



eviCore EAP

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Employer Quick Guide to an EAP Referral

The purpose of this document is to describe the types of referral an employer can make to the EAP program. As a reminder, the purpose of the EAP is to ensure that employees, their dependent family members and you as the employer have access to the confidential assistance needed to help with the reduction or resolution of a problem that is interfering with job performance.

Please contact the EAP if you have questions about which type of EAP referral is appropriate.

Self-Referrals: Any EAP eligible employee or dependent family member can voluntarily contact the EAP directly for assistance. No EAP documentation is necessary and no information will be shared with you, the employer. The EAP will work confidentially with the individual to develop an effective plan to address their situation.

Suggested Referrals: You may encourage an employee to use the EAP benefit when they need assistance in resolving a concern at work or home. This is only a suggestion and no EAP documentation is necessary and no information will be shared with you, the employer. The final decision to follow through on a suggested referral will remain with the employee and the EAP will work confidentially with the individual to develop an effective plan to address their situation.

Administrative Referrals: An Administrative referral is a documented recommendation that the employee utilize the EAP program and all available resources to correct declining workplace performance or violation of workplace policy and procedures. While the final decision to accept an Administrative referral should remain with the employee, you as the employer will have documentation confirming that you have recommended the employee access the EAP program to address any situation that may be impacting performance.

As an employer, you may decide to **require** an employee to contact and participate with the EAP program and other recommended treatment. This may apply to violations of drug and alcohol policies, any state or federal laws/regulations, when the safety of the individual or others is jeopardized, or when you as the employer decide that the serious nature of the situation requires a mandatory referral. While the final decision to accept a mandatory referral will remain with the employee, refusal to comply with a mandatory referral may be considered a condition of employment as it relates to the violation of the workplace policy, procedure, contract or agreement.

An Administrative referral requires the completion of documentation by the employer and a signed consent by the employee. The consent allows for on-going communication to occur between the employer and the EAP. This includes notification of employee contact or failure to contact the EAP, willingness to complete the initial EAP Assessment, treatment recommendations and continued compliance with care.

The EAP is intended to provide support and resources, and should not be part of a discipline process. However, participation with the EAP program does not exempt or protect an employee from discipline action in the work place, up to and including termination regardless of the type of referral to the EAP.

Administrative/Mandatory referrals should be presented to the employee prior to the release of information to the EAP program so you can clearly articulate why they are being referred to the EAP and what your expectations are moving forward. The **employee is responsible for calling the EAP program within three (3) business days.**

Completed EAP documentation including the referral and release of information should be signed and faxed to: 716-712-2796. Please call us for assistance in completing these forms.