

Procedures for Supervisory Referral Process

1. Company Representative (usually HR or Manager) contacts ACI Clinical Department to consult on an employee issue and initiate a referral.
 - o If an employee contacts the EAP program stating that (s)he was referred by workplace for disciplinary issues prior to HR/Management consulting with the Clinical Department, we will attempt to contact HR to verify that a Supervisory Referral has been initiated. *However, this does make the process more difficult. Confidentiality laws still apply. No names can be released by ACI until a signed release of information is confirmed.*
2. HR/Manager and the Employee discuss the workplace problem and determine deadline by which Employee must contact ACI and have an initial assessment.
3. The ACI Supervisory Referral Form is completed in full. A separate ACI release of information is also completed if the employee is already in treatment with a non-ACI provider.
4. HR/Manager faxes the signed Supervisory Referral Form, other releases and formal corrective action plan (if applicable) to ACI Clinical Staff at fax# 858-452-7819.
5. ACI Clinical Department notifies EAP Intake Coordinators that the Employee will be calling in on a Supervisory Referral.
6. The Employee calls ACI EAP and is referred to an ACI Mental Health Provider.
7. ACI Clinical Staff consults with the Provider regarding the presenting Employee issues and purpose of the Supervisory Referral.
8. The Supervisory Referral Form and any supporting documents are faxed to the Provider for review.
9. The Employee calls ACI Provider and schedules an appointment with the Provider as per agreement.
10. ACI Clinical Staff and Provider communicate about the Employee's attendance at scheduled sessions, cooperation with assessment services and compliance with treatment recommendations.
11. ACI Clinical Staff provides updates of compliance and treatment recommendations to the HR/Manager throughout the process.

ACI CLINICAL DEPARTMENT
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