

# AFFILIATE Press

Your quarterly connection to EFR's EAP

December 2006 January 2007

## New Year, New Logo for EFR

All of us here at Employee & Family Resources (EFR) Employee Assistance Program (EAP) hope you had a peaceful Holiday season with just enough pleasant chaos to make the time fun! Now as 2007 begins there are new things happening at EFR. One exciting change is our new logo! As our services have continued to expand and evolve, so has our look. The new logo appears below and the design reflects our mission to serve people from a multitude of diverse backgrounds and settings.



EFR EMPLOYEE & FAMILY RESOURCES

## New Affiliate Paperwork & Provider Manual

Another change involves affiliate documentation. Please be aware that EFR has changed the format of its affiliate paperwork and updated the affiliate manual. The new design of the forms is intended to make it easier for you to complete them while gathering the information that is essential for data integrity and utilization purposes. There are four one page forms including:

- EAP Case Data
- EAP Case Assessment
- EAP Case Closing
- EAP Case Billing

The above forms must be completed to receive reimbursement. There is a companion "Guidelines to Affiliate Documents" that gives additional information on how to fill out the forms for easy reference.

There are two areas on the forms that we recommend you take a few moments to review.

**These are the "case status" section on the EAP Case**

**Assessment form and the "forms required for reimbursement" and "reimbursement guidelines" sections on the EAP Case Billing form.** These two sections reflect the importance of providing EAP with case status information and highlight the changes in our reimbursement policy.

Early in January a packet was sent to your practice which included a cover letter, a copy of the new affiliate manual, and a copy of the new paperwork. Please be sure to discard any old forms or manuals and replace with these new versions. If you did not receive this packet of information, please contact Affiliate Services immediately so that a copy can be forwarded to your practice.

## Change in Reimbursement Policy

Effective February 1, 2007, EAP will implement a new reimbursement policy. **There are two vital components to this new policy which are a 90 day from date of service billing timeframe and an automatic fee reduction scale that will apply for late submission of paperwork.** Historically, EAP would approve payment under special circumstances for paperwork that arrived after reimbursement timeframes. However, we are unable to continue this practice and meet our business requirements and accounting deadlines. EAP recognizes that unforeseen delays can occur and created the fee reduction policy as a way to provide partial compensation when these situations happen. The basic scale is as follows:

Days that paperwork is received by EFR after each date of service	Fee Reduction	Net Fee
Up to 90 days	None	100%
90 - 180 days	50%	50%
Over 180 days	100%	0

This change in policy will not apply to services authorized by EFR prior to February 1, 2007. It is our hope that this change will be of benefit to our affiliate partners as we will be able to provide prompt payment for services you have completed with our employee clients. The new EAP Case Billing form includes the fee reduction scale and brief instructions as a reminder. If you have any questions on how to complete the forms or regarding this information please feel free to contact Affiliate Services.

## Update on EAP credentialing for Iowa LMSW

In our September 2006 newsletter, we alerted you that EFR could not credential providers who hold the LMSW in Iowa. After further review and consultation, we are pleased to announce that we are able to credential Iowa LMSW providers who meet the criteria set forth for practice by the Iowa Department of Public Health Social Work Professional Licensure Board. For information about the specific criteria contact the Board at 515-281-4422 or check their website at [http://www.idph.state.ia.us/licensure/board\\_home.asp?board=sw](http://www.idph.state.ia.us/licensure/board_home.asp?board=sw). We hope this will open the door to expand opportunities for providers to join our network.

### Affiliate

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