

EAP Care Coordination FAQs

1. If an additional, different issue arises during the 6 sessions of an EAP case, can the employee get additional sessions without another referral?

If different issues arise, additional sessions may be requested by either the employee or the existing provider of services. Additional sessions are evaluated on a case by case basis to assess if there is a significant mental health issue that indicates longer term treatment under the medical plan. There may be a primary presenting problem (e.g. depression) but this may be accompanied by other issues as well (e.g. substance use). Having more than one presenting problem does not automatically entitle the member to 6 sessions for each problem. Typically providers may request one or two additional sessions in order to fully resolve the members presenting problem and we will support that request.

2. Is there a required 6 month break in between EAP cases if a new issue arises?

No, a six month break in between cases is not required.

3. Can the employee see the same EAP Counselor or do they have to change to a different one?

Yes, if the employee would like to see the EAP Counselor that they saw previously, they can see that counselor again.

4. Will the EAP help facilitate a referral to the employee's benefit plan if they need long term counseling or a higher level of care?

Yes, if longer term care is needed, the EAP will facilitate a referral to the employee's benefit plan, including Kaiser.