

5 facts: The benefits of offering Optum EAP services to clients

As an Optum-contracted therapist, you are encouraged to offer EAP services to members and their families.

By offering brief counseling intervention, you can play an important role in helping empower people with resources that help build resilience, remove barriers, and reach their goals. Plus, the program makes it easy to participate and get your same rate.

Here are five rewarding reasons to begin offering Optum EAP services, if you aren't already:

1. Optum EAP behavioral health works.

90% of employees report feeling more hopeful after using their Optum[®] Employee Assistance Program (EAP) counseling services. As a result, employers also report a 47% decrease in days absent from work.¹

Note: Authorizations for EAP services are required and must be initiated by members or contracted behavioral health professionals prior to the first appointment.

2. You get your same rate, and it's easy to get reimbursed directly.

As a participating in-network therapist, you earn the same contracted rate for EAP services as for routine outpatient therapy services. Optum will pay you directly at your contracted rate for authorized counseling sessions. Simply ask the member for the EAP authorization code number, effective dates, expiration dates and whether any of the authorized visits have already been used. Next, submit claims in accordance with the procedure codes.

Note: All EAP claims must include an HJ modifier following the CPT[®] code in the first modifier field to be processed and paid correctly. If the services are provided virtually via telephone or video conference, the 02 Place of Service Code must also be included on the claim.



Optum allows the following EAP procedure codes:

- 90832HJ** 30–37 min individual therapy
- 90834HJ** 38–52 min individual therapy
- 90846HJ** Family therapy without the patient in attendance
- 90847HJ** Family therapy with the patient in attendance
- 90853HJ** Group therapy other than family

3. You're already qualified.

All Optum-contracted therapists may provide and submit claims for EAP services, and they are encouraged to participate. Optum does not have a separate EAP network, so there is no additional credentialing or contracting required to provide EAP services.

4. Employers pay for EAP services.

The member's employer pays for EAP services, and the member has no financial responsibility — no deductible, copayment or coinsurance amount.

5. You can play an important role in helping people make it through tough times.

The good news is that about 80% of issues are resolved within the members' EAP benefits.² The other good news is that if a member exhausts their EAP session allotment and still needs your help, you may continue to see the member under their behavioral health benefit. Plus, many members who have EAP services through Optum also have behavioral health benefits through Optum, which helps make the transition smooth.

Learn more about the benefits of offering Optum EAP services on providerexpress.com — and get answers to frequently asked questions [here](#).

Contact Optum 24/7 for assistance at 1-866-248-4094.

Sources:

1. Optum EAP satisfaction and outcome survey, 2017.
2. Drysdale, 2018.

CPT is a registered trademark of the American Medical Association.



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