



EAP COMPASS

Newsletter for Cascade EAP Providers

Cascade Employee Assistance Program

Welcome!

We would like to take this opportunity to welcome you as an affiliate on Cascade's Employee Assistance Program panel. Cascade Centers, Inc. is a family owned small business with 35 years experience of providing high quality Employee Assistance Programs. We provide geographically customized EAP service to over 322,000 covered lives throughout the United States.

We feel that our affiliate counselors are an invaluable extension of the services of Cascade EAP. When you serve our clients we rely on you to deliver the same high quality, responsive, and professional services that we expect of our Cascade staff. Our goal in developing and maintaining our affiliate provider network is to select licensed, experienced behavioral health professionals who adhere to the same values and ethical practical practices that we require of our own staff.

In order to make your job easier, we have put together this packet of information. Please take a moment to review this information. Also, visit our website at: www.cascadecenters.com. It contains detailed information about Cascade and the services we provide. On our website, we have a provider page dedicated to assist you in serving our clients. It contains clinical practice guidelines, provider resources, and other helpful information.

We appreciate your willingness to serve our clients and value the skills and resources you bring. Please do not hesitate to contact myself or any Cascade staff to assist you.

Thank you!
Julie Marshall, Ph.D.
Vice President, Clinical and Operational Services

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General Information

Everything You Always Wanted to Know about Being a Cascade EAP Affiliate

Thank you for being a Cascade Centers EAP representative in your area. We rely on you to attend to our clients in a caring, professional, and timely way. To assist you, we would like to take a moment to clarify your role as a Cascade EAP affiliate.

Cascade recognizes that you are an experienced professional; however, Employee Assistance Programs differ from private practice counseling in some distinct ways. The EAP benefit includes intake, assessment, referral, and, if possible, brief problem solving for a variety of issues. Your tasks are to assess the client's presenting concerns and make a judgment about the most appropriate next step to resolve them. At times, other providers in the community such as a Primary Care physician will refer clients to you who have an EAP benefit through Cascade. These referrals are separate from EAP referrals. All Cascade EAP referrals initiate through our 800 number.

If you determine that Cascade is the person's EAP when he/she calls to set up an appointment, direct the client to us **prior to establishing an appointment**. Instruct the employee to request you. We will then contact you to make the referral, and ask you to contact the client the same day to set up an appointment within 48 hours.

After you have established an appointment with the client; please log onto please log on to *Provider Advantage*, our web portal, at <https://app.demand-soft.com/provideradvantage/> and enter the date and time of the appointment. Follow these steps even if you have had an authorization from us to see the client in the past. This procedure minimizes the number of calls the client is required to make and allows us to check his/her current eligibility status.

The following is a list of suggested steps to take when seeing a Cascade referral:

- Explain to the employee that Cascade has contracted with you to provide services. Inform the employee about the number of free EAP visits available. Cascade staff discusses this at the time the referral is requested, but we find many clients are confused about it. Unlike most EAPs, we authorize IN FULL the number of visits/sessions the employer has authorized/purchased.
- Explain that your role is to listen to the client's concerns to help him/her determine what course of action is most likely to resolve the problem and to facilitate community or insurance referrals as needed.
- Go over confidentiality, stressing that no one, including the employer, will be contacted unless written consent is given to do so. Make sure to note exceptions to this rule.
- Let the client know that s/he can contact Cascade at the toll free "800" number at any time if there are any questions or concerns about the services. Crisis counselors are also available by telephone 24 hours per day.
- Assess the problem presented and determine if it can be resolved within the number of EAP visits allowed and/or if you are the most appropriate resource for the employee. Share your conclusions with the client in a way that makes clear that you want him/her to have the best services available. If needed, assist the client with a referral to services covered by insurance. Accessing insurance can be confusing for clients; and we rely on you to assist him/her in this process during the sessions authorized. If you need help, call us for consultation.
- Provide brief problem solving for the client focused on resolving the presenting concern. If multiple concerns are presented, help the

client prioritize, and guide him/her in getting assistance for the remaining issues.

