



BEHAVIORAL HEALTH SYSTEMS

Behavioral Healthcare Programs for Business & Industry Since 1989

EAP Guide For Your Employee Assistance Program Benefits

Welcome to BHS!

Welcome to Behavioral Health Systems (BHS). Your employer has selected BHS to provide its employee assistance program benefits. This sheet will tell you about us, how our program works and how to use your benefits.

About Behavioral Health Systems

BHS specializes in managing mental health and substance abuse benefits. BHS has a preferred provider network of credentialed mental health care providers. We use independent (non-employee) providers to perform assessment and treatment services. This ensures an objective treatment process (our providers maintain full responsibility for the quality of care they provide). Based in Birmingham, Alabama, BHS has a network of over 20,000+ inpatient and outpatient providers across the nation. This lets us help you regardless of where you live.

BHS works on a fee-for-service basis. This means that your employer is billed and your provider is paid for those services that are actually provided. Neither BHS nor our providers can benefit from limiting your care.

Accessing Your Benefits

Call BHS before you seek treatment. Our regular business hours are 7:00 a.m. to 5:30 p.m., CT. We are available 24 hours a day, 7 days a week for emergencies. However, BHS is not a "crisis" or "hotline." We will not try to treat you over the phone. Our job is to help you get the care you need.

When you call us to access benefits, a Care Coordinator will ask you for basic information. We will schedule an appointment for a face-to-face assessment with one of the BHS network case managers in your area.

Common Questions

1. What is an Employee Assistance Program?

An Employee Assistance Program (EAP) is a professional service which provides confidential assessment, referral and short-term counseling services to employees for behavioral health-related problems such as:

- Marital/Family
- Stress Issues
- Grief and Loss
- Financial/Legal
- Depression
- Eating Disorders
- ADHD/ADD
- Relationship Issues
- Substance Abuse
- Anxiety

2. How do I access the Program?

It is as simple as a phone call to BHS. 800-245-1150. A Care Coordinator will ask you for necessary information and make a referral to a provider that specializes in your particular area of need. (Note: All services require pre-approval).

3. Is the Program confidential?

BHS protects your right to confidentiality as required by state and federal laws. Information is released only if the law requires disclosure or if you sign a release of information.

4. Is there a cost to use the EAP services?

No. The EAP is a benefit provided to you, at no charge, by your employer. All services that are authorized by BHS are covered at 100% and you do not have to file any claims.

5. What if I am not satisfied with the EAP services?

The goal of the EAP is to ensure that you receive the care that is needed for your specific situation. In the event that you are dissatisfied with the services provided, contact Clinical Services at BHS regarding the grievance process.

6. What if I need further treatment beyond the visits provided through the EAP service?

The BHS Care Coordinator will help with any referral through your medical plan.

To Access Benefits

- Call 800-245-1150
- Business Hours: 7:00 a.m. – 5:30 p.m., CT
- 24 hours a day, 7 days a week emergency access

Things to Remember

- Call BHS before you seek treatment.
- Be prepared to give a BHS Care Coordinator basic information regarding your situation.
- In emergencies, seek the care you need, then call BHS as soon as possible or have the hospital call us.

Contact Information

P.O. Box 830724
Birmingham, AL 35283
800-245-1150
www.behavioralhealthsystems.com