## Mandatory Referrals



A Mandatory Referral is made by HR or a Supervisor when an employee is required to use the Employee Assistance Program (EAP) services as a condition of continued employment, usually due to serious concerns like safety violations, substance use, or misconduct. There is no fee to the organization for the Mandatory Referral Process.

> Connect with an **EAP Management** Consultant



HealthAdvocate.com/StateofDE

Registration code: StateofDE

## Here's how the process works

HR/Supervisor identifies and documents a performance or behavior concern and contacts the Health Advocate EAP Management Consultant.



Consultant gathers referral details, including the employee's name, reason for referral, and any return-to-work conditions.



HR/Supervisor meets with the employee to make an EAP referral.



Employee contacts the EAP or Consultant reaches out with the employee's consent.



An intake is completed and support is recommended.

Employee signs Release of Information (ROI) to allow the EAP to update HR/Supervisor.



Employee schedules with referred provider and signs ROI to allow provider to confirm participation to the EAP.



Consultant provides attendance and compliance updates to HR/Supervisor.



Consultant monitors progress and follows up with the employee.



HR/Supervisor is notified when the employee has completed recommendations or failed to comply.