- In *Provider Advantage* you will be able to view the referral information and submit sessions for payment. We do not require case notes or discharge summaries, and payment is prompt once the case is closed and submitted for payment.

We realize other issues come out in the course of assessment. Cascade's philosophy is to start with the client's primary issue and to make recommendations about other issues once rapport is established. We have per incident agreements with some of our contracts. This means that clients can request an additional referral in the future, but only if it is for a separate issue that has not been assessed during the first referral. This has proven to be a confusing concept for clients and providers. To help clarify how it works, please see our Per Incident Policy on page 3. Please read it and explain it to clients when questions arise, or have the client contact us directly to discuss it.

Thanks again for representing Cascade. We appreciate the time and effort you put forth for our clients. We strive to have a streamlined referral process. We welcome any suggestions you may have for improving our services to clients and/or our relationship with providers.

You can contact us at 800-433-2320.

Cascade will initially authorize all the EAP sessions available for the client.

Any services needed beyond the authorized EAP visits must be referred through health insurance or community resources.

Cascade's Per Incident Policy

You may hear the term “per incident” as it relates to the EAP benefit clients have available to them. Employers purchase the EAP benefit for their employees in two ways: either “per incident” or “per family/year”. If the session limit is “per family” the employee has a set number of sessions to use within the contract year (this is often not the calendar year). The “per incident” benefit is designed as a safety net for the client. Similar to the “per family” benefit, each employee has a specified number of sessions available each contract year. But, with “per incident” if an additional incident develops that is separated by time and is distinct from one that has been previously assessed by the EAP counselor, the client may be able to access additional sessions.

Below are some examples to illustrate the benefit. These examples are based on an EAP contract that renews January 1st:

Example 1:

A client presents in January for concerns regarding job stress. She is seen for her EAP visits and the problem is resolved during those sessions. In July, she is injured in an automobile accident and requests counseling to cope with a post trauma reaction. This would be considered a separate incident as it is separated by time and was a new concern that obviously could not have been assessed during the sessions in January.

Example 2:

A couple presents for marriage counseling in May and use their allotted EAP sessions. As a result of counseling, the couple decides to separate in June and the counselor recommends individual counseling for each of them. This would not qualify as a new incident as it is not separated by time and the referral to individual counseling was made during the EAP sessions.

Example 3:

A client presents for counseling with depression. He uses his allotted EAP sessions, but the problem is not resolved. He likes his EAP counselor and would like to continue, but his HMO insurance will not reimburse his EAP provider. Because the client has exhausted the EAP benefit purchased by his employer, this does not qualify as a new incident. The employee would have to make a choice to see a contracted provider through his health insurance or pay his EAP counselor out of pocket to continue.

Covered family members of the employee may also access additional sessions if his/her incident is separate and distinct.

The EAP benefit is designed for intake, assessment, short-term problem solving, and referral. If a client has multiple diagnoses (e.g. anxiety, depression, marital etc.) and requires treatment that exceeds the EAP benefit, the client needs to be referred into the community for ongoing treatment. These additional sessions beyond the EAP benefit may or may not be covered in part by health insurance.

The client needs to obtain authorization before initiation of visits for a new contract year or for additional incidents by calling Cascade.

Assisted Referrals

A key component of the EAP face-to-face counseling process is triaging the level of care needed for follow-up to EAP services. Although many problems are able to be resolved within the EAP sessions allotted, some diagnoses may require longer term treatment and follow-up care.

We request that you please assist clients in accessing any referrals that you make. This may include identifying appropriate community

or Cascade EAP resources (i.e. group counseling, medication evaluation, etc.), and ensuring that the client understands how to access that resource.

If at anytime you feel a client needs additional assistance beyond what you are able to provide, e.g. finding a community resource, accessing their medical insurance, or a need for any other assistance related to referrals, please contact us immediately. We will have a case

manager contact the client and provide the necessary assistance.

We believe this process of assisted referrals helps to motivate and support the client to follow through with treatment recommendations.

