

The EHP Networker

INTRODUCING . . .

EHP Clinical Services is growing. For those of you who have been affiliates with EHP since 1990, you may have noticed we have nearly tripled in size. For those of you who are new to our network, we'd like to introduce ourselves.

So who is who, what are they responsible for, and how do I reach them?

Dale Kaplan, LCSW-C, MSWAC, Vice President Clinical Services
800-935-9552 ext. 3

Tom Madden, LCSW, CAC, Clinical Supervisor
800-935-9552 ext. 7- Call with clinical issues/questions

Jazmin Moral, LGSW, Clinical Network Manager
800-935-9552 ext. 2- Call with provider relations issues

Humana Khan-Haque, Senior Administrative Assistant
800-935-9552 ext.1- Call with payment/paperwork issues

Lori Frei, LGSW, CEAP, EAP Computer Specialist
800-935-9552 ext. 8

Sally Butcher, MSW, EAP Specialist
800-935-9552 ext. 4

Jean Matteson, LCSW-C, EAP Specialist
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Brenda Campbell, LICSW, CEAP, Clinical Services Program Manager
800-275-7051 ext. 4202

Donna Winder, LCSW, Regional Sales Manager
800-275-7051 ext. 4502



TIMES ARE A CHANGIN'

EAPs to be accredited. In February, Dale Kaplan went to a training program to become a reviewer for the new accreditation of EAPs which is being conducted through the partnership of the Council on Accreditation (COA) and the Employee Assistance Society of North America (EASNA). EHP plans to begin the accreditation process at the end of 2001. Preparation will take several months and will affect our affiliates. More specifics will follow once EHP actually begins the accreditation process.

For all you SAPs, there have been changes to the DOT regulations. Most significant are the new training requirements. By the year 2003, all SAPs will be required to show a certificate that they have passed a test given by a national organization. EHP is diligently working with a national partner to establish a reasonably priced, readily available training which will meet the DOT requirements. The goal of EHP is to assist our SAPs in meeting this training obligation. Plans are still very much in the beginning phase. For more info on the changes visit: www.dot.gov/ost/dapc/

SATISFIED CLIENTS

Thanks to the cooperation of our affiliates, EHP has been receiving encouraging feedback from our *satisfied clients!* Last summer, EHP implemented a new Client Satisfaction Survey. This survey is included with each paperwork packet and affiliates should give one to each client over age 18.

Survey results to date:

- **98%** of respondents rate services as either **Good** or **Excellent**.
- **77%** feel that they are better able to function at work.
- **86%** feel that they are better able to function at home.
- **100%** of respondents have found the counseling helpful!

EHP needs your help! The average return rate is approximately 5%. This definitely needs improvement. Please be sure that you give a survey to each client and remind each to send the survey back. In turn, we will continue to provide feedback to you.

New and Improved Paperwork

A major concern expressed by our affiliates has been the need to reduce the amount of paperwork required for EAP cases, especially for cases involving families or couples. To address this issue EHP has created a new paperwork packet. Network-wide use of the new paperwork was implemented on June 1, 2001. Our goal is to assure that high quality clinical services are maintained, while at the same time addressing the needs and concerns of our affiliates.



In an effort to reduce paperwork, there is a new "Treatment Plan Form" that can be completed once for the entire family. We have also created a "Clinical Road Map" that clearly guides you through the process to ensure prompt payment.

If you have not received a copy, please contact us to request one. We look forward to your feedback once you have a chance to use the new paperwork.