Provider step-by-step Procedures  Questions? (call 1-866-227-6527)

**Self-Referral**

Any eligible employee, spouse or dependent family member calls directly to any participating provider’s office to seek WellSpan EAP services. Caller states they want to use their WellSpan EAP benefits.

Provider’s office collects client’s demographic info & employer group name. Provider’s office checks WellSpan EAP Employer Group synopsis for available benefits (# of sessions available).

Provider’s office schedules the appointment.

Provider asks client to sign the *Statement of Understanding* form during the first office visit.

Client completes EAP sessions allotted by employer.

**Formal Supervisory Referral**

A WellSpan EAP representative calls the provider’s office to coordinate a supervisory, or “formal”, referral (sent to EAP by the employer to address specific job performance issues).

Provider agrees to take referral and schedules appointments with the client.

WellSpan EAP representative sends referral paperwork that includes *Release of Information* forms and *Statement of Understanding* form to be signed by the client at the first appointment.

After initial visit, provider faxes signed *Release of Information* forms directly to WellSpan EAP at (717) 851-4493.

A *Client Status Report* form is completed by the Provider and faxed to WellSpan EAP after each visit.

Client may decide to continue in treatment with the same provider through their medical plan, or elect referral to another provider within their medical benefit plan.