



Quick Reference Guide for Affiliates

I. Introduction to Workplace Solutions

Workplace Solutions (WS) has been providing comprehensive EAP and organizational effectiveness services for over 30 years. We currently serve over 150 large, medium and small client organizations throughout the United States and abroad. Our services are designed to assist with early identification and resolution of personal and professional concerns. We seek to deliver high quality, cost-effective and personalized services to each of our client companies.

The affiliate network developed by WS is designed to provide geographically dispersed clients with resources for assessment, short-term counseling and referral. The purpose of this guide is to assure that our contracted affiliates subscribe to and reflect the high quality and standards endorsed by WS.

II. Affiliate Selection Process

Members of WS' provider relations team contact other clinicians or professional organizations as a means of identifying suitable individuals/groups to perform assessments and referrals for our corporate clients. In many instances, previous professional relationships may be the source of identifying an affiliate. In other instances, pursuing a lead or suggestion from another EAP organization may be an option. We recognize that communicating and sharing information about our affiliates and referral resources strengthens the EAP community as a whole and provides greater accessibility for clients. Once potential affiliates are identified, WS conducts a telephone interview with the candidate to discuss their experience and verify credentials.

III. Qualifications

WS has identified those qualifications and credentials that are desirable when considering affiliate eligibility. These characteristics reflect the same standards that we use when hiring full or part-time staff. This consistency insures high quality service for clients.

- A.** All affiliates must be licensed, registered and/or certified within the state in which they practice and hold a master's or doctorate degree in one of the following areas: social work, psychiatry, psychiatric nursing, psychology, or other related disciplines.
- B.** Affiliates must carry malpractice insurance of \$1 million/\$3 million aggregate.
- C.** Affiliates must have knowledge of the current mental health system in their area including private practitioners, community agencies, self-help groups and treatment centers in order to provide cost effective, quality referrals.
- D.** Affiliates must demonstrate experience and/or knowledge of alcoholism/chemical dependency and other addictive diseases.
- E.** Experience and /or knowledge of the field of EAP specifically is highly desirable.
- F.** Affiliates must provide a current copy of their accreditation/licensure and academic degree (diploma). Updated copies of licensure are to be sent to WS upon renewal.
- G.** Affiliates must submit a current Curriculum Vitae or resume.
- H.** Affiliates must provide a copy of current certificate of insurance (including limits). Upon renewal, a copy should be forwarded to WS.



IV. Clinical Responsiveness

We expect our affiliates to be responsive to initial requests confirming appointments through to case management and to both clients and WS personnel.

- A. Affiliates must have the ability to respond immediately in emergency situations and within 24 hours for non-emergencies.
- B. Affiliates must be accessible to WS case managers and return calls within a reasonable length of time. Upon completion of the assessment (1-2 sessions) the affiliate will contact the WS case manager to review the recommendations and discuss alternatives regarding the client.
- C. The affiliate must adhere to local and/or state confidentiality regulations.
- D. Affiliates must complete and return the required paperwork to receive payment for services **within 45 days of the last session**. WS will be responsible for providing the affiliate with appropriate forms.
- E. When a crisis occurs with a client (i.e. suicide, homicide, psychosis, organizational crisis, relapse), the affiliate is required to immediately notify WS.
- F. Affiliates must provide contact information for a back-up clinician in the event of an extended absence.

V. Documentation and Reporting Requirements

WS will be responsible for providing the affiliate with forms including those used to open a case, demographic and clinical data, narrative and contact history, Release of Information, Statement of Understanding, and any subsequent forms related to outcome measures or studies. For ease of access, all clinical forms can be found in the Provider Resources Section of our website at www.wseap.com. All forms are to be completed on a timely basis and submitted within forty-five (45) days of completion of service. The Billing Form must be completed in order for accounting to process payment. WS is responsible for providing explanation and instructions as to how required documents are to be completed.