



EAP Case Activity and Billing Form (CAF) Frequently Asked Questions

(Commercial EAP Accounts Only)

This FAQ document will continue to be reviewed regularly and updated by Carelon Wellbeing, Carelon Behavioral Health's Employee Assistance Program (EAP) product as needed in order to provide the most current and pertinent information.

Q. Under what circumstances can the [CAF-1](#) be used?

A. The CAF-1 can be used by EAP Affiliates when EAP services have been pre-authorized. The CAF-1 will be sent to the Affiliate along with the EAP authorization letter.

Q. Under what circumstances should the [CAF-2](#) be used?

A. The CAF-2 should be used by all onsite EAPs, and in cases where EAP services have not been pre-authorized.

Q. How should the CAF-1 be submitted?

A. We encourage EAP Affiliates to submit the CAF-1 via [ProviderConnect](#). Alternatively, the form can be faxed to 866.408.7240 or mailed to the address indicated on the EAP authorization letter.

Q. How should the CAF-2 be submitted?

A. The CAF-2 should be mailed to the address indicated on the EAP authorization letter. Affiliates should not submit the CAF-2 by fax.

Q. Where can EAP Affiliates find a copy of the CAF-1 or CAF-2?

A. Affiliates will receive a copy of the CAF-1 with EAP authorization letters. Also, the CAF-1 and CAF-2 are posted on the website www.beaconhealthoptions.com under Providers / Beacon Health Options Providers / Forms / EAP Forms. **What will new web address be?**

Q. What if services were pre-authorized and an EAP Affiliate submits a CAF-2 – will the claim be paid?

A. Yes – we will always pay the claim based on the submission of a CAF-2.



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Q. What if the Affiliate submits a CAF-1 and services have not been pre-authorized, or the CAF-1 was submitted by an onsite EAP?

A. If Carelon Wellbeing receives a CAF-1 in situations in which a CAF-2 is required, the form will be returned with a request that the CAF-2 is submitted.

Q. Why can't onsite EAPs use the CAF-1?

A. Onsite EAPs need to use the CAF-2 because participants typically do not contact Carelon Wellbeing prior to their first session with an onsite EAP, so Carelon Wellbeing does not have the opportunity to gather necessary information from the participant. By using the CAF-2 in these cases, we are able to collect needed information when the form is submitted by the onsite EAP.

Q. I thought all EAP services had to be pre-authorized – so it doesn't have to be?

A. With the exception of onsite services and a few legacy accounts that allow participants to go directly to an EAP provider, all EAP services must be pre-authorized.

Q. How will the Affiliate know if EAP services have been pre-authorized?

A. The EAP Affiliate can review their authorizations on ProviderConnect. In addition, Carelon Wellbeing sends an EAP authorization letter when EAP services are authorized. As a regular business practice, EAP participants are warm-transferred to the Affiliate's office when the referral is made by the EAP care manager in the engagement center. At the time of the warm-transfer, the EAP care manager advises the Affiliate regarding the number of visits authorized.