

Obtaining EAP Authorizations

Authorizations are required for EAP services and may be initiated by either the member or the contracted provider prior to the first appointment.

When a member presents for EAP services, inquire about the EAP authorization code number, effective dates and expiration dates, and whether any of the authorized visits have already been used.

Helpful tips for verifying the auth:

- Auth letters are sent to the member via email or USPS mail – ask the member for this info
- Use the Auth Inquiry tool on providerexpress.com
- Still need help? Call Optum EAP for assistance (1-866-248-4094)

The easiest way to bill for EAP services is to submit claims on providerexpress.com. Providers may need a subscriber ID for Optum EAP members. If the member also has Optum for behavioral health coverage, their subscriber ID is often the same for EAP. If the member does not have Optum behavioral health coverage, providers may call in to Optum EAP 24/7 at 1-866-248-4094 to confirm the subscriber ID.

Unlike other payors, Optum reimburses you at the **same rates for EAP services** as your contracted routine outpatient service rate.