



December 2, 2010

RE: Provider Network Services Quality Improvement Initiative

Dear Ceridian Provider:

The enclosure is an amendment to your Affiliate Provider Agreement with Ceridian Corporation. Certain provisions of this amendment are required under the terms of Ceridian's new contract with the Department of Defense, although the terms of the agreement apply to all Ceridian referrals for service. By signing it, you will agree to abide by these requirements.

The effective service date of the amendment is 1/3/2011. Please read the amendment carefully and indicate your agreement by signing, dating and returning the document to Ceridian no later than December 27, 2010. Your signed amendment may be scanned and sent via email to pninquiries@ceridian.com. If scanning/emailing is not an option, please fax it to 703-842-8518.

If for any reason you cannot meet all of the requirements of this amendment, or if you have questions or concerns, please contact our Provider Services Team by email at pninquiries@ceridian.com or by calling 1-800-367-3920 between the hours of 8:00 a.m. and 8:00 p.m. EST.

Sincerely,

Jennifer M. Sewell, MS, MBA, LMHC, CEAP
VP, Clinical and Counseling Services
Military OneSource
Ceridian Corporation

Enclosure

**Amendment
To
Affiliate Provider Agreement**

This is an Amendment to the Affiliate Provider Agreement (the "Agreement") between Ceridian Corporation ("Ceridian") and the Affiliate identified below ("Affiliate") and is effective as of January 3, 2011.

A. Session Notes

1. Immediately following (and always within three (3) days of) each session with a Client, Affiliate will provide the completed Session Note to Ceridian via the Ceridian portal (www.CeridianProviderSolutions.com) or fax (800-238-3650).
2. The submitted Session Note constitutes Affiliate's invoice to Ceridian.
3. Ceridian will review the Session Note and, if complete, will institute payment.
4. For Session Notes submitted via the Ceridian portal, payment will be made by Ceridian to Affiliate within fifteen (15) days of receipt of the Session Note.
5. Ceridian will provide a statement to Affiliate documenting the case number, date of service, and fee paid.
6. If Affiliate does not furnish Session Notes to Ceridian within three (3) days of a session, Affiliate may be required to go through additional training. If Affiliate continues to fail to submit Session Notes within three (3) days of each session, Ceridian reserves the right to take additional action including withholding payment.

B. Service Requirements

1. Affiliate will offer appointment times for urgent referrals within one (1) business day from the time of first contact.
2. Affiliate will offer appointment times for routine referrals within three (3) business days from the time of first contact.
3. Affiliate will immediately contact Ceridian by telephone if Affiliate becomes aware of the following:
 - a. A "Duty to Warn" situation, including threat of homicide, suicide, or of other harm to self or others, as defined in the Ceridian Affiliate Provider Guide.
 - b. Psychiatric hospitalization of a Client or a similar psychiatric event within one year prior to the first session or at any time while being seen by Affiliate.
 - c. Hospitalization of a Client within fifteen (15) days prior to the first session or at any time while being seen by Affiliate.
4. The scope of services to be provided by Affiliate is limited to non-medical counseling and short term problem resolution services. Affiliate will not provide the following types of services:

- a. Court ordered counseling.
 - b. Services involving potentially dangerous situations including, but not limited to:
 - i. Violent or threatening behavior.
 - ii. Harm to self or others.
 - c. Services involving long term behavioral health issues including, but not limited to:
 - i. Major depression.
 - ii. Thought disorder.
 - iii. Addictive disorder.
 - d. Post traumatic stress disorder (PTSD).
 - e. Psychological evaluations.
5. If Affiliate becomes aware of a Client that requires services beyond the scope of non-medical counseling, Affiliate will “warm transfer” the Client to the Client’s insurance benefit, TRICARE coverage, installation mental health services, or a community mental health service. Affiliate will facilitate the phone call or other communication link.
 6. Affiliate may not self-refer Military OneSource Clients to additional sessions with Affiliate. This prohibition includes, but is not limited to, self-referrals for sessions that would utilize the Client’s insurance benefit, TRICARE coverage, or private insurance.
 7. Affiliate will not invoice Ceridian Clients for any services. Affiliate will not invoice Ceridian Clients for late cancellations or no shows.
 8. Affiliate will not refer Clients to other providers including, but not limited to, providers in Affiliate’s group or practice without the prior consent of Ceridian.
 9. Affiliate will not furnish Session Notes or other information about any Client to any third party, other than Ceridian, unless required by law.
 10. This Agreement may be terminated by Ceridian upon written notice to Affiliate if:
 - a. Affiliate breaches this Agreement (including any requirement of the Provider Guide).
 - b. Affiliate’s professional license is suspended, revoked, or otherwise restricted.
 - c. Affiliate fails to meet the criteria for participation as set forth in the Ceridian Credentialing Plan.