You may refer to yourself for continued treatment beyond the EAP. We just require that the EAP sessions be used before a behavioral health referral is made through the insurance benefit.

Provider Advantage

Provider Advantage is an online system that gives providers an easy-to-use application for completing everyday service requests. This system allows users to access information 24 hours per day/seven days per week. Providers are able to use *Provider Advantage* to:

- Submit claims for payment
- Request authorizations
- Submit inquiries to customer service
- Track paid claims
- View authorizations
- Access and print forms
- Reduce paper and postage costs
- Reduce administrative time

Provider Advantage is completely secure and is built with multiple layers of network security. Our system employs 128-bit secure socket layer encryption for all communications between the provider's computer and the portal. We also encrypt sensitive data that is stored in the database with 256-Bit AES (Advance Encryption Standard).

In order to access the *Provider Advantage* system you need your provider ID number, your username and password. Cascade will provide this information to when you have been added to our panel. If you do not have this information contact Cascade and we will provide it for you. Once logged in you can change your password.

Global Assessment of Functioning

We believe that most clients show improved functioning as a result of using EAP services, and that we can use this data to demonstrate the value of EAP services to our client companies while maintaining strict individual confidentiality.

In order to demonstrate the value of the work you do with our clients for both the employees themselves and the companies they work for, we have implemented some new procedures to make some of this data available to our client companies.

To this end, we are requesting that you provide us with a pre GAF (Global Assessment of Functioning) score and post GAF score for each client that Cascade EAP refers to you. According to the DSM-IV-TR, the GAF is used for reporting the clinician's judgment of the individual's overall level of functioning. Although GAF scoring is by nature somewhat subjective, we believe this measure is useful and not overly cumbersome for you, the provider, to report.

Please be assured that this will not be used in any way to make judgments about your clinical skills or your value as a provider. We trust in the quality care that you have always provided

to our clients and do not want to interfere in that. We simply want to be able to demonstrate that quality to our client companies.

In order to make this process as simple as possible for you, when submitting sessions for payment in *Provider Advantage* you will be prompted to enter the GAF. GAF scores are determined at intake and at the end of treatment

You simply need to enter the two GAF scores on the form. In order to be paid for services, this information needs to be provided. In cases where a client attends only one session, please use the score "0" to indicate that there is not enough information for a post-assessment score.

If you have any questions about this process, please feel free to call us at 800-433-2320 to speak to one of our staff counselors. Thank you for helping us provide outcome data on the important work that you do!

Cascade's Billing Cycle

We require a 90 day turnaround time from the 1st appointment date. The reason for this is that we guarantee accurate utilization data to companies that have purchased EAP services from Cascade EAP. We need to collect the specific data from the 1st appointment date so that we can report this to the contracted employers. (All client information is kept completely confidential, reported data is in aggregate form only). So, receiving the session data from you within 90 days of the initial appointment allows us to:

- Document the time you spent with the client,
- Report to the EAP contract what is happening in a timely manner, and
- Promptly pay you for sessions attended (sessions submitted by the 25th of the month will be paid the 10th of the following month.)

Understandably, at times all EAP visits might not be completed within the 90 days. We appreciate your efforts of using a brief, Solution-Focused counseling model and understand spacing out the visits to maximize the benefit for the client. So, we wanted to provide you with some tips on what to do if you cannot complete the authorized visits within the allotted 90 days:

- As the 90 day deadline approaches on the case, an email reminder will be sent. This email is sent starting 15 days before the closing date and will deliver every other day until the case is closed by submitting for payment, an extension is requested, or the closing date lapses.
- **If the client will be accessing the remaining authorized sessions after the 90 day deadline:** Prior to the 90 day deadline you can request an extension through *Provider Advantage*. While in the client's case, click on "Request Extension" next to "Case Closing Date". In the box use the drop down menu to select a 30, 60, or 90 day extension. You may also provide a note if you would like. You can track your requests in the "Requests" link in the top menu bar.
- **If you do not know if the client will be attending sessions beyond the 90 day deadline:** Enter and submit for payment the dates of service for all sessions attended so far. **If the client contacts you to schedule additional sessions, please contact our office prior to seeing the client.** Our staff will determine if the client is eligible for any remaining sessions. It is possible that by the time the client calls to reschedule, the benefit could have renewed, their employer could no longer have EAP benefits through Cascade, they have used their remaining sessions with another counselor, or other issues could exist that could cause them to not be eligible for additional sessions. Contacting our office prior to providing additional sessions will help avoid billing issues and the possibility of not getting paid from Cascade for those visits.

