



BEST CARE
EMPLOYEE ASSISTANCE PROGRAM

Appt _____

Case Number _____

Name _____
First *Middle* *Last*

Address _____

City _____ State _____ Zip _____ MAY WE SEND A FOLLOW-UP LETTER? YES NO

EMAIL (Required for online counseling) _____

Home Phone _____ Cell Phone _____ Work Phone _____

May we call? Home Y N Cell Y N Work Y N

Leave message? Home Y N Cell Y N Work Y N

Gender _____ Age _____ Date of Birth _____ Last 4 Digits of SS # _____

IN CASE OF EMERGENCY, PLEASE CONTACT _____ PHONE _____

Spouse/Significant Other _____ Age _____

Date Married/Length of Relationship _____ Any prior marriages Y N

	Name	Age	Relationship
Children and/or any other household members	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

Employer _____ Occupation _____

Insurance Provider _____

COUNSELING INFORMATION

Please briefly describe the issues you would like to address in your counseling.

Have these issues been addressed in any prior counseling? ____ Yes ____ No

If yes, please explain _____

Is counseling or treatment being provided by someone else/another provider at this time? ____ Yes ____ No

If yes, please list the provider

Counselor/Therapist _____ Psychologist _____

Primary Physician _____ Psychiatrist _____

Clergy _____

Are there medications being used to treat the counseling issues? ____ Yes ____ No

If yes, please list the medications

1. _____ 2. _____ 3. _____

Are you or those close to you concerned about your use of alcohol? ____ Yes ____ No

Are you or those close to you concerned about your use of drugs? ____ Yes ____ No

Are you or those close to you concerned about your gambling? ____ Yes ____ No

Are your counseling issues related to worry, fears or possible anxiety? ____ Yes ____ No
If yes, please circle your answers to the following *Generalized Anxiety Disorder (GAD-7)* questions.

Over the last 2 weeks, how often have you been bothered by the following problems?

Not at all Several days More than half the days Nearly every day

1. Feeling nervous, anxious or on edge
2. Not being able to stop or control worrying
3. Worrying too much about different things
4. Trouble relaxing
5. Being so restless that it is hard to sit still
6. Becoming easily annoyed or irritable
7. Feeling afraid as if something awful might happen

(For office coding: Total Score T ____ = ____ + ____ + ____)

Are your counseling issues related to discouragement, sadness or possible depression? ____ Yes ____ No
If yes, please circle your answers to the following *Patient Health Questionnaire (PHQ-9)* questions.

Over the last 2 weeks, how often have you been bothered by the following problems?

Not at all Several days More than half the days Nearly every day

1. Little interest or pleasure in doing things
2. Feeling down, depressed, or hopeless
3. Trouble falling or staying asleep, or sleeping too much
4. Feeling tired or having little energy
5. Poor appetite or overeating
6. Feeling bad about yourself - - or that you are a failure or have let yourself or your family down
7. Trouble concentrating on things, such as reading the newspaper or watching television
8. Moving or speaking so slowly that other people could have noticed? Or the opposite - - being so fidgety or restless that you have been moving around a lot more than usual
9. Thoughts that you would be better off dead or of hurting yourself in some way

(For office coding: 0 + ____ + ____ + ____ = Total Score: ____)

If you circled any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all

Somewhat difficult

Very difficult

Extremely difficult

BEST CARE EMPLOYEE ASSISTANCE PROGRAM

STATEMENT OF UNDERSTANDING

Welcome to the Best Care Employee Assistance Program. We provide assessment, short-term counseling, and referral services to employees and eligible family members of our customer companies and organizations. These EAP services are provided at no cost to the employee or family member. It is the responsibility of the client to pay for any services outside of the EAP counseling benefit.

Services can be accessed in several ways. You may meet with a counselor in one of our Best Care EAP offices or you may meet with one of our contracted affiliate providers. You may also access our services via electronic means such as telephone, online chat or video (telehealth counseling). Telehealth counseling options are subject to the limitations of internet security, however Best Care EAP utilizes a secure, HIPAA compliant medium (WebEx) to provide those services. If you choose to use one of the telehealth options, please refer to the *Telehealth Counseling Security Statement* that will be included with this Statement of Understanding. All Best Care EAP counselors are Nebraska Licensed Mental Health Practitioners. Telehealth counseling is provided pursuant to the laws and regulations of the State of Nebraska.

All EAP counseling services are strictly confidential and your counseling information cannot be disclosed without your permission. There are a few exceptions: 1) If you see one of our affiliate providers, it is necessary for Best Care EAP and your provider to exchange counseling and billing information. 2) Certain reports to authorities are required by law, such as suicidal intent or threats of imminent physical violence toward others. 3) Suspected abuse of children, the elderly, and incompetent or disabled persons must also be reported.

In order to achieve a successful counseling outcome, you are expected to be a full participant in the counseling process. This includes arriving at mutually agreed upon counseling goals and a plan to achieve those goals with your counselor. It also includes attending sessions as scheduled. **Appointment changes with less than 24 hours notice and no shows will count as a session and be deducted from your allotted sessions.** After completing your counseling with Best Care EAP, we will solicit your feedback on that experience as an essential part of our ongoing effort to provide excellent counseling services.

