

# SUPERVISORY REFERRAL PROCESS

## 1 INITIATE

- Reasons for initiating a Supervisory Referral include:
  - Frequent/unexplained absenteeism/tardiness
  - Absent from the worksite while on the job
  - Difficulty in working with others
  - Inconsistency in quality/quantity of work output
  - Extreme irritability/anger
  - Insubordination/questioning authority
  - Disregard for the safety of others
- Obtain the ACI Supervisory Referral Form from the CNIC Virtual Folder (<http://vfolders.acieap.com/cnic>) and complete.

## 2 ASSESS

- Contact the ACI Clinical Department to consult about an employee issue regarding a referral: **(800) 932-0034** or [clinical@acispecialtybenefits.com](mailto:clinical@acispecialtybenefits.com).
- Determine if this is a standard or urgent referral. Most referrals will fall under the **standard referral** category including stress management, anxiety, mild depression, communication problems, etc. **Urgent referrals** should only be used when an employee is in a serious situation, is in imminent danger of harming self or others, produces a positive drug screen, or is placed on leave until assessed by a provider.

## 3 COMMUNICATE

- Send completed Supervisory Referral Form and Release of Information Form to ACI clinical department via fax to (858) 964-0733 or email [clinical@acispecialtybenefits.com](mailto:clinical@acispecialtybenefits.com).
- Direct the employee to contact ACI Specialty Benefits for a referral to provider. Employee will then directly contact provider to schedule an appointment.
- ACI clinical staff initially consults with provider on employee issue and purpose of referral. ACI clinical staff and provider may communicate regarding employee's attendance, cooperation, and compliance with treatment recommendations.

## 4 FOLLOW-UP

- ACI Clinical Staff provides updates on the employee's compliance with attendance and cooperation along with treatment recommendations to the HR/manager.
- After the final session, the ACI clinician will provide the HR/manager with a final update that will include any recommendations.