



**canopy**  
Innovative Wellbeing

**EAP Provider  
Toolkit**

# Welcome

We would like to take this opportunity to welcome you as an affiliate on Canopy's Employee Assistance Program panel. Founded in 1975, Canopy (formerly Cascade Centers) has been committed to improving quality of life and supporting organizational success. Ongoing collaboration, finding new ways to solve problems, and serving people with heart is at the center of how we operate.

Our affiliate counselors are an invaluable extension of the services of Canopy EAP. When you serve our clients we rely on you to deliver the same high quality, responsive, and professional services that we expect of our Canopy staff.

Our goal in developing and maintaining our affiliate provider network is to select licensed, experienced behavioral health professionals who adhere to the same values and ethical practices that we require of our own staff. In order to make your job easier, we have put together this packet of information. Please take a moment to review this information. Also, visit our website at: [www.canopywell.com](http://www.canopywell.com). It contains detailed information about Canopy and the services we provide.

On our website, we have a provider page dedicated to assist you in serving our clients. It contains clinical practice guidelines, provider resources, and other helpful information.

We appreciate your willingness to serve our clients and value the skills and resources you bring. Please do not hesitate to contact myself or any Canopy staff to assist you.

Thank you!

**Julie Marshall, Ph.D.**

Chief Operating Officer

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# Everything You Always Wanted to Know About Being a Canopy EAP Affiliate

Thank you for being a Canopy EAP representative in your area. We rely on you to attend to our clients in a caring, professional, and timely way. To assist you, we would like to take a moment to clarify your role as a Canopy EAP affiliate.

Canopy recognizes that you are an experienced professional, however, Employee Assistance Programs differ from private practice counseling in some distinct ways. The EAP benefit includes intake, assessment, referral, and, if possible, brief problem solving for a variety of issues. Your tasks are to assess the client's presenting concerns and make a judgment about the most appropriate next step to resolve them. At times, other providers in the community such as a primary care physician will refer clients to you who have an EAP benefit through Canopy. These referrals are separate from EAP referrals. All Canopy EAP referrals initiate through our 800 number.

If you determine that Canopy is the person's EAP when they call to set up an appointment, direct the client to us prior to establishing an appointment. Instruct the employee to request you as their provider. We will then contact you to make the referral, and ask you to contact the client within 24-48 hours to set up an appointment.

After you have established an appointment with the client; please log in to our Provider Advantage web portal: <https://provider.canopywell.com> and enter the date and time of the appointment. Follow these steps even if you have had an authorization from us to see the client in the past.

This procedure minimizes the number of calls the client is required to make and allows us to check their current eligibility status.

The following is a list of suggested steps to take when seeing a Canopy referral:

- Explain to the employee that Canopy has contracted with you to provide services. Inform the employee about the number of free EAP visits available. Canopy staff discusses this at the time the referral is requested, but we find many clients are confused about it. Unlike most EAPs, we authorize **IN-FULL** the number of visits/sessions the employer has authorized/purchased.
- Explain that your role is to listen to the client's concerns to help them determine what course of action is most likely to resolve the problem and to facilitate community or insurance referrals as needed.
- Go over confidentiality, stressing that no one, including the employer, will be contacted unless written consent is given to do so. Make sure to note exceptions to this rule.
- Let the client know that they can contact Canopy at the toll free 800 number at any time if there are any questions or concerns about the services. Crisis counselors are also available by telephone 24 hours per day, 7 days a week.
- Assess the problem presented and determine if it can be resolved within the number of EAP visits allowed and/or if you are the most appropriate resource for the employee. Share your conclusions with the client in a way that makes



clear that you want them to have the best services available. If needed, assist the client with a referral to services covered by insurance. Accessing insurance can be confusing for clients; and we rely on you to assist them in this process during the sessions authorized. If you need help, call us for consultation.

- Provide brief problem solving focused on resolving the presenting concern. If multiple concerns are presented, help the client prioritize, and guide them in getting assistance for the remaining issues.
- In the Provider Advantage portal you will be able to view the referral information and submit sessions for payment. We do not require case notes or discharge summaries, and payment is prompt once the case is closed and submitted for payment.

We realize other issues may come out in the course of assessment. Canopy's philosophy is to start with the client's primary issue and to make recommendations about other issues once rapport is established.

We have per incident agreements with some of our contracts. This means that clients can request an additional referral in the future, but only if it is for a separate issue that has not been assessed during the first referral. If you have questions about this benefit, please see our [Per Incident Policy](#) on page 6. Please review and explain the policy to clients when questions arise, or have the client contact us directly to discuss.