Please contact us if you have any questions. We value your contributions to our success and know you understand the importance of reporting timely data to our EAP contracts.

Reimbursement

Cascade is solely responsible for the payment of your professional fees. The rate of your reimbursement is stipulated in your contract and constitutes payment in full for your services.

Under no circumstances should the client receive any billing statements for EAP sessions. To keep the billing process simple for our providers,

Cascade only accepts our own billing forms.

If the client cancels or fails to show for a session you will not be reimbursed by Cascade. You can share with the client your no show/late cancellation policy. Once you have reviewed your policy with the client, you may enforce that policy with charges.

If you have any questions about your rate please contact Cascade. DO NOT discuss your fees with EAP clients or have them fill out any financial screening forms.

Direct Deposit

In our continuing green efforts, we provide Direct Deposits for provider payments. Please contact us to provide us your bank routing number and account number to facilitate these deposits. We want to expedite payments to you and avoid non-cashed checks which must be sent to the state as unclaimed funds.

Cascade EAP Services

Cascade knows that work / life stress, mental health, and physical health are often interrelated. By including services that affect all aspects of life, Cascade has created a holistic EAP. An important role you play as the EAP provider is connecting clients to available resources. In addition to the face-to-face sessions, Cascade clients have many valuable EAP services available to them. If you feel that you have an EAP client that may benefit from one of these services, simply have them call us at 800-433-2320 or 503-639-3009. We will immediately connect them with the appropriate service. This is also the number you may call if you have any questions about eligibility or about the program itself.

Following is a summary of Cascade's available services. Benefit packages vary by employer. An employee or family member you see through Cascade may have all the following services available to them or only a few. Please contact our office to check on eligibility.

"The Line" - Our anonymous information line is available to employees and dependents seeking information about general mental health and EAP services.

E-Support

A live online virtual session (video or chat) with an EAP professional. For additional information, or to set up a session, please visit www.cascadecenters.com or email esupport@cascadecenters.com

Crisis Counseling - Available on a 24 hour 7 days a week basis.

Work / Family / Life - Cascade will do the research for you. We will help locate resources and information related to Eldercare, Childcare, or anything else you may need.

Legal / Mediation - Call Cascade for a thirty-minute office or telephone consultation at no cost with a network attorney/mediator. If you decide to retain the attorney/mediator after the initial consultation, a 25% discount from the attorney's/mediator's normal hourly rate is available.

Identity Theft

This service provides members with up to a 60-minute free consultation with a highly trained Fraud Resolution Specialist™ (FRS) who will conduct emergency response activities and assist members with restoring their identity, good credit, and dispute fraudulent debts.

Financial Consultations - Coaches will provide 30 consecutive days of unlimited financial coaching, developing a needs analysis and an online written action plan to help develop better spending habits, reduce debt, improve credit, increase savings, and plan for retirement.

Legal Tools

Free online legal forms for areas such as creating a will, financial power of attorney, living will or final arrangements. Complete instructions on the proper signing and specific witnesses requirements are provided.

Home Ownership Program - If you are looking to buy, sell, refinance, or invest in a home, this program offers a network of prescreened service providers that offer free consultations. Also available are pre-negotiated discounts for select services. To access or for more information, call 866-505-3244.

"Cascade Personal Advantage" - Interactive Website - Innovative educational tools allowing you to manage your stress and improve quality of life. Take self-assessments, download videos, access personal growth courses, download documents, and more.

