

CONTACT *Behavioral Health Services*

Management Referrals and Supervisory Consultations: A Guide for Employers

MANAGEMENT REFERRALS

Management referrals are available as a benefit under most EAP contracts. The process allows managers, supervisors and human resource personnel to send a troubled employee to a CONTACT provider for evaluation purposes. Such a referral is typically based on mental health or substance use concerns, as these may adversely affect safety, job performance and the work environment. Ultimately these concerns have the potential to jeopardize continued employment.

To begin the process, the employer representative should consider how he/she would respond to the following questions. This will help CONTACT provide the most effective service.

- What is triggering this referral? What recent event prompted this request?
- How long has there been a problem? What previous incidents have occurred?
- What attempts have been made to correct the problem? Was there any improvement?
- What are the expectations regarding this referral to CONTACT?
- To what specific questions are you seeking answers?
- To whom should CONTACT provide information?

PLEASE NOTE:

- Any documentation of information received from the employer becomes part of the employee's EAP file and may, upon request, be available to the employee.
- The CONTACT provider may receive information but, without a CONTACT release form signed by the employee specifying with whom the provider may discuss the referral, the provider cannot give any information.
- Ongoing communication between the CONTACT provider and the designated employer representative is strongly recommended to ensure the best possible outcome.
- While the CONTACT provider may make treatment recommendations, only the employer can require that recommendations be followed as a condition of continued employment.
- If problems with the employee continue or new concerns arise, a follow-up management referral may be indicated.

REFERRAL PROCEDURE:

1. Obtain a current **Management Referral Form** by calling 1-800-222-8335.
2. Once completed, fax the form to CONTACT's EAP Coordinator at 1-800-881-5073
3. The EAP Coordinator will contact the employer representative to discuss specifics of the situation.
4. The EAP Coordinator can make arrangements for care with a CONTACT provider and answer referral questions.
5. **Note:** CONTACT EAP benefits *only provide screening and referral* for threat of violence and fitness for duty concerns. EAP benefits provide crisis/emergency and substance abuse assessments but referral is made for treatment and/or other services. The employee's behavioral health insurance benefit may be most appropriate for the services being requested.

SUPERVISORY CONSULTATION:

Another tool for dealing with difficult employee situations is the supervisory consultation, a confidential discussion between a manager/supervisor and the EAP Coordinator. This does not involve a direct consultation with the employee. Consultations take place on the phone and are not treated as EAP counseling sessions. They are intended to answer questions or provide direction regarding supervisory problems whether or not a management referral is involved. Although a supervisory consultation is not a prerequisite for making a management referral, it can be an additional resource. Simply call the EAP Coordinator at 800-222-8335 to initiate a Supervisory Consultation.