

Affiliate Frequently Asked Questions

1. *Where is the authorization number on the client Employee Assistance Program (EAP) paperwork?*

Aurora EAP does not utilize authorization numbers for our EAP referrals. Our Client Data form serves as our authorization paperwork. You will find the number of available EAP sessions in the bottom box of the Client Data form. If you have any questions about the number of sessions authorized, please contact 800-236-3231 to clarify.

2. *When does the authorization expire?*

We do not utilize authorization dates for our EAP cases, so there is no expiration date. However, we do ask that you close cases after 45 days of no client activity, by submitting the Case Closing Summary form.

3. *At the beginning of a new calendar year, can a client be authorized for another case?*

Aurora EAP opens cases on a “per issue” basis. If more than the available EAP sessions are needed, then it is clinically appropriate to refer the client into outpatient treatment.

4. *I am seeing a couple under the wife’s name. Can I get another case authorized for couple’s issue under the husband’s/partner’s name?*

Again, Aurora EAP opens cases on a “per issue” basis, so marital or relationship concerns are the same issue. Ideally, the issue of the relationship is addressed within the number of available EAP sessions.

5. *What paperwork should I fax back to Aurora EAP?*

- Signed Client Data Form (1st session only)
- Signed Statement of Understanding (1st session only)
- Invoice form (after each session, or at least once per month)
- Case Closing form (after last session or after 45 days of no activity)
- Freedom of Choice Affidavit (if client is being self-referred after EAP sessions)

IMPORTANT: If you do not receive our client paperwork by the time a client calls to schedule, please call 800-236-3231 and ask to have the paperwork re-faxed.

5. *The parent called to schedule a minor child for EAP sessions. Can we get affiliate paperwork in the child's name?*

Aurora EAP utilizes a family systems approach and does not authorize cases for minor children through the EAP. We use our EAP sessions to assist the parent to help the child. If child therapy is needed, then a referral to a child therapist through outpatient treatment would be clinically appropriate.

Children 16 years and older may be seen as 'mature minors', under their own case, at the clinical discretion of the EAP counselor AFTER the first session with a parent and with the consent of both legal parents or guardians. If you would like to open a case for a 'mature minor,' please contact the EAP Supervisor at 888-389-3299.

6. *A client wants a Letter of Attendance to show his employer he was at the EAP. May I provide this letter to him?*

You may give the client a simple attendance letter for a single session, addressed to the client, not the Employer. However, any summary of service or request for a chart should go through Aurora EAP with the Employee completing the General Release of Information form and faxing it to Aurora EAP at F#: 414-760-5418.

7. *A supervisory referral client wants me to call the supervisor to confirm attendance at the EAP. May I call the supervisor or Human Resources Representative?*

All communication with Employers needs to go through their assigned Account Executive at Aurora EAP. You can let the client know you will communicate their information to Aurora EAP's Account Executive who in turn will communicate their attendance and compliance with the Employer. If you receive a call from an Employer representative, we ask that you direct the caller to contact their assigned Account Executive at Aurora EAP. Account Executives can be reached by calling 800-511-4804.