



# Employee Assistance Program Provider Manual

September 2025

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[www.LucetHealth.com](http://www.LucetHealth.com)

**Lucet**<sup>™</sup>  
— Employee —  
Assistance Program

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## PREFACE

Lucet takes pride in the collaborative relationships developed with network providers. Our clients and your patients/clients gain as a result of this collaboration. Lucet encourages providers to give feedback about processes, policies, and programs.

Please consider this Employee Assistance Program Provider Manual (manual) a general guide to programs, policies and processes. The manual undergoes regular review and revision for accuracy, information referenced in this manual may change without prior notice. The current version of the manual is available on the Lucet website at [LucetHealth.com](https://www.LucetHealth.com).

Providers are encouraged to contact Network Operations (Provider Relations) for explanation or clarification by email [EAP\\_PR@LucetHealth.com](mailto:EAP_PR@LucetHealth.com) or call 800-624-5544 and press 3 for Provider assistance.

Lucet expects Providers to comply with all applicable provisions of The Americans with Disabilities Act (ADA).

Lucet expects all Providers to provide members seeking EAP and counseling services an experience and services that are free from discrimination regardless of race, gender, religion, culture, disability, veteran status, or sexual orientation.

## ABOUT LUCET

Headquartered in Overland Park, Kansas, Lucet has been a provider of comprehensive EAP solutions for over 25 years – our 750+ employees are dedicated to helping people live healthy, balanced lives. Lucet provides integrated managed behavioral health services, employee and student assistance programs, organizational consulting, and health coaching to 16 million members within 2,500 clients in all 50 states and internationally.

## WEBSITE

Lucet provides detailed and easy to use information about many programs and services at [www.LucetHealth.com](https://www.LucetHealth.com). Updates occur frequently to provide current information about behavioral health care and services.

The website includes the following:

A description of our quality improvement activities, results of member satisfaction surveys, reports of access and appointment availability, and results and information about our case management programs are reported in the Health Plan Member section. These materials are also available in print upon request.

## PRIVACY POLICY AND PRIVACY PRACTICES

Please refer to the detailed privacy policy and privacy practices explanation on the website. These explain how personal information data and protected health information are collected and may be used and disclosed to third parties. For example, Lucet will only disclose personal information to third parties in aggregate form or if it is publicly available. Security measures have been implemented to prevent the unauthorized release or access to personal information. **The confidentiality of any communication transmitted to/from Lucet via the website or e-mail cannot be guaranteed.**

When a visitor performs a search on [www.LucetHealth.com](http://www.LucetHealth.com), Lucet may record information identifying the visitor or linking the visitor to the search performed. Lucet may also record limited information for every search request and use that information only to solve technical problems with the service and to calculate overall usage statistics.

## CHANGES TO THIS NOTICE

Lucet may change its privacy practices and this notice. The notice posted on the website for Lucet will always be the most current notice ([www.LucetHealth.com](http://www.LucetHealth.com)). If there are any significant changes in the notice, you will be notified of them.

## COMPLAINTS

If you believe that Lucet may have violated any of your privacy rights, you may call, write or email a letter of complaint to the Lucet Privacy Officer at the address below or the U.S. Department of Health and Human Services for Civil Rights ([www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/)).

Lucet Privacy Officer  
P.O. Box 6729  
Leawood, KS 66206-0729  
816-237-2300 (phone)  
816-236-2359 (fax)  
[compliance@LucetHealth.com](mailto:compliance@LucetHealth.com)

*YOU WILL NOT BE RETALIATED AGAINST OR PENALIZED FOR FILING A COMPLAINT.*

# FRAUD AND ABUSE

## LUCET POLICY

Lucet is committed to preventing, identifying, investigating and reporting fraud and abuse. The compliance program provides education on what types of activities constitute fraud and abuse. Lucet regularly monitors and audits claims, and reports cases of fraud and/or abuse to the appropriate party, authority or governmental agency. Lucet expects its providers to comply with all applicable state and federal laws pertaining to fraud and abuse.

