



# Emotional Wellbeing Solutions Provider Reference Guide

A modern and flexible employee assistance  
program to support everyday life

January 2024



The following Quick Reference Guide is a helpful summary of important information you need to know about our Emotional Wellbeing Solutions program.

### Questions?

If you need additional information not found in this guide, please call the **Optum Behavioral Health Provider Service Line at 1-877-614-0484.**



# Authorization for Services

# Authorization for services – member responsibility



The Emotional Wellbeing Solutions program offers a limited number of sessions with a behavioral health clinician. Authorization is required for the sessions.

## **Member Responsibility**

Members should request authorization for services in 1 of 2 ways:

- **Online:** Through their Live and Work Well account
- **By phone:** Call the number on the back of their ID card

# Authorization for services – provider responsibility

## Provider Responsibility

Obtain the authorization details – authorization code number, effective date, expiration date and if any sessions have been used. There are 3 ways to get this information:

- Ask the member at the first session with you
- Use the [Auth Look-up](#) tool in the Provider Express [secure portal](#), or
- Contact the Optum Emotional Wellbeing Solutions team at 1-866-248-4094

## Authorization Inquiry

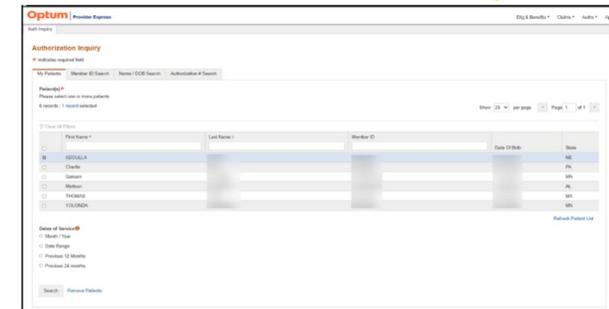
Users can view a member's authorizations on file that are specific to the individual provider, group or facility that they are logged in under.



## Auth Inquiry – Search Options

There are several search options available for this feature:

- My Patients
- Member ID
- Name & Date of Birth
- Authorization #



The Authorization Inquiry searches for active authorizations within the past 180 days, but you can choose a more specific date range to search, as well.

*Note: All of these search options will render the same viewable authorization detail information*

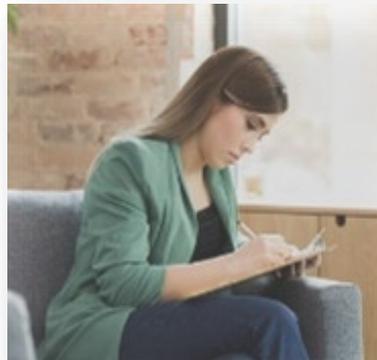
# **Provider Eligibility and Directory Listings**

# Provider eligibility to offer services

Members who have an available Emotional Wellbeing Solutions benefit can generally see any contracted Optum clinician\* for outpatient counseling intervention services.



\* No special certification needed — All network therapists — those who have completed our credentialing and contracting process — may provide outpatient counseling intervention services to members under the Emotional Wellbeing Solutions benefit.



# Show your status in the Provider Directory

If you work with employee assistance referrals as a network therapist, we encourage you to update your directory information to indicate you accept Emotional Wellbeing Solutions benefits. This information helps members easily identify therapists they can work with.



**Go to the Provider Express website ([providerexpress.com](https://providerexpress.com))** and log-in with your One Healthcare ID and password.

- **Individual clinicians** – Go to the Practice Information page and click Edit under General Information
- **Clinicians credentialed under a group** – Go to the Edit Clinician page and click Edit under General Information
- **Group practices** -- Go to the Practice Profile page and click Edit under General Information

# Attesting to specialized training

If you have specialized training as an Employee Assistance Professional or Certified Employee Assistance Professional (as outlined below), you can indicate this as an Area of Expertise specialty in your directory information. This can help you to stand apart as an expert in employee assistance benefits, bringing you even more referrals.

The specialized training requirements outline that you:

- Must have at least 2 years of experience in the delivery of EAP core technology (as defined by the Employee Assistance Professionals Association), and at least one annual training in any of the eight EAP content areas
- Are designated as a Certified Employee Assistance Professional (CEAP) by the Employee Assistance Certification Commission



**To add this Area of Expertise to your profile, simply call the Provider Service Line at 1-877-614-0484 and attest to an Employee Assistance Program specialty.**

# Submitting Claims for Services

# Submitting Claims for Services



**No member copay to collect** — All you need to do is submit the claim. Members have no financial responsibility because employers cover the cost of services.

After Emotional Wellbeing Solutions services have been provided, submit your claim for reimbursement the same way you do for other claims via [EDI](#) or the Provider Express secure portal ([providerexpress.com](https://providerexpress.com)) > Log-in.

When you submit a claim for services, you will be prompted to select BH or EWS. Be sure to include this data:

- Appropriate procedure code
- Required modifier — when selecting EWS, the HJ modifier will populate automatically
- Appropriate behavioral health ICD-10 diagnosis code (e.g., “Z” code)

Note: If the services are provided virtually, such as by phone or video, you will need to include the GT modifier on the claim.

# Submitting claims for services – Allowable procedure codes



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



**Same reimbursement as outpatient services** — Unlike other payers, you'll earn the same rate for Emotional Wellbeing sessions as you do for routine outpatient therapy.

# Transitioning to Behavioral Health Benefits

# Transitioning to behavioral health benefits



**Easy to transition to ongoing counseling** — If the member has Optum for their behavioral health benefit, you can continue to see the member once the Emotional Wellbeing session limits have been reached.

Emotional Wellbeing Solutions is designed to provide assessment, referral and a brief counseling intervention.

For ongoing care, members would then use the behavioral health benefits provided in their health insurance plan – talk therapy, in-patient treatment, medication management and others, as outlined in the plan.



Work with your patients to understand specific plan details, such as copay, coinsurance, deductible, prior authorization requirements, covered services, etc.

You can check member eligibility and benefits using the Provider Express secure portal. This [training guide](#) has step-by-step instructions to guide you.

**Learn More**

# EAP 101 for Behavioral Health Providers

## Learn about Employee Assistance Programs

Are you familiar with the term EAP, but aren't really sure what an Employee Assistance Program is all about? Or if you want to accept these referrals in your practice?

The *EAP 101* for Behavioral Health Providers course, developed by OptumHealth Education, can help. This free continuing education course:

- Explores the difference between EAP services and behavioral health benefits
- Outlines the authorization and claim processes
- Reviews recommended experience standards and code of ethics of the Employee Assistance Professionals Association (EAPA)



**You can earn 1 Continuing Education Unit (CEU) for completing this course:**

[Check it out](#)

# Optum