Thanks again for representing Canopy. We appreciate the time and effort you put forth for our clients. We strive to have a streamlined referral process. We welcome any suggestions you may have for improving our services to clients and/or our relationship with providers.

**You can contact us at:  
800-257-6291 x555**

# Canopy's Per Incident Policy

You may hear the term “per incident” as it relates to the EAP benefit clients have available to them. Employers purchase the EAP benefit for their employees in two ways: either “per incident” or “per family/year”. If the session limit is “per family” the employee has a set number of sessions to use within the contract year (this is often not the calendar year). The “per incident” benefit is designed as a safety net for the client. Similar to the “per family” benefit, each employee has a specified number of sessions available each contract year. But, with “per incident” if an additional incident develops that is separated by time and is distinct from one that has been previously assessed by the EAP counselor, the client can access additional sessions.

## Here are some examples to illustrate the benefit:

### Example 1:

A client presents in January for concerns regarding job stress. She is seen for her EAP visits and the problem is resolved during those sessions. In July, she is injured in an automobile accident and requests counseling to cope with a post trauma reaction. This would be considered a separate incident as it is separated by time and was a new concern that obviously could not have been assessed during the sessions in January.

### Example 2:

A couple presents for marriage counseling in May and use their allotted EAP sessions. As a result of counseling, the couple decides to separate in June and the counselor recommends individual counseling for each of them. This would not qualify as a new incident as it is not separated by time and the referral to individual counseling was made during the EAP sessions.

### Example 3:

A client presents for counseling with depression. He uses his allotted EAP sessions, but the problem is not resolved. He likes his EAP counselor and would like to continue, but his HMO insurance will not reimburse his EAP provider. Because the client has exhausted the EAP benefit purchased by his employer, this does not qualify as a new incident. The employee would have to make a choice to see a contracted provider through his health insurance or pay his EAP counselor out of pocket to continue.

Covered family members of the employee may also access additional sessions if their incident is separate and distinct. The EAP benefit is designed for intake, assessment, short-term problem solving, and referral. If a client has multiple diagnoses (e.g. anxiety, depression, marital etc.) and requires treatment that exceeds the EAP benefit, the client needs to be referred into the community for ongoing treatment. These additional sessions beyond the EAP benefit may or may not be covered in part by health insurance.

The client needs to obtain authorization before initiation of visits for a new contract year or for additional incidents by calling Canopy.

### Assisted Referrals

A key component of the EAP counseling process is triaging the level of care needed for follow-up to EAP services. Although many problems can be resolved within the EAP sessions allotted, some diagnoses may require longer term treatment and follow-up care.

We request that you please assist clients in accessing any referrals that you make. This may include identifying appropriate community or Canopy EAP resources (i.e. group counseling, medication evaluation, etc.), and ensuring that the client understands how to access that resource.

If at anytime you feel a client needs additional assistance beyond what you are able to provide, e.g. finding a community resource, accessing their medical insurance, or a need for any other assistance related to referrals, please contact us immediately.

We will have a case manager contact the client and provide the necessary assistance.

We believe this process of assisted referrals helps to motivate and support the client to follow through with treatment recommendations.

You may refer to yourself for continued treatment beyond the EAP. We just require that the EAP sessions be used before a behavioral health referral is made through the insurance benefit.

## Provider Advantage Portal

Provider Advantage is an online system that gives providers an easy-to-use application for completing everyday service requests. This system allows users to access information 24 hours per day, 7 days per week. Providers are able to use Provider Advantage to:

- Submit dates of service
- View referrals
- Request extensions
- Access and print reports
- Submit inquiries to customer service
- Reduce paper and postage costs
- Track paid referrals
- Reduce administrative time

Provider Advantage is completely secure and is built with multiple layers of network security. Our system employs 128-bit secure socket layer encryption for all communications between the provider's computer and the portal. We also encrypt sensitive data that is stored in the database with 256-Bit AES (Advanced Encryption Standard).

In order to access the Provider Advantage system, you need a username, password, and your provider ID. Canopy will provide this information to you when you are added to our panel. If you do not have this information, contact Canopy and we will provide it for you. Once logged in, you can change your password.



