

# The EHP Networker



## Message from our Vice President

As we approach the end of another successful year, we want to thank all our network affiliates for providing excellent care to our client companies and their employees. We are very fortunate and recognize that throughout the years our network affiliates have been willing to go the extra mile for us, whether we are "EHP" or "First Advantage." We are looking forward to a year of increased growth and communication with our affiliates through an improved website.

*From all of us at EHP First Advantage, let us be the first to wish you and your family a happy, healthy and safe holiday season!* Dale Kaplan, LCSW-C, MSWAC



## Update on First Advantage

Since June 2003, there have been many changes. Notably, we are in the process of changing our name from EHP to First Advantage. While in transition, we are "EHP First Advantage" and in the upcoming months we will ultimately become "First Advantage." First Advantage Corporation, which has become a global risk management solutions provider, has recently realigned its two core business units. The company has established a new Enterprise Screening Services division that will include its Employment Screening Services (background checks) and Occupational Health Services (drug testing and workplace services) divisions. Bart Valdez, who was previously President of the Employment Screening Services Division, has been named President of this newly created division. Steven Flack, previously the Chief Operating Officer of Registry-Safe Rent, has been promoted to President of Occupational Health Services. Andy Macdonald, our former President of Occupational Health Services, has assumed the role of Vice President and Business Development Officer of First Advantage. This is particularly advantageous for Workplace Services as Andy is committed to growing Workplace Services through acquisition. We are excited about all the change which so far has all been very positive.

## In The Spotlight

The spotlight is on Tim Tilley, LMFT in this issue of *The EHP Networker*.

Mr. Tilley has been practicing as a family therapist in North Carolina for over 15 years, with special interests including domestic violence, family systems and crisis intervention. Mr. Tilley is consistently going above and beyond the call of duty by being flexible and responsive to urgent cases and providing extensive follow up to assure his clients are connected with the appropriate resources. Mr. Tilley has rearranged his busy schedule to help with difficult high-risk cases. Mr. Tilley is a pleasure to work with and all the staff at EHP First Advantage appreciates his service.

**We applaud Tim Tilley on a job well done and sincerely thank him for all of his hard work and dedication!**



## Commonly Asked Questions



**Q:** When can I submit forms for payment on a case?

**A:** Forms should be submitted after you have seen the client for the allotted number of sessions, when you close the case.

**Q:** When can I expect to receive payment?

**A:** EHP First Advantage is dedicated to providing consistently high quality clinical care. A senior level clinician at our corporate office reviews each record to authorize case closure and payment. Once the record has been approved for payment, it is submitted to our Finance Department and a check is issued. From the time we receive the original record from you, it will most likely take approximately 5-6 weeks for you to receive a check.

**Q:** How can I expedite payment?

**A:** First, make sure to complete all required forms. Then, submit the originals to EHP First Advantage. To expedite payment, please mail them to our physical address rather than our post office box. EHP First Advantage, Workplace Services, 6430 Rockledge Drive, Suite 600, Bethesda, MD 20817. *Note: We will be moving offices in early 2004, and will notify you of the new address once the move is completed.*

**Q:** What if I have questions about the record or the status of my payment?

**A:** Please feel free to call us anytime. We can be reached at 800-935-9552 ext 0. We check all voice mail boxes at least twice per day and your call should be returned within 1 business day. If your concern is urgent, please press '0' again and ask to have us paged. ***We plan to have this line answered by a live person in early 2004.***



## DOT SAP Update

As you all know by now, effective 12/31/03, all counselors who want to perform duties as Substance Abuse Professionals and conduct DOT SAP assessments must have training and pass a test which has been certified by a nationally recognized certification organization. EHP First Advantage is offering qualified SAPs the opportunity to meet the training requirement through a self-study manual and open-book test at a discounted rate. EHP First Advantage and NAADAC partnered to produce this training, which meets the DOT standards. Qualified SAPs are defined as licensed or certified social workers; licensed or certified psychologists; certified employee assistance professionals; and alcohol or drug abuse counselors certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission (NAADAC) or by the International Certification Reciprocity Consortium/Alcohol and other Drug Abuse (ICRC). In addition, a SAP must have knowledge of and clinical experience in the diagnosis and treatment of substance abuse-related disorders. For more complete criteria, see 49 CFR Part 40 Subpart O. In order to obtain the self-study manual and test, send a certified check or money order for \$180 made out to NAADAC to EHP Workplace Services, P. O. Box 1670, Bethesda, MD 20827. To pay with a credit card, please call 800-935-9552, ext 0.