## DEFINITIONS

“Fraud” means an intentional deception or misrepresentation made by a person/entity with the knowledge that the deception could result in some unauthorized benefit to him/herself, or some other person/entity. It includes any act that constitutes fraud under applicable federal and state law.

“Waste” means the unintentional, thoughtless or careless expenditures, consumption, mismanagement, use or squandering of resources. Waste also includes incurring unnecessary costs as a result of inefficient or ineffective practices, systems, or controls.

“Abuse” means practices that are inconsistent with sound fiscal, business or medical practices and result in an unnecessary cost, in reimbursement for services not medically necessary, or that fail to meet professionally recognized standards for health care. It also includes beneficiary practices that result in unnecessary costs.

Examples of fraud and abuse include:

- Billing for services or procedures that have not been provided
- Submitting false information about services performed
- Making a false statement or misrepresenting a material fact in any application for any benefit or payment
- Presenting a claim for services when the individual who furnished the service was not appropriately licensed
- Failing to return an overpayment within 60 days after the later of either the date on which the overpayment was identified or the date any corresponding cost report was due

## AUDITS

Lucet performs random audits of provider claims and medical records as part of our standard provider management processes. Other entities may also conduct audits. No specific intent to defraud is required to find that a violation of a law occurred.

Lucet expects its providers will fully cooperate and participate with all audit requests. This includes, but is not limited to, allowing Lucet access to member treatment records and progress notes, and permitting Lucet to conduct on-site audits or desk reviews.

## COMPLIANCE PROGRAM

The creation of a compliance program is encouraged to proactively prevent the submission of incorrect claims and combat fraudulent conduct. Internal controls efficiently monitor adherence to applicable laws and plan requirements. Providers may obtain compliance program guidance's on the OIG web site at <https://oig.hhs.gov/compliance/general-compliance-program-guidance/> .

## REPORTING

Lucet maintains a compliance phone mail reporting line (855-580-4871) where suspected fraud or abuse can be anonymously reported. Also, the Lucet Compliance Officer can be reached at 816-237-2300 if you have any questions about fraud or abuse or want to discuss suspected activities.

Lucet will not retaliate against any person who reports suspected fraud or abuse to it, the Federal or State government, or any other regulatory agency.

# HIPAA INFORMATION

## NOTICE OF PRIVACY PRACTICES

*THIS NOTICE DESCRIBES HOW YOUR HEALTH CARE RECORDS MAY BE USED AND SHARED BY LUCET, AND WHAT YOUR RIGHTS ARE FOR YOUR HEALTH CARE RECORDS. PLEASE READ CAREFULLY!*

### SUMMARY

This “Notice of Privacy Practices” describes how Lucet may use and share your health care records as you tell us or as the law allows or requires. A Federal law, the HIPAA Privacy Rule, requires Lucet to give you this Privacy Notice to read.

Your health care records are called “protected health information,” which includes any information that relates to your health services and identifies you personally, such as your name, social security number, or address.

Lucet has certain legal requirements it must comply with to protect your health information. It must follow what this notice says. You have the right to know about the legal duties and privacy practices required of Lucet.

You have certain rights to obtain and control your protected health information, which are described below. You also have the right to file a complaint if you believe your privacy rights have been violated. You may contact our Privacy Officer if you would like further information about your privacy rights or the complaint process by emailing: [compliance@LucetHealth.com](mailto:compliance@LucetHealth.com), or by calling: 816-237-2300 and request to speak to the Compliance Dept./Privacy Officer.

### PAPER COPY OF THIS NOTICE

If you would like a paper copy of this “Notice of Privacy Practices” you may print it from our website at ([www.LucetHealth.com](http://www.LucetHealth.com)) or request a copy be mailed to you.

TO USE ANY OF YOUR RIGHTS, OR DISCUSS THEM FURTHER, you may contact the Lucet Privacy Officer at P.O. Box 6729, Leawood, KS 66206-0729 or 816-237-2300, or [compliance@LucetHealth.com](mailto:compliance@LucetHealth.com).

## THE PROVIDER'S ROLE

Providers provide an important component of Lucet Employee Assistance Program.