# Cascade's Billing Cycle

We require a 90-day turnaround time from the 1st appointment date (adjusted depending on the employer's benefit). The reason for this is that we guarantee accurate utilization data to companies that have purchased EAP services from Canopy EAP. We need to collect the specific data from the 1st appointment date so that we can report this to the contracted employers. (All client information is kept completely confidential, reported data is in aggregate form only). Receiving the session data from you within 90 days of the initial appointment allows us to:

- **Document the time you spent with the client,**
- **Report to the EAP contract what is happening in a timely manner, and**
- **Promptly pay you for sessions attended; sessions submitted by Monday of each week will be paid by Friday of each week (adjusted for holidays).**

Understandably, at times all EAP visits might not be completed within the 90 days. We appreciate your efforts of using a brief, Solution-Focused counseling model and understand spacing out the visits to maximize the benefit for the client. So we wanted to provide you with some tips on what to do if you cannot complete the authorized visits within the allotted 90 days:

- As the 90-day deadline approaches on the case, you will receive an email reminder. This email is sent 15 days before the closing date and will deliver every other day until the case is closed by submitting for payment, an extension is requested, or the closing date lapses.
- **If the client will be accessing the remaining authorized sessions after the 90-day deadline:** Prior to the 90-day deadline, you can request an extension through Provider Advantage.

- While in the client's case, click on "Request Extension" next to "Case Closing Date". In the box use the dropdown menu to select a 30-, 60-, or 90-day extension. You may also provide a note if you would like. You can track your requests in the "Requests" link in the top menu bar.
- **If you do not know if the client will be attending sessions beyond the 90-day deadline:** Enter and submit for payment the dates of service for all sessions attended so far. Then, if the client contacts you to schedule additional sessions, please contact our office prior to seeing the client. Our staff will determine if the client is eligible for any remaining sessions. It is possible that by the time the client calls to reschedule, the benefit could have renewed, their employer could no longer have EAP benefits through Canopy, they have used their remaining sessions with another counselor, or other issues could exist that could cause them to not be eligible for additional sessions.

Contacting our office prior to providing additional sessions will help avoid billing issues and the possibility of not getting paid from Canopy for those visits.

**Please contact us if you have any questions.**

**We value your contributions to our success and know you understand the importance of reporting timely data to our EAP contracts.**

# Reimbursement

Canopy is solely responsible for the payment of your professional fees. The rate of your reimbursement is stipulated in your contract and constitutes payment in full for your services.

Under no circumstances should the client receive any billing statements for EAP sessions. To keep the billing process simple for our providers, Canopy only accepts billing through our Provider Advantage portal.

If the client cancels or fails to show for a session you will not be reimbursed by Canopy. You can share with the client your no show/late cancellation policy. Once you have reviewed your policy

with the client, you may enforce that policy with charges. If you post late cancellations or no shows into Provider Advantage, it will deduct a session from the client's allotted visits. If you do not wish to have the no show or late cancellation count against the client, please do not post it into Provider Advantage.

If you have any questions about your rate, please contact Canopy. **DO NOT** discuss your fees with EAP clients or have them fill out any financial screening forms.



# Provider Guide to Performance Based Referrals

Most referrals are self-initiated, but occasionally the employer initiates a referral to assess a specific issue impacting job performance. We call this a Performance Based referral.

If we refer you this type of case, a Canopy Case Manager, who provides information from you to the employer, will alert you up front. There are some special details to attend to with these cases and they are as follows:

- Make sure the Canopy Case Manager has emailed (encrypted) or faxed you the completed Performance Based Referral forms before the employee is seen. These explain the reason for the referral and give you information about the changes the employer would like to see.

• If a Release of Information, which gives the Case Manager permission to speak about the case, is not completed, the Case Manager will alert you of this. In this case, discuss the need for one with the employee at the first visit, and have them sign it. Explain that there is a Canopy Case Manager and that the information released to the employer is limited to dates of attendance, whether or not EAP recommendations have been made, and whether or not the employee is complying with recommendations. Canopy has a release especially for these referrals, and we will gladly share this release with you.





- Assess the situation and make appropriate recommendations.
- Provide Case information to the Canopy Case Manager. Performance Based referrals can be complex, so make sure you inform us of any difficulty (e.g. problems obtaining releases, client non-compliance, complaints about the process, etc.). Remember that our staff acts as the gatekeeper for information given to the employer, and can troubleshoot any issues that arise. We do not expect you to communicate directly with the employer.

Canopy Case Managers are available to answer any questions you may have about Performance Based Referrals at 800-257-6291 x 555.

Feel free to consult with us as needed during regular business hours:

**Monday – Thursday, 8am to 5pm, PST  
and Friday, 8am to 4pm, PST.**

# Cascade EAP Services

Canopy knows that work-life stress, mental health, and physical health are often interrelated. By including services that affect all aspects of life, Canopy has created a holistic EAP. An important role you play as the EAP provider is connecting clients to available resources. In addition to the face- to-face or virtual sessions, Canopy clients have many valuable EAP services available to them. If you feel that you have an EAP client that may benefit from one of these services, simply have them call us on our client lines at 800-433-2320 or 503-639-3009. We will immediately connect them with the appropriate service. This is also the number you may call if you have any questions about eligibility or about the program itself.

