

Supervisory Referral Process

Step-by-Step Instructions

The EAP provides an opportunity for the employee to address job performance issues. Participation with the EAP is voluntary and does not mean an employee is immune from disciplinary actions if job performance issues continue.

How Do We Make a Referral?

Step 1: Based upon documented employee job performance issue(s), a determination is made by management/HR that a supervisory referral is needed.

Step 2: HR and/or Supervisor meet with employee to make referral. Employee and HR/Supervisor will sign Supervisor Referral form and Authorization to Release EAP Information form. **Note: Remind employee that session content is confidential but that you will receive notice about their attendance at appointments & treatment recommendations.**

Step 3: HR/Supervisor should email or fax the completed forms and supporting documentation to WellSpan EAP Client Services at WellSpanEAP@WellSpan.org or (717) 851-4493 (prior to the employee calling to schedule their first EAP appointment).

Step 4: Referred employee should call WellSpan EAP Client Services directly (within 72 hours) at 1-800-673-2514 to provide necessary demographic information.

Step 5: WellSpan EAP will coordinate initial appointment with appropriate provider and notify employee of availability. Employee will need to call selected provider and CONFIRM appointment. **It is recommended that employee notify WELLSPAN EAP of this confirmation.**

What Should We Expect After Referral is Made?

Step 1: Via phone or secure email, WellSpan EAP notifies primary contact person listed on the Authorization to Release EAP Information form of the employee's first scheduled appointment date.

Step 2: A WellSpan EAP representative will call or send a secure email to primary contact to provide updates regarding employee's participation when available.

Step 3: A 'Client Status Report' completed by the provider will be sent via secure email directly to the primary contact person listed on the Authorization to Release EAP Information form.

We recommend continued discussion about performance issues as needed. Supervisor or HR are strongly encouraged to follow up directly with referred employee for information regarding their attendance at EAP sessions or to continue performance related discussions.