C. Governmental Mandatory Flow-Down Provisions.

1. In the performance of this contract, Affiliate may have access to data which is procurement sensitive or is proprietary to other companies, government consultants or advisors, or the government. Affiliate agrees that it will not utilize such procurement sensitive or proprietary data for future procurements or in performance of future government contracts or for personal or professional research or for publication.
2. Anyone working on the Military OneSource Program must be a U.S. Citizen.

Except as modified by this Amendment, all terms and conditions of the Agreement shall remain in full force and effect.

Affiliate has read, understands, and agrees to comply with the Agreement as amended by this Amendment.

Ceridian Corporation

Affiliate Name

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FREQUENTLY ASKED QUESTIONS (Provider Contract Addendum)

When does the amendment to the Affiliate Provider Agreement take effect?

- Monday, January 3, 2011

Section A: Session Notes

What constitutes a complete session note?

- In addition to the Provider Solutions Website being updated, session notes will also be getting a new look. Look for future communication regarding the new forms. The communications will include detailed instructions on how to complete the session notes.

What happens if my session note is not complete? Will Ceridian let me fix the note, so I can get paid?

- Ceridian will work with you to help you comply with the new process. The process is being simplified and streamlined so we anticipate that once implemented, the process will be easier and more "user-friendly".

Will my payment be completely forfeited if I don't get in my session notes within 3 business days? What if I have an emergency, will that be taken into consideration?

- We strongly encourage you to submit your session notes within 3 business days of service. We will not be restricting payment if you submit one note outside of the 3 day timeframe. However, we will need to take actions up to and including restriction of payment if you frequently submit notes outside of the 3 business day timeframe.
- The actions taken by Ceridian will be determined by the number of late submissions compared to the total number of session notes that the Affiliate has submitted. Ceridian will work with Affiliates to establish a process and routine to ensure prompt session note submissions.
- Ceridian will work with you to help you comply with the new process. The process is being simplified and streamlined so we anticipate that once implemented, the process will be easier and more "user-friendly".

What do I do if I know I can't submit my notes in 3 business days, if I let you know ahead of time, will I get paid then?

- We strongly encourage you to submit your session notes within 3 business days of service. The expectation is that session notes are completed at the end of each session. So please make time in your schedule to complete your session notes immediately after each session, and immediately submit them to Ceridian.
- We will not be restricting payment if you submit one note outside of the 3 day timeframe. However, we will need to take actions up to and including restriction of payment if you frequently submit notes outside of the 3 business day timeframe.
- The actions taken by Ceridian will be determined by the number of late submissions compared to the total number of session notes that the Affiliate has submitted. Ceridian will work with Affiliates to establish a process and routine to ensure prompt session note submissions.

When do all these billing and session note changes go into effect?

- Monday, January 3, 2011

If I have session notes prior to January 3, 2011 to submit, and it has been greater than 3 business days since the session, can I still submit them and receive payment?

- We strongly encourage you to submit your session notes within 3 business days of service. However, there will be no changes in the payment process between now and January 3, 2011.
- Please submit all session notes from sessions prior to Jan. 3 as soon as possible. You may submit those notes through the **Provider Solutions Website**, fax to **877-558-3947** or email to **pnsnotes@ceridian.com**

How will I receive the electronic statement?

- You will be able to access electronic statements through the updated Provider Solutions Website.

What if I don't have email? What if I don't use the Provider Portal?

- You will be able to have your statements delivered to you in the mail.

Section B: Service Requirements

I already offer appointments within the time frame guideline, but many times the Participant cannot attend on that day. What do I do if they can't attend during the time I have available?

- If the Participant is okay with a later appointment, you can set up a first appointment for a time that works for both you and the Participant.
- If the Participant wants an appointment within 3 business days and you are not able to provide this, please let the Participant know to call Military OneSource back at 1-800-342-9647 or Health and Productivity Solutions at 800-234-5154 to be referred to another Provider.

What do I do if I can't offer an appointment within 3 business days?

