WELCOME TO INOVA EMPLOYEE ASSISTANCE

Inova Employee Assistance (IEA) is exclusively dedicated to serving the employer community with nationwide job performance improvement systems including Employee Assistance Programs (EAP) and work life information and referral services. Inova Employee Assistance is part of Inova Health System, a not-for-profit health care system that consists of hospitals and other health services. Inova’s mission is to improve the health of the diverse communities we serve through excellence in patient care, education and research. For more information about Inova Health System and Inova Employee Assistance, please visit us at www.inova.org/eap.

You are an important partner in the care and services provided to EAP users and client companies. The role of an IEA affiliate is to provide assessment, short term problem resolution and recommendations for ongoing care if appropriate. Formal medical diagnosis and ongoing counseling services are not provided. Such services are rendered by independent professional agencies and individuals within the community to whom you may refer.

This manual will assist you and your office staff to follow IEA’s procedures. Please take a few minutes to familiarize yourself with the manual. The material and expectations contained in the manual are part of your legal agreement with IEA.

We look forward to working with you and encourage you to contact us at 1-800-346-0110, Option #3, if you have any questions about your role as an affiliate or suggestions for service improvements.

Inova Employee Assistance provides a wide range of services to employers, employees and their household members. These include

- 24/7 toll free telephonic access to master level counselors
- Face to Face assessment, short term problem solving and referral services
- Management Consultation Services
- Legal, Financial & Identity Theft Consultations
- Work Life Information & Resources
- On-site Critical Incident Stress Management Services
- On-site Training
AFFILIATE EXPECTATIONS

IEA contracts with mental health professionals who are qualified to provide services to our EAP clients in accordance with predefined credentialing criteria and service expectations. IEA reviews and verifies the credentials and experience of all providers before they become IEA affiliates.

IEA Individual Affiliate Credentialing Criteria

Minimum Individual Requirements:

1. Hold a current, valid State license as a Licensed Clinical Social Worker, Psychologist, Licensed Professional Counselor, Licensed Marriage & Family Therapist or Clinical Nurse Specialist in good standing in the state where they practice.

2. Must provide proof of adequate malpractice insurance of $1,000,000/$3,000,000 from a recognized and financially viable carrier.

3. Demonstrate competence in EAP clinical assessments, CD assessment, EAP follow-up, and, if required, critical incident stress management services.

4. Acceptable malpractice claims history.

5. Cooperate with all Inova Employee Assistance administrative protocols and practice patterns, maintain positive interaction with Inova Employee Assistance staff, and maintain an ethical and favorable image within your clinical practice and the employer community.

☐ IEA reserves the right to modify these criteria based on business client specifications and requests.

IEA EAP Group Affiliate Credentialing Criteria

Minimum EAP Group and Group Member Requirements:

1. Hold a current, valid State license as a Licensed Clinical Social Worker, Psychologist, Licensed Professional Counselor, Licensed Marriage & Family Therapist or Clinical Nurse Specialist in good standing in the state where they practice.

2. Group Practice Agreement will be with the group (or designee thereof). The Group must ensure that services are rendered only by eligible staff.

3. Each EAP Group member must complete and sign an application acknowledging their acceptance of the group agreement and to abide by the rules therein.
4. EAP Group must provide proof of adequate malpractice insurance of $1,000,000/$3,000,000 from a recognized and financially viable carrier.

5. EAP Group must demonstrate competence in EAP clinical assessments, CD assessment, EAP follow-up, and, if required, critical incident stress management services.

6. Acceptable malpractice claims history.

7. EAP Group must cooperate with all Inova Employee Assistance administrative protocols and practice patterns, maintain positive interaction with Inova Employee Assistance staff, and maintain an ethical and favorable image within groups' clinical practice and the employer community.

☐ IEA reserves the right to modify these criteria based on business client specifications and requests.

**In addition IEA Affiliates:**

1. Ensure each office location is professional, accessible to the public, safe, and contains a private counseling area.

2. Will be able to offer an initial appointment time to IEA clients within 3 business days.

3. Will contact the designated case manager after the first, middle and final session and provide a brief clinical assessment.

4. Will promptly call IEA if you are contacted directly by a client’s workplace, an attorney or asked by a Court to provide information. DO NOT provide any information to a third party unless approved by IEA.

**Receiving an IEA Referral**

EAP clients are instructed to contact IEA through our main telephone number: 800-346-0110. A brief telephonic level of service assessment is completed by a Master Level Consultant. If a face to face assessment is indicated, our triage service, Network Advantage will contact you by telephone. If you can accept the referral, the client will be given your name and contact information and will be advised to contact you as soon as possible to schedule an appointment. If requested, you will be given the name and phone number of the client, a brief description of the presenting problem and any other pertinent information. You can contact the client if that is more practical and convenient for you.

