)*

### ***I am going to provide EAP services for a Magellan employee, and I can't find their registration online. How do I request reimbursement for this case?***

We do not use the EAP Services portal to support Magellan employee EAP services. To request EAP reimbursement for a Magellan employee, you must complete and mail in the custom version of the EASI Form provided to you at the time of referral. For assistance with a Magellan employee case, call 1-866-266-2376.

### ***I received notification that I needed to close a case because the EAP registration ended/expired. 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 or contact Magellan at the member's program-specific phone number.



## 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 is 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; (2) life or safety is seriously threatened; (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.

To provide the best service to customers, members and providers, 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, 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. *What you discuss during your EAP participation will not be shared* with the referral source, unless you request, in writing, that this be done.

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 Services of California—Employer Services.  
SOU/Generic Standard SOU-Magellan