



EviCore EAP

p 716.712.2777 | f 716.712.2796 | e eap@evicore.com

EVICORE EAP CLIENT'S RIGHTS AND RESPONSIBILITIES

Client's Rights within the EAP Benefit

Clients have the right to:

- receive information about the organization, its services, its practitioners and providers, its policies and procedures and Clients' rights and responsibilities;
- be treated with courtesy, consideration and respect, and with recognition of their dignity and right to privacy;
- be free from billing by EviCore EAP or its EAP providers for EAP services that were authorized or covered under their EAP benefit;
- a choice of EAP providers, subject to their availability;
- obtain assistance and referral to participating EAP providers with experience in the provision of EAP services;
- receive information from the EAP provider necessary to give informed consent prior to the start of EAP services;
- participate with practitioners and providers in decision making throughout the EAP process;
- a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage;
- know the system for resolving complaints, including their right to appeal, in the event that the client feels that their provider has not given the kind of service that they have the right to expect;
- obtain information about available services, including how to obtain urgent, emergency and after hours care;
- confidentiality of their EAP records;
- make recommendations regarding the organization's Clients' rights and responsibilities policies;
- refuse services to the extent permitted by law, and be informed of the consequences (medical or other) of that action;
- obtain complete and current information concerning EAP services and their individual plan of action in terms they can reasonably understand; and,
- know the name and qualifications of all caregivers. This information can be obtained from the practitioner or provider or the administrator of any health care facility.

Client's Responsibilities

Clients have a responsibility to:

- supply information, to the fullest extent possible, that the organization and its practitioners and providers need in order to provide services;
- establish themselves as a client with the practitioner or provider they have selected;
- attend scheduled appointments on time;
- communicate any inability to attend such appointments prior to the appointment date and time;
- participate in developing and following the mutually agreed upon goals, plans, and instructions for their care;
- provide honest and accurate information concerning their health history and status;

Client's Responsibilities beyond the EAP Benefit

At times, services beyond the EAP Benefit may be recommended during the EAP process. Any costs associated with services beyond the EAP Benefit are the responsibility of the EAP client.