

## Quick Reference

EAP Provider Line	(877) 622-4327
Email for Auth Requests	EBHCoverageConfirmation@Evernorth.com
Excel Template	Ask for "EBH Coverage Confirmation Grid with EAP"
Billing Code	99404 (preventive medicine counseling, 60 min)
Payer ID	62308
Backdating Window	30 days from date of service

## Authorization Steps

- 1 Patient or employer initiates EAP through their coordination system.
- 2 Call (877) 622-4327 — they'll give you the auth code over the phone.
- 3 No portal to check. If you need to verify or retrieve a code later, call the same number.

**Skip the phone call:** Email the completed Excel form to EBHCoverageConfirmation@Evernorth.com. Subject: "EAP Request - [Your Practice Name]." Response comes via email with a paper trail.

## Email Form – Two Sheets

### Sheet 1 – New Authorization:

- Patient first/last name, DOB
- Member ID
- Presenting problem (e.g. "Stress Management")
- Provider name and TIN

### Sheet 2 – Verify Existing Auth:

- Same fields as above
- Plus the authorization number

## Billing

Bill EAP sessions under 99404, not standard therapy codes (90834, 90837). Once authorized sessions are used, refer to regular insurance with your usual CPT codes.

## Requesting More Sessions

You can request additional EAP sessions for the same patient as long as the presenting problem is different. Stress, relationship issues, grief, workplace conflict — each qualifies separately. Patients can cycle through multiple rounds over time.

## Common Mistakes to Avoid

- **Billing without an auth number** — claim will be denied
- **Wrong CPT code** — must be 99404, not 90834/90837
- **Letting auths expire** — there's a time limit on each authorization
- **Losing track of session count** — extra sessions won't be covered

**30-day backdating:** Cigna allows EAP claims to be backdated up to 30 days. If a session was billed to regular insurance because the EAP auth wasn't in place yet, you can obtain the auth retroactively, resubmit under 99404, and get the patient's copay refunded.