

FAQs for IBH/RBH/ABBM/EAPP Providers Conducting EAP Phone/Video Sessions

How will I receive requests for phone/video counseling?

You may receive requests directly from a client who identifies themselves as being part of IBH (or our sister company's) EAP, or you may get a call from a member of our clinical team who will make the referral.

What are the names of IBH's sister companies who may provide me with EAP referrals?

Our sister companies include Reliant Behavioral Health (RBH) and American Behavioral (ABBM) and EAPP.

Can I change to conducting phone/video sessions with my current clients who I have previously seen face to face?

You do not have to wait for approval to schedule and conduct the sessions.

What is the fee for the telephone/video session?

You will be paid the same fee you agreed to in your EAP contract for face to face sessions. Your billing process and recordkeeping process is the same as face to face sessions, however, please indicate if you conducted a phone or video sessions on your invoice.

Are video sessions included?

At this time, we are allowing both phone and video sessions.

Do I need any special software to conduct a video session?

Please follow applicable state and federal laws (i.e. HIPAA), including regulatory agencies with authority over licensing and certifications for current practices.

Will I only receive referrals from clients who are in the State(s) that I am licensed in?

Yes, you will only receive referrals from clients who reside in your State(s) of license.

What if a client is located in the same State, but is nowhere near my office?

Remember you can provide phone/video sessions to clients who reside in your State, so geographic distance is not an issue.

How long can I provide telehealth/TeleEAP sessions?

You can provide phone/video sessions until further notice. IBH make choose to modify this exception at any time.



Do I need to fill out any additional forms when I do phone/video sessions?

The documentation is the same as required for face to face sessions. Just indicate on the billing form that you conducted phone or video sessions.

Who should I call if I have questions once I receive a client referral?

If you have any questions, please contact the clinical team assigned to the EAP client.