



**Watterson Tower
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EAP Policies for Providers

- Clients, employers, and insurance carriers are **never** to be billed, or sent statements, for EAP Services!
- Clients from the same employer are **never** to be scheduled for back-to-back appointments. This is so confidentiality is maintained.
- EAP Providers should never communicate with employers. If you receive a request from an employer, please contact SAI immediately.
- EAP Providers should not write letters regarding an employee's ability to do his or her job and/or be off from work. If such request is received from the employee and/or a representative of the workplace, please contact SAI immediately.
- EAP providers are not permitted to write letters or release information to courts, attorneys or agencies to support employee claims regarding time, disability, workers' compensation, custody or any other issues.
- The EAP generally does not provide disability evaluations.
- The EAP counseling sessions cannot be used as a substitute for court-ordered counseling of any kind. The employee may be seen by the EAP counselor while he/she is receiving court ordered treatment but we are not a substitute for it, and may not write letters to the court on behalf of the client.
- EAP counselors are to be familiar with all confidential requirements regarding employee assistance programs, alcohol and drug abuse statutes, etc. No client information is to be revealed to anyone without the employee's written consent.
- All substance abuse cases must be referred to a treatment resource immediately in addition to AA or NA meetings. AA and NA groups are not considered treatment.