



Providers

OVERVIEW: MANDATORY REFERRAL

Employers mandate their employees to EAP sessions when there are workplace related issues; behaviors affecting their work, attendance, conflicts with coworkers, mental health concerns, failed UA/breathalyzer.

Session amounts vary by employer contract. Session amount allotted can be found on authorization of services. Upon referral you will receive: Authorization, Statement of Understanding, Compliance report and Closing Summary. Notify Case Manager of 1st ct appt.

Failed UA: Assess for treatment needs. Generally, employers would like employee to pass a drug screen in order to return to work. **Empac** will notify you if this is a requirement. These are the responsibility of the client. If you do not provide UA's at your office, refer the client to a facility to get this done and have ct sign a release to you for the results.

The employee does not have to attend all authorized sessions listed on the form if client is meeting mandatory requirements.

Workplace Behaviors: Productivity, Performance issues, Conflicts, etc. Typically, all allotted sessions are attended.

Mental Health Concerns: Suicide Ideation, Homicidal Ideation, etc.

Attendance: Employee calling in often, leaving early etc. Typically, does not require more than 2 sessions, unless you assess and deem more sessions needed due to underlying issue (depression, family, etc)

1st session: Set goals and sign compliance report and SoU. Then assess for treatment needs (if applicable).

If outpatient/ inpatient determined: refer client to treatment center (if you cannot provide those services) and continue sessions as follow ups/check ins until deemed successful.

If no treatment needs determined: Schedule UA with ct (if employer requires-**empac** specifies) then schedule one or 2 more appts for follow up and results.

2nd session: continue work on goals/ recommendations

3rd-5th session(s): If client is not successfully released by these sessions- report progress, compliance, attendance, what was worked on in session.

6th session- Final session closing summary- successful release or unsuccessful

Reports are to be sent to case manager at **empac** within 48 hours of sessions attended.

If a client no shows/cancels/ reschedules: **empac** must be notified.

Compliance reports should include: progress, attendance, recommendations, compliance, basic overview of sessions. If you would like to provide more detailed information, feel free to do so.

Empac does not share full session details with employer, only information related to mandatory referral.