

Making a Management Referral to the EAP

Early intervention, taken at the first sign of a decline in performance, can help to get an employee back on track. There may be a time when a formal process needs to be followed in order to document that the workplace has offered a resource for assistance. This process is called a Management Referral. By following the Management Referral process the workplace can be a vehicle for helping to improve the performance of its employees.

Step 1. Consult your Human Resources department

Make sure you understand and follow your company's policies and procedures.

Step 2. Call the EAP

Call your toll-free EAP number and ask to speak to an Employee Assistance Consultant (EAC). Have on hand the employee's:

- Name
- Address
- Date of Birth
- Social Security number (optional)

The EAC will use this information to open up a case.

Step 3. Consultation

You can review with the EAC the concerns you have about the employee's performance and develop a plan to address your concerns. Part of this plan could include a Management Referral.

Step 4. Making the referral

The EAC will review the Management Referral process with you. This will include:

- The Release of Information (ROI)
- Employee access to EAP
- Compliance information and follow-up process

Step 5. Talking to the employee

As part of the performance discussion with the employee, you will need to review the Management Referral process. Include an explanation of the Release of Information and how the employee can access the EAP. Summarize for the employee your performance expectations and plan for improvement. Remember to have your employee sign the Release of Information. You then fax, email, or mail this document to the EAC.

Step 6. Provide instructions to the employee

The EAC will provide you with step-by-step instructions for the employee to follow during the Management Referral process. Direct the employee to call the toll-free EAP number. A Personal Advocate will connect them to EAP services.

If the employee reports to you that they are having difficulty obtaining an appointment in a timely manner, call the EAC you are working with and ask for assistance. The EAC can provide the employee additional referrals, or if necessary, offer assistance in obtaining an appointment.

Step 7. Consultation and follow-up

The EAC will contact the EAP health care professional (HCP) and review the reasons for the Management Referral. The EAP HCP will assess the employee's situation, problem-solve, and discuss recommendations. The employee may be connected to additional resources that may help them to resolve the identified performance issues.

The EAC will provide updates on the employee's compliance which will include information on:

- EAP appointment(s) made and kept
- EAP recommendations (if applicable)
- Initial follow through with EAP recommendations, if given

Step 8. After the Management Referral

Review with the employee all your performance expectations. Continue to offer feedback on both the employee's successes and areas of improvement. Intervene immediately on any change in performance. Remember that an EAC is available to you for further consultation.

About the Release of Information: The Release of Information is at the core of a Management Referral. The EAC will send you a copy of this important document for your employee to sign. You will then fax, email, or mail this document to the EAC. With this signed release your employee authorizes the EAC to give you updates about the Management Referral process.

Real Support for Real Life

The EAP Resources for HR and Managers website offers easy online access to resources, forms, tools, and information for managers, human resources professionals, and benefit managers.

EAPmanager.Cigna.com

In addition, immediate assistance is always available via your toll-free EAP number.