

## EAPP Process for Traumatic Event Counseling Related to HB 2502 Documentation of Internal Process

The EAPP Traumatic Event Counseling Program is a service offered to support Employers and Employees in response to HB 2502. **This program is separate from any employee assistance program (EAP) services that EAPP offers** and will be handled and processed separate from any existing EAP services and contracts. This program is offered only to employer groups that have an EAP service agreement with EAPP. If an Employer is interested in the EAPP Traumatic Event Counseling Program, they will need to contact EAPP to get pricing information and sign up for such services.

### Eligibility as defined by HB 2502:

Firefighters and police officers may receive up to 36 counseling visits per incident with a licensed mental health professional of their choice, paid for by the employer when the employee experiences traumatic events in the course of duty:

- Visually witnessing death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings.
- Responding to or being directly involved in a criminal investigation of an offense involving a dangerous crime against children as defined in HB 2502 Section 13-705.
- Requiring rescue in the line of duty where one's life was endangered.
- Using deadly force or being subjected to deadly force in the line of duty, regardless of whether there was physical injury.
- Witnessing the death of a co-worker while engaged in the line of duty.
- Responding to or being directly involved in an investigation regarding the drowning or near drowning of a child.

Note: EAPP should always remind Employers that have the EAPP EAP services that we may provide an on-site CISD to assist their employees collectively in coping with any of these types of events.

### Referrals:

1. Employee may call EAPP at 602-264-4600 or send an email to EAPP at [firstresponders@eapppreferred.com](mailto:firstresponders@eapppreferred.com) and identify themselves as an employee covered under HB2502 and request assistance.
2. If the employee is covered under the EAPP EAP and wants to utilize their EAP sessions first and visit one of EAPP's EAP counselors, they have the option to do so. This option may allow the employee quicker access to see a counselor due to the greater number of available licensures in the EAP counseling pool.
3. If the employee wants to utilize the Traumatic Event Counseling Program and needs assistance identifying a counselor that meets the requirements of HB 2502, EAPP will provide a list of counselors to the employee. If the employee needs support in scheduling an appointment, EAPP will provide appointment coordination.
  - a. Note: If utilizing the Traumatic Event Counseling Program, the participant MUST utilize a psychologist or a psychiatrist for their sessions.

- b. Note: The counselor being used must agree to the fee schedule (Arizona Industrial Commission fee schedule rates for Evaluation and Management CPT codes located at <https://www.azica.gov/arizona-physicians-fee-schedule-year-selector> ) outlined in HB 2502, as that is what the Employer is held to pay for their services. Anything above the approved fee schedule could be subject to balance billing to the participant.
  - c. Note: If a participant wants to see a counselor who has not yet been credentialed by EAPP, EAPP will do a limited scope credentialing to ensure that the counselor is in good standing with their licensing board. In the event that there are any findings, the participant may be asked to utilize a different counselor for any unused sessions.
- 4. In circumstances where accessibility to a desired counselor may be problematic, such as appointment availability being several weeks or months out, the use of telemedicine may be considered and offered as an option if it is conducive to the counselor and the participant's needs.
  - 5. EAPP will work with the counselors to track sessions that are utilized as part of this program.

Tracking and Payment:

- 1. Counselors seeing participants in this program will be required to provide to EAPP information about the sessions used by program participants, including employee name and date(s) of sessions, and employer name.
- 2. Counselors will submit billings to EAPP that meet the requirements of HB 2502, including using the appropriate fee schedule and CPT codes (Arizona Industrial Commission fee schedule rates for Evaluation and Management CPT codes located at <https://www.azica.gov/arizona-physicians-fee-schedule-year-selector> ).
- 3. EAPP will review the billings, whether in the EAPP network or not, will pull any necessary data for tracking purposes, and will pay complete and clean claims up to the amount allowed under the fee schedule provided within HB 2502 within 30 days directly to the submitting provider. A complete and clean claim will include submission of necessary paperwork such as an initial W9 and any other documents needed to set the provider up in the payment system.
- 4. EAPP will submit an invoice to the Employer client initially for enrollment in the program and then monthly for the costs of this program based on the visits utilized, as well as an administrative fee for each visit or service.

5. EAPP will report to the Employer annually so that Employer can submit their annual report to the State of Arizona by September of each year:
  - a. EAPP will track and report the following items:
    - i. The total number of participants in the program
    - ii. The average number of visits per employee
    - iii. The average number of months that an employee participated in the program
    - iv. The total number of employees deemed not fit for duty by a licensed mental health professional
      1. Note: EAPP will not authorize any providers to perform fitness for duty evaluations, nor will EAPP approve or pay any claims submitted for expenses related to fitness for duty evaluations.
      2. Should a provider determine that a fitness for duty evaluation needs to be performed, the provider will be informed that a recommendation should be submitted that clearly states the recommendation for such an evaluation and the reasoning behind said recommendation. The Employer is responsible for following up on any recommendations received.
    - v. Percentage of employees who received more than 12 visits within one year after the first visit
  - b. Employer will track the following items; EAPP will not be responsible for tracking these items as part of this program:
    - i. Amount of work missed by each category of persons who participated and how missed work was provided for (by the employer or through employee benefits, such as short-term disability, etc)
    - ii. The average number of days that an employee who participated in the program missed work
    - iii. Participants that subsequently filed a workers' compensation claim and number of claims approved or denied
6. In order to maintain confidentiality and abide by Federal HIPAA rules, EAPP may assign unique number identifiers to each participant that could be utilized for communicating participation information with the participant's Employer.