

This appendix is intended to provide account specific information and procedures for the affiliate provider network that services USPS employees and their family members. For any additional information that applies to EAP services other than those for USPS, please refer to the Employee Assistance Program Provider Manual.

You can direct any questions about the USPS EAP or the contents of this appendix to New Directions USPS Provider Relations at:

New Directions Behavioral Health
PO Box 7308
Overland Park, KS 66207
uspseappr@ndbh.com
877-307-5343

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Introduction & Program Overview

New Directions Behavioral Health provides an Employee Assistance Program (EAP) for the United States Postal Service (USPS) that includes a comprehensive suite of EAP services to USPS employees and their family members located throughout the United States. This includes every state, city, town and borough in this country, as well as, American Samoa, Federated States of Micronesia, Guam, Palau, Northern Mariana Islands, Puerto Rico, Republic of Marshall Islands and the U.S. Virgin Islands.

The EAP is a comprehensive service designed to empower employees in their efforts to resolve personal challenges that may impact adversely on work performance. The goal of the EAP is to address such problems in the quickest, least restrictive manner with the highest quality of service while strictly respecting the confidentiality between the USPS clients and the counseling staff. New Directions performs a broad range of functions to assist employees and their families in addressing and resolving the full range of personal problems to optimize health and productivity.

EAP services are accessible for approximately 600,000 employees plus their family members (family member is defined as any legal dependent of the employee, or anyone living in the employee's household, with the exception of tenants or employees of the postal employee who live in the household). The EAP provides organizational services tailored to meet the needs of USPS. The EAP provides in-person counseling, telephonic counseling and video counseling. Counseling services are short term and solution focused. There is also an online counseling option available through the EAP website. In addition, the EAP provides consultation services to management and union representatives.

In order to fulfill contract expectations, New Directions focuses on these objectives:

- Improving employee and family members' skills for successfully responding to life's challenges.
- Offering employees short term counseling services or referring employees and family members to mental health treatment or community resources.
- Developing manager competencies in managing workplace stress and improving work team performance.

Administrative Procedures

Appointment Procedures

- USPS employees access the EAP by calling 800-327-4968.
- Providers are expected to return calls to clients within one business day. Providers are expected to make an appointment available within 24 hours for urgent cases, and five business days for routine, non-urgent cases, or at the convenience of the employee.

Documentation

Upon each case assignment, the Provider will receive a packet of information that includes the following documents:

- Face sheet containing client demographics
- Statement of Understanding (SOU) that each client is required to sign prior to receiving EAP services. The legal guardian must sign an SOU for a minor unless a minor can consent to treatment under applicable state law.
- Authorization of Service Billing Sheet that is generated at case assignment and serves as the billing and closing form.
- Consent to Treatment of Minors form. If a minor is receiving EAP services, a parent or legal guardian must sign this form.

Service Delivery

Number of Sessions Available

In the initial assessment, the Provider will screen, identify, evaluate and assess individual and family problems with a thorough biopsychosocial assessment. Screening for alcohol/drugs/risk of harm and other abuse will be done in all cases. Clients should be assessed and referred for longer term counseling within one to two EAP sessions unless the assessed problem can be resolved within a short term, problem solving framework. Providers must get authorization from the New Directions Clinical Staff to extend a case beyond the initial 6 sessions by calling 800-327-4968.

The Provider will establish a preliminary intervention plan for each case along with a diagnostic impression using the current edition of the International Classification of Diseases and the Diagnostic and Statistical Manual of Mental Disorders.

The Provider will advise each client that EAP services are free of charge. Specialized services, long term services and services outside the scope of the EAP will be the financial responsibility of the employee.

Communication Guidelines

- Providers should not provide any written or verbal communication to anyone in the USPS organization. If the Provider receives a request to communicate with the USPS organization, they should contact the New Directions Clinical Staff at 800-327-4968.
- Providers may provide clients with the verification of on-the-clock attendance form for an EAP session. <https://www.ndbh.com/Providers/EAP/PoliciesManuals>
- USPS requires physician documentation regarding fitness for duty, time off and FMLA evaluation and will not accept documentation from the EAP or it's providers. Please direct clients requesting these services to their physician or have them contact the New Directions Clinical Staff at 800-327-4968.
- It is important that Providers maintain a neutral position regarding potential adversarial situations between employee and employer. These include grievances, disability claims, harassment, wrongful termination, etc. If contacted by an attorney regarding a New Directions client, please contact New Directions prior to providing any information. New Directions EAP strives to help all parties utilize their employer's internal systems to resolve these difficulties.

