

## SUPERVISORY REFERRAL PROCESS

### 1 INITIATE

- Obtain the ACI Supervisory Referral Form from your Virtual Folder or the ACI main website at [http://www.acieap.com/pdf/Supervisory\\_Referral\\_Form.pdf](http://www.acieap.com/pdf/Supervisory_Referral_Form.pdf) 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**.
- 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, produces a positive drug screen or is placed on leave until assessed by a provider. If you think the employee may be in a current state to harm him/herself or others, you should call 911 to get assistance from local authorities.

### 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.