STANDARDS FOR NATIONAL NETWORK PROVIDERS

1) The National Network Provider will offer EAP services for a broad range of personal problems, including substance abuse.

2) The National Network Provider will provide EAP services and maintain records in accordance the generally accepted reasonable standards for quality clinical care.

3) The National Network Provider will have the capacity to respond to after-hours emergency situations.

4) The National Network Provider will have the capacity to arrange, via referral if necessary, emergency psychiatric evaluations and to arrange, via referral inpatient care for mental health and drug/alcohol treatment.

5) The National Network Provider will provide Preferred EAP with client-related information as per the established protocol and will communicate and collaborate with Preferred EAP regarding clients as necessary.

6) The National Network Provider will routinely offer initial appointments within 3-5 days of referral for service. All emergencies will be handled on an as-soon-as-possible basis either directly by the National Network Provider or via immediate referral to local crisis intervention facilities.

7) The National Network Provider assures that individuals referred by Preferred EAP will receive services from Masters level (or higher) clinicians only.

8) The National Network Provider may offer continued (post-EAP) outpatient services to clients, but will offer clients at least one alternative resource—for such service. This resource will not be associated with the National Network Provider.

9) The National Network Provider will be sensitive to clients' ability to pay for continued services when making a referral for same.

If, for some reason, a National Network Provider cannot comply with these Standards, they are to contact Carolyn Lamparella, LPC, Program Director, Preferred EAP at 800-327-8878.