In addition, you will be sent by fax, email or US Mail a referral sheet that includes the Authorization Number and the number of authorized sessions along with the IEA forms needed to submit your billing.
Once you have met with the client for the initial appointment, contact the designated case manager at 800-346-0110 to confirm the first appointment date and provide a brief assessment. PLEASE NOTE--IN ORDER TO RECEIVE PAYMENT FOR SERVICES, YOU MUST INCLUDE THE AUTHORIZATION NUMBER ON YOUR Provider Invoice for Services Form.

**Case File Procedures**

IEA requires appropriate case file documentation in accordance with all applicable federal and state law and your own professional membership association. IEA forms can be downloaded and copied by going to our website:

http://www.inova.org/inova-employee-assistance/information-for-network-providers/affiliate-forms

Your case file should include:

**Mandatory IEA Forms: These forms must be returned to IEA upon case closure**

**IEA Statement of Understanding/Verification of EAP Sessions:** Prior to starting the initial assessment interview have the EAP client read and sign the IEA Statement of Understanding/Verification of EAP Sessions. This form describes the role and scope of IEA services. **Refusal to sign this form will prohibit you from working with this client.**

At each subsequent session the client must sign off on the Date of Service (DOS) entered at the bottom of the form. Only sessions that are signed by the client will be reimbursed.

**Provider Invoice for Services:** This form serves as your Invoice for services. The turnaround time for reimbursement is 30-45 calendar days from the date your Invoice is received.

**Additional Documentation**

**Authorization to Release/ Disclosure Protected Health Information:** Depending on the nature of the case, you may need for the client to sign this form for IEA to communicate with a third party. **Under the terms of our affiliate agreement, it is not necessary to complete this form for you to communicate to IEA.**

**Client Assessment**

EAP counseling sessions should build on existing strengths, foster independence, take into consideration the cultural values held by the EAP client, and encourage use of community resources such as AA and other self-help groups.

If you determine that the EAP client’s situation cannot be properly resolved within the number of EAP sessions authorized, you should refer the EAP client through insurance or to an
appropriate community resource as necessary, upon completion of the clinical assessment

When a treatment referral is indicated we recommend you:

- Assist the EAP client to develop a specific plan for contacting the resource. Explain why a referral is necessary and appropriate.
- Utilize the user’s health insurance as the primary source of referral.
- Advise the EAP client that they are fully responsible for the payment of treatment professionals or facility services.
- Do not provide treatment services to EAP clients or refer to yourself or an institution or group with whom you have a financial or other relationship. Exceptions may be permitted only with prior approval from the IEA.

**Supervisory (employee job-performance based) Referral**

The supervisory referral is an important IEA service provided to our client companies. Supervisors, Managers or Human Resources Representatives may refer an employee to IEA due to problems with workplace performance and/or conduct. A Management Referral Specialist (MRS) will inform you when you receive a supervisory referral and will oversee the case.

**Your role as an IEA affiliate is to:**

- Perform an assessment, short-term problem solving and referral.
- Communicate with IEA regarding your assessment, recommendations and referrals.
- Update IEA whether the client is considered to be compliant or not compliant after each session.

**Formal Referral Procedures**

After the first session, please contact the designated MRS to advise if they kept the appointment. The MRS will contact the workplace and confirm dates of sessions, if any recommendations or referrals have been provided and if the client has followed through with the recommendations or referrals provided.

- Do not contact the workplace directly. The Management Referral Specialist conducts all workplace communications.

- Please remember that Inova Employee Assistance does not perform Fitness for Duty, Workers Compensation, Disability or Family and Medical Leave (FMLA) assessments. If the client is requesting this service, please refer them to their primary physician or their health insurance carrier.

**Substance Abuse/Positive Drug Screen Cases**
☐ An MRS will inform you when you receive a case involving a positive test for drugs and/or alcohol.

**Your role as an IEA affiliate is to:**

☐ Perform a brief assessment and refer the client to a treatment facility for a level of care assessment.

☐ Obtain an IEA Release of Information form signed by the client for IEA to communicate with the treatment facility where you referred the client.

☐ Communicate with the MRS regarding your assessment, recommendations and referrals.

☐ Update IEA whether the client is considered to be compliant or non compliant after each session.

**Confidentiality/Access to Protected Health Information**

Inova Employee Assistance and its affiliates maintain the highest level of confidentiality allowed by law. Services provided to EAP clients are always conducted in a manner that protects EAP client confidentiality.

☐ Affiliates must understand and comply with the professional and legal requirements regarding confidentiality, child or elder abuse and other mandated reporting laws.

