



First Advantage™

The FADV Networker



Message from our Vice President

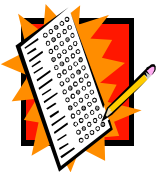
Dear First Advantage Affiliate,

Happy Holidays! We at First Advantage Workplace Services wish you a happy, healthy and prosperous new year. It has been a positive year for First Advantage and our EAP remains strong due to the professional and caring work of our network affiliates.

I thank you for the time and energy you have spent with the employees of our client companies. We look forward to working with you in 2005!

Dale Kaplan, LCSW-C, MSWAC

Introducing FADV's Case Audit Tool



In an effort to build upon our current methods of quality assurance, we will introduce an audit tool that will be used to review 10% of our closed cases each month.

The tool will provide us with a means of collecting data so that we can identify and improve areas where affiliates may need clarity regarding our process and paperwork.

Our goal is for all of our closed cases to be rated as acceptable (70 or above). Any cases that are rated unacceptable will be re-reviewed by another FADV senior EAP Specialist. If an audit score is rated as 'below standard', a senior EAP Specialist will contact you to review the audit results.

We will include the audit tool in the FADV paperwork packets and it also will be available on our web site at www.fadv.com/eapsap. To view the audit click on 'affiliate', log in (user name: affiliates; password: fadv), click on 'EAP cases', and it will be listed under 'audit tool'.

We will keep you updated as we continue to roll out the case auditing process. Our hope is that this tool will assist us as we work together to ensure that we are providing quality service to our clients.

Affiliate Reminders

- ◆ Please remember to mail all invoices and paperwork to the Bethesda Office:

*First Advantage EAP
P.O. Box 1670
Bethesda, MD 20827*



- ◆ When you need to refer an FADV client to another clinician or physician, please do not refer the client back to FADV for that resource. Affiliates should assist clients in locating a resource that is within their insurance or one that has a sliding fee scale to suit their financial situation.
- ◆ All FADV client notes should be documented only on FADV paperwork. Please note: All original paperwork should be mailed to First Advantage.

And most importantly ...

- ◆ *Remember to take care of yourselves during this joyful (and sometimes stressful) holiday season!*



In The Spotlight

Congratulations to long time affiliate, **Josie Levine, PhD** for being selected as this

quarter's spotlighted affiliate! Dr. Levine has been in private practice since 1989. Most days her assistant Dharma, a certified assisted therapy pet, is with her. Besides assisted-pet therapy, Dr. Levine focuses on the mind-body connection and works with patients facing catastrophic illness.

Dr. Levine has been a network affiliate since 1997. Her dedication and professionalism have made her a pleasure to work with and First Advantage EAP staff thanks her for her continued service.



P.O. Box 1670
Bethesda, MD 20827

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Communication is the key to Success. . .



. . .We'd love to hear from YOU!

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Questions? Feedback? Comments? Suggestions? Please share with us:

Feedback can be provided in several ways:
Fax form to: (301) 571-0146
Mail form to: P.O. Box 1670 Bethesda, MD 20827
Call us: 800-935-9552 ext 1
Email us at: affiliates@fadv.com

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