### Your Role

You provide assessment, short-term counseling (where available and appropriate), referral and follow-up. Short-term counseling sessions can range from 1 session to 12 sessions, depending on the client's EAP benefit package.

### Employee Health Plan Benefits

If the EAP benefit is exhausted and the client requests counseling accessing his/her insurance benefit, you may self-refer, unless the client requests a referral to someone else. If making a referral, please pay attention to the client's available insurance benefits, Preferred Provider Organizations (PPO's), and Health Maintenance Organizations (HMO's).

### Potential Conflicts of Interest

It is important that you maintain a neutral position with regard to potential adversarial situations between employee and employer. These include grievances, disability claims, harassment, wrongful termination, etc. If you are contacted by an attorney regarding a client you are seeing or have seen for Lucet, please contact us *prior* to providing any information. If accusations of sexual harassment are made by a client, please notify Lucet immediately. The EAP strives to help all parties utilize the employer's internal systems to resolve these difficulties.

You are a valued member of the Lucet team. With your assistance, our clients receive quality services. Your efforts are greatly appreciated.

## INFORMATION CHANGES

To avoid a delay in reimbursement of submitted billings, notify Lucet of changes of demographic or practice information:

- Name Change
- Primary practice or Billing location including phone/fax/email
- Tax Identification Number (TIN) (must submit a W-9 if TIN has changed)
- National Provider Identifier (NPI)

All changes need to be updated in the Provider Portal.

If you are unsure of how to log in to the Provider Portal access instructions [here](#).

## CLIENT ACCESS PROCESS

1. Client contacts Lucet and speaks to a member of the Lucet EAP Team. Clients are screened to determine if it is appropriate for telephonic sessions and to verify that the client's situation is not critical. Client referral appointment timelines:
  - a. Emergent: must be seen in <6hours
  - b. Urgent: 24 hours
  - c. Supportive: offered or recommended within 72 hours
  - d. Routine: offer appointment 72 hours of call, and scheduled within 7 days
2. Lucet gathers client demographic information to include name, city/state, phone number and the name of employer
3. Lucet has two processes to connect a client to a provider: Connecting client to provider at time of call or providing list of provider names.
  - a. Connecting client to provider at time of call:
    - i. Lucet staff conferences a call to the provider's office to refer the member and schedule the appointment.
    - ii. If a connection is made with the provider or their office staff, an appointment is scheduled.
    - iii. If a voicemail is reached, a detailed message is left with the provider, providing information about the referral and asking the provider to contact the member to schedule an appointment. The Lucet staff then goes back to the member and informs him/her that the provider should contact them to schedule an appointment.
    - iv. Authorization for sessions is emailed/faxed to provider at that time.
  - b. Providing a list of provider's names:
    - i. Lucet will give the client up to six (6) provider names and phone numbers. The Client will be instructed to contact the provider to schedule appointment.
    - ii. After the appointment is scheduled, the provider will contact Lucet Customer Service (800-624-5544) with client's name or file number and date of appointment. At that time, authorization information and billing form will be sent to the provider. **Failure to obtain an authorization may result in denial of payment.**
    - iii. Provider will be advised of the session benefit on authorization sent. The number of sessions available vary by company. A referral for ongoing counseling should be made early in the process if the client presents with situations outside the brief counseling/therapy focus of EAP.
4. If the client decides to see a provider telephonically, they may determine after the first telephonic session to see a clinician face-to-face. The client should contact Lucet Customer Service. If the client is in your area they may ask to transition to your physical office. Telephonic sessions count toward the client's total session benefit.

**California Providers Only:** To comply with the California Knox-Keene law, Lucet will only authorize a total of three (3) sessions per client no matter what the EAP benefit is.

## BALANCE BILLING AND NO SHOW GUIDANCE

\*\* The Provider agrees not to charge covered persons, their employers, or their health insurance providers additional fees (i.e., "balance billing"), in addition to, in excess of, or in lieu of, the agreed upon fee schedule for specific listed services. No co-pay is to be collected from the covered person.

