



eviCore EAP

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EAP CLIENT COMPLAINT RESOLUTION PROCEDURE

eviCore EAP responds to EAP client complaints in a thorough, appropriate, consistent and timely manner to ensure quality care and effective services to both providers and customers.

eviCore EAP responds to client complaints within three (3) business days. A disposition of the complaint is communicated in writing within thirty (30) calendar days of receipt of all necessary information

Complaints may be filed in the form of a telephone conversation, written correspondence or face to face contact. Means to contact the EAP are as follows:

Telephone: **1-888-276-6632**
Fax: **716-712-2796**
E-mail: [**EAP@evicore.com**](mailto:EAP@evicore.com)

The eviCore EAP Manager is responsible for overseeing the complaint process. Complaints are categorized and trended over time. Data is periodically reviewed to identify opportunities for process improvement.

If a client is not satisfied with eviCore EAP's response to their complaint, they have the right to file a written appeal. Such an appeal may be sent to the VP of Operations (Level II process), following the contact procedure noted above, up to sixty (60) business days from receipt of the complaint determination.

Satisfaction Surveys may include comments which are complaints about the organization and are handled through the Complaint Process. eviCore EAP does not retaliate or take discriminatory action against an individual who has filed a complaint or appeal. Complaints received by the EAP will be kept confidential consistent with EAP protocol for confidentiality of EAP information.

Anonymous comments received on satisfaction surveys will be evaluated for opportunities to improve related EAP processes.