"Cascade Personal Wellness" - Wellness Program - Unlimited access to wellness coaches for assistance in making life style changes for areas such as: weight management, fitness, smoking cessation, and chronic conditions.

"The Line" and Crisis Counseling are available to all covered employees and family members.

Please call us at 800-433-2320 to check eligibility for other services.

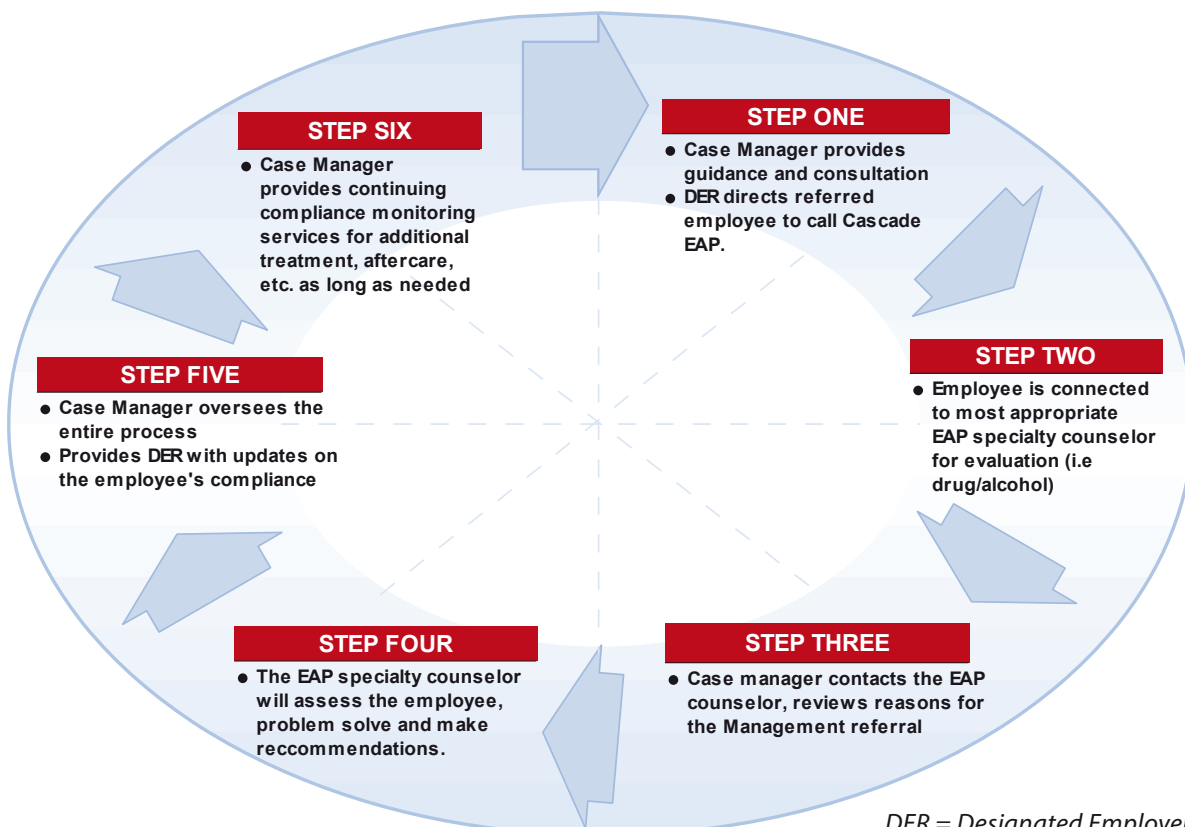
Provider Guide to Management Referrals

Most referrals are self-initiated, but occasionally the employer initiates a referral to assess a specific issue impacting job performance. We call this a "Management" referral. If we refer you this type of case, a Cascade Case Manager, who provides information from you to the employer, will alert you up front. There are some special details to attend to with these cases and they are as follows:

