



# Partner Policy: Additional Sessions

## Introduction

WPO offers a short-term solution-focused counselling model. Initially participants, following a clinical conversation, are referred, where appropriate, for up-to the maximum number of sessions allowed under their EAP benefit. On occasion, a participant will request additional sessions once their initial set of EAP sessions have been completed.

## Policy

As a principle, the EAP does not provide additional EAP funded sessions (i.e. sessions paid for by the EAP that are in excess of the participant's benefit) after the maximum number permitted by the participant's organizational benefit have been completed. Where a participant contacts the EAP directly to request the EAP provide additional sessions to complete the work they have started, they are offered resources or, where appropriate, a Waiver to continue privately with the clinician providing the sessions. Very occasionally an organisation may negotiate a limited number of additional sessions be provided free of additional charge; where this applies, it will be documented on the WPO Case Management System.

The appropriateness of additional sessions will only be investigated when requested by the participant themselves. If a representative (e.g. Manager/Human Resources/Occupational Health) of the participant's organisation or the clinician providing the participant's EAP sessions contact the EAP requesting additional sessions for an individual, they will be asked to explain to the participant that they need to approach the EAP themselves to discuss.

Each request for additional sessions initiated by a participant will be limited to the maximum number of sessions allowed under this organisation's EAP benefit.

When a Partner receives a request for additional sessions, they will transfer the participant to WPO to process the request. A WPO Case Manager will then reach out to the participant to discuss why the participant has made the request and why they believe they require additional sessions. The WPO Case Manager will then contact the clinician providing the sessions to discuss the clinical appropriateness of the sessions requested. During this conversation the case manager will both ascertain whether the counsellor is inappropriately encouraging the participant to engage in additional sessions and establish whether the initial referral was inappropriate given the information available at that time.

Created Date: September 2020

Document Valid as of: June 2021

Revision #: 2

Next Revision Date: June 2022

Document Owner (Dept): Clinical

\*\* Any printed document is considered an uncontrolled document. Please refer to the intranet or your departmental storage location\*\*

If the WPO Case Manager determines additional sessions are not clinically appropriate, the participant will be offered resources. Another option, if the clinician providing the intervention consents, may be to offer the Waiver allowing the participant to continue with the clinician privately.

If the WPO Case Manager confirms further sessions would be advisable and of benefit to the participant, the WPO Case Manager will request the WPO Account Manager responsible for the participant's organisation reach out to their primary contact within that organisation to confirm whether they will fund the sessions. No personally identifying information regarding the participant will be disclosed.

On occasion, the participant's organisation may request the name of the participant before deciding whether to proceed. In these circumstances, the WPO Account Manager will ascertain the name of the manager within the organisation to whom the participant would need to self-disclose to request the sessions and the participant will be informed. It will then be at the discretion of the participant should they wish to proceed on this basis.

Where the participant decides not to self-disclose to their organisation, or the organisation refuses to fund the sessions requested, the participant will be provided with resources. Another option, if the clinician providing the intervention consents, may be to offer the Waiver allowing the participant to continue with the clinician privately.

Once the organisation has confirmed that they will fund the additional sessions, the sessions will be initiated and can proceed.

Participants can submit further requests for additional sessions following the completion of each set. Each request will be limited to the maximum number of sessions allowed under this organisation's EAP benefit and will follow the same process; clinical appropriateness will be ascertained, and organisational funding confirmed before they can proceed.

Participants who have engaged in a longer-term intervention, and received additional sessions on that basis, will always be offered a waiver if their organisational funding is withdrawn before the work is complete and the provider is willing to continue seeing them privately, otherwise they will be offered resources.

Additional EAP Sessions cannot be provided if the sessions between the participant and the provider have continued privately while awaiting the outcome of the Additional Sessions Request.

## Clinical Practice

- The WPO Case Manager assessing whether additional sessions are clinically appropriate will establish whether the additional sessions requested are likely to be sufficient to complete the work. Where there is evidence that a longer-term on-going intervention is required, it will be explained to the participant that their organisation may withdraw funding should further sets of additional sessions be requested, leaving them potentially vulnerable. The participant can then decide whether they wish to proceed with the request to their employer on that basis.
- Additional Sessions will not be progressed for participants presenting at risk of harm to themselves or others.
- Additional Sessions can only be progressed when the participant is still working on the presenting issue for which they were originally referred. Any new presenting issue that has emerged requires further assessment and referral as appropriate.
- The appropriateness of additional sessions cannot be assessed until the previous set of sessions have been completed.
- Additional sessions constitute a continuation of the counselling and so must be initiated within 90 days of the previous set of sessions being completed and they must take place with the clinician originally assigned to the case. The impact on the participant that length of time that has elapsed since the first/previous set of sessions took place must be taken into consideration when assessing the appropriateness of the continuation.
- If, for whatever reason, the original clinician is no longer available, or is unwilling, to complete the additional sessions, the participant will be offered resources.
- On occasion there may be concern that a partner's provider is inappropriately encouraging a participant(s) to request additional sessions; in these circumstances the concern will be escalated to the partner's Clinical Management. Where it is determined that a partner's provider has encouraged a participant to request additional sessions from their organisation inappropriately, a complaint will be raised against the partner's provider who may be removed from the network the partner uses for WPO's cases.
- Whenever a request for additional sessions is received, it will be investigated whether the information provided during the original assessment was such that the referral was inappropriate. If so, the assessment will be reviewed with the referring clinician.

**CHANGE HISTORY:**

**Document Original Author:** Alison Brown; Vice President Global Clinical Quality

**Stakeholders:** Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

Change Date:	Approved by:	Subject Matter Expert(S) [SME] Utilized:	Description/Details of Change [Why & What]:
September 2020	Alan King	Alison Brown/ Maullika Sharma/ Maria Guimaraes	Document Initially Created
June 2021	Alan King	Alison Brown/ Maria Guimaraes	Additional EAP sessions cannot be provided if the participant/provider continue to meet privately while the Additional Sessions Request is being processed.