



***Mass4You – Your Employee Assistance Program***

**Request Process for Critical Incident Response Services (CIRS)**

*Mass4You – Your Employee Assistance Program* provides Critical Incident Response Services (CIRS) to managers. Any manager of a state agency, municipality or authority can request in-person CIRS.

**The process below outlines the process for requesting in-person CIRS.**

1. Call Optum at (844) 263-1982, and select option 3 to request a CIRS.
2. Optum's EAP Specialist obtains contact information and initial details of the Critical Incident, and sends to the CIRS team.
3. CIRS team receives request and makes outbound call to you in order to gather comprehensive details of the incident and to share the information for the CIRS Responder.
4. Whenever in-person CIRS is deemed necessary, the CIRS Responder arrives on site within 24 – 48 hours after you initially speak to the CIRS team.
5. CIRS team follows up with you within 24 hours of scheduled service to assess if additional services are needed. Within 7 business days, you receive a satisfaction survey.