The following is a summary of Canopy's available services. Benefit packages vary by employer. An employee or family member you see through Canopy may have all the following services available to them or only a few. Please contact our office to check on eligibility.

## Crisis Counseling

Available 24 hours a day, 7 days a week.

## Resources for Life

Canopy will help locate resources and information related to Eldercare, Childcare or anything else you may need.

## Legal Consultations / Mediation

Call Canopy for a free 30 minute office or telephone consultation. A 25% discount from the attorney's/mediator's normal hourly rate is available thereafter.

## Financial Coaching

Coaches will provide 30 consecutive days of financial coaching to help develop better spending habits, reduce debt, improve credit, increase savings, and plan for retirement.

## Identity Theft

This service provides members with a free 60 minute consultation with a Fraud Resolution Specialist™ (FRS) who will conduct emergency response activities and assist members with restoring their identity, good credit, and dispute fraudulent debts.

## Home Ownership Program

Assistance and discounts for buying, selling, and refinancing.

## Coaching

Access phone or video sessions with a mental health professional to focus on goal setting, healthy habits, decision making, communication, and career or personal development.

## Pet Parent Resources

We offer free pet information and support, including pet insurance discounts, new pet parent resources and bereavement support.

## Well-Being Tools

- **Will Kit Questionnaire**
- **Online Legal Tools**
- **Tax Preparation Q&A and discounted services**
- **Gym Membership Discounts**  
visit: [globalfit.com/canopywell](http://globalfit.com/canopywell)

## LifeBalance - Wellness Program

Access to services in areas such as fitness, weight management, and stress reduction to help employees improve their overall health.

## EAP Member Site

Innovative, online, educational tools: kick a habit, get financial or legal help, compare child and eldercare services, watch informative video clips, and more.

### To access:

1. Go to [my.canopywell.com](http://my.canopywell.com)
2. Register as a new user

Please call us at: 800-257-6291 x555 to check eligibility for other services.

# Frequently Asked Questions

## Do I need to obtain a release of information to communicate with Canopy staff?

No, your affiliate contract makes you an authorized agent of Canopy EAP. Therefore, you do not need to obtain a written release to communicate either verbally or in writing with any Canopy staff.

## Can I self-refer the clients after the initial sessions?

You will experience a flexible referral process. Canopy allows clients to self-refer following the EAP assessment and referral process.

## Are EAP services kept confidential from the client's employer?

Yes. This is an important element in providing EAP services. Please reassure clients that their relationship with the EAP is confidential. Unless they provide written authorization, their confidentiality will be protected to the full extent allowed by law and no information will be provided to anyone, including their employer. Only aggregate statistics are provided to client companies.

All EAP/Outpatient providers are required to adhere to Federal and State regulations and laws that pertain to the maintenance of confidential information/records. Anyone who divulges or releases confidential information or records concerning any client without proper authorization in accordance with Canopy policies, state law and local licensing/certification bodies may be terminated from the provider network.

## What should I do if I receive a request to provide information to the workplace?

If you receive a request from the workplace please do not contact the workplace yourself, please call Canopy EAP. We will then contact the workplace on the client's behalf. Under no circumstances should you provide any written documentation, including letters to the workplace or court. Please direct any inquiries for letters and reports to Canopy.

## What should I do if an EAP client asks for me to approve medical leave?

Your role as an EAP provider precludes you from providing any authorization for medical leave. Clients must be referred to either their primary care physician or a psychiatrist through their health insurance for any determination of their ability to perform their job duties and issuance of any required documentation. Contact Canopy EAP if you have any questions about this.

## What if the client is requesting counseling services because they are ordered by the court to do so?

As an EAP counselor you should not provide court ordered treatment or related legal documentation. However, you should provide the client with assistance locating other practitioners or organizations that are able to meet these needs. If such a request arises, please immediately inform Canopy staff and recommend that the client contact us if they have any questions or concerns.

## What does the term 'per incident' mean?

The per incident benefit is defined as the following: The client has a separate issue with a separate diagnosis at a separate time. If a client presents with multiple issues at once, and they cannot be resolved within the EAP benefit limit, then it is your responsibility to educate the client on need for referral and assist with the referral process.

