



## 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 1<sup>st</sup> 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)

**1<sup>st</sup> 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.

**2<sup>nd</sup> session:** continue work on goals/ recommendations

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

**6<sup>th</sup> 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.