HelpNet Affiliate Information & Procedures

Welcome to HelpNet's panel of affiliate providers! You have already been given information about HelpNet and the services we offer. At HelpNet, we recognize the important role affiliate providers play in representing us and we want to keep the communication between us as open as possible. Please do not hesitate to call us with questions. The following is a summary of the general procedures used with affiliates, however, deviations will occur as some things may be arranged differently depending on your agency and the companies represented in your area.

CLIENT SCHEDULING—

You will be called and/or faxed notifying you that a client in your area is being referred to you from HelpNet and will be calling to set up an appointment in your office. A sheet titled "A New Referral from HelpNet" will be faxed to you and will provide some basic information on the client. This initial approval is for two (2) assessment sessions (if two are needed to complete the assessment). You may request up to 3 additional sessions if brief EAP counseling will resolve the client's needs. If after the initial assessment the client is not appropriate for short-term/brief treatment, refer the client to outpatient status at once.

Authorizations are valid for 30 days from the date on the "A New Referral from HelpNet" sheet. If a client calls to set up the initial appointment after the authorization has lapsed, please ask the client to call HelpNet again. We ask that our affiliates offer the client an appointment within 3 business days from receipt of the initial client call to them, however, in emergency or crisis situations we ask the client be seen the same day (within 24 hours).

ASSESSMENT—

We have contracted with you and/or your agency to provide a thorough psycho-social assessment. Upon contracting, we made arrangements for you to either use our standard assessment paperwork or you are using your own. In most cases we will not require a copy of the actual assessment, however, there will be instances (such as Job Jeopardy "JJ" referrals) where you may be asked to send or fax HelpNet a copy of the client's assessment. If the client is clinically appropriate and meets HelpNet requirements for short-term/brief treatment, you are authorized to provide the clinically appropriate treatment. If more than two (2) sessions total are required, please complete the "Authorization for Additional Sessions" section on the bottom of the completed "Client Statistical Data Form" and fax it to HelpNet – ATTN: Sandy Heath—to obtain authorization from Helpnet **PRIOR** to the client being seen for a 3rd time. **HelpNet is not responsible for the cost of any sessions provided without prior authorization.**

Assessment—continued

Please let HelpNet know if the client did or did not attend the appointment on the scheduled day and time for the assessment. Sandy Heath can be reached by phone at 1-269-660-3889 (a direct line to her office) or 1-800-969-6162 if you have questions. After the assessment is completed please fax a copy of the completed "Client Statistical Data Form" to Sandy within 3 business days of the appointment. This form provides HelpNet with important statistical information regarding the clients seen as well as authorizing any additional sessions that are needed.

SHORT-TERM/BRIEF TREATMENT--

Short-term/brief treatment (up to five (5) sessions maximum, in most cases,--which includes the initial two (2) sessions) should only be offered in those instances where resolution of the problem is possible within those sessions. HelpNet uses the following criteria for establishing eligibility for short-term/brief treatment:

- ✦ Short duration of problems/symptoms;
- ✦ Limited focus of disruption;
- ✦ Effective supports and resources available in client's environment;
- ✦ Appropriate levels of motivation and acceptance of the therapeutic process;
- ✦ Appropriate clinical match with the diagnostic therapist; and,
- ✦ Situational stressors rather than long term or characterological dysfunction.

Additional authorization from HelpNet is required **PRIOR** to a 3rd, 4th or 5th appointment being offered to the client. If you feel your assessment meets HelpNet's criteria, complete the bottom portion the "Client Statistical Data Form" ("Authorization For Additional Sessions" section) and fax it to HelpNet – ATTN: Sandy Heath. Sandy will fax the form back to you as soon as possible (generally within 1 business day of receiving your request), letting you know if the request for additional sessions has been approved.

Please be aware that a break between sessions of more than five weeks, 35 days, constitutes a nullification of the original referral. If a client wishes to return after a break between session of more than 35 days, the client must obtain a new referral.

