



Frequently Asked Questions

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REQUIREMENTS FOR NETWORK PARTICIPATION:

Credentialing Criteria:

1. Licensed as a LCSW, LPC, LMFT, LCDC or licensed Psychologist.
2. All Clinicians must be licensed by the state for independent practice and possess a current professional license without restrictions, conditions or other disciplinary action.
3. Have an absence of exclusions or debarment from participation in Medicare, Medicaid or other state or federal health care program.
4. Have an absence of malpractice lawsuits, judgments, settlements or other incidents that indicate a competency or quality of care issue.
5. Maintain Malpractice Liability Insurance with limit of \$1,000,000 occurrence/\$3,000,000 aggregate.

FORMS TO SUBMIT WITH APPLICATION:

The following documents must be submitted with your request for participation via fax (713 500-3330) or mail:

- Signed Provider [Credentialing Application](#)
- [W-9 form](#)
- Current copy of state license
- Current copy of malpractice insurance
- Resume

WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?

The EAP is a service provided by employers (client-companies) for their employees and covered family members. EAP services are designed to assist employees in resolving their personal problems before work performance is negatively influenced. The EAP provides assessment, referral and short term counseling. The EAP protects and maintains the privacy & confidentiality of employee/client information consistent with HIPAA and other privacy laws.

WHAT AN EMPLOYEE ASSISTANCE PROGRAM (EAP) DOES NOT PROVIDE:

The EAP is not meant to replace an employee's mental health or chemical dependency coverage through his/her health plan. The EAP is not a treatment program for chronic problems and does not provide school testing, psychiatric testing or any psychological testing. Testing and Diagnostic services are beyond the scope of the EAP. If the clients issue(s) cannot be resolved within the available number of EAP visits, then the EAP counselor should refer the client for longer term counseling or therapy services through their health insurance benefit plan or other available community resources.

CHANGE OF INFORMATION:

We do our best to keep the providers information up to date. Please contact us directly or submit a [CHANGE OF INFORMATION form](#) if there are any changes/additions/deletions to your practice. This will allow us to keep our database updated and provide excellent service to our clients.

UTEAP SUPPORT TO PROVIDERS

The UTEAP Staff want to support you in your own practice and in serving our clients in any way possible. Please contact us at any time you have questions, need information, have clinical concerns or should you have need for our support.

BILLING QUESTIONS

Please refer to the [PROVIDERS GUIDE](#) or contact UTEAP at 713 500-3327.