- Make sure the Cascade Case Manager has faxed or mailed to you the completed Management Referral forms **before the employee is seen**. These explain the reason for the referral and give you information about the changes the employer would like to see.
- If a Release of Information, which gives the Case Manager permission to speak about the case, is not completed, the Case Manager will alert you of this. In this case, discuss the need for one with the employee at the first visit, and have him/her sign it. Explain that there is a Cascade Case Manager and that the information released to the employer is limited to dates of attendance, whether or not EAP recommendations have been made, and whether or not the employee is complying with recommendations. Cascade has a release especially for these referrals, and we will gladly share this release with you.
- Assess the situation and make appropriate recommendations.
- Provide Case information to the Cascade Case Manager. Management referrals can be touchy, so make sure you inform us of any glitches - problems obtaining releases, client noncompliance, complaints about the process, etc. Remember that **our staff acts as the gatekeeper for information given to the employer**, as well as troubleshooter for any snags along the way. We do not expect you to communicate directly with the employer.

Cascade's Case Managers are available to answer any questions you may have about management referrals at 800-433-2320.

Feel free to consult with us as needed during regular business hours
(Monday - Friday,
8 AM - 5 PM, PST).



DER = Designated Employer Representative

Frequently Asked Questions

Who can I call with any questions?

You may contact our Provider Relations Department 800-257-6291, ext 555; or e-mail us at: info@cascadecenters.com.

What is expected of my role as an EAP practitioner for Cascade?

A Cascade contracted provider receives EAP referrals on a regular basis. The clinician provides an assessment, develops an appropriate plan, short-term problem resolution and client referral to appropriate treatment and/or community resources. Depending upon the needs of the employee/family member, the clinician may continue to work with the individual, couple or family beyond the initial EAP sessions.

Does EAP counseling differ from typical private practice counseling?

Yes, your role as an EAP provider does differ somewhat from that generally found within a private practice setting. The primary distinction is that as an EAP counselor you need to frequently serve more in the capacity of assessor, advisor, advocate and facilitator of any needed referrals within the confines of a client's session limitations. It is therefore necessary for you to provide timely clinical assessments, implement solution-oriented treatment plans and assist with resource linkage.

ASSESSMENT: The varied nature of presenting problems that EAP clients may manifest requires completion of a comprehensive assessment at the onset of services. This assessment must be largely completed in the initial session in order to maximize utilization of the EAP benefit.

BRIEF INTERVENTION: Based on the outcome of the assessment, rapid transition must be made toward implementation of a solution-oriented treatment plan. Interventions need to be carefully constructed to promote either primary mitigation of the clients' presenting issues within the session limits or supportive efforts to promote understanding and acceptance of a referral.

REFERRAL: In the event that the nature or severity of the client's issues cannot be fully addressed within the limits of the EAP relationship, assistance with locating referrals, either through their health insurance or community resources, is essential. Communication of any relevant information to other professionals and confirmation of client linkage is also considered a vital component of the EAP.

How can I tell how many EAP sessions have been authorized?

EAP benefit designs are determined by the member's employer. Some employer groups contract to allow a maximum number of sessions per eligible member each benefit year (e.g. up to three sessions). We will call you with the referral information including the number of EAP sessions authorized. In addition, the maximum number of available sessions appears in *Provider Advantage* within that client's case information.

What if the client needs additional sessions beyond their EAP benefit?

When extended treatment is indicated, attempts should be made to select a referral source within the client's mental health insurance coverage. Cost-effective options, such as community resources, may also be utilized based on clinical need, lack of coverage, financial situation or client request.

Your assistance with the selection of the specific referral source is considered a crucial element of your role as an EAP provider. Therefore, you should play an active role in helping the client locate an appropriate referral based on your knowledge of local treatment providers with the required clinical expertise and a reputation for providing quality services.

Do I need to obtain a release of information to communicate with Cascade Staff?

No, your affiliate contract makes you an authorized agent of Cascade EAP. Therefore, you do not need to obtain a written release to communicate either verbally or in writing with any Cascade staff.

Frequently Asked Questions (*continued*)

Can I self-refer the clients after the initial sessions?

