



**Employee Assistance Programs**  
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### **FAQ's**

**1. Do I need to submit the EAP Case Closing Form if the member never attended any EAP appointments?**

*Yes, check the box that indicates "Member did not follow through with referral" and when appropriate, document any "no-shows" or "Cancellations".*

**2. Will the EAP Authorization be cancelled if I send in the EAP Case Closing form and the member hasn't used all their authorized sessions?**

*No, New Avenues will keep the authorization active through the documented expiration date on the EAP authorization letter.*

**3. Can I send in my request prior to New Avenues sending me a reminder fax or email?**

*Yes, please do, EAP Case Closing forms should be completed and submitted to New Avenues at the final authorized EAP session; or if goals were obtained prior to exhausting the # of EAP authorized sessions whichever comes first.*

**4. Do I wait until treatment is completed with the member prior to closing the case?**

*No, in cases where the member continues treatment beyond their EAP benefit, the EAP Case Closing form should be submitted on the final authorized EAP session.*

**5. What if I haven't used all the EAP sessions prior to receiving the EAP Case Closing Request reminder?**

*As a courtesy, New Avenues sends a reminder for EAP Case Closing Forms 90-days from our intake date. Because the number of EAP sessions varies by employer, if you have EAP sessions remaining and the member is engaged in active treatment, please submit at the final EAP sessions.*

**6. The Member's EAP benefit renewed while I was seeing them; do I need to submit an EAP Case Closing Form for each EAP authorization?**

In general, an EAP Case Closing form is due per EAP authorization. If you receive an auto-renewal because the member's EAP benefit renewed within 30 days from their initial EAP authorization, only 1 EAP closing form will be required.

**7. Do you have a fillable copy of the EAP Case Closing Form?**

A fillable copy of the EAP Case Closing Form can be found on our website at [www.NewAvenuesOnline.com](http://www.NewAvenuesOnline.com).