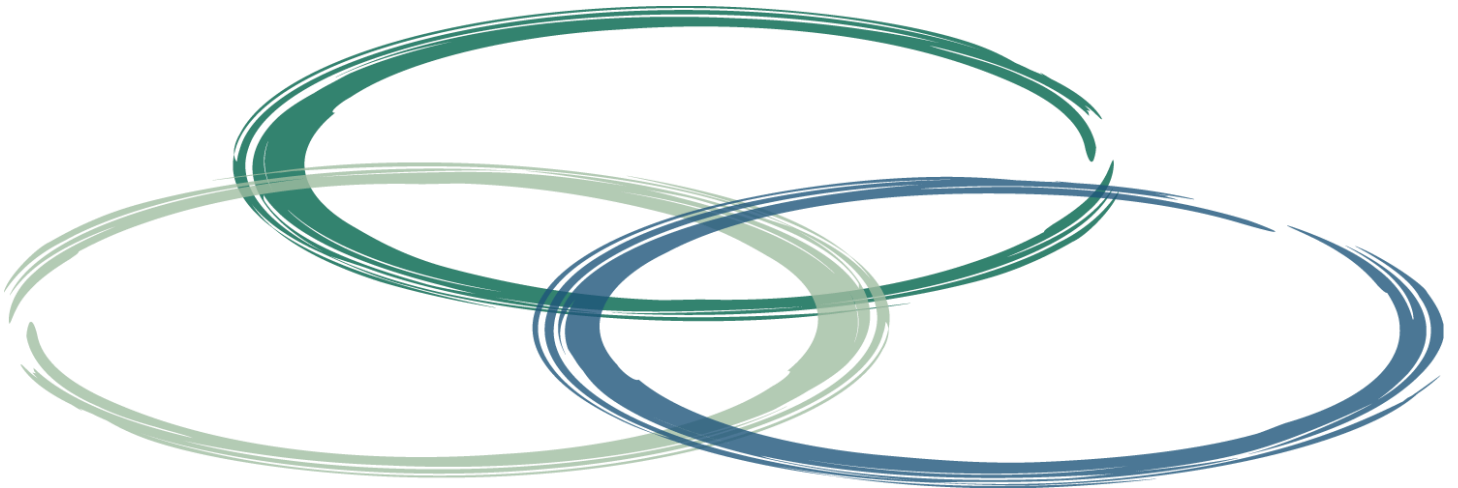
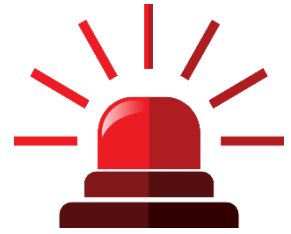
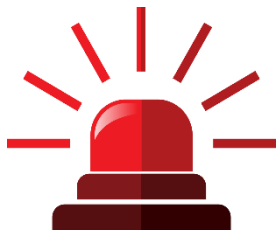


CISS Provider Handbook



**MINES
& ASSOCIATES**
A National Business Psychology Firm

CISS Provider Handbook

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What is a CISS event?

CISS stands for [Critical Incident Support Services](#). This service provides support needed at an organizational level due to an incident that significantly impacts a workplace. We receive requests to have counselors onsite for our clients and community partners for a variety of reasons to provide clinical support to their employees following a significant event. This event could be a death of an employee or someone the employees knew, a workplace accident or layoff, or a community or national emergency event that is affecting the employees of the company.

What is MINES role in the CISS?

MINES will be contacted by our client or partner representative and asked to have a counselor either onsite or virtually. The delivery method (onsite or virtual) will be determined by the client and their needs or preference. MINES will gather information on what the event is, what the organization is looking for around support and materials, when they want that support and materials, and who the contact is for this request going forward.

MINES will contact our CISS network (and other providers if we have no contracted CISS providers) to see who is available and can handle the CISS request. If you are not contracted as a CISS provider, but are able to help us in this request, you will need to sign the CISS contract on the Provider Portal.

What are the requirements to be a CISS provider?

To be a CISS provider, we require you to:

- Be fully licensed and in good standing with your licensing board.
- Have training on how to debrief or support clients in distress.

We would like you also to be trained in:

- CISS Techniques and Protocols
- Psychological/Emotional First Aid
- Group Facilitation
- PTSD protocols and techniques
- Acute Stress protocols and techniques
- Skills to help in the moment
- Suicide discussions (causes/prevention/using non-stigmatizing language)
- Trauma protocols and techniques
- Workplace Violence protocols and techniques
- Leadership/HR/management consultations

What are the expectations laid out in the MINES Provider Contract?

