

## Management referral procedure

### Process

- Workplace representative calls dedicated EAP number and is transferred to a Management Consultant (MC).
- If MC unavailable, an email containing the manager name, account and contact information is sent to the MC mailbox. Standard call back time is within one hour.
- MC completes initial consultation and gathers referral information from the workplace:
  - Employee name and demographics
  - Employee job title
  - Length of employment
  - Details about identified performance issues
  - Specific drug test results (if applicable)
  - History of prior performance issues.
  - Manager expectations of the referral
- The MC sets expectations with the manager
  - Frequency of adherence updates is negotiated between the manager and the MC.
  - MC determines manager's preference for verbal and/or written updates using Optum standard template report.
- MC emails/faxes Optum Release of Information to the workplace representative
- Manager instructs the employee to contact the assigned MC. The MC will:
  - Review the management referral process
  - Discuss confidentiality issues
  - Complete telephonic clinical screening and risk assessment
  - Arrange urgent/emergent services if indicated

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- Initial evaluation is scheduled by the MC o Appointment is scheduled within 24-72 business hours after initial contact with the employee
  - If Optum Release of Information is not signed by the employee in the workplace, MC will fax Optum ROI and Statement of Understanding forms to the clinician’s office. Employee is requested to sign the documents at the initial appointment.
  - Appointment information is shared with the employee.
  - Employee is instructed to call the clinician to confirm the appointment and obtain directions to the office
- The provider calls the MC after the initial evaluation to discuss assessment and shares EAP plan recommendations..
  - MC will coordinate all recommended services.
  - MC calls the referring manager to report adherence and confirm if there are further EAP recommendations.
  - MC faxes “**Initial Report to the Company**” and if indicated the “**Return to Work Status Report**” to the workplace representative.
  - MC calls the employee to review the plan.
- MC provides ongoing verbal and/or written updates about the employee’s adherence and attendance to the referring manager.
  - Adherence information consists of confirmation that:
    1. Employee kept initial appointment
    2. EAP recommendations were made
    3. Employee is/is not adhering to the ongoing EAP plan
    4. Employee completed/did not complete EAP recommendations
    5. Note: diagnostic and specific clinical information is not shared with the workplace.
  - Manager will provide ongoing updates on the MC regarding employee’s performance in the workplace.
  - MC will maintain ongoing verbal contact with the EAP/treatment provider until the employee completes all recommendations or until the manager instructs the MC to close the case.
  - MC faxes “**Management Referral Status Report**” to the workplace representative after each update with the treating provider.
  - MC will notify the manager if the employee is not adhering to the recommendations.
- After treatment is completed, the MC faxes “**Management Referral Closing Report**” to the workplace representative.
- MC closes case after final consultation with the manager.

