## **EAP Network Integration**

## **FAQs**

(Please note: Behavioral Health integration details are not included in this FAQ and will be developed as key decisions are made.)

## **Overview**

**EAP Network Update:** Effective January 1, 2021, with the exception of providers in CA and NY, all Anthem EAP provider contracts (WellPoint Behavioral Health EAP) will be assigned to Beacon Health Options.

* Providers will be able to see both Anthem and Beacon EAP members.
* Anthem and Beacon will continue to use separate EAP correspondence/authorization letters with the respective company brands/logos.
* Providers will need to refer to the brand/logo on the correspondence to determine which company authorized the EAP services and thus, where to send requests for payment.
* Behavioral Health (BH) Network Update: **There are no changes at this time**. Planning is underway but the details will be communicated to providers over the coming months.

## **Important Dates**

* Anthem providers should anticipate receiving their EAP assignment letters the **week of October 26, 2020**.
* Beacon only providers will be notified about this change via email, fax or mail throughout the month of November.

## **Questions and Answers**

**Q1: Does this change affect a provider’s Anthem Behavioral Health (BH) Agreement?**

**A:** No**,** the provider’s **Anthem BH agreement** is separate and is not impacted by changes to their Anthem EAP agreement.

**Q2: Does this change affect a provider’s Beacon Behavioral Health (BH) Agreement?**

**A:** No**,** the provider’s **Beacon BH agreement** is separate and is not impacted by changes to their Beacon EAP agreement.

**Q3: What activities will take place in 2021 for Beacon-Anthem Behavioral Health?**

**A:** Planning for Behavioral Health (BH) is currently underway. Activities related to BH will be communicated over the next several months separately from any EAP updates.

**Q4: Does this change affect an Anthem EAP provider who is also contracted with Beacon Health Options for EAP?**

**A:** Yes, as of January 1, 2021, our goal is to have each EAP provider have only one valid EAP Agreement. Consequently, providers that currently have existing contracts with both Anthem and Beacon’s EAP networks will have one of their contracts terminated.

**Q5: How do providers find out what their EAP reimbursement rate will be effective January 1, 2021?**

**A:** Anthem Providers should callthe AnthemEAP Provider Line at 1-888-650-5748, Monday through -Friday from 9 a.m. to 7 p.m. ET, or via email at [EAPProviderNetworks@anthem.com](mailto:EAPProviderNetworks@anthem.com). Beacon EAP Providers should call the Beacon National Provider Service Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

**Q6: How do providers know if an EAP authorization is for an Anthem or Beacon member?**

**A:** The authorization letter will have either the Anthem or the Beacon logo on the correspondence**.** Providers can also go to the Anthem and Beacon Provider Portals to check authorizations.

**Q7: Do providers have to be re-credentialed by both Anthem and Beacon after January 1, 2021?**

**A:** No, providers will only be re-credentialed once for EAP services on their normal credentialing schedule by Beacon.

**Q8: How do providers update their demographic and availability information after January 1, 2021?**

**A:** As of January 1, 2021, all provider demographic and availability updates should be sent via the Beacon Provider Portal, the providers’ CAQH profile, or by calling the Beacon National Provider Service Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Providers can also contact the AnthemEAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. to 7 p.m. ET, or via email at [EAPProviderNetworks@anthem.com](mailto:EAPProviderNetworks@anthem.com).

**Q9: Do providers have to accept EAP referrals for both Anthem and Beacon members?**

**A:** Wetook these actions to ensure that providers received the same reimbursement rate for Anthem and Beacon EAP members. However, participation in our EAP provider network does not constitute an agreement to accept all referrals. Instead, we ask providers to accept referrals when they can offer a timely appointment and meet the members’ needs.

**Q10: Who should providers contact if they do not have appointment availability, are taking a leave of absence, or changing locations?**

**A:** As of January 1, 2021, providers may contact Beacon’s National Provider Service Line available at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

**Q11: Who should providers contact about a Behavioral Health or non-EAP question?**

**A:** At this time, there is no change to your Behavioral Health Agreement, which is separate from your EAP Agreement. You will receive separate communications regarding the BH network over the next several months.

Anthem Providers should callthe AnthemEAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. to 7 p.m. ET, or via email at [EAPProviderNetworks@anthem.com](mailto:EAPProviderNetworks@anthem.com).

Beacon Providers should call the National Provider Service Line available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.

**Q12: Who should providers contact if they no longer want to participate in the EAP network?**

**A:** As of January 1, 2021, providers may contact the Beacon National Provider Service Line, which is available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.

**Q13: How do I add EAP providers to a group practice that is already credentialed with Beacon?**

**A:** If the provider is part of a group that is already credentialed by Beacon, then the provider should call Beacon National Provider Service Line, which is available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.

**Q14: How do new providers join the EAP network after January 1, 2021?**

**A:** As of January 1, 2021, providers interested in joining the EAP network can submit their application via the Beacon Provider Portal, <https://www.beaconhealthoptions.com/providers/how-to-become-a-provider/>

If the provider is part of a group or is already credentialed by Beacon, then the provider should call the Beacon National Provider Service Line, which is available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.

**Q15: Who should providers contact about EAP claims issues or concerns after January 1, 2021?**

**A:** There is no change to the process the provider follows today.Both Anthem and Beacon will continue to process EAP claims for their clients.

For Anthem claims issues and concerns, call the EAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. and 7 p.m. ET or via email at [EAPProviderNetworks@anthem.com](mailto:EAPProviderNetworks@anthem.com).

For Beacon claims issues, call the National Provider Service Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

**Q16. What impact will there be on the provider’s current patients?**

**A:** There is no impact to current patients. Providers will continue to submit information to Anthem and Beacon as they did prior to assignment of the network.

**Q17. Will provider demographic information be listed in both the Beacon and Anthem online Provider Directories?**

**A:** Yes, providers, outside of California and New York, will be listed as network providers in all Beacon and Anthem on-line Provider Directories as of January 1, 2021.

**Q18. How do these changes positively affect providers?**

**A:** Providers can receive more referrals if they want them and they will only need to be re-credentialed once every three (3) years to remain in good standing. As work to build a better EAP continues, Anthem and Beacon will increase their focus on enhancing whole person care and improving overall health outcomes with a stronger portfolio of behavioral health specialized products, more clinical expertise, improved analytics and health data, and broader provider networks and relationships.

**Q19. Is the reimbursement rate different for Beacon/Anthem telehealth services or is the reimbursement rate the same as face-to-face services?**

A: Anthem and Beacon both reimburse telehealth EAP services at the same rate as face-to-face care.

**Q20. Will my EAP reimbursement rate change?**

Beacon will pay the higher of the two contracts’ EAP reimbursement rate, and thus, if the Beacon contract does not have the higher rate than we will send the provider a Beacon rate amendment the week of October 26, 2020.

**Q21: Who should providers contact if they have a complaint regarding service?**

**A:** As of January 1, 2021, providers may contact Beacon’s National Provider Service Line available at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.