By signing the Master Service Agreement (MSA), you:

- Acknowledge you have the desire to perform this type of service, either onsite or virtually.
- Are expected to return a call or email from us around these requests within 2 hours of us contacting you about availability.
- Agree to submit billing to MINES no later than 30 days after services are provided. (See the billing section for where billing should go to.)

The MSA also explains the two levels of support service requests and reimbursement expectations.

CISS Addendum

You also have signed the CISS Addendum (or will need to if you haven't) stating you have the skills and training to handle CISS. You also agree to potentially be available on the weekends and evenings as these needs could occur at any time.

What is the payment for these services?

These are the two variations of CISS needs that we would request from you, and that are described in the MSA.

Urgent CISS needs (Level 1)

This is when a provider is requested to be onsite or available virtually (depending on the client's needs) within 48 hours' notice. These requests could be for helping leadership explain what happened to the employees, providing one on one counseling, or process groups to talk about the incident. You will be paid \$100/hr door to door. This means you are paid \$100/hr for any travel and/or time spent at the site, or online. You will not be paid for prep time, unless pre-approved by MINES, as MINES generally supplies support materials to the group and already gathers details about what is needed. This means there is no need for prep.

Process Groups (Level 2)

This is when a provider is requested to be onsite or available virtually (depending on the client's needs) in the coming days (over 48 hours' notice) to support the client either through one on one counseling, or in a group setting around the incident. You will be paid \$75/hr door to door. This means you are paid \$75/hr for any travel and/or time spent at the site, or online. You will not be paid for prep time, unless pre-approved by MINES, as MINES generally supplies support materials to the group and already gathers details about what is needed. This means there is no need for prep.

What steps do you need to take once you have been selected to provide CISS services?

Before you go

1. You will need to discuss with the MINES Team member organizing the service the details about the incident, location and logistics, the clientele, if there is a dress code or special needs, and any expectations around the CISS.
2. You will also need to connect with the organization that you are going to. The MINES Team Member will send the initial connecting email. It is expected that after the connecting email is sent, you reach out to the primary contact of the client organization who is listed in the email to follow up and collect pertinent details and logistics to make sure everyone is clear about what the needs are.
3. The MINES Team Member will attach in the connection email electronic copies of resources for dealing with trauma and stressful events as well as the client organization's EAP guide, which lists all the free and confidential services offered to employees and household members, including the number of EAP sessions. If you feel that additional materials, articles, or other resources would be beneficial, please let the MINES Team Member know so we can supply these additional resources.

While you are there

1. While at, or online with the organization, you will work with your contact at the location and the MINES Team Member to make sure all needs are met. If it is thought that additional counselors

onsite are necessary, please consult with MINES so we can address the suggestion with the organization. The MINES Team Member is your primary contact in terms of coordinating additional services and requests.

2. A provider is welcome to stay beyond the initial scheduled timeframe if there is a need. Please get approval from the on-site contact beforehand and inform MINES.
3. If there is feedback from the employees about the CISS, please share with MINES. You can also share with the on-site/client contact, but please be sensitive to how they may receive the feedback. (i.e. stating that employees felt that the employer did not do enough to stop a suicide probably isn't appropriate to bring up the day you are there or at least the phrasing needs to be adjusted.)

After the event

1. After you have completed your time at the location, or online for the day, please let the MINES Team Member know so they can follow up with the organization to see how it went and what other needs they have.
2. Also please let MINES know any suggestions, observations, or needs you noticed that you think would be good for us to be aware of. Typically, we will not be present at the location, so we rely on your experience and expertise to help us determine the next steps.
3. You will want to submit billing to us within 30 days of the service.

How does billing work?

The MINES Team Member will supply you with our billing form. You can also find the form [here](#). For CISS, you will fill out the form with all details about the CISS as well as inputting the hours you had for travel and being at the event, or online. You will leave the prep time off unless the MINES Team member approves something different. Any personal prep time you do is up to you and not paid for by MINES.

You will need to submit the billing form to Johnny Matijevich, who is the head of the MINES accounting department, and cc the MINES Team Member with whom you have been working with.

All billing will be paid within 30 days of MINES receiving and approving the billing amount.

Who do you contact for questions?

For contracting questions, outreach Provider Relations at providerinfo@minesandassociates.com or Raena Chatwin at 303-953-4080.

For billing and payment questions, outreach Johnny Matijevich in Accounting at 303-952-4984 or jmatijejevich@minesandassociates.com.

For questions about a particular CISS, please outreach someone in Account Management:

Shellie Murphy at 303-953-4010 or smmurphy@minesandassociates.com

Eric Mandel at 303.953.4095 or elmandel@minesandassociates.com

You can also reach us through our main line at 800-873-7138 for any questions or needs.