

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

POLICY AND PROCEDURE MANUAL

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Policy – Employee Assistance Program (EAP)

I. POLICY

Southern Highlands Community Mental Health Center (SHCMHC) cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. Although many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice. Through the Employee Assistance Program (EAP), SHCMHC offers its employees confidential access to professional services for help in confronting such personal problems such as alcohol and other substance use, marital and family difficulties, and emotional distress. EAP also provides support and referral services with any personal problem that could affect work including child/elder care, financial concerns, and legal issues. The EAP service may be through self-referral or through management referral monitored by the employee's supervisor if job performance becomes so impaired that management intervention is necessary.

Seneca Health Services provide the EAP service on behalf of SHCMHC. This service is strictly confidential and designed to safeguard an employee's privacy and rights. The EAP liaison tracks initial contact with employees participating in EAP services in a confidential manner and personal information related to an employee's participation in the program will not be placed in the employee's personnel or medical file. Information given to the EAP provider may be released to SHCMHC/Seneca Health Services only after being requested by the employee in writing.

There is no cost for an employee to receive up to three treatment services by the EAP. If needed, the initial intake and the Government Performance Results Act (GPRA) are included if and followed by three treatment services including therapy, psychiatric medical or any combination of the two. If services continue after the three no-cost treatment services, insurance will be billed; however, any deductible or co-pay will be covered by grant funds. If the employee does not attend EAP services scheduled, EAP liaison will follow up with the employee and communicate on whether to reschedule appointment. Once an employee seeking EAP services is a no call/no shows for two scheduled appointments, EAP services with this employee will discontinue.

If a Seneca Health Services or SHCMHC employee in Crisis contacts the EAP liaison during normal business hours, they will maintain the employee in crisis on a designated phone line while adding a call to the Director of CMHC-CSIRA or Director of Community Engagement Services immediately for crisis services, merge phone calls and the EAP liaison will complete a soft hand off. If the Director of CMHC-CSIRA or Director of Community Engagement Services are not available, the liaison will reach out to Lisa Jones, Chief Operating Officer (CEO). If an employee reaches out to their supervisor in crisis, the supervisor will bypass the EAP liaison and reach directly out to Director of CMHC-CSIRA or Director of Community Engagement Services immediately for crisis services.

Participation in the Employee Assistance Program (EAP) shall be provided under the following constraints:

- A. Use of the EAP shall not jeopardize job security or career opportunities, as such factors shall be judged upon job performance
- B. Use of the EAP does not exempt employees from their normal job requirements, nor does it allow exceptions to standard work practices and policies.
- C. Use of the EAP shall not proscribe personnel disciplinary procedures of the Agency
- D. EAP participation shall be voluntary.

II. PROCEDURE

Southern Highlands Community Mental Health Center (SHCMHC) and Seneca Health Services have a contract to provide Employee Assistance Program (EAP) services to one another's employees. Find below instructions on access, data collection, tracking, and billing.

- A. When a SHCMHC has an employee who wishes to receive Employee Assistance Program (EAP) services from Seneca Health Services, they may schedule as follows:
 1. **Accessing services:** SHCMHC EAP Liaison, employee, or management will contact Seneca Health Services EAP liaison, who will obtain name, email, phone number, birth date, address, and preferred appointment time. They will contact the call center for the initial appointment with instruction to add **G5080 – Southern Highlands** in the guarantor.
 2. **Data collection:** The individual will be registered as a new client, with all insurance information being collected. The individual will receive the initial intake and GPRA by telehealth and may receive three treatment services prior to billing any insurance claims. The treatment services may be therapy, psychiatric medical or any combination of the two.
 3. **Tracking:** The EAP liaison will maintain a spreadsheet of the initial referral only unless deemed medically necessary. If the individual wishes to continue services after the three, insurance will be billed, but any deductible or co-pay will be covered by grant funds.
 4. **Billing:** EAP Liaison will send information to AR Department to update the financial information, adding eCOVID and any other insurance. The eCOVID funding source is added to cover the cost of any co-pays and/or deductibles. If services are desired after the three visits, insurance will be billed, but any deductible or co-pay will be covered by eCOVID funding.

- B. If a Seneca Health Services employee wishes to receive Employee Assistance Program (EAP) services from SHCMHC, they may schedule as follows:
 1. **Accessing services:** Contact Seneca's EAP liaison in the Human Resource Department or call the SHCMHC EAP Designated phone line at 304-323-8875. The

only information needed for the referral is name, date of birth, and email that allows for entry into Avatar.

2. **Data collection:** SHCMHC will arrange for an initial intake evaluation/GPRA data collection.
3. **Tracking:** provide up to three treatment services prior to billing any insurance claims. The treatment services may be therapy, psychiatric medical or any combination of the two.
4. **Billing procedures:** If services continue after the three, insurance will be billed, but any deductible or co-pay will be covered by grant funds. Medications prescribed will be at the employee cost.