

EAP Network Update

Anthem Blue Cross Employee Assistance Program

Change: Network Relations new contact information

We believe it's important to communicate changes that impact you, participating providers in our EAP Network. Very recently our Network Relations telephone contact information changed. We feel this opportunity will allow us to better meet the needs of our providers.

Telephone: 800-933-6633

Days of Availability: Monday – Friday

Hours of Availability: 9 a.m. – 4 p.m. PST*

**closed daily from 12:30 p.m. – 1:30 p.m. PST*

Network Relations staff answers questions about your contract, fee schedule, and procedures.

Client cancellations and no shows

- Contact the client who cancels or fails to show for an appointment to assess the reason and motivate the client to use EAP services as appropriate.
- If unable to contact the client, call an Intake Representative at 800-728-9492 to indicate a “No Service”.
- In accordance with your *Participating EAP Practitioner Agreement (Agreement)*, Anthem Blue Cross does not reimburse for a cancellation or no show.
- **Anthem Blue Cross clients are not responsible for any charges related to Anthem Blue Cross EAP services, including a cancellation or no show.**

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Our newsletter has a new name

Effective with this edition of our newsletter, we're changing the name of our bi-annual publication from *EAP Network News* to *EAP Network Update*; only the name of the publication is changing.

Access to the provider newsletter online is available at anthem.com/ca under the new name of *EAP Network Update*. You can still count on receiving our newsletter filled with updates and other valuable information you need to know.

Demystifying Supervisor Referrals

Cecille del Gallego, EAP Consultant, LCSW

A significant function of the Employee Assistance Program (EAP) is the shaping and management of Supervisor Referrals.

Supervisor Referrals are employer-generated referrals to EAP, prompted by a variety of reasons which typically include the following but are not limited to:

- Performance problems
- Attendance problems
- Employee has violated the employer's drug and alcohol policy
- Employee has violated workplace violence policy
- Insubordination
- Harassment

Supervisor Referrals can be classified as FORMAL, INFORMAL or MANDATORY.

- **Formal:** The employer has called the EAP and indicated that EAP services are part of the disciplinary process for the employee.
- **Informal:** An employee is referred due to "personal concern" and there are no "mandated" EAP services.
- **Mandatory:** The employee is expected to comply with all treatment recommendations as part of their continued employment.

Prior to seeing the client, contact the Anthem Blue Cross EAP Consultant (Consultant) assigned to the case at 800-728-9492, Option 2# for clinical information. The role of the Consultant is case management. The employee signs a Release of Information form which allows the Consultant to provide compliance updates to the employer. All interactions with the client's employer need to be facilitated through the Consultant. **Do not contact the employer directly.**

The EAP provider's role is to assess, support and provide treatment recommendations and report the employee's progress and overall compliance to the Consultant.

The whole process is seen as a collaborative effort between Consultant, EAP provider and employer, with the intent to optimize an employee's chances in reaching their goal, which is ultimately to retain employment and improve their situation.

EAP providers are encouraged to contact the Consultant with any questions or concerns they may have or to brainstorm ideas and obtain input, especially if they are feeling "stuck" anywhere during the process. The Consultant will follow the case on all levels of care and until the employer and Consultant mutually agree to close the referral.

There isn't usually a significant amount of additional work for the EAP provider when handling a Supervisor Referral. There may be considerable satisfaction gained when together we help an employee retain their employment and assist them as they make life-changing goals. There are also tremendous benefits to the employer in retaining employees who often times possess a lot of knowledge, skills and history, all of which may be considered invaluable and cost-effective in the long run.

Submit EAP claims electronically!

Go to [anthem.com/edi/ca](https://www.anthem.com/edi/ca) to get set up with electronic billing today! Click **Documents > HIPAA Companion Guide > 837 Professional Health Care Claim EAP Companion Document** to access the technical guide for submitting EAP claims electronically. If you need assistance, please contact our helpful staff at 800-227-3983.

After EAP, moving to behavioral health benefits

As an Anthem Blue Cross EAP provider, clients look to you to refer them to resources or other providers covered by insurance when available and appropriate. Checking benefits and eligibility is an essential step in the transition from EAP to behavioral health.

How to check benefits and eligibility?

- Call the toll free number on the client's ID card.
- ProviderAccess®. Log in to **provider2.anthem.com/wps/portal/ebpmybcc** to effortlessly check benefits and eligibility.
- Refer to the *Benefits and Eligibility* section of your *Anthem Blue Cross Behavioral Health Network/EAP Provider Operations Manual (Provider Operations Manual)*.

Not all clients access their mental health benefit through the Anthem Blue Cross Behavioral Health Network, so provider directories and health plans may vary. See *Non-Managed Behavioral Health Benefit* and *Anthem Blue Cross Managed Behavioral Health Benefit* in the *Employee Assistance Program* section of your *Provider Operations Manual* for more information.

Practice changes impact client servicing

Do you know practice changes impact claims and client servicing? If notification of a practice change is not received in a timely manner, client care as well as claims payments could be delayed. Providers must notify Anthem Blue Cross within thirty (30) calendar days of any changes to practice information. Notification must be in writing, signed and dated by the provider. The *Practice Update Form* and the *Practice Profile* are convenient options for updating practice information with little effort or time.

