



Important EAP Case Activity and Billing Form Information

Effective November 1, 2021, EAP Case Activity and Billing Forms (CAF) will be denied if you select the wrong vendor ID.

When submitting an EAP CAF through the [Beacon Provider Portal](#), if you see multiple vendor records with the same practice address and different "Pay To" addresses, then you will need to update your demographic information prior to submitting a claim. Please update your [CAQH profile](#) to reflect your current service addresses and correct "Pay To" address. You may also update your demographic information on the [Beacon Provider Portal](#). For any new "Pay To" addresses, please ensure we have an updated W-9 form on file.

If your EAP claim was denied for inaccurate vendor record selection and you need assistance to identify the correct vendor ID for CAF submissions, please contact Beacon's National Provider Services Line at 1-800-397-1630 from 8 a.m. to 8 p.m. EST, Monday through Friday.

In addition, Beacon has created a five-minute video tutorial titled "[Submitting an EAP Case Activity Form](#)," which guides you through the CAF submission process. You may access this helpful tutorial by visiting the [Video Tutorials section](#) of the [Beacon Health Options website](#).

If you have additional questions, please contact Beacon's National Provider Services Line at 1-800-397-1630 from 8 a.m. to 8 p.m. EST, Monday through Friday.