☐ If you believe an EAP client presents an imminent threat to the life, health or safety of themselves and/or others, you must comply with the law of your state regarding your obligation to warn such third parties. The duty to warn and an obligation to report may override the usual right to confidentiality. **Always notify IEA** of any such situation as soon as possible. You may also wish to seek legal advice regarding your ability or duty to warn third parties.

Affiliates are responsible for informing the EAP client of their rights and limitations regarding confidentiality. The IEA Statement of Understanding/Verification of EAP Sessions is to be reviewed and signed by the client during your first visit. **If a client refuses to sign the IEA Statement of Understanding you cannot provide service to that client. Please contact the IEA case manager to inform them of the situation.**

Forms can be downloaded by going to:


**No release of information is required for the affiliate to supply IEA with client case**

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information, according to the federal “Qualified Provider Organization” confidentiality provisions.

**AFFILIATE BILLING AND PAYMENTS**

Affiliates will be reimbursed at the contracted rate for EAP services. Please refer to your Agreement for the reimbursement schedule.

*In no event can an affiliate bill an EAP client for services including payments for No Show, Late or Cancelled Appointments. Telephonic contacts with or on behalf of EAP clients are not reimbursed unless approved in advance by the referring Case Manager.*

Affiliates are required to file for reimbursement with IEA within thirty (30) days from date of the last authorized session. Affiliates may not bill EAP clients for any services that are not filed or denied payment.

**OTHER REQUIREMENTS**

To ensure an active status in the IEA affiliate network you must provide accurate and timely responses to written notices and notify us of any practice additions, deletions or changes. The following is a sample of the information we need to receive from you.

- Change of address (es)/Name/Telephone/Fax number/E-mail or Tax ID.

- Affiliate added “Skill Sets” such as EAP training, Critical Incident service delivery, or qualifications such as a SAP certification.

- Addition (or deletion) of one or more group member(s). Adding a new group member requires a signed application and a copy of current state professional license/certification and malpractice insurance coverage at minimum coverage levels.

**Quality Assurance & Improvement**

IEA uses a variety of tools to measure and ensure quality service delivery.

**Case Review**

IEA may review affiliate cases on a random basis. You will be contacted if one of your cases is selected for quality review. You will be asked to submit a copy of all case documentation. Your case will be reviewed by licensed clinicians based on a set of clinical parameters. You will be informed of the results of your review.
Complaint Resolution/Service Improvement

IEA processes complaints in a manner that is consistent with our service excellence and customer service standards and is responsive to the needs of IEA clients and providers. A complaint is defined as any concern presented to a staff member regarding service delivery.

If a concern or complaint is registered, you will be notified and provided an opportunity to give feedback. It is expected that you will cooperate with any inquiry or investigation by IEA.

Quality Service Recognition

An IEA Quality Service Certificate is awarded to affiliates who have received outstanding feedback from clients or IEA staff members.

Clinical Outcome Measurements

Client outcomes are increasingly recognized as one of the most important indicators of the quality of counseling services. At Inova Employee Assistance we are also mindful of an increased desire from clients and organizations for transparency in terms of outcomes, value and choice in terms of EAP services. To that end, in collaboration with our affiliate counselors, we have implemented a quality and excellence initiative within our counseling networks. This initiative is driven by research on clinical excellence, data from our initial pilot study and input from our network clinicians regarding client feedback on progress in counseling. It is also guided by current clinical outcomes research which reveals the value of tracking client’s perceptions of functioning throughout the counseling process. Research indicates that clients both value and benefit from the opportunity to give such feedback on a session by session basis to their counselor. This real-time feedback also provides validation of the work of the counselor and enables them to make adjustments when counseling is at risk for a negative or poor outcome reducing the risk of ineffective therapy and improving overall service quality.

For more information, please contact Network Advantage at 866-707-5389.

PERFORMING OTHER SERVICES FOR IEA

IEA produces and conducts various interactive training programs for our EAP client companies. These programs are generally conducted at the customer’s workplace, in various locations around the country. In many cases, we recruit individuals from our affiliate network to provide these services.

Examples of such IEA services are EAP supervisory training, employee EAP orientation, and critical incident defusings or debriefings.

IEA looks for individuals with the following qualifications and experience:

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☐ A clinical background with relevant education or certification.

☐ Recent experience delivering programs in the corporate setting.

☐ Knowledge of adult learning theory and the ability to apply this knowledge through the use of various learning modalities.

☐ An interactive, dynamic and entertaining presentation style.

IEA develops all curriculum including participant manuals or handouts, Power Point slide presentations, or workbooks. Our training department offers telephone coaching that helps trainers who have not previously delivered the topic for IEA. There is no reimbursement for any preparation time. A separate hourly reimbursement rate is authorized for conducting training or other services for IEA. Please refer to your Affiliate Agreement for the fee schedule.