Use the *Practice Update Form* to change the following information:

- Email address
- Practice address
- Mailing address
- Phone and fax number
- Open or closed practice status
- Tax Identification Number*
- National Provider Identifier

Use the *Practice Profile* form when updating:

- Self-reported areas of expertise
- Open or closed practice status
- Age ranges treated
- Additional languages spoken
- Provider ethnicity (optional)

The *Practice Update Form* and the *Practice Profile* are located on ProviderAccess® at **provider2.anthem.com/wps/portal/ebpmybcc** or in the *Exhibits* section of your *Provider Operations Manual*. Complete the form and return it via mail or fax using the contact information listed at the top of the form.

*For tax identification number changes a *Request for Tax Payer Identification Form (W-9)* must be included. Visit **www.irs.gov/pub/irs-pdf/fw9.pdf** to print a W-9 form.

Notifying us of availability is easy

Did you know we can record whether or not you are accepting new clients, and times

As an EAP provider did you know?

- Anthem Blue Cross has a philosophy of recommending the least restrictive intervention necessary for resolving a problem. We believe in services that are brief, supportive and build on existing strengths, foster independence and encourage the use of a variety of community resources and other self-help groups.
- Reimbursement is made according to a predetermined dollar amount as described in *Exhibit B (Payment Schedule)* of your *Agreement*.
- Employers may offer different EAP models. One (1) to six (6) sessions is most common. The *Provider Operations Manual* is filled with valuable information regarding the Anthem Blue Cross EAP.
- Any concerns or issues about reimbursement or Anthem Blue Cross procedures should be discussed with us, not with clients.
- **DO NOT bill the client's insurance company for EAP services.** Send all EAP claims submissions to Anthem Blue Cross EAP.

Attention: EAP Claims
9655 Granite Ridge Drive, 6th Floor
San Diego, CA 92123

- **You agreed not to bill clients covered by Anthem Blue Cross EAP programs and to accept payment in full directly from Anthem Blue Cross.**
- Electronic billing options are available! Call 800-227-3983 to speak with our EDI team, or visit anthem.com/edi/ca.

you're not available to see clients in our provider database? We strive to meet the needs of our EAP clients, your patients, and count on your communication with us to ensure their appropriate care. Notifying us of appointment availability can be done quickly and easily and helps our EAP staff to refer clients only to providers who are available.

The *Practice Update Form* and the *Practice Profile* are convenient options for updating your availability with little effort or time.

Save time. Get connected with the Web

Wouldn't it be nice to have more time to spend with your clients and less time on the telephone with Customer Service?

ProviderAccess® is your online customer service center. You can access a wealth of information to help your office run smoothly through the convenience of the Web.

Features

- Electronic remittance information
- Forms
- Reference Materials and Tools

For more information or to register for ProviderAccess, visit anthem.com/ca>Providers:Enter>Learn More About ProviderAccess.

Employee Assistance Program
9655 Granite Ridge Drive, 6th Floor
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Phone 800-933-6633
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EAP NETWORK UPDATE

Important information - contract compliance with Access Standards

Anthem Blue Cross monitors EAP client access to care through a number of mechanisms; two of which are annual telephone surveys. These surveys of participating provider offices are conducted by an external vendor, North American Testing Organization (NATO) to determine EAP provider compliance with *Access Standards for Non-Life Threatening Emergency Care, Urgent Care, Routine Office Visit, Access to After-Hours Care*, and coverage when unavailable. In surveying after-hours accessibility, participating providers' offices are called outside of normal business hours to determine if callers are given appropriate emergency instructions, and for urgent situations, a mechanism to reach an EAP provider.

We shared the results of the fall 2009 Access Survey in the *EAP Network News* December 2009 Edition, as well as in the *Behavioral Health Network News* April 2010 Edition. We thank those of you who took steps to ensure compliance with *Access to After-Hours Care and Emergency Care* standards. The spring 2010 survey will be conducted to re-measure compliance with these two standards. Please note that the annual survey to measure provider compliance with Access Standards will be conducted again this fall.

We value your participation in the Anthem Blue Cross EAP Network, and appreciate your efforts to work with us in meeting compliance with established *Access Standards*.

If you have any questions, refer to the *Quality Improvement* section of the *Provider Operations Manual* or contact Network Relations at 800-933-6633.

How can you make a difference?

- Refer to your *Provider Operations Manual* to ensure your practice policy & procedures comply with the standards.
- Should you receive a call directly from the client, it's important to respond in accordance with the established *Access Standards*.
- If you are unable to offer a face-to-face appointment within 48 hours for *Urgent Care* situations, or 6 hours for *Non-Life Threatening Emergency Care* situations, callers should be referred to the nearest emergency room or to call 911.
- Ensure your after-hours office staff, answering service and/or answering machine message specifically inform callers of when their urgent (non-emergent) calls will be returned within the next business day.
- Ensure your outgoing answering message directs callers to call 911 or go to the nearest emergency room if they believe they are experiencing an emergency.