\*\* No-Show Appointments: There will be no compensation for no-show appointments or cancellations if the no-show or cancellation occurs on the first scheduled appointment. If the covered person attests in writing that they will adhere to the provider's no-show and cancellation policy a covered person may be charged for no-shows and cancellations occurring subsequent to the first successfully completed appointment. The terms detailing the no-show and cancellation policy to the covered person must be clearly understandable, reasonably allowing for emergency related cancellations, and should be conspicuous enough that the covered person should clearly understand to what they are agreeing.

## STATEMENT OF RIGHTS AND RESPONSIBILITIES FOR CLIENTS

Clients have the right to:

1. Receive information about Lucet, its services, its network providers and providers, and their rights and responsibilities.
2. Be treated with respect and receive recognition of their dignity and right to privacy.
3. Participate with network providers and providers in decisions about their health care.
4. Receive a candid discussion of appropriate or medically necessary treatment options for their health conditions, regardless of cost or benefit coverage.
5. Voice complaints or appeals about Lucet or the care it provides, either verbally or in writing, and obtain prompt resolution.
6. Make recommendations regarding this Statement of Rights and Responsibilities for Members and Clients.

## REFERRAL GUIDELINES

Lucet recommends the least intrusive intervention necessary for resolving a problem.

Treatments should:

1. Be brief;
2. Support and build on existing strengths;
3. Foster independence;
4. Encourage use of a variety of community resources such as AA and other self-help groups.

If the client requires long-term therapy, or wants to continue counseling beyond the EAP benefit, you may self-refer the client. However, it is very important the client also be offered a referral to another provider within the client's applicable insurance network. Should you choose to self-refer, please utilize the below form.

You are responsible for finding appropriate, quality services for clients in need of referrals beyond the EAP benefit. You are also responsible for assisting clients with insurance benefit questions.

For outpatient referrals of clients, you should consider the client's clinical needs, geography, financial resources and personal preferences. It is your responsibility to refer clients to resources covered by the client's and within the insurance's provider network when available and appropriate. If you need assistance, please call Lucet Customer Service 800-624-5544.

For cases you plan to refer, please call the provider to determine availability and willingness to accept the case. If there is no network provider available, choose a provider in the community following the guidelines above. Help determine whether the client can afford the provider or if the provider will "slide" their scale.

Many companies offer several insurance plans and make changes frequently. It is strongly recommended that providers confirm benefits directly. Also, encourage the client to confirm eligibility and coverage with the insurance carrier again just before the first visit.

## NOTICE OF INFORMED CONSENT FOR CONTINUATION OF TREATMENT WITH A PROVIDER UPON COMPLETION OF THE EAP SESSIONS

It is the policy of Lucet (and the therapists who provide EAP services) to advise you about other resources when treatment past the EAP benefit is needed. They can also educate you as to the different kinds of treatment modalities. This policy is in place to assure a referral to the clinician or service with the most expertise in your appropriate area. This includes continuing treatment with your current provider.

We ask that you read this and sign below, indicating that you have been informed of your rights to a variety of other resources.

I have been informed by my current provider of the availability of other resources.

I understand that Lucet will no longer be financially responsible for services as the benefit has been fully utilized. I will be responsible for payment of any continuing services, whether through my insurance or self-pay.

I understand that I can call the Lucet toll-free phone number (800-624-5544) to discuss other possible benefit resources and referral options.

Signature of Client:\_\_\_\_\_

Signature of EAP Provider:\_\_\_\_\_

Date:\_\_\_\_\_

\*Provider: Please have this signed and kept with your records.  
This is not to be returned to Lucet.

## SUPERVISORY REFERRALS

The majority of Lucet Clients access services on a voluntary basis. Occasionally, the employer will mandate that an employee have EAP sessions as part of a corrective or disciplinary action.

A supervisory or mandatory referral may mean that the employee is at risk for termination without an EAP assessment and follow through on recommendations. When Lucet refers one of these cases to you, you will be given specific instructions on how to handle the case.

As a reminder - please note that all communication to the employer regarding these cases must come from Lucet.

