Edison Management Services Decision Tree

Version 3.0

Are services for an individual in need of help or for a worksite response?

— Individual → **Individual in need of services = Management Consultation**

— Worksite → **Event requiring on-site services = Critical Incident Response**

Management Consultation path

Individual in need of services = Management Consultation
↓
Routine or urgent/after hours?

- Routine →
  Contact:
  Doug Olsen, SCE MC Lead
  800-548-6549 x66721
  douglas.olsen@optum.com
  ↓
  Leave voice mail/email as appropriate
  ↓
  Back-up MCs:
  Darrell Kerr
  800-548-6549 x66884
  darrell.kerr@optum.com
  and
  Amy Holle
  800-548-6549 x66919
  amy.holle@optum.com
  ↓
  Leave voice mail/email as appropriate
  ↓
  MC contacts referring party

- Urgent or after hours →
  Attempt to reach designated MCs
  → (Contact: Doug Olsen...)
  If not available ↓
  Call toll-free EAP
  800-443-4474, select option 2
  ↓
  Request to speak with a Management Consultant
  ↓
  MC speaks with referring party

Critical Incident Response path

Event requiring on-site services = Critical Incident Response
↓
24/7 call toll-free EAP
800-443-4474, select option 2
↓
Request to speak with a CIR Specialist
↓
Fatality notification?

- Yes →
  Initiate Fatality Notification process with Watch Office
  ↓
  Watch Office notifies Optum CIR Specialist of fatality and to notify Ron Roberts and Larry Norton
  ↓
  Based on Availability, Ron, Larry, Optum CIR Specialist or CIR Manager will participate in Watch Office coordination conference call
  → Refer to SCE CIR Request Process for additional details
  ↓
  Optum initiates CIR services

- No →
  Provide CIR Specialist with relevant details as requested
  ↓
  Optum initiates CIR services