## What should I do if an EAP client has a complaint?

Canopy is committed to ensuring a high level of quality care and customer service. If at any time clients have any concerns, complaints or grievances, they should be directed to contact Canopy. Upon receipt of a complaint or grievance, Canopy researches and investigates the matter in question and works quickly to correct or resolve the problem.

## **Who can I call with any questions?**

You may contact our office at  
**(800) 257-6291 x555** or e-mail us at  
[provideradvantage@canopywell.com](mailto:provideradvantage@canopywell.com)

## **What is expected of my role as an EAP practitioner for Canopy?**

A Canopy contracted provider receives EAP referrals on a regular basis. The clinician provides an assessment, develops an appropriate plan, short-term problem resolution and client referral to appropriate treatment and/or community resources.

Depending upon the needs of the employee/family member, the clinician may continue to work with the individual, couple or family beyond the initial EAP sessions.

## **Does EAP counseling differ from typical private practice counseling?**

Yes, your role as an EAP provider does differ somewhat from that generally found within a private practice setting. The primary distinction is that as an EAP counselor you need to frequently serve more in the capacity of assessor, advisor, advocate and facilitator of any needed referrals within the confines of a client's session limitations. It is therefore necessary for you to provide timely clinical assessments, implement solution-oriented treatment plans and assist with resource linkage.

### **• Assessment:**

The varied nature of presenting problems that EAP clients may manifest requires completion of a comprehensive assessment at the onset of services. This assessment must be largely completed in the initial session in order to maximize utilization of the EAP benefit.

### **• Brief intervention:**

Based on the outcome of the assessment, rapid transition must be made toward implementation of a solution-oriented treatment plan. Interventions need to be carefully constructed to promote either primary mitigation of the clients' presenting issues within the session limits or supportive efforts to promote understanding and acceptance of a referral.

### **• Referral:**

In the event that the nature or severity of the client's issues cannot be fully addressed within the limits of the EAP relationship, assistance with locating referrals, either through their health insurance or community resources, is essential. Communication of any relevant information to other professionals and confirmation of client linkage is also considered a vital component of the EAP.

## **How can I tell how many EAP sessions have been authorized?**

EAP benefit designs are determined by the member's employer. Some employer groups contract to allow a maximum number of sessions per eligible member each benefit year (e.g. up to three sessions). We will call you with the referral information including the number of EAP sessions authorized. In addition, the maximum number of available sessions appears in Provider Advantage within that client's case information.

## **What if the client needs additional sessions beyond their EAP benefit?**

When extended treatment is indicated, attempts should be made to select a referral source within the client's mental health insurance coverage. Cost-effective options, such as community resources, may also be utilized based on clinical need, lack of coverage, financial situation or client request.

Your assistance with the selection of the specific referral source is considered a crucial element of your role as an EAP provider. Therefore, you should play an active role in helping the client locate an appropriate referral based on your knowledge of local treatment providers with the required clinical expertise and a reputation for providing quality services.

# General Information

## Release of information, confidentiality, and documentation

1. All EAP/Outpatient providers are required to adhere to Federal and State regulations and laws that pertain to the maintenance of confidential information/records.
2. Anyone who divulges or releases confidential information or records concerning any member without proper authorization in accordance with Canopy policies, state law and local licensing/certification bodies may be terminated from the provider network.
3. All member records must be kept in a secure and secluded location at all times.
4. Under no circumstances should you provide any written documentation to any party, including letters to the workplace or court. In order to ensure the utmost confidentiality of member records, please direct any inquiries for letters, files, and reports to Canopy.

## Non-Discrimination

Canopy expects all Providers to provide members with brief counseling services that are free from discrimination regardless age, gender identity, race, sexual orientation, physical or mental ability, citizenship, national origin, culture, genetic information, or any other characteristic protected by law.

## Clinical Practice Guidelines

American Psychological Association (APA) has approved as policy a variety of professional practice guidelines and related criteria. They have developed these guidelines for recommended clinical interventions. Recommendations are based on a systematic review of the scientific evidence, a weighing of the benefits and harm of interventions, consideration of what is known about patient values and preferences, and consideration of the applicability of the evidence across demographic groups and settings. Canopy provides the guidelines as a resource and recommends that our network providers follow these guidelines. You can find further information and view all APA guidelines on their website at: [www.apa.org/practice/guidelines](http://www.apa.org/practice/guidelines).

## Contact Information

Clients Toll-Free: 1-800-433-2320

Provider Toll-Free: 1-800-257-6291 x555

Email: [provideradvantage@canopywell.com](mailto:provideradvantage@canopywell.com)

Web: [www.canopywell.com](http://www.canopywell.com)



call: 800-433-2320 email: provideradvantage@canopywell.com