It is the policy of Best Care EAP to use its best efforts to avoid participation in adversarial actions against customer companies or organizations, or in any client legal actions, such as child custody suits, divorce proceedings or personal injury lawsuits. If you are considering such actions, or are involved in such actions, your EAP counselor can refer you to an independent counseling professional for services. Since these services are outside your EAP benefits, costs for those services would be your responsibility.

If you have any questions or concerns about your EAP counseling services, please contact Best Care EAP's Clinical Services Manager, Terry Coleman, at (402) 354-8000 or (800) 801-4182. He will do his best to answer your questions or address your concerns. If you are not satisfied after speaking with Terry, please contact our Corporate Director, Jean Faber at the same number. You may also contact Jeff Prochazka, our Vice President, at Nebraska Methodist Health System, (402) 354-6078, or the Nebraska Department of Health and Human Services, Division of Public Health, Licensure Unit at (402) 471-2115, regarding your concerns.

By signing below, you acknowledge that you have read and understand this Statement of Understanding and you give your consent for Best Care EAP to provide counseling services for you and any of your minor children who participate in the counseling.

Please check this box to give Best Care EAP permission to communicate with you via email.

Email address: _____

Date: _____

Signature: _____

Date: _____

Spouse/Significant Other: _____

BEST CARE EMPLOYEE ASSISTANCE PROGRAM

TELEHEALTH COUNSELING SECURITY STATEMENT

1. WebEx, the medium used for our telehealth counseling services, does not store any telehealth counseling transmissions. You should be aware, however, that if you are using a computer at work for your telehealth counseling, these transmissions may be stored on your company's internal servers. Telehealth counseling transmissions conducted on your personal computer may also be stored on it as well. These transmissions may be subject to unauthorized access by anyone having access to the computer you use for your telehealth counseling, including IT staff, company management at your work, or family members at home.
2. A link to the virtual counseling office will be sent to you via email. Once you have accessed the link at the time of the scheduled appointment, you may be required to run a small piece of software that will enable you to use the WebEx application. This software will not remain on your device unless you choose to install it. Your counselor will also sign into the virtual counseling office and the session will begin, either via text or video, depending on which you chose. No one else will be present for the session.
3. If our telehealth counseling capabilities should not be available due to technology failure, you will be notified by our office and given the opportunity for an alternate means of counseling. Should you experience complications logging-in for your telehealth counseling appointment, please call our office at (402) 354-8000 or (800) 801-4182 for assistance.
4. Our offices are located in the Central Time Zone. All references to time, including the time of your telehealth counseling appointments, will reflect our local time in this zone. You may need to adjust the time of your appointment to fit your time zone.

**BEST CARE EMPLOYEE ASSISTANCE PROGRAMS
NOTICE OF PRIVACY PRACTICES**

THIS NOTICE DESCRIBES HOW CLINICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice applies to the following programs or services that are affiliated as part of Methodist Health System, Best Care Employee Assistance Program (Best Care EAP), and share similar information practices:

- ▶ **Methodist Health System • (402) 354-6863**
- ▶ **Best Care Employee Assistance Program • (402) 354-8000 / (800) 801-4182**

- ▶ **Substance Abuse Expert Services • (402) 354-8000 / (800) 801-4182**

- ▶ **Nebraska Licensee Assistance Program • (402) 354-8055 / (800) 851-2336**

- ▶ **Community Counseling Program • (402) 354-6891**

Privacy Contact (402) 354-8096

The programs and services listed above will share your clinical information with each other, as necessary, to carry out counseling, payment and clinical services operations.

Understanding Your Record/Clinical Information

Every time you visit a Best Care Employee Assistance Program clinical service, a record of your visit is made. This record may include your presenting problems, background information, assessments, treatment, and plans for future clinical services. This information - your client record – is used to plan your clinical services.

Your Rights

Although your client record belongs to the program or service that compiled it, you do have certain rights with regard to your clinical information.

- You have the right to expect that your clinical information will be kept secure and used only for legitimate purposes.
- You have the right to receive this privacy notice that tells you how your clinical information may be used or disclosed.
- You have the right to know who has seen your clinical information during the previous six years, and for what purpose. If you make additional requests for such an accounting during any 12-month period, we may charge you a reasonable, cost-based fee.
- You have the right to view, and receive a copy or summary of, all of your clinical records in the format you request (electronic and/or paper), except for psychotherapy notes. Your request for a copy of your record must be in writing. We may charge you a reasonable, cost-based copying or labor fee for such copy.
- You have the right to ask for correction or amendment of anything in your records that you feel is in error. If we are unable to comply with your request we will notify you why in writing within 60 days. You also have the right to request that a statement of disagreement be included in your record. Your request must be in writing and include supporting documentation.
- You have the right to request we not use or share certain clinical information you consider especially sensitive for counseling, payment or our clinical services operations. You also have a right to request we not share information with your health insurer if you pay for a service or item out-of-pocket in full. However, we are not required to accommodate your request except as provided below.
- You have the right to be notified of a breach of your unsecured protected clinical information.
- You have the right to request confidential communications by asking us to contact you in a specific way or to send mail to a different address. We will honor all reasonable requests.
- You have the right to choose someone to act for you. If you give someone medical power of attorney or if someone is your legal guardian, we will confirm the person has the authority and can act for you before we take any action.

