

Affiliate Guidelines

- To receive payment for Atrium Health EAP services, you must receive authorization from Atrium Health EAP prior to beginning services for each client.
- When a referral comes in, Atrium Health will fax an authorization sheet to you. No authorization number is needed. The client will contact you directly to set up an appointment. Please do **not** contact the client.
- Each employee or family member is granted three sessions with the initial referral. You will need to submit a request for authorization for up to three additional sessions.
- If the client is a supervisor referral, please contact Atrium Health EAP with all feedback and attendance information and Atrium Health will contact the client's company/supervisor. Please do **not** contact the client's company or supervisor directly.
- To submit billing, mail or fax an invoice (we do not use a standard form) with the dates the client was seen, amount owed to you, and your Tax ID number, along with the Atrium Health EAP paperwork.
- Once you have closed out a case, please contact Atrium Health EAP to notify us that the case has in fact been closed.

If you have any additional questions, please contact us at 800.384.1097. Thank you.