

**One-Page EAP Case Activity and Billing Form (CAF-1)
Frequently Asked Questions
(Commercial EAP Accounts Only)**

- 1. When will the new CAF-1 be available?**
ValueOptions® started sending out the CAF-1 with EAP authorization letters during the last week in December, 2009.
- 2. Under what circumstances can the CAF-1 be used?**
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.
- 3. Under what circumstances should the CAF-2 be used?**
The CAF-2 should be used by all onsite EAPs, and in cases where EAP services have not been pre-authorized.
- 4. How should the CAF-1 be submitted?**
The CAF-1 can either be faxed to 1-866-408-7240 or mailed to the address indicated on the EAP authorization letter.
- 5. How should the CAF-2 be submitted?**
The CAF-2 should be mailed to the address indicated on the EAP authorization letter. Affiliates should *not* submit the CAF-2 by fax.
- 6. Where can EAP Affiliates find a copy of the CAF-1?**
Affiliates will receive a copy of the CAF-1 with EAP authorization letters. The CAF-1 is not posted on the ValueOptions web site. .
- 7. Where can EAP Affiliates find a copy of the CAF-2?**
The CAF-2 is posted on www.valueoptions.com under Providers>Forms>EAP Forms.
- 8. What if services were pre-authorized and an EAP Affiliate submits a CAF-2 – will the claim be paid?**
Yes – we will always pay the claim based on the submission of a CAF-2.
- 9. 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?**
If ValueOptions 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.
- 10. Why can't onsite EAPs use the CAF-1?**
Onsite EAPs need to use the CAF-2 because participants typically do not contact ValueOptions® prior to their first session with an onsite EAP, so ValueOptions® 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.
- 11. I thought all EAP services had to be pre-authorized – so it doesn't have to be?**
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.
- 12. How will the Affiliate know if EAP services have been pre-authorized?**
The EAP Affiliate receives an EAP authorization letter from ValueOptions® when EAP services are authorized. Often the participant is warm-transferred to the affiliate's office when the referral is made by the service center.
- 13. How should the Affiliate submit the CAF-1?**
The CAF-1 may now be submitted online via ProviderConnect. Alternatively, the form can be faxed to 1-866-408-7240, or mailed to the address indicated on the EAP authorization letter.