

OUR CLINICIANS

Frequently Asked Questions

1. How long does it take to process an application?

It takes approximately 2-3 weeks to process an application.

2. How do I update REACH if my address changes or I cannot take new clients, etc?

To update your profile, please call Reach at 800-950-3434.

3. How long does it take to process my reimbursement/I have not received my reimbursement check? The process usually takes 2-3 weeks. If the required paperwork is not complete or is filled out incorrectly, one of our staff members will contact you to request the information prior to the invoice being processed.

Please call Reach at 800-950-3434 or send your inquiry to reachbilling@reach-eap.com

4. How can I send in my billing?

The most efficient way to process your invoice, is by sending it via email to reachbilling@reach-eap.com

You may also fax the billing paperwork to 540-776-5725 or mail it to:

REACH EAP, LLC

100 North Pennsylvania Avenue

Wilkes-Barre, PA 18701

5. Can I use my own paperwork for documentation and billing?

No, please use the Reach paperwork and invoice that is sent to you each time you accept a referral from us. Incorrect paperwork may hold up your reimbursement. Call Reach at 800-950-3434 if you need additional or new paperwork.

6. My client has asked me to contact his/her place of employment regarding his/her sessions. Can I do this?

No. All communication with a workplace is done by the Reach Account Manager. We ask that you complete the Release of Information (if it is a supervisory referral) with the client. Call Reach at 800-950-3434 if you have additional questions.

7. Can I refer a client back to myself after they have completed their EAP sessions?

Yes, as long as you provide at least 2 additional provider names to them.

8. How can I request additional sessions for a client?

To request additional sessions, please call Reach at 800-950-3434 and ask to speak to the Clinical Director. Unauthorized sessions will not be reimbursed.

9. How can I add an additional participant to a client's sessions?

If a client requests to include additional family members in the session (other than the ones included in the authorization) you will need to contact Reach at 800-950-3434 and receive approval from the Account Manager.

10. Can I bill for *No Shows*?

No, Reach does not allow billing for *no shows* nor do we allow a client to be billed directly for *no shows* or sessions completed without authorization.

11. How can I find out which companies Reach serves in my area?

Due to the nature of our contracts, we do not release lists of companies we serve without permission from each company.