

the provider

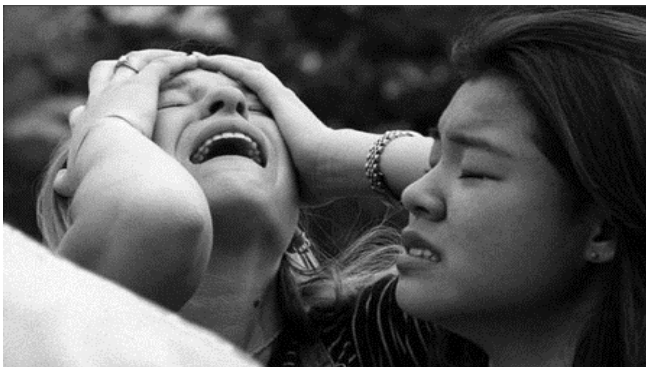
Welcome to The Provider Newsletter – Spring 2009

About Us

FEI Behavioral Health, owned by the national non-profit Families International, has been providing workforce support, crisis management, and workforce continuity programs for corporate America for 30 years and today serves over 2 million individuals in North America and around the globe. FEI provides a highly integrated suite of services designed to support employees and managers, maximize workplace performance, and strengthen a positive and productive work environment. FEI provides a continuum of comprehensive services to help individuals improve their behavioral and physical health and address personal, family and life issues. Services include employee assistance programs, work-life consultation and referral, and crisis management. Notably, FEI is the leading service provider and consultant for crisis management response planning.

When a Crisis Happens

When a crisis happens, do you ask, "What more could you do?" FEI has an answer.



FEI Behavioral Health, a leader in providing crisis response and management for 30 years, is recruiting behavioral health professionals for its Crisis Responder Network.

- Current FEI EAP providers would receive this crisis responder training at no cost and receive (7) continuing education units for attending. If deployed, crisis responders could receive either \$75.00-\$90.00 an hour.

FEI is currently recruiting and providing Crisis Responders trainings in:

- Boston
- Chicago
- Houston
- Portland, OR
- Seattle
- Kansas City
- San Diego
- Cincinnati
- Dallas
- New York City
- San Francisco
- Washington, DC
- Minneapolis
- Honolulu



To learn more about this opportunity and to register for trainings at fei-responder.com. Contact Robert Simcock, director of provider relations at FEI Behavioral Health, with questions at 414-359-6590.

Provider Reminders: Avoiding Complaints

Availability is number one, whether you have appointment availability or are no longer taking new patients.

- Provider callback to clients and/or FEI Behavioral staff makes all the difference.
- Return client and FEI staff calls, make certain that you or staff members return phone calls.
- Inform FEI of any changes to your availability for new referrals.
- Return phone calls within 24 Hours.
- Modify your answering service or voice mail message whenever you plan on being out of the office.

The EAP Client

The EAP Client is an Employee or Covered Family Member of a FEI Contracted Company. Covered Clients Include:

- Employees
- Spouse/Partner
- Dependents
- Household dependents



The definition of dependents is defined differently by contracted companies. FEI will always send an authorization for approved EAP clients. Always contact FEI with questions or if any client does not have a pre-authorization. If a client contacts you directly for services, or for services for a covered family member other than the person identified on the authorization, please direct them to call FEI Behavioral Health's EAP to access EAP benefits. Please be aware that the client and or covered family member must have an authorization through FEI in order for reimbursement for services rendered.

FEI Behavioral Health values our provider's opinions, suggestions and thoughts. Please send your comments, ideas, and suggestions for future editions of the EAP Provider Newsletter to [Ericka Hinz](mailto:Ericka.Hinz).

Quick Links

- Crisis Management Home: www.fei-responder.com
- FEI Behavioral Health Home: www.feinet.com
- Alliance For Children and Families: www.alliance1.org
- Webinars: www.ecsg.alliance1.org
- Crisis Demographic Update: <http://www.feinet.com/farupdate.htm>

Contact Us

If you have any questions or concerns please contact us at:

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