

PROCEDURES FOR SUPERVISORY REFERRAL

1 INITIATE

- Obtain the ACI Supervisory Referral Form from your Virtual Folder or the ACI main website at http://acieap.com/pdf/Supervisory_Referral_Form.pdf and complete in full.

2 ASSESS

- if needed, contact the ACI Clinical Department to consult about an employee issue regarding a referral: 800.932.0034 or 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 to ACI clinical department via fax at 858.964.0733 or email clinical@acispecialtybenefits.com. If employee is already in treatment with non-ACI provider, a release of information form will have to be completed and sent along with the Supervisory Referral Form.
- 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.

FOLLOW-UP

- ACI Clinical Staff provides updates on the employees 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 the provider's recommendations.

ACI CLINICAL DEPARTMENT

Phone: 800-932-0034

Fax: 858-964-0733

Email: clinical@acispecialtybenefits.com

