



Optima EAP

Affiliate Provider Information and Frequently Asked Questions

What is Optima EAP?

Optima Employee Assistance Program (EAP) is an employer-sponsored benefit that provides employees and their dependent family members with a positive and helpful resource to turn to when they are dealing with some of life's challenges. Optima EAP provides high-quality short-term, solution-focused counseling services in a caring, confidential and professional manner. All services are designed to show employees how to address and resolve issues they might face in their home life or in the work place. Since the benefit is employer sponsored there is no cost to utilize Optima EAP.

What are the responsibilities of an Optima EAP Affiliate Provider?

Optima EAP Affiliate Providers partner with Optima EAP to provide assessment, referral services and/or short-term problem resolution counseling. This partnership plays an important role in the effectiveness of our program. Optima EAP strives to build a solid relationship with our Affiliate Providers so that together we can provide a high level of service to our clients.

Optima EAP Affiliate Providers agree to:

- Provide high-quality short-term, solution-focused counseling in accordance with Optima EAP's program.
- Agree to see Optima EAP Clients within 48 hours for initial routine appointments.
- In urgent situations, provide same-day assessment, either face-to face or by telephone - an urgent situation is not life threatening, but is considered by the client to be a crisis.
- In emergency situations, provide face-to-face or telephonic assessment within one (1) hour of initial contact
- Provide diagnostic assessment and referral to services covered by the client's insurance or when necessary referral to appropriate local resources. Provide appropriate explanation that referrals to services outside EAP may or may not be covered under the client's medical benefit plan.
- Notify Optima EAP immediately if license or certification is terminated, suspended or restricted in any way.
- Maintain a case file for each client and maintain the confidentiality of information contained in the client's medical records. Only release information in accordance with applicable laws.
- Return appropriate paperwork to the Optima EAP office within a timely manner.

How are Optima EAP Affiliate services accessed and delivered?

Self Referrals:

Optima EAP clients call the main Optima EAP office to schedule their initial appointment. An Optima EAP representative works with the client to determine their needs and to obtain the required client information. The Optima EAP representative contacts an EAP Affiliate Provider Office to schedule the client's initial appointment. Upon scheduling the appointment, the Optima EAP representative will fax or email an Affiliate Referral Packet for each client that contains the following information and forms:

- The client's name and authorization number
- The authorized number of sessions and dates of service
- The Clinical Assessment Form
- The Statement of Understanding
- The PHQ-9 Assessment
- The Client Satisfaction Survey
- The Treatment Waiver Form
- The Case Closure Form

Formal Referrals:

When a manager or supervisor requires an employee to utilize Optima EAP due to challenges that impact the workplace or affect the employee's work performance this type of referral is defined as a Formal Referral. Some companies call Formal Referrals "Mandatory Referrals" or "Supervisor Referrals." When Optima EAP receives a Formal Referral from one of our client companies we work directly with the employee's manager or Human Resources Department to obtain specific information about the workplace behavior and the desired outcome. The manager provides Optima EAP with a completed Formal Referral Form detailing the issues.

The Optima EAP Formal Referral Process and Packet is the same as the Self Referral, as outlined above, with the addition of the following forms:

- Formal Referral Form signed by the employee and manager
- Formal Referral Follow-up Report Form

Formal Referrals require Optima EAP to communicate on a regular basis with the referring manager about the employee's progress in counseling. The Optima EAP Case Manager needs to have regular updates from the Affiliate to be able to communicate that progress to the employee's manager. Affiliates are asked to return phone calls regarding a Formal Referral in a timely manner so Optima EAP can provide excellent services to the referring manager.

- The forms listed above are available on line at OptimaBehavioralHealth.com – Provider Resources – Download frequently used forms.

What if the client's needs are beyond the scope of EAP services?

If the provider's initial assessment determines that the client's needs are beyond the scope of EAP, the provider is to contact the Optima EAP office at 1-800-899-8174 for additional information.

What if the client's issue cannot be resolved in the allotted number of visits?

Optima EAP allows Affiliate Providers to refer to themselves, or "self-refer". However, to protect clients from a potential conflict of interest, we require completion of the "Treatment Waiver Form", which is provided in the Affiliate Provider Packet. Please provide appropriate explanation that additional services are not covered by Optima EAP and now fall under the client's medical benefit plan which may or may not be covered.

How are Optima EAP claims reimbursed?

Mail or fax completed HCFA forms within 365 days of the provided service to:

Optima EAP
Bayside Medical Plaza
816 Independence Boulevard, Suite 1A
Virginia Beach, VA 23455
Fax: 757-363-6778 or 1-866-474-4342

- Optima EAP only reimburses for the number of authorized sessions.
- Reference the EAP Client ID # provided on the cover sheet of the Affiliate Provider Packet.
- Optima EAP is an employer sponsored benefit and requires no co-pay for services.
- Do not bill services under the client's Health Insurance.

Who do I contact to get answers to my Optima EAP questions?

Please feel free to call the Optima EAP office at 757-363-6777 or 1-800-899-8174 regarding any questions you may have. You may also visit OptimaBehavioralHealth.com, for more information about our program.

Optima EAP would like to thank our affiliate providers for providing excellent service and assistance to our client companies, their employees and their families.