

FORMAL MANAGEMENT REFERRAL PROCESS

1 INITIATE

- Obtain the ACI Formal Management Referral Form from your Virtual Folder or the ACI main website at <https://acispecialtybenefits.com/referrals> 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 Formal Management Referral Form and Release of Information Form to ACI clinical department via fax to (858) 964-0733 or email 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.