



**H&H Health Associates, Inc.**

1

**AFFILIATE PROVIDER INFORMATION**

***Your EAP & Wellness Partner***  
***“Helping people conquer life’s challenges”***

# Who is H&H Health Associates?



2

- Founded in 1989.
- Experts in the fields of EAP & Workplace Wellness.
- Provide services to hundreds of clients nationally in every sector of business.
- Compassionate, responsive, & dedicated team of professionals.
- We are YOU! As part of our nationwide network of affiliate providers, you are our eyes & ears in the field.

# What is an EAP?

- EAP stands for **Employee Assistance Program**
  - ✦ An EAP is an employer sponsored benefit designed to help organizations improve productivity & performance.
  - ✦ EAPs are one part of an organization's benefit package that serve an important role in the overall health of each employee.
  - ✦ The scope of services are short-term & solution- focused.
  - ✦ If an assessment indicates the need for long-term care we help the client find appropriate resources.

# What areas of help are available?



4

- H&H Health Associates' EAP offers assistance to all clients & the members of their household in the areas of:
  - Emotional or Stress Issues
  - Marital or Family Concerns
  - Legal or Financial Help
  - Alcohol & Drug Problems
  - Child & Elder Care Assistance
  - Management Consultations
  - Health Coaching
  - Much more...

# How do individuals access services?



5

- ✦ By phone 24/7 @ 800.832.8302.
  - On-call counselors available at any time day or night.
- ✦ In-person counseling by appointment.
  - Targeted scheduling for one to three days after initial contact.
  - Nights & weekend times made available.
- ✦ Online @ [www.hhhealthassociates.com](http://www.hhhealthassociates.com)
- ✦ Email - [info@hhhealthassociates.com](mailto:info@hhhealthassociates.com)
- ✦ On-site via trainings, presentations, critical incident response, etc.

# What are the basic client types?



6

- While our clients present with a broad range of needs, we classify them into one of two basic groups.
  - ✦ Self-Referrals: Those who voluntarily seek assistance.
  - ✦ Management-Referrals: Those mandated by company leadership to access services (often as a condition of employment).

# What happens when the phone rings?



7

- Intake staff gathers client information.
- Clients are matched with affiliate for best fit.
- We provide the client with your contact information to schedule an appointment (when possible we will warm-transfer the call).

# How do authorizations work?



8

- Immediately after referring a client, our intake staff will fax or email the authorization form & the appropriate paperwork to you.
- The authorization will list the initial number of approved sessions.
  - ✦ If you believe additional sessions are clinically necessary, please call us to staff the case.
  - ✦ If (after closing the EAP case with us) the client decides to continue counseling with you, payment arrangements are made between you & the client (third party, self-pay, etc.).



# What paperwork is required?



9

- Our goal is to keep paperwork simple & concise ensuring accurate records & prompt payment.
- Included with the authorization of service will be a packet with the required paperwork, instructions, & a check-list.
- Management-Referral paperwork includes additional forms (obtaining client consent & correspondence with case manager at H&H).

# What is the Management-Referral Process?



10

- Our in-house case manager will obtain information from the company as to the reason(s) for the referral and share the areas of concern(s) in order to develop counseling objectives.
- After session, you send completed session note including MR report.
- With informed consent from the client (obtained by you), our in house case manager communicates with management (kept appointments, cooperation, time off needs).
- In order to protect both you & the client, all communication with the employer is conducted by our staff.

# We are here to help.



11

- We are here to assist in any way possible.
- If you identify a possible workplace issue please call us to staff the case.
- If you identify that a client can be helped from any one of our ancillary services (legal, financial, child/elder care) please have them contact us.
- We have regular staffing meetings that you are welcome to attend. Please call us if interested.

# What is our goal?



12

- Our goal is to have a professional, caring, & cohesive team in which you are a critical part.
  - ✦ Please call us to staff any case at any time.
  - ✦ We want your feedback.
  - ✦ Thank you!