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Getting Started

Upon receiving the email invitation from noreply@eapexpert.com, click the link to register with PROVIDERfiles. web portal.

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Dear Provider,

You have been invited to join PROVIDERfiles. This is an online system for referrals and case management from the WA State EAP.

Please register today to create your profile and to view any new opportunity (referral). You will also be able to enter your session notes one session at a time, update your practice details, and submit sessions for billing - all in one place. We hope this efficiency will be mutually beneficial.

If you have any questions, contact our Clinical Services Manager at eap-providers@des.wa.gov or at 360-407-9490.

Thank you,
The WA State EAP Intake Team

Click here to register today
Forgot Password?
If you forgot your password, click on Forgot Password and follow the prompts. You will receive an email to reset it.

Provider Profile
Profile in PROVIDERfiles will allow you to add information about yourself and your practice. It is important to check that this is completed fully before you can start receiving authorizations.

After signing in, click on Profile in the Navigation window. Here you will see your:

- Details
- Counseling Locations
- Licensing
- Liability Insurance
- Documentation
- Availability

(You may update your information in PROVIDERfiles at any time.)
Profile Tabs

Provider Details Tab is where your general information, your billing/mailing addresses, and your attributes are located. Please make sure to click Save after making any changes/additions to your profile. Note: Your Tax ID # is your Statewide Vendor (SWV) #.

Unavailability

PROVIDERfiles allows you to notify EAP when you are not available to take referrals. Please be sure to enter dates when you are unavailable, such as vacation dates.

Attributes

At the bottom of the Provider Details page, there are four tabs that allow you to enter your Credentials, Specialties, Languages, and Associations. Click Add to enter your information.
Selecting categories Specialties Tab

Click Add to list your specialties. A box will appear where you will type in a keyword that describes your specialty and a list of categories will appear. Click the category that is the best match.

Note: We ask that providers limit their profile up to seven of their strongest specialties.

Counseling Locations Tab

Enter all locations where you offer counseling.

To add a new or secondary office location, click “New Office Location”.

To edit a current address, click on the pencil icon.
The Licensing Tab is where you keep your credentials up to date. Click New Licensing to add your licensure information.

Enter the information below and then click OK to save and return to previous page.

To edit an existing license, click the pencil symbol.
Liability Insurance Tab

Click New Liability Insurance to add your liability insurance information.

Enter the information below then click OK to save and return to previous page.

To edit an existing Liability Insurance, click the pencil symbol.
Documents Tab

You can upload documents pertaining to you as a provider that will go into your file. To upload a document, click on Upload and follow the prompts. Examples include, attaching a copy of your contract with the State of WA and your office practice disclosures documents.

Messages

Any time the EAP sends you a new message, you can view it in Messages in addition to your personal email.
Referral Opportunities Pending
Click View from the Referrals Opportunities Pending grid.

To Accept or Reject an authorization, click on the corresponding button. When you accept the authorization, the client will now show up in your Open Files. If you reject the authorization, the EAP will be notified and the authorization will be removed from the grid.

Once you have accepted the referral, you can review the client’s information in Open Files.

Once you open the client’s file, you will see a series of tabs at the top of the page.
When a client appears in your Open Files, you can now enter your sessions, and view/edit their client data.

Details includes their personal information (phone number, address, etc.), as well as their file details such as presenting problem.

The WA State EAP Intake team will collect as much data as they can prior to issuing the referral. Some of this data will appear under the Details tab.

Click on Files/Cases to view:
- Referral Opportunities Pending
- Open Files
- Closed Files (Read Only)

Note: EAP requires all clients to complete an on-line Client Intake Packet/Statement of Understanding in advance, before being referred to a clinician. Client Intake Packet/Statement of Understanding will be located in the Documents/Attachments tab.

Be sure to check to see if the Client Intake Packet has been attached PRIOR to seeing a new client. If a client has not yet completed an on-line Client Intake Packet, direct them to www.des.eapintake.com to complete a client intake form. Once completed, an EAP representative will contact the client and provide them needed referral information.
The Details tab includes collected client intake information. (Be sure to Save all entries.)

Before seeing the client, be sure to read the Special Instruction section, to see any notes made by the EAP, regarding the case.
The Sessions tab is where you enter clinical notes on each session. EAP allows up to 3 sessions. The request additional sessions feature may be disabled.

When you click Edit, you will be able to enter the session details below. Also, include the date, time, and length of session in the Notes section. Enter case notes in the Notes section. Indicate if this is a 2nd No Show / Late Cancellation.
Please remember to include notes for each session.
Failure to add notes in the Sessions section will delay payment of services.

Before closing cases, be sure to review your Session notes, which can be viewed in the Clinical Notes tab.
Documents/Attachments Tab allows providers to attach documentation to the client’s file. Note: Client Intake Packet/Statement of Understanding should be located within this tab.

Click “New” to attach EAP documents.

Click “Browse” to locate documents.

Select the document and click “Open”.

When you see the document file is attached, click “OK” to attach to Providerfiles. Please include the Authorization # in the “Document Name” section.
Closing Data tab outlines the information EAP requires you to complete upon closing this client’s file. Be sure to enter data in all the drop down fields, enter closing notes, closing date, additional information, and then click Save first and then click Close File. If you have not assessed or something does not apply, choose N/A.

Before closing the file, be sure all sessions notes have been entered.

Note: Missing or incomplete session notes will delay payment of services.

Please check to see if and all information is Saved (top of page) before clicking Close File.
Once the file is closed, the case information will be sent back to the WA State EAP for review. Once approved, your payment will be processed. You MUST close files within 10 business days of last session. If a case is not complete, but the client has not returned for a sessions within 60 days of their previous session, you must close the file. Standard business rules for case closing applies. (See Provider Guidelines for more details.)

**EAP Details Tab** provides our contact information.

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**Case Activity Tab**— Allows you to add administrative activities such as follow up calls. Click New to add an activity.

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**Case Activity**

Click OK to save.
Billing:
You will be able to see on your Billing dashboard claims submitted for payment. (See sample below.)

Logging Off
To ensure confidentiality, be sure to Log Off, when you are finished using PROVIDERfiles.

Questions? Call WA State EAP: 360-407-9490 or eap-providers@des.wa.gov