## SUPERVISORY/MANDATORY REFERRAL GUIDELINES

Please follow these procedures for a supervisory/mandatory referral from Lucet:

1. Lucet will refer the employee to you with demographics, the job performance issue, the substance(s) found in a positive (+) drug screen, and specific details regarding the referral.
2. Whenever an appointment for the assessment/evaluation is not scheduled at the time of the referral, either the employee will be asked to contact you, or you may be asked to contact the employee to schedule the appointment.
3. Prior to meeting with the employee, the Management Consultation and Support Care Manager contacts the provider to explain the reason for the referral.
4. After the first session, contact the assigned Care Manager at 800-624-5544 to review your findings and recommendations, and to collaborate regarding the development of a treatment plan.
5. During the next session, discuss the recommendations with the employee. Please note: the assigned Care Manager will communicate with the employer regarding the employee's compliance.
6. When a treatment referral has been arranged, please inform the MCS Care Manager and they will case manage the case and the employee's progress in treatment. The Care Manager will reach back out to you if/when the employee is ready to resume outpatient treatment. EAP sessions associated with management referrals are to be billed to Lucet EAP, P.O. Box 6729, Leawood, KS 66206-0729. Or, the reimbursement request can be faxed to 816-237-2363. The employee is not to be billed.
7. Whenever the employee becomes non-compliant with treatment recommendations, treatment requirements, or fails to attend scheduled appointments, notify the assigned Care Manager immediately.

Care Coordination  
(800) 624-5544

## PROTOCOL FOR THREATS OF VIOLENCE IN THE WORKPLACE

If a client is referred for making a threat directed at the workplace, gather as much data as possible including:

1. Exact words used in threat, name of potential victim and client's relationship to potential victim.
2. Details about circumstances surrounding threat.
3. Previous history of suicide attempts or violent episode, with as much detail as possible regarding any history.
4. Determine if alcohol or drugs are involved.

Contact Lucet (800-624-5544).

Warn potential victim(s) if appropriate

If decision is made to warn:

- a. Contact Lucet; and
- b. Advise potential victim of threat.

Call police, if appropriate.

Hospitalize client, if appropriate.

Keep Lucet informed of all developments.

# EMPLOYEE ASSISTANCE PROGRAM (EAP) AUTHORIZATION AND BILLING PROCESS

## AUTHORIZATION

In an effort to make the authorization process easier for our EAP providers, Lucet EAP offers an authorization prompt on its telephone system (800-624-5544, prompt 2). EAP providers can request an EAP authorization by leaving a brief voicemail message. Upon receipt of your message, Lucet will fax or mail you the authorization.

In the voicemail, please provide the following information only:

1. Provider full name
2. Provider phone number
3. Client's name and file number
4. Date, time, and location of appointment

If additional information is required, a Lucet Customer Service representative will contact the provider. Please remember that authorizations must be requested within 30 days of the initial session.

## BILLING

The authorization is two pages. The first page is the cover page, and the second page is the authorization and billing sheet. Please note that all sections of the billing sheet must be complete to receive reimbursement of services. Providers may submit billing on an interim basis or at the completion of all sessions, but must be within 90 days of the last session. Closing information, signature and date of case closing must be included when submitting the invoice after the final completed session; payment will be denied without this information. All sessions should be completed prior to the stop date. An extension of the stop date may be requested by calling 800-624-5544. Extensions may be permitted up to 30 days. Billing may be submitted either via postal mail, or by faxing to 816-237-2363, as indicated on the billing form. We do not accept billing submissions via email at this time.

Lucet's EAP offers two alternative types of payment methods: paper check or via electronic funds transfer (EFT). Payments will be generated and either mailed or deposited approximately 30 business days from the date that the billing submission was approved for payment processing.

- Checks are mailed Monday with explanation of benefits (EOB) included, and arrive within 7-10 business days.
- If this is the first time receiving payment from Lucet EAP, a paper check will be mailed; for providers wishing to receive payment via EFT, the included Direct Deposit Authorization form must be returned to the appropriate department, for future EFT payments.
- Email messages for EFT transactions are sent on Thursday, confirming that a deposit will be made between Friday and the following Tuesday, depending on the receiving bank.
- EOBs for EFT payments are mailed Monday and will arrive in 7-10 business days.