Your Choices

You have the right and choice to tell us to:

- Share information with your family, friends or others involved in your care;
- Share information in a disaster relief situation;
- Contact you for fundraising efforts.

Our Responsibilities

We also have certain responsibilities. These include:

- Maintaining the privacy and security of your clinical record;
- Providing you with a copy of this Notice;
- Abiding by the terms of this Notice;
- Notifying you if a breach occurs that may compromise your information;
- Not using or sharing your information other than as described in this Notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time; let us know in writing if you change your mind.

We may revise this Notice as our information practices change. Any revision will be effective for all information in the record, regardless of whether it was gathered before or after the change took effect. However, before we change our practices, a copy of our new Notice will be posted at all Best Care EAP offices and on our web site. The effective date of our Notice will always appear at the end of the Notice.

Our Uses & Disclosures for Clinical Services, Payment and Program Operations

When state law requires us to obtain your written permission to use or disclose your information for your clinical services, payment or program operations, we will do so. However, there are also situations where we may use or disclose your information for clinical services, payment and program operations without your permission.

We may use or disclose your information for clinical purposes.

For example: Information obtained by members of your clinical team will be documented in your record and used to determine the course of your clinical care. Your clinician, his/her clinical supervisor, and Best Care EAP management may communicate with one another personally and through your client record to coordinate your care. These exchanges may be done through electronic information networks.

We may use or disclose your information for payment purposes.

For example: We may provide your physician or other service provider with copies of reports that may help determine your future treatment. We may also disclose your information to another service provider for its payment purposes or its health care operations. We may send your bill to you or your insurance company. Your bill may contain information that identifies you, as well as your diagnosis, procedures and supplies used. However, if you pay for a clinical service out-of-pocket in full and request in writing that we not provide information to your health insurer, we will comply with your request unless a law requires us to share that information with them.

We may use or disclose your clinical information for program operations purposes and internal business practices.

This information is used in our ongoing efforts to improve the quality and effectiveness of the clinical services we provide.

Other Disclosures That May be Made Without Your Authorization

Unless we are otherwise restricted from doing so, we may also use or disclose your information for the following purposes without your authorization:

Affiliate Providers: Some services of our program are provided through contractual arrangements with affiliate providers. These include assessments, counseling, training, consultation, coaching, and other related services. When services are provided by an affiliate, we may exchange your information with each other so that we can provide the services that we have been asked to provide and they can bill us for those services. Our affiliate providers must use appropriate safeguards to protect your clinical information.

Business Associates: Some services of our organization are provided through contractual arrangements with business associates. When services are provided by a business associate, we may disclose your clinical information to our business associate so that they can perform the job we have asked them to do. In addition, we may disclose your clinical information to accrediting agencies and certain outside consultants. Our business associates must use appropriate safeguards to protect your clinical information.

Public Health: When required or permitted by law, we may disclose your clinical information to public health or legal authorities responsible for preventing or controlling disease, injury, or disability or performing other public health functions. In addition, we may disclose your clinical information in order to avert a serious threat to health or safety.

Specialized governmental functions: We may disclose your clinical information for military and veterans activities, national security and intelligence activities, and similar special governmental functions as required or permitted by law.

Law enforcement: We may disclose your clinical information for law enforcement purposes as required or permitted by law or in response to a valid subpoena, court order or other binding authority.

Disclosures required by law: We may use or disclose your clinical information as required by law provided such use or disclosure complies with and is limited to the relevant requirements of such law.

Health Oversight Agencies: We may disclose your health information to an appropriate health oversight agency, public health authority or attorney involved in health oversight activities.

Judicial and Administrative Proceedings: We may disclose your clinical information for judicial or administrative proceedings as required or permitted by law or in response to a valid subpoena, court order or other binding authority.

For More Information or to Report a Problem

If you have questions or would like additional information, you may contact Best Care EAP's Privacy Contact at the phone number listed at the beginning of this Notice or the Methodist Health System (MHS) Privacy Officer at (402) 354-6863. If you believe your privacy rights have been violated, you can file a complaint with the Privacy Contact, with the MHS Privacy Officer, or with the Office of Civil Rights by sending a letter to 200 Independence Avenue, S.W. Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.

Effective Date: October 1, 2016

Nebraska Methodist Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-599-4863.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務 請致電 844-599-4863.

Office use only:

File# _____

BEST CARE EMPLOYEE ASSISTANCE PROGRAMS
PRIVACY NOTICE WRITTEN ACKNOWLEDGEMENT

-
- I have received the Best Care Employee Assistance Programs Notice of Privacy Practices.
(Note: My signature does not indicate that I have read, understood or agree with the Notice, only that it has been provided to me.)

Signature of Client (or Parent/Legal Guardian if client is a minor)

Date

(Relationship to client)

