

Optum EAP services FAQ



Table of contents

Program overview	1
Authorizations	3
Billing and reimbursement for EAP services	4

What is the Optum Employee Assistance program?

EAP is a health and wellness benefit paid for by a member's employer. The EAP benefit is designed to provide assessment and referral, as well as a brief counseling intervention for members and their families. The typical EAP benefit offers a limited number of sessions with a mental health or substance use clinician.

Optum members with an available EAP benefit can generally see any contracted Optum behavioral therapist for EAP services. (Note: There are some limitations around the use of EAP benefits with a psychiatrist.)

Note: Not all members served by Optum have an available EAP benefit.

What will I be paid for providing EAP services?

Credentialed therapists in the Optum network are paid at the same contracted rate for EAP services as they are for routine outpatient services.

Who can provide EAP services?

All Optum contracted therapists may provide, and are encouraged to provide, EAP services to members who have the EAP benefit.

Optum does not have a separate EAP network, so there is no additional credentialing or contracting required to provide EAP services.

If you have a history of billing for EAP services, or you have recently joined the Optum network and indicated that you will accept EAP referrals, we thank you and would like to make you aware that you are now part of our Optimized EAP network! As a result of either of the above actions, an indicator has been added to your provider record that tells members you accept EAP appointments, which prioritizes you in the members' directory search process.

It's easy to let Optum members know you are accepting EAP – just visit the EAP home page on Provider Express for directions on how to update your EAP status. Optum Employee Assistance Program (EAP) (providerexpress.com)

Program overview

Employee Assistance Professionals and Certified Employee Assistance Professionals (CEAP) can contact the Provider Service Line at 1-877-614-0484 and attest to an Employee Assistance Program specialty.

Authorizations

However, authorizations for EAP services are required and must be initiated by members or contracted behavioral health professionals prior to the first appointment.

Billing and reimbursement for EAP services

Can EAP services be provided virtually?

Yes. EAP services can be provided virtually by telephone or video conference. Our virtual visits technology platform is available for use at no extra cost for our contracted behavioral health professionals and Optum members.

For more information on virtual visits, click [here](#).

Do virtual EAP services need to be billed differently?

The HJ modifier needs to be included in the first modifier field. If services are provided virtually, the 02 Place of Service Code should also be used.

Are EAP services confidential?

Yes. EAP services, while paid for by the member's employer, remain confidential.

What happens after the EAP visits limit has been reached?

Once a member has exhausted their EAP sessions, you may continue to see the member under their behavioral health benefit.

Many members who have EAP benefits through Optum also have Optum insurance, which helps make the transition smooth.

Note: Depending on the member's benefit plan, they may be responsible for a deductible, copayment and/or coinsurance amount. The services a member receives are subject to the terms and conditions of their benefit plan, which may or may not be associated with Optum.

To learn more details about the member's benefit plan, call the behavioral health number listed on the back of the member's insurance card.

Are authorizations required for EAP services?

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

Each Optum customer has a number of approved sessions — the authorization will specify the number allowed under the member's benefit plan.

Note: Although most benefit plan years are based upon the calendar year, many Optum customers have a different benefit year (e.g., July–June, Oct.–Sept., etc.). That information will be captured in the authorization end dates.

To request authorization, please call Optum EAP at 1-866-248-4094.

How do I know if the EAP service has been authorized?

EAP authorization letters are sent directly to the member via email or U.S. Postal Service mail.

When a member presents for EAP services, ask for the EAP authorization code number, effective dates and expiration dates, and whether any of the authorized visits have already been used. You may also use the [Auth Look-up tool](#) on Provider Express to verify the authorization information or contact Optum EAP at 1-866-248-4094 for assistance.

Does the member have financial responsibility for services, such as a copay or deductible?

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

Optum will pay you directly at your contracted rate for authorized counseling sessions.

What CPT® codes are covered for EAP services?



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

All EAP claims must include an HJ modifier following the CPT® code in the first modifier field to be processed and paid correctly.

When billing on providerexpress.com, behavioral health professionals will be prompted to select BH or EAP. When selecting EAP, the HJ modifier will automatically populate.

Note: If not using Provider Express to bill and using multiple modifiers, please position the HJ modifier in the first modifier field.

If the services are provided virtually via telephone or video conference, the 02 Place of Service Code must also be included on the claim.

Note: Extended therapy visits (90837) and formal diagnostic assessments (90791) are not covered by Optum EAP.

Need help? Reach out to Optum 24/7

For assistance with EAP-related questions, please call Optum EAP at 1-866-248-4094.



11000 Optum Circle, Eden Prairie, MN 55344

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved. WF5079587 06/22

BH4215_06/2022