REFERRAL AFTER ASSESSMENT—

If after performing the assessment, it is determined that the client is in need of long-term therapy to resolve their issues, a referral should be made to the most appropriate treatment agency in your area which is able to bill the client's insurance carrier. If our affiliate agreement with you or your agency is such that self-referral is possible, you may consider a self-referral. Always obtain a "Release of Information Form" to HelpNet so that any clinician at HelpNet can speak with you, should it be necessary, regarding the client. If you are referring to another treatment agency, please obtain a release to that agency. If communication is required for some reason with the client's employer (such as in Job Jeopardy cases), then obtain a release to the specific person the client needs HelpNet to speak to. Please do not contact the client's employer yourself; contact the HelpNet Case Manager to provide that communication. Job Jeopardy cases will require additional releases. Please refer to the Job Jeopardy section of this document.

At times you may have a case involving highly sensitive circumstances (i.e.; reporting child abuse; workplace violence; job jeopardy cases; etc.). Please notify HelpNet's Clinical Supervisor, or a Case Manager, so that HelpNet is aware should other agencies become involved in the case.

PAYMENT FOR SERVICES PROVIDED—

Please note that statements for services cannot be paid. Requests for payment for professional services rendered to HelpNet clients should be made by completing the "Affiliate Provider Invoice Form" or, by itemized invoice. All invoices should be mailed or faxed to:

HelpNet Employee Assistance Program
36 W. Manchester
Battle Creek, MI 49017
ATTN: Sandy Heath
Business Service Coordinator

Fax #: 1-269-660-3899

NOTE: Invoices will not be paid until all HelpNet paperwork has been received by HelpNet previously or accompanies the invoice. Billing must be submitted within **30 days of the final session** to be considered for payment.

HelpNet does not reimburse for late cancellations or "no show" sessions.

AFFILIATE JOB JEOPARDY PROCEDURES

In order to insure the quality standards of HelpNet's Job Jeopardy program, we recommend the following procedures. It is our hope that this will create a smooth transition for the client, employer, HelpNet and the Affiliate.

1. After receiving a call from the company representative of Job Jeopardy client within an affiliate provider service area, HelpNet will call and/or fax the affiliate and authorize two (2) sessions for evaluation/assessment of the client. The affiliate will be advised that a client will be calling to schedule an appointment and intake information will be faxed to the affiliate identifying the case as a Job Jeopardy. All Job Jeopardy information received from the employer will be faxed to the affiliate as soon as HelpNet receives it from the referring company. Forms that would typically be sent include a signed release of information and a "Job Jeopardy Evaluation Form."

   Affiliates should call HelpNet after the Job Jeopardy client calls to schedule the appointment and inform Jon Manby, Clinical Manager. Jon Manby will assign a HelpNet Case Manager for each Job Jeopardy client.

2. The affiliate should fax a copy of the "A New Referral From HelpNet" to HelpNet (ATTN: Sandy Heath) on the day the evaluation/assessment session is scheduled. The same form should again be faxed to HelpNet on the day of the evaluation/assessment to inform HelpNet whether or not the client attended the session and whether or not the client accepted the terms of the Job Jeopardy Program.

3. At the initial assessment the Job Jeopardy client should sign three (3) "Release of Information Forms." All three releases must have HelpNet listed on them.

   - The first release should allow the intake therapist to speak to HelpNet regarding the client.
   - The second release should allow HelpNet to speak to the designated company Job Jeopardy representative regarding the client's progress and attendance in treatment.
   - The third release should allow HelpNet to speak with the treatment provider, to which the client was referred, for ongoing Job Jeopardy case management.

4. Within 24 hours of the initial assessment, the following information should be faxed to Jon Manby, Clinical Manager, at HelpNet (fax # 269-660-3899):

- Copies of all signed Release of Information authorizations;
- A copy of the completed "Client Statistical Data Form; and,
- A copy of the affiliate therapist's evaluation/assessment and treatment recommendations regarding the client.

5. HelpNet will handle all direct contact with the contracted company. Affiliate will not initiate contact with the client's employer or any of the employer's personnel or management staff, except as specifically authorized by HelpNet.