



**Because your employee's problems aren't yours
until they bring them to work...**



WellSpan EAP Supervisory Referral Step-by-Step Process

1. Based upon documented employee job performance issue(s), the decision is made by management that a supervisory referral is needed.
2. Supervisor making referral consults with Human Resources (HR), stating intent for formal referral of employee to the EAP. We request HR to then contact WellSpan EAP Client Services via phone at 1-866-227-6527 to discuss the case and provide background information.
3. HR and supervisor meet with the employee to make the referral, sign referral form and informed consent form (supervisory referral forms can be downloaded from web pages at www.wellspaneap.org). HR will explain the EAP referral process and outline expectations for participation with the EAP to address unacceptable job performance issues. 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 while the employee is in treatment.
4. Before the employee calls WellSpan EAP to schedule their first EAP appointment, HR should fax the completed supervisory referral forms and any supporting documentation to WellSpan EAP Client Services at **(717) 851-4493**. If the supervisor needs additional space to describe the reason for the referral, he/she can attach an additional sheet of paper with the supporting documentation. The employee should be aware of all information being shared with the EAP.
5. The referred employee is encouraged to call WellSpan EAP Client Services directly (within 72 hours) at **1-866-227-6527** to provide all necessary demographic information and allow WellSpan EAP to make the referral to an appropriate provider location convenient for the employee. WellSpan EAP Client Services hours are M-F, 7:30am – 4:30pm, Eastern Standard Time.
6. Via phone, WellSpan EAP notifies primary or secondary contact person listed on referral forms of the employee's first scheduled appointment date. We also encourage you to place the responsibility on the employee for keeping you informed of their progress.
7. During the first EAP visit, employee is asked to sign a "release of information form" for continued follow-up with primary and secondary contact listed on supervisory referral forms.
8. Via phone within one business day of each scheduled appointment, WellSpan EAP will call the primary contact listed on release of information form to provide update regarding the employee's participation (attended, no-show, rescheduled, scheduled follow-up). A "*Client Status Report*" completed by counselor is marked "confidential", and mailed directly to primary contact person listed on release of information form.
9. Supervisor and/or HR are also strongly encouraged to follow-up directly with the referred employee for information regarding their attendance at EAP sessions.