



Affiliate Provider Information

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



800.832.8302

www.HHHealthAssociates.com

Who is H&H Health Associates?



- Founded in 1989
- Experts in the field 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?

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 guidance
- Alcohol & drug problems
- Child & elder care assistance
- Management consultations
- Health coaching
- Much more...



How do individuals access services?



Phone – 24/7 –
800.832.8302

On-call counselors available at any time day or night.



In-person – counseling by appointment.

Targeted scheduling for 1-3 days after initial contact.
Nights and weekend times made available.



Online – www.HHHealthAssociates.com



Email – info@HHHealthAssociates.com



On-site – via trainings, presentations, critical incident response, etc.

What are the basic client types?

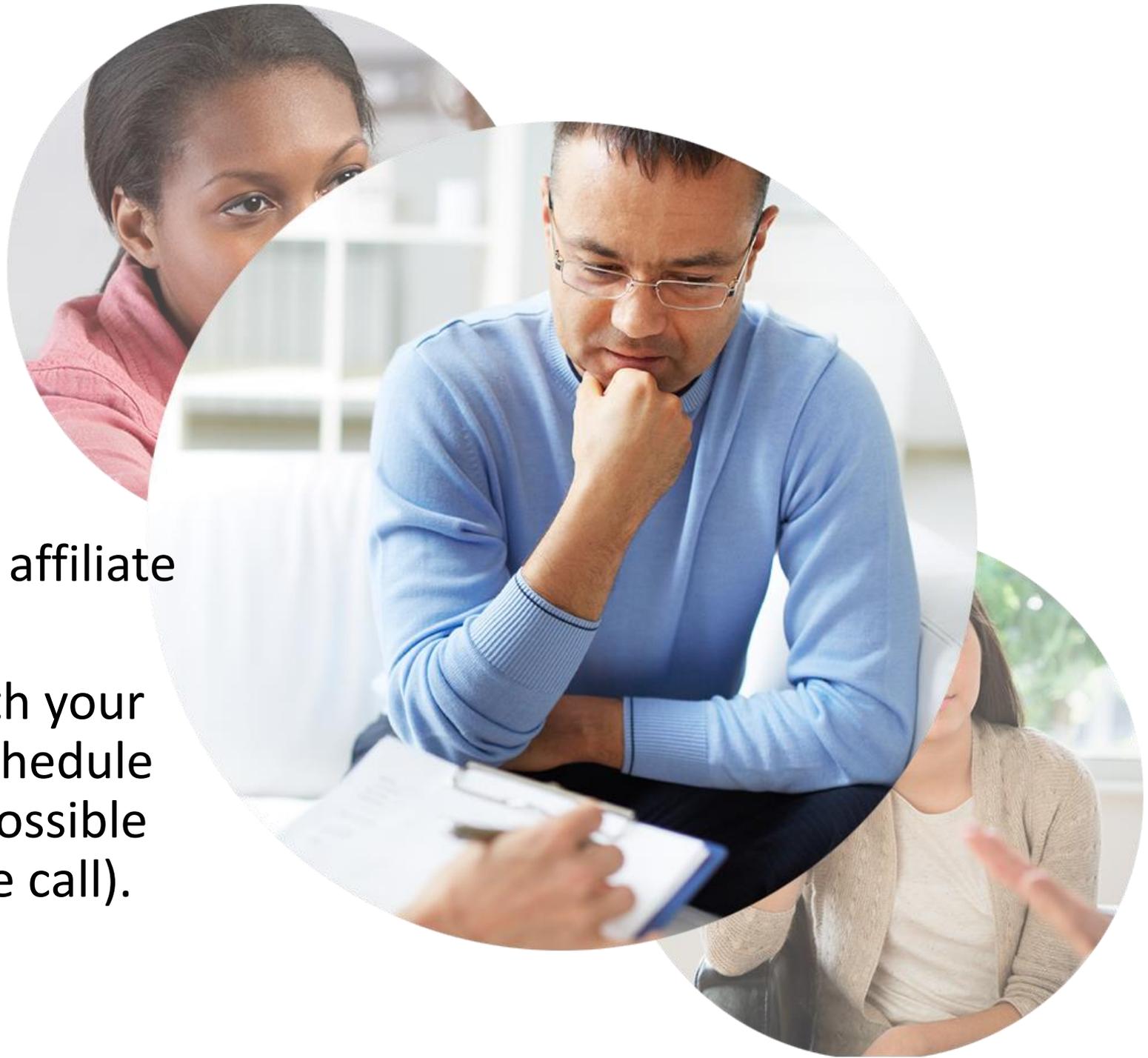
While our clients present with a broad range of needs, we classify them into one of two basic groups.

- 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?

- 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?

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?

- 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?



Our in-house 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).

We are here to help.



- 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?

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!