

EAP Client Intake and Payment Information

We are expanding our guidelines regarding the intake of clients utilizing Employee Assistance Programs (EAPs). This notice outlines our expectations for how we will manage claims for payment of services related to your sessions.

If you are using an EAP, please provide this information directly to our office (not to your provider) prior to your first session. Failure to notify us of your EAP usage or provide accurate insurance details—including the insurance provider/company associated with your EAP—may result in you being responsible for any applicable copay or deductible amounts based on the insurance information we receive.

Please be aware that any claims paid by an insurance provider without the correct EAP details provided before the claim is processed cannot be reprocessed. However, once we have the correct EAP information, we will use it to process future claims.

If you have any questions or concerns, please contact our office at info@calmgardenstherapy.com.

Thank you for your cooperation.