



# Transition Plan for Open EAP Cases to Magellan Healthcare

## **Routine EAP Cases**

Customer's incumbent vendor retains responsibility for all EAP self-referred cases that were opened prior to the customer's effective date with Magellan Healthcare. Self-referral case history or counseling sessions remaining in a given case after the effective date with Magellan do not transfer to Magellan. Employees can contact Magellan beginning two weeks prior to effective date for general information or to review EAP network options.

## **EAP Mandatory Referral/High Risk Cases**

The following standard protocol governs transition of Mandatory Referral or other High Risk cases that will remain active as of the program effective date and will require transition to Magellan EAP. Magellan strongly encourages Customer to review any Open case activity with its incumbent EAP vendor.

If there are cases to transition, at approximately two weeks prior to transition date, the incumbent vendor will provide the Magellan account manager via secure email with the following information:

1. Contact information for the incumbent's case manager (name, phone, email address)
2. A list of the customer's active EAP Mandatory Referral cases and High Risk cases currently in treatment, that are not expected to close out prior to the Customer's effective date with Magellan, and will need to transition. This list should include:
  - a. Employee name
  - b. Employee ID number (if any)
  - c. Supervisor or HR contact (person initiated the referral) and telephone number
  - d. Reason for referral
  - e. Status of referral progress (compliant or not)
  - f. Next scheduled follow-up report date with Customer supervisor or HR contact

Approximately one week prior to effective date, Magellan's clinical supervisor will conduct a teleconference with the incumbent vendor on case transition, as indicated.

The incumbent vendor will otherwise advise Magellan of any additional mandatory referrals subsequently opened prior to effective date. Transition of care will be coordinated on a case-by-case basis between the incumbent and Magellan, as indicated.

The responsibility for case management will transition to Magellan on the effective date.