- If the Participant is okay with a later appointment, you can set up a first appointment for a time that work for both and the Participant.
- If the Participant wants an appointment within 3 business days and you are not able to provide this, please let the Participant know to call Military OneSource back at 1-800-342-9647 or Health and Productivity Solutions at 800-234-5154 to be referred to another Provider.

If I have a suicidal client, do I contact Ceridian before I contact the police/911?

- No, you should follow standard clinical procedures and contact the police/911 first to help a suicidal client. After the client is safe, you will then contact Ceridian to report the information.

If I have a homicidal client, do I contact Ceridian before I contact the victim and police/911?

- No, you should follow standard clinical procedures and contact the police/911 and the potential victim(s) first if you encounter a homicidal client. After the client is safe, you will then contact Ceridian to report the information.

What do I do if a Military OneSource Participant reveals domestic violence or sexual assault?

- Contact a Military OneSource Consultant via 800-342-9647 and they will help to take the domestic violence or sexual assault information to report to the Department of Defense.

What do I do if a Participant reveals being hospitalized or becomes hospitalized while in counseling with me?

- If the client becomes hospitalized for Psychiatric reasons, please contact the MOS service center to review the case with a Coordinator of Clinical Service – Provider Network Service staff member. When a client moves into medical care through hospitalization, their level of care need will have gone beyond the scope of EAP services. One additional session can be scheduled with the client to discuss and facilitate a “warm handoff” to community and insurance resources.
- When you recognize an EAP client has needs outside non-medical counseling, it is imperative to facilitate and coach them into the appropriate mental health treatment. It is best practice to witness the client connecting with this treatment referral. This can take more than one session and should begin during the first session this need is recognized. Don't wait until the authorized sessions are almost used up. You must start “The Warm Handoff” as soon as you recognize the issues are outside the scope of EAP counseling. This can be during the first, third, or fifth session or at any other time.

“The Warm Handoff” Process:

- Assess issues and behaviors outside the scope of EAP
 - Discuss treatment/care options with the client
 - Reinforce EAPs assistance and role in moving the client to the appropriate level of care
 - Identify the client's treatment resource, such as insurance or military facility
 - While in your office, assist the client with the call to the insurance company, military facility, or other resource
 - Assist the client with any needed benefit and resource interpretations/understandings
 - Encourage and witness the client connect with the appropriate resource
 - Reinforce the importance and benefit of this transition
 - Support and encourage follow through with the treatment appointment
- * The process of assess and refer may take a few sessions depending on various factors such as motivating a client for further treatment, accessing insurance benefits and client access to care.

I've discovered after a few sessions, that the Participant will need longer-term care. What do I do?

- Refer the Participant to the Participant's insurance benefit, TRICARE coverage, installation mental health services, or a community mental health service via a warm transfer.
- If you have trouble getting longer term services set up for your client, please refer the Participant back to Military OneSource back at 1-800-342-9647 or Health and Productivity Solutions at 800-234-5154 to be referred to a long term mental health service.

Can a participant see a provider of their own choice through their long term insurance plan?

- Ceridian is not involved in this decision. This is determined between the insurance plan and the participant.

Can we restrict a provider from accepting a TRICARE referral?

- Ceridian is not involved in this decision. This is determined between TRICARE and the participant.

If TRICARE offers the referral to the provider, can the provider refuse the referral and refuse services to the participant?

- We have no rights in directing a provider in their business agreement with another company. I recommend deleting the first sentence but keeping the second sentence. That is between the provider and the company they are contracted with.

Section C: Governmental Mandatory Flow-Down Provisions

What is considered procurement sensitive or proprietary data?

- This is information that is owned by the government and protected as a trade secret by the government. Examples would include confidential information that is contained in a contract between the government and a government contractor or information that the government has used in selecting a contractor.

What is an example of a conflict of interest with regard to this procurement sensitive or proprietary data?

- If this type of information is disclosed to a provider, the provider is ONLY to use this type of information to provide services to a Service Member or a Service Member Family Member. This information may not be used for any other purpose.

What does it mean for my status as a Contracted Provider if I'm not a U.S. Citizen?

- Please disclose this information to Ceridian. We will assess the situation and determine what next steps will need to be taken

Who can I call with other questions?

- Our Provider Services Team is available from 8:00 AM to 8:00 PM EST Monday through Friday. You may also contact us via email at pnsinquiries@ceridian.com