



What makes the Optum Employee Assistance Program different



EAP

Our EAP is different from other payors because we pay you your same contracted rate – there's no difference.

As you know, 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 MH/SUD clinician but is not designed to provide an ongoing course of psychotherapeutic treatment. However, it is not unusual for the member to transition to routine therapy services with the same provider. Optum members can see any contracted Optum Clinician for EAP services.

The member has no financial responsibility—**no deductible, co-payment or coinsurance** amount. Optum will pay you directly at your contracted rate for authorized counseling sessions. Additionally, while EAP services are fully paid by the employer, services remain confidential.

How EAP sessions are authorized

Authorizations for EAP services are required and must be initiated by members or network clinicians prior to the first appointment. When a member presents for EAP services, you should inquire whether any of the authorized visits have already been used.

Visit [Provider Express](#) to learn more about this great way to expand your practice.

No difference in reimbursement rates

Unlike other payors, Optum pays you, our contracted providers, the same rates for EAP services as for routine outpatient therapy services. Plus, the member has no financial responsibility – Optum reimburses you directly at your regular contracted rate.

Special certification not needed

All our credentialed, contracted clinicians may provide, and are encouraged to provide, EAP services. No special certification is needed to see EAP members.