



## Procedures for Supervisory Referrals

1. HR Representative or Supervisor contacts ACI Clinical Department to discuss the purpose for the referral.
  - o If the Intake Coordinator receives a call from an employee stating that he/she was referred by their Supervisor/HR Department the Clinical Department is notified. The Clinical Manager will contact the Supervisor and ask if a Supervisory Referral has been initiated (*Employee Confidentiality still applies and no names are given*).
2. ACI Clinical Department notifies Intake Coordinators that an employee will be calling in for a referral which was initiated by their Supervisor or HR.
3. HR and employee discuss Job Performance Problem and determine deadline by which employee must contact ACI and have an initial EAP assessment. Supervisory Referral Form is then signed by the employee and HR/ Supervisory Representative.
4. Supervisory Referral Form is faxed to ACI, attn: Clinical Manager
5. Employee calls ACI intake coordinator and requests a referral to a provider. The Clinical Manager notifies the provider that the referral will be monitored by the Clinical Department and the Supervisory Referral is faxed to the provider.
6. Employee calls provider and schedules an appointment as per agreement.
7. Clinical Manager and provider communicate about the employee's attendance of assessment visits and compliance with treatment recommendations. Clinical Manager provides updates of compliance to HR Representative or Supervisor