You will experience a flexible referral process. Cascade allows clients to self-refer following the EAP assessment and referral process.

Are EAP services kept confidential from the client's employer?

Yes. This is an important element in providing EAP services. Please reassure clients that their relationship with the EAP is confidential. Unless they provide written authorization, their confidentiality will be protected to the full extent allowed by law and no information will be provided to anyone, including their employer. Only aggregate statistics are provided to client companies.

All EAP/Outpatient providers are required to adhere to Federal and State regulations and laws that pertain to the maintenance of confidential information/records. Anyone who divulges or releases confidential information or records concerning any client without proper authorization in accordance with Cascade policies, state law and local licensing/certification bodies may be terminated from the provider network.

What should I do if I receive a request to provide information to the workplace?

If you receive a request from the workplace please do not contact the workplace yourself, please call Cascade EAP. We will then contact the workplace on the client's behalf. Under no circumstances should you provide any written documentation, including letters to the workplace or court. Please direct any inquiries for letters and reports to Cascade.

What should I do if an EAP client asks for me to approve medical leave?

Your role as an EAP provider precludes you from providing any authorization for medical leave. Clients must be referred to either their primary care physician or a psychiatrist through their health insurance for any determination of their ability to perform their job duties and issuance of any required documentation. Contact Cascade EAP if you have any questions about this.

What if the client is requesting counselor services because they are ordered by the court to do so?

As an EAP counselor you should not provide court ordered treatment or related legal documentation. However, you should provide the client with assistance locating other practitioners or organizations that are able to meet these needs. If such a request arises, please immediately inform Cascade staff and recommend that the client contact us if they have any questions or concerns.

What does the term 'per incident' mean?

The per incident benefit is defined as the following: The client has a separate issue with a separate diagnosis at a separate time. If a client presents with multiple issues at once, and they cannot be resolved within the EAP benefit limit, then it is your responsibility to educate the client on need for referral and assist with the referral process.

What should I do if an EAP client has a complaint?

Cascade is committed to ensuring a high level of quality care and customer service. If at any time clients have any concerns, complaints or grievances, they should be directed to contact Cascade. Upon receipt of a complaint or grievance, Cascade researches and investigates the matter in question and works quickly to correct or resolve the problem.

Does Cascade EAP use Clinical Practice Guidelines?

Cascade has adopted the following clinical practice guidelines developed by the American Psychiatric Association: Treating Major Depressive Disorder, Treating Substance Use Disorders, and Assessing and Treating Suicidal Behaviors. These clinical practice guidelines can be obtained at: www.psych.org/psych_pract/treatg/pg/prac_guide.cfm.

General Information

Release of Information, Confidentiality and Documentation

All EAP/Outpatient providers are required to adhere to Federal and State regulations and laws that pertain to the maintenance of confidential information/records.

Anyone who divulges or releases confidential information or records concerning any member without proper authorization in accordance with Cascade policies, state law and local licensing/certification bodies may be terminated from the provider network.

All member records must be kept in a secure and secluded location at all times.

Under no circumstances should you provide any written documentation to any party, including letters to the workplace or court. In order to ensure the utmost confidentiality of member records, please direct any inquiries for letters, files, and reports to Cascade.

Non-Discrimination

Cascade expects all Providers to provide members with EAP/ Outpatient and brief counseling services that are free from discrimination regardless of race, gender, culture, disability, or sexual orientation.

Clinical Practice Guidelines

Cascade has adopted the following clinical practice guidelines developed by the American Psychiatric Association: Treating Major Depressive Disorder, Treating Substance Use Disorders, and Assessing and Treating Suicidal Behaviors.

These clinical practice guidelines can be obtained at:
www.psych.org/psych_pract/treatg/pg/prac_guide.cfm

CONTACT INFORMATION

CLIENTS

Toll free:
800-433-2320

Portland, OR:
503-639-3009

Salem, OR:
503-588-0777

PROVIDERS

800-257-6291 ext. 555

www.cascadecenters.com



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