

INSTRUCTIONS FOR REFERRAL PACKET

Please read instructions carefully as missing or incomplete referral packet forms will delay reimbursement or cause sessions to be denied.

This client has been approved for:

Participant Name: _____
Employer: _____
Authorization #: _____
Authorization Period: _____
Service to be Provided: ___ Mental Health ___ CD Evaluation ___ SAP Evaluation ___ Education Group
Number of EAP Sessions Authorized: _____

Additional sessions may be available and can be requested by counselors at The Village Business Institute (VBI) at 1-800-627-8220. If additional sessions are approved, a **new** authorization number will be provided.

Instructions for completing referral packet

1. The Village Billing Form must be submitted **no later than 60 days** from the date the session was rendered.
 - a. Billing is completed via Google Forms. Fill out the form at www.TheVillageFamily.org/billing
 - b. If you have seen the client for 8 sessions and are requesting additional sessions, you must complete the 8th Session Review form at www.TheVillageFamily.org/8session
2. All client cases inactive for 60 or more days will be closed. ***Clients must call The Village EAP [800-627-8220] to request their Employee Assistance Program benefit be reactivated.*** If reactivated, a new referral packet will be forwarded to the counselor for completion.
3. VBI will reimburse one session per week. Secondary sessions require prior authorization. **Unauthorized sessions will not be reimbursed.**
4. The Village EAP does not reimburse for no-shows; however, we still need the intake page back marked no show/cancellation. If a client does not appear for more than one scheduled session, please call The Village EAP Clinical Associate. We will work with you and the client to ensure that further sessions are not missed.
5. Counselors also must have up-to-date copies of licenses and liability insurance on file with The Village EAP to qualify for reimbursement.

Thank you for providing confidential and quality services to our EAP client(s).

The Village Business Institute

EAP Accounts Payable

Phone: (800) 627-8220

Fax: (651) 925-0057
