



The FADV Networker



Message from our Vice President

Dear Affiliate,

I want to wish you all a healthy happy and prosperous 2008. Your loyalty and excellent work has enabled First Advantage Workplace Services to provide quality EAP services. This has resulted in a 94% client retention rate; even in these tough times for EAPs we are able to maintain strong company connections. First Advantage continues to offer its client companies traditional EAP services, with an emphasis on working with supervisors and human resource personnel to maintain a productive and well-functioning workplace.

We are coming to an end of our first year of providing additional support for callers who are presenting with symptoms of depression or alcohol abuse. We have found 32% of the callers, appear to have symptoms of depression, 9% have symptoms of alcohol, and an additional 9% have both. The intake staff has tried to provide you with this information at the time of the referral. Do let us know if you think the PHQ-9 has been helpful to you in your assessment of depression.

We know the calls from our clients continue to be complex and often high-risk in nature. We appreciate the skill and expertise you continually provide our clients. I look forward to the key role that EAPs will play in 2008 as healthcare costs continue to rise and the average employee is not able to easily afford necessary services, particularly for behavioral healthcare needs. I suspect 2008 be another challenging year.

The Workplace Services staff joins me in sending our best to you all and a heartfelt THANK YOU for another good year,

Dale Kaplan

Dale Kaplan, LCSW-C, MSWAC

CLIENT SATISFACTION SURVEYS

As of January 2007, we are no longer using hard copies of the client satisfaction survey. We have taken our affiliates out of this process and clients now complete these online or through a telephonic survey. Please throw out all extra copies you may have in your files.

THANK YOU!

AFFILIATE FEEDBACK

In an effort to provide quality EAP services to our clients, FADV formally reviews 10% of closed cases every month. In the past 11 months, 81 cases were reviewed. The average score thus far this year is 84. Although a strong score, we want to help this score increase! When completing our paperwork, please do not hesitate to call us with any questions. We would be happy to provide you with a sample case.

AFFILIATE REMINDERS

Billing Clients: Please remember that clients are *never* to be billed for services through the EAP. If you have a payment question or concern, please contact FADV Workplace Services at 800-653-7279. Billing the client will result in termination from the network.

Payment Tips:

1. If you have related cases, please remember we need paperwork for each individual client.
2. FADV will reimburse for a no show on the first appointment only.
3. Send originals of ALL FADV forms to FADV. **Faxes will not be accepted!**
4. Place a follow-up call to the client

Moving or going on vacation? Please let us know so we update our system!

DECEMBER SPOTLIGHT ON...

Maribeth Theisen, LCSW from Kahului, HI. Maribeth went above the call of duty in April by flying last minute from Maui to Oahu to assist us with a traumatic incident onsite at one of our companies. If that wasn't enough, Maribeth did all of the flight arrangement during her birthday luau!

A FADV affiliate since 2003, Maribeth's practice consists mostly of individual adults and couples addressing mood and anxiety disorders. About half the work she does is EAP. Maribeth is also a certified in Clinical Hypnotherapy, and taught at the Hypnotherapy Academy of America in Santa Fe, NM for 4 years!

In her free time, Maribeth enjoys scuba diving and walking the beaches. She is a singer/songwriter and a ballroom and Latin dancer with an upcoming dance performance in mid-December. We would like to wish Maribeth **good luck** and thank her for her dedication to FADV! Visit Maribeth on the web at www.mauitransformations.com!



P.O. Box 1670
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Communication is the key to success...
We'd love to hear from YOU!

Please take 5 minutes and let us know how we are doing!

Four horizontal lines for writing a comment.

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Feedback can be provided in several ways:

Fax form to: (301) 795-3040

Mail form to:
P.O. Box 1670
Bethesda, MD 20827

Call us: 800-653-7279** this is a new number!

Email us: affiliates@fadv.com



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and all other updates ONLINE!