Questions? Please contact Customer Service at 800-624-5544 (toll free) or 816-237-2352 between 8 a.m. and 5 p.m. CST. Thank you!



## Direct Deposit Authorization

Please enroll me in Lucet's Direct Deposit Program. I authorize Lucet to make payment for my services provided by initiating credit entries or correcting entries to the bank account shown on the attached voided check. **A voided check or letter from your bank, confirming account information, MUST be attached to receive payments via EFT.**

Following each EFT payment, you can be notified by e-mail by including up to two email addresses below. An *Explanation of Benefits* (EOB) will be mailed via US Postal Service to EAP providers for posting the payment appropriately.

I understand that this authorization will continue in force until discontinued by my written request.

**I have attached a copy of a voided check or bank letter** ☐

Name/Company: \_\_\_\_\_

Company Mailing Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_  
(Printed & Physical or E-sign Signature Required)

Date: \_\_\_\_\_ Business Phone: \_\_\_\_\_

1st Email address (For Remittance Advice): \_\_\_\_\_

2nd Email address (For General Correspondence): \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Bank Routing Number: \_\_\_\_\_ Bank Account Number: \_\_\_\_\_

Bank Account Type (Check one): ☐ CHECKING ☐ SAVINGS

**If any demographic or contact information needs updating, please email to [EAP\\_PR@LucetHealth.com](mailto:EAP_PR@LucetHealth.com)**

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### *Please return this form via:*

**Fax to the attention of:**  
EAP Claims  
816-523-3514

**Mail to:**  
Lucet, Attn:  
EAP Claims  
P.O. Box 11562  
Overland Park, KS 66207

**Scan and email:**  
[EAPBilling@LucetHealth.com](mailto:EAPBilling@LucetHealth.com)

EAP ACH payments are processed weekly on Tuesday and Thursday, except Holiday weeks. ACH Payments should reach your account within 1-5 business days, depending on the bank's receiving. EOBs are delivered via US Postal Service only and are mailed within two business days of the payment being issued.

Please note that all voided blank checks received by Lucet are kept in a secure environment under a double lock system. Computer access to a provider's banking information is limited to Finance personnel.

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## EAP DO'S AND DON'TS

Serving our EAP clients means knowing some “basics” about how the EAP process operates. The following reviews how we can work together to increase client and company satisfaction.

### DO:

- Contact Lucet with questions regarding client referrals, authorizations, billing procedures or additional sessions at (800) 624-5544.
- Respond to referral phone calls within 24 hours, even if you cannot accept a referral. It is our policy to have clients in contact with a provider within 24 hours to schedule an appointment.
- Contact Lucet immediately with issues concerning your client's workplace, such as safety, hostile work environment, sexual harassment, leave of absence, disability forms/questions and legal documents.
- Contact Lucet if the client is in a court referred program.
- Contact Lucet if a client indicates he/she has been referred by the employer because of sexual harassment issues.
- Contact Lucet before completing any legal documents or preparing reports for a legal system, such as requests from judges, court advocates or attorneys. If you receive subpoenas and court orders, you may also want to contact your attorney for advice.

### DON'T:

- Fill out forms for client without first contacting Lucet to discuss the client's request. This includes requests for personal leave, short term disability forms, and family medical leave forms.
- Contact the client's employer or related organization (e.g. union). Lucet will handle those types of communications, or authorize on a case by case basis.
- Do not send letters requested by a client to the employer without first talking with Lucet.
- Make disparaging remarks or “innocent” remarks that could be interpreted as negative comments about the employer. If you have concerns about a workplace environment, call and discuss with Lucet. **Do NOT initiate contact with the employer.**
- Encourage a client to file a lawsuit against his/her company. Refer client to another resource for further assistance in a legal matter and call Lucet to discuss.
- Inform an employer, verbally or in writing, that a client is “fit for duty.” This requires a fitness for duty evaluation. Contact Lucet.