Formal Referral Process

Formal Referral Requested

HR calls program's 24-hour toll-free line prior to meeting with employee

ISSUES COVERED
- Creates client record
- Explains referral process
- Gathers referral information

Formal Referral Specialist (FRS) contacts HR to discuss referral

ISSUES COVERED
- Discusses referral
- Discusses ROI
- Establishes timeframe for communication

HR discusses formal referral with employee

NECESSARY INFO
- HR faxes signed ROI to FRS

Employee contacts ComPsych for referral to EAP provider

PROVIDER COORDINATION
- Provides referral information
- Explains formal referral process
- Mails referral confirmation

ISSUES DISCUSSED
- Completes intake profile
- Explains referral process
- Completes telephonic assessment

FRS contacts provider to discuss assessment and treatment recommendations

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FRS communicates compliance/ completion of services to HR

Satisfaction survey sent to employee and HR

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