

QUAD/GRAPHICS
EMPLOYEE ASSISTANCE PROGRAM
AFFILIATE PROCEDURES

Thank you for acting as a Quad/Graphics EAP Affiliate in delivering service to this client. Listed below are procedures which must be followed in order for Affiliate services to be reimbursed fully and in a timely manner.

- ü DO NOT bill clients individually for EAP sessions.
- ü DO NOT bill client's insurance for EAP sessions.

As soon as possible after the initial visit with a client,
please call Quad/Graphics' EAP at 1-866-535-6080
to obtain an ID number for that client.

IMPORTANT: You must have an assigned ID number for the client
before you can proceed further.

- Log on to your online "Affiliate EAP" link. If you have not previously set up this link, see SET-UP INSTRUCTIONS below.
- Enter the assigned ID number and complete the intake data; then exit the system. Do not click the "Submit Bill" button at this time.
- Quad/Graphics EAP cases can receive up to EIGHT sessions.
- Any case notes, files, etc. completed by the Affiliate are the sole property and responsibility of the affiliate. Do not submit any files or notes to Quad EAP.
- After your last EAP session with the client, log back on to the "Affiliate EAP" link. Complete case closing information, list session dates, and click "Submit Bill." This automatically serves as your invoice.

REMINDERS

- § The on-line client data and invoice form must be entered in full before reimbursement will be made. Incomplete or missing information may delay or prevent reimbursement.
- § The online client data and invoice form is the only form needed for reporting/billing purposes. Please do not submit other invoices, clinical forms, progress notes, HCFA forms etc.
- § The number of allowable EAP sessions must not exceed eight (8) per client problem.
- § Referral for longer-term care or mental health therapy must be facilitated at the time the assessment/short-term problem-resolution process determines that such referral is appropriate.
- § If the Client is to be seen beyond eight (8) EAP sessions (per presenting problem), Affiliate may continue with the Client under a fee-for-service arrangement, or may refer to an appropriate referral source. NOTE: AFFILIATE OR CLIENT SHOULD CALL QUADMED CLAIMS AT 800-937-2230 TO DETERMINE ELIGIBLE PROVIDERS FOR THOSE PATIENTS COVERED UNDER THE QUADMED HEALTH PLAN.

- § Court ordered assessments are not covered by the EAP benefit. However, ongoing counseling that is court-ordered can be covered under the EAP if the Affiliate meets the qualifications/expectations of the court/probation officer/etc.

SET-UP INSTRUCTIONS

Please go to <http://www.bbsys.com/affiliateeapsys.exe>

(VISTA USERS - STOP HERE and review the notes at the bottom)

When you see a prompt, select "RUN" to start the installation process.

Accept all of the default values for each of the installation prompts. The last installation window will ask you to re-boot your computer.

(VISTA USERS – If you see a prompt saying that the installation was not complete and asking if you would like to re-install using recommended settings, say yes)

Once complete, you should see an icon for Quad's BB EAP Affiliate program on your desktop.

(VISTA USERS – Right click on this icon and select "properties." Click on the "compatibility tab." If you can check the box "run this program as an administrator," check it. If it is disabled, ignore it.)

Double click on this icon to start your BB EAP program.

Upon startup, you will be asked to enter your name, address, city, state, zip, email, phone, and hourly billing rate (per contract with Quad/Graphics).

Once that is complete you can start to use your system.