

FREQUENTLY ASKED QUESTIONS ABOUT YOUR EAP



CorpCare

Q. Are there any other fees besides the initial fee?

For the services listed, there are no additional fees.

Q. How is pricing so cheap?

Regular pricing for any group under 100 employees ranges between \$2750.00 and \$4750.00 annually. These deeply discounted rates are due to working through your association. By aggregating membership, we can supply a full complement of services at this discounted rate.

Q. If a member owns multiple hospitals, is there a separate fee for each hospital?

Yes

Q. I have a small satellite clinic, but all team members rotate, and it's managed as one hospital. Do I have to pay multiple fees?

No

Q. Do we need to include all eligible employees when signing up (updated every year)?

We work on an assumed eligibility model. We don't require a list of employees. We are enrolling hospitals and will verify eligibility of the hospital but not the individual wanting to utilize the program.

Q. What happens after I sign up?

Within 24 business hours, CorpCare will email you that you are "live," and employees can begin using services. We will email you digital promotional materials to share with your team.

Q. Will I be given a report on if my staff are using the service?

CorpCare works diligently to protect HIPAA and patient privacy, following all federal and state confidentiality laws and guidelines. Any data shared will be aggregate and without any identifying information. What information is shared depends on the size of your hospital.

Q. Who all is covered by the EAP benefits?

All employees, including the practice owner, and all eligible dependents (family members living in the employee's household and employee's children up to age 26).

Q. Are the number of sessions (3 or 5) for each staff member or for each hospital?

The number of sessions is for each staff member and each eligible dependent.

Q. Are the 3/5 sessions in person or on the phone?

We have our own affiliate network which we credential and manage for both in person and video counseling (HIPAA compliant) in addition to our partnership with Betterhelp.

Q. Is it 3/5 sessions per type of issue (mental health, work difficulties, stress problems)?

The model is 3/5 counseling sessions per year per covered member (employees and eligible dependents). Our work/life options of legal & financial referrals and child/elder care services are in addition to the counseling sessions and not counted towards the 3/5.

Q. After an employee uses their 3/5 visits, any additional visits with the same person would just be covered under our healthcare plan (if they accept our plan)? Or would the employee have to start over again and just use our health insurance?

Many concerns will be resolved within the EAP sessions without need for further referral. Every effort is made to avoid “starting over,” so if the employee chooses to continue with therapy, they may continue with that counselor if the counselor is in network with the insurance plan. We also ask about insurance during the initial intake and make every attempt to try and match callers with someone who takes their insurance. The employee may also choose to self-pay.

Q. What happens if the counselor isn't a good fit?

Part of what EAP does is “assess and refer”. As the counselor does an assessment in the first 1-2 sessions, if they determine they are not best suited for what the employee needs (particular treatment, etc), they will make appropriate referrals. In doing so, the counselor will take into consideration financial concerns (insurance networks, sliding scale, community resources, etc.). If the employee does not like the counselor, they can call back to be re-matched for their remaining sessions.

Q. Do you have a book or list of providers?

CorpCare EAP prefers a customized referral after talking with the person accessing counseling. We use a 24/7 Helpline, answered “live” by Masters’ prepared counselors. While our intent is not to do telephonic counseling, we are there to do brief stabilization, in-the-moment-support and to assess the person’s needs. We also find out any preferences they have for the counselor, such as gender or specialties, and meet as many of their criteria as possible.

HAVE ADDITIONAL QUESTIONS? NEED HELP?

CorpCare welcomes the opportunity to help answer any questions you may have on how they can assist you.

24/7 • CONFIDENTIAL

877.843.6036

www.corpcareeap.com



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