

Mandatory Referral/Formal Manager Referral Process

This service offer support for employers who have an employee that may be struggling with substance abuse, anger management issues, or other issues that could impact their performance and safety at work. As part of the process, the employer will work with WPO to outline the issues they are seeing, create a plan for the employee, and ensure the plan is within company guidelines.

HR Requests a Formal Manager Referral

HR leader calls 24/7 toll-free number to initiate support

Phone: 833-322-1931

HR Fills Out and Submits Employee Referral Form (ERF)

Referring Manager (RM) submits completed Employee Referral Form (ERF) for EAP Services via email.
(ManagerConsult@workplaceoptions.com).

***WPO will confirm receipt of Employee Referral to the Referring Manager(s) within 4 hours.*

WPO Completes Employee Phone Intake

WPO will reach out to the employee to complete a phone intake within one business day of receiving the completed Employee Referral form.

***WPO will notify the Referring Manager(s) once the intake has been completed OR once WPO has made three separate attempts to reach employee without success.*

Employee Receives Care Recommendation, and Sets Up First Appointment

If the employee is recommended for counseling sessions, WPO will locate a provider within two business days and will request for the employee to contact the selected provider within the next two business days and notify WPO of first appointment date.

***Once WPO confirms employee attended the first appointment, they will provide an update to the Referring Manager(s).*

WPO to Update HR about Employee Participation and Flag Any Concerns

WPO will continue to receive a Session Review from the provider following the approved sessions and will update the Referring Manager(s) of ongoing participation and of any concerns of employee participation as they occur during the course of the referral.

***The Referring Manager is permitted to request an update from WPO at any point during the course of the Employee Referral.*

Employee concludes care and HR will confirm receipt of Clinical Report

At the conclusion of treatment as recommended, a Clinical Report will be provided to the Referring Manager(s). The case will be closed once a Referring Manager confirms the Clinical Report has been received or WPO makes three separate attempts to confirm receipt of the Clinical Report document.

If it is determined that the employee requires a higher level of care than the EAP benefit can provide for mental health or substance abuse issues, the employee will be provided referrals for the appropriate resources. Please speak with WPO if you need confirmation of completion of recommended services for the purposes of documenting that the employee completed the Formal Manager Referral.

