



EAP SEPARATE INCIDENT REQUEST FORM

Section 1

Client Name: _____ DOB: _____ Today's Date: _____

Client Phone#: _____ Employer: _____

Employee Name (if different than client): _____

EAP Counselor Name: _____ Phone: _____ Fax: _____

Address: _____

The primary purpose of Employee Assistance Program sessions is to assess, stabilize and refer for ongoing treatment if ongoing treatment is necessary. EAP sessions are not intended for ongoing outpatient care of complex mental health/ behavioral and substance abuse issues.

Definition of "Separate incident":

"Per Incident means an "incident" will be considered any problem or set of related problems identified by the counselor and client(s) and approved as an "incident" by BPA Health. The allowable number of visits per incident is irrespective of the number of Eligible Employees and/or Eligible Dependents attending a visit. Closely related problems (e.g., marital problems and parent/child relationship problems) will be considered a single incident. When the maximum number of allowed sessions for a single incident has been used, the client(s) may again be seen by an EAP counselor for the same issue(s) after the new Program Year begins. New and unrelated problems identified during the Program Year will be considered a new incident".

For help completing this form, please see the instructions and FAQ sheet on our website.

Section 2 (required - check one)

Approval requested for counseling involving:

New individual(s) for a separate and unrelated incident occurring during counseling, or within the same benefit year after completion of counseling, regarding other family member(s)

Same individual(s) for a new and unrelated incident occurring less than 12 months after completion of counseling for previous incident

Section 3 (required)

Explain ONLY the initial incident that the first EAP authorization given to this family group was used for (*not the incident needing approval*):

Section 4 (required)

Explain the new incident for the member listed above that needs approval as unrelated to the incident listed in Section 3:

Section 5 (required)

Requested Start Date for New Sessions _____ (cannot be prior to submission date)

To avoid misunderstanding among clients and ensure consistent application of policy, this form is to be completed and sent to BPA Health for review and approval. Approval must be received before any further sessions can be used under the client's EAP policy. *Approval of this request will result in expiration of all previous authorizations in place for this client.*

Treatment for ongoing issues, or unique manifestations of the same underlying issue, is covered under the member's health benefit and not under the EAP.

Failure to receive approval for additional sessions under separate incident could result in denied claims.

Section 6 (required)

EAP Counselor Signature: _____ Date: _____

RETURN this form via Fax: (208) 344-7430

Attn: BPA Health Utilization Management Department

Mailing Address: 380 E. Parkcenter Blvd., Ste. 300, Boise, ID 83706

Allow five (5) business days for processing upon receipt.



EAP Separate Incident Request Form Instructions

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Section 1: Please be sure to include the client's name, date of birth, phone #, employee name if different from the client needing sessions, and the employer that is providing the EAP benefits. We also require the counselor's name, phone and fax numbers, and address. If any of this information is not included, the form may not be processed.

Section 2: It is required that a box is checked reflecting the type of request being made.

- If additional sessions are being requested for a new member of a family group in which another member was approved for a set of sessions during the current plan year, please check the box for "New individual(s)".
- If additional sessions are being requested for a client that has already used a set of sessions approved during the current plan year, please check the box for "Same individual(s)".

Section 3: An explanation of the initial/previous incident that EAP sessions were used for is required here. A specific diagnosis is not required as the plan is per incident not per diagnosis. Just a simple explanation of the incident the client sought counseling for when the previous set of sessions were used is needed.

In the case of a client seeking counseling after another family member used the previous set of sessions:

- *IF THE FAMILY MEMBER SAW A DIFFERENT PROVIDER AND THEREFORE THIS REQUESTING PROVIDER DOES NOT KNOW WHAT THE INCIDENT WAS, THE REQUESTING PROVIDER CAN JUST EXPLAIN ON THE FORM THAT THEY WERE NOT THE PROVIDER OF THE SERVICES FOR THE PREVIOUS INCIDENT AND SO THE INCIDENT IS UNKNOWN TO THEM.*

- If the family member saw the same provider that is now requesting sessions for another family member, the provider would list the first family member's incident here.

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Section 4: This is where the description of the new event/incident the current client wants counseling for is described. This information should be obtained during the initial session that is authorized when a client or provider call to start a new/separate incident request. Again, a specific diagnosis is not required, just a simple explanation of the incident that triggered the client to seek counseling is needed.

Section 5: This date is when, if this request is approved, the additional sessions will be effective. This also closes any previous authorization, *including the initial session allowed to start this request process*, as of the date before this requested start date as authorizations cannot overlap.

Section 6: The requesting provider must sign and date the request prior to sending it to BPA Health for review.

Once the request form is fully completed, please fax or mail it to BPA Health at the number or address listed on the form for the review process to begin. Once the request has been reviewed, a determination letter will be sent back to you via fax or mail. As always, feel free to call customer support at 800-726-0003 with any other questions.



FAQ's about the EAP Separate Incident Request Process

- 1. Why is this form needed?**
 - a. A Separate Incident Request Form is needed when another set of EAP sessions is being requested for a member that has already used a set of sessions or is part of a family that has already used one or more sets of EAP sessions during the current plan year. The EAP policy allows a set number of sessions per separate and unrelated incident per plan year for each eligible family group, not each eligible individual.
- 2. Why was this client authorized for one session?**
 - a. To facilitate the separate incident request process, we allow one session to be approved prior to submission of the request form by the provider. This one session allows the provider to assess the member's needs and get the information required to complete the form as in most cases the provider will not have this information without seeing the client first.
- 3. How long does BPA Health take to review these request forms?**
 - a. Once the request form has been received, BPA Health has up to 5 (five) business days to make a determination on the request. A determination letter will be sent, via fax if possible, to the provider's office as soon as that determination has been reached.
- 4. Can the client schedule more EAP sessions after the request has been submitted but before the determination has been reached?**
 - a. There is no guarantee a request will be approved, so it's best if approval of the request has been received prior to scheduling any additional sessions. If a request is denied, any additional sessions used after the initial authorized session would be the client's financial responsibility.
- 5. If the request is denied, will the first session also be denied?**
 - a. No, we grant that first session to facilitate a separate incident request and will allow coverage for it as long as the authorization was put in place by the member or the provider to start this process.
- 6. Does either the client or the provider have to call BPA Health to start this process or can the paperwork be submitted right away?**
 - a. A phone call is not required to request a separate incident. If the provider already knows the necessary information about the incidents to complete the paperwork, the request can be sent in for review to start the request process. Please note: if no call is made to request the new incident, the one session for the assessment will not be authorized and the request will be for the entire set of sessions instead of what remains after the one session.
- 7. How many sessions will be approved when a separate incident request is approved?**
 - a. The number of sessions approved varies depending on the specific plan the member is covered under. The number approved will be a full set that is allowed per the policy minus one as the initial session authorization we allow counts as the first session of the requested new incident set. ie – if a client's plan allows 4 sessions per incident per plan year, they will be authorized for one session to start the process and then, if the request is approved, they will be authorized for 3 more sessions for a total of 4 for the new incident. Please note: the initial session authorization will be closed to allow the new approval to be put in place, so again be sure to submit the request paperwork to BPA Health at least one day after that date of service.