



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.