CENTERSTONE EAP

INSTRUCTIONS FOR PROVIDERS

WHO IS ELIGIBLE?

All Centerstone regular employees (full- or part-time) and their eligible dependents may receive behavioral health services under the Centerstone Employee Assistance Program. (Eligible dependents include any dependent who would qualify to receive healthcare insurance.)

ACCESSING THE EAP

Centerstone employees and dependents may access this benefit in one of two methods as follows:

Method #1

The Centerstone employee or dependent may call the Solutions office to find out who are the eligible providers and at the same time to ask that an initial appointment be scheduled. If Solutions staff schedule the appointment, an authorization for services will be faxed to the provider.

Method #2

The Centerstone employee or dependent may call an approved provider to schedule his/her own appointment without going through Solutions. The employee/dependent will be asked to tell the provider they are using the Centerstone EAP benefit. Once the appointment has been made, the provider should call Solutions (1-800-766-0068) and request an authorization for services.

SERVICES

The therapist will provide assessment and brief consultation services, as well as any emergency services.

In the rare instance of a õmanagement referralò and with the written authorization of the employee, the clinician may be asked to provide information/consultation with a supervisor or management person when difficult personnel issues arise. With this type of referral, the purpose of the referral will be clearly communicated to the provider of service.

PERFORMANCE STANDARDS

The therapist is expected to handle requests for services in a friendly and professional manner. Appointments for routine referrals should be offered within three working days and crisis referrals should be assessed within the same day. All assessment/therapy services shall be face to face. The therapist should maintain a working knowledge of referral sources; any referrals shall be sensitive to the needs of the employee/dependent, both clinically and financially.

CLINICAL PAPERWORK

The Solutions scheduling staff will fax to the provider a Solutions Registration Form along with the authorization for services. The provider should complete the provider section of the form and fax it back to Solutions (fax # 812-377-7194). The provider should keep his/her own clinical record but will not be required to send any clinical documentation to Solutions.

BILLING

Invoices for services for clients seen under the Centerstone EAP should be sent to Solutions at 601 Washington Street, Suite 102, Columbus, IN 47201. The invoice may be faxed to Solutions at 812-377-7194. Providers may use their own invoice, a HCFA, or the Solutions billing form. Invoices for service must be received by Solutions within 60 days of the date of service or risk denial of payment.