Referrals Out of the EAP by the EAP Provider

Providers will, as clinically appropriate, provide short term, solution focused counseling and problem solving. If, during the assessment or counseling/problem solving phase, the Provider determines that a client needs long term care or specialized services, the Provider will assist the client with transition to these services. This may include completing an authorization to disclose information form that enables the Provider to communicate with the referral source for purposes of coordination of care. Whenever possible, ensure that any age, gender and ethnic preferences of the client are respected and that cost of services is kept within the client's financial means. This may include referral to the client's health insurance plan or available community resources.

Self-referrals are allowed for continuity of care when clinically appropriate. Any referral that has a potential conflict of interest will need to be approved by the New Directions USPS EAP Clinical Director and that approval will be included in the client's case record.

Excluded EAP Services

- Group therapy
- Drug testing
- Legal advice
- DOT cases
- Psychological testing
- Outplacement job search
- Custody evaluations
- Fitness-for-duty evaluations
- Financial counseling for investments or serious debts
- Evaluations for workers' compensation claims, disability claims or other legal proceedings
- Learning disability testing
- Court-ordered therapy

Protocol for Threats of Violence in the Workplace

If a client discloses a threat directed at the workplace, gather as much data as possible including:

- Exact words used in threat, name of potential victim and client's relationship to potential victim
- Details about circumstances surrounding threat
- Previous history of suicide attempts or violent episode, with as much detail as possible regarding any history
- Determine if alcohol or drugs are involved

Warn potential victim(s) if appropriate. If decision is made to warn:

- Contact New Directions at 800-327-4968
- Advise potential victim of threat
- Call police if appropriate
- Hospitalize client if appropriate
- Keep New Directions informed of all developments

Affiliate's Role in the Critical Incident Response Procedure

An important part of the USPS EAP is the Critical Incident Response (CIR). Usually, these are handled by the on-site EAP Field Staff. Affiliate Providers are activated to complete a CIR when an Area Supervisor (AS) determines that internal resources are not available. The procedure for obtaining an affiliate to provide a CIR is as follows:

- New Directions clinical staff will do a zip code search and then contact the affiliate providers they find in that area to determine their availability. Providers should contact New Directions with an answer as soon as possible.
- The designated affiliate provider will be given the necessary information to authorize the CIR and necessary points of contact.
- The New Directions Area Supervisor will track and coordinate the CIR with the affiliate provider and provide additional details if needed. Once the CIR is complete, the affiliate provider will inform the Area Supervisor of the completed CIR details and turn in their CIR invoice to USPS EAP Billing.

Delivering Services to Clients with Disabilities

New Directions expects Providers to comply with all applicable provisions of The Americans with Disabilities Act (ADA). New Directions expects all Providers to provide members seeking EAP and counseling services an experience and services that are free from discrimination regardless of race, gender, religion, culture, disability, veteran status, or sexual orientation.

Payment Procedures

After the case has concluded, the Provider will complete documentation on the Authorization form and forward it to USPS EAP Billing by fax at 877-230-4361 or postal mail to:

**New Directions Behavioral Health
Attn: USPS EAP Billing
P.O. Box 7308
Overland Park, KS 66207**

The third page of the authorization is the Authorization of Service Billing Sheet. Please note that all sections of the billing sheet must be complete to receive reimbursement for services. Providers may submit billing on an interim basis or at the completion of all sessions, but the form must be submitted within 90 days of the last session. Closing information, signature and date of case closing must be included when submitting the invoice after final completed session; payment will be denied without this information. All sessions should be completed prior to the stop date on the authorization. An extension may be permitted up to 30 days past the stop date and requested by calling 800-327-4968.

USPS EAP Documents

Updated EAP forms and the Provider Manual are located on the web at <https://www.ndbh.com/Providers/EAP/PoliciesManuals>.

Providers may request copies be mailed, emailed or faxed to them by contacting EAP Provider Relations email at uspseappr@ndbh.com.

Additional information can be found at www.ndbh.com.