



Saint Luke's LIFEWISE™ EAP Management Consultation and Referrals

Management consultation and referrals provide case consultation with Human Resources, managers, and supervisors; in fact, we work with over 300 management referrals every year. As part of our health system's Human Resources division, we collaborate with HR professionals in our own organization and with our client organizations on a daily basis.

When an employee's attendance, behavior, or performance becomes an organizational concern, a management referral may help retain a valued employee. Examples include but are not limited to: policy violations, threats of violence, and poor attendance or job performance. We maintain regular communication with you regarding the employee's progress and have a solid record of success in helping the employer reduce risk while helping valued employees improve. Also, 88 percent of mandated employees successfully complete their treatment plan and improve job performance.

Referral Process Made Simple

- Contact your EAP Counselor/Account Manager for a telephonic consultation. This will include direction on whether the referral will be recommended (voluntary) or mandatory (the employee's attendance and compliance with EAP are a condition of employment).
- Complete and submit a Management Referral Form, indicating the specific attendance, performance or behavioral problems.
- Schedule an appointment. This may be in the presence of the employer or with a mandated deadline, the employee personally schedules the appointment.
- Your EAP Counselor will obtain an employee consent that allows timely reporting around the treatment plan including, employee attendance, compliance and completion of progress toward goals.

To learn more about utilizing the effective professional resources at Saint Luke's LIFEWISE™, call 816-931-3073 or 800-327-1223 or email LIFEWISEinfo@saint-lukes.org.