The Counseling Team International
41750 Rancho Las Palmas Dr. Ste #O-2
Rancho Mirage, CA 92270
Ph: (800)651-1021 Fax: (760) 636-0437
Email: deaeapbilling@thecounselingteam.com

TCTI Policies and Procedures for Providers Servicing DEA Employee Assistance Program

Counseling Services:

Counseling is limited to six sessions, per client, per problem, per Federal Fiscal Year. For example, if a client completes 6 sessions for "adjustment," and then encounters a different problem, such as "occupational stress," the client can request a new referral for that different problem.
The Federal Fiscal Year begins October 1st, at which time, all DEA employees and qualifying family members are eligible for a new referral, regardless of the presenting problem, meaning they can request a new referral for the same problem they were seen for during the previous Fiscal Year.

All clinicians must follow a brief, problem focused approach to counseling to successfully work within our EAP. A short-term counseling model fits the needs of our DEA population and is sufficient for nearly all the cases you will see. We cannot treat serious mental illness, personality disorders, or other long-term problems within the scope of our EAP contract. These cases should be referred accordingly, and to a qualified clinician or agency for longer term support. If you determine the client will require long-term care following your assessment during the initial session, please make note this under the "Session Narrative" section of the Service Receipt and please document whom/where they were referred to in their community. If you need assistance locating an appropriate referral resource for the client, please call us at 800-651-1021.

Extensions can be requested and authorized with written justification. Clinicians must submit request via **Form #11** "Authorization to Extend EAP Services" to TCTI. Headquarters EAP Administrator will review and determine if request can be authorized. To request form, contact TCTI directly

Session Time Limits: Initial counseling sessions can be up to 90 minutes in duration. The five remaining sessions must not be longer than one hour each.

You cannot bill for no shows. You must submit your billing (service receipts) to us within 30 days of service.

Assess for Long Term Need: EAP clinicians should assess the client's needs for long term care or brief solution focused counseling within the first two sessions. After the initial assessment session, or no later than the second session you should have determined if the client needs long term care. If there is a need for long term care, you may use as many remaining sessions as you need to support a transition for the client to a local mental health service provider covered by the client's medical insurance. You may also request an extension of services in order to transition client to long term care.

Clinician Self-Referral: After the allotted sessions have been used, you may want to request a referral to yourself using the client's health insurance. This would be appropriate when there is a need for continuity of service. You can request this with **Form #8**: "Clinician Self –Referral Disclosure Form" This form provides notice to the client that they have a right to be referred to other appropriate clinical services and the limits of their insurance coverage (i.e.: deductible, out of pocket cost, etc.)

FORMS REQUIRED FOR BILLING AND PAYMENT:

There are <u>Three required forms</u> that you will use for every client intake session– and the satisfaction survey authorization

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- **<u>Form #1: Admission:</u>** Please write in the case #, type of referral, and referral date at the top in the space provided. Then have the client complete the rest of the top half of the Admission form at the initial session. This asks for their name and basic demographics. You will also need to complete the presenting problem section (problem statement), type of problem classification. You should complete your treatment plan by the second session.

- **<u>Form #2: Statement of Understanding and Consent</u>** EAP clinicians must ensure that all clients read and sign the consent form **prior to providing services**. *This form explains the guidelines for confidentiality, eligibility, and follow-up procedures. Form 2 is only necessary for the first session and must be signed by the client at that time.* Form 2 must be signed by client submitted with 1st bill. Note that you cannot provide service to the client unless they sign the statement of understanding.

- **<u>Form #3: Service Receipt</u>**<u>s:</u> Fill out the top portion of this form and have the client sign that services were provided. You may elect to fill out the narrative description of session goal and accomplishment after the client has signed before you submit. **One signed service receipt is required for each session.**
  - **<u>When discharging the client, check the box for "last session" and fill out the discharge-disposition section. and recommended follow up work, if any.</u>**
  - Your service receipt is your invoice to us. You must submit your service receipts within 30 days of the actual service date to ensure payment is processed in a timely manner.

- **<u>Form #4: Clinical Client Satisfaction Survey Authorization</u>** Have client complete and return with 1st billing.

Other available limited use forms for special purposes: (call TCTI if needed)

- **<u>Form #5: Consent for Release of Confidential Information</u>**
- **<u>Form #7: Threat of Violence</u>** Use this form only if necessary

<u>TCTI - Billing Procedures</u>

Send all forms and bills to 41750 Rancho Las Palmas Dr. Ste #O-2 Rancho Mirage, CA 92270, **<u>deaeapbilling@thecounselingteam.com</u>** or Fax them to **760-636-0437 <u>by the 5th of each month</u>.**

TCTI understands that each clinician may have different billing procedures or cycles. TCTI will ordinarily deliver payment to you for billed services within 30 to 45 days following the closing of the billing month. **For timely payment, please send in billing within 30 days of session.**