

Affiliate guidelines

- To receive payment for CHS EAP services you must receive authorization from CHS EAP prior to beginning services for each client.
- When a referral comes in, CHS will fax an authorization sheet to you. No authorization number is needed. The client will contact you directly to set up an appointment. Please do **not** contact the client.
- Each employee or family member is granted six sessions with the initial authorization.
- If the client is a supervisor referral, please contact CHS with all feedback and attendance information and CHS will contact the client's company/supervisor. Please do **not** contact the client's company or supervisor directly.
- To submit billing, mail or fax an invoice (we do not use a standard form) with the dates client was seen, amount owed to you, and your tax id number along with the Carolinas HealthCare System paperwork.
- Once you have closed out a case, please contact CHS to notify us that the case has in fact been closed.

If you have any addition questions, please contact us at 800-384-1097.