

Management Consultation and Referral Services

With the Cigna Employee Assistance Program, you have a variety of options available to both you and your employees.

How to use EAP for yourself:

You can call your toll-free number to discuss your personal concerns and explore options, brainstorm solutions and develop a personal action plan. You can receive information on how your EAP benefit can assist you.

How to use EAP for your employees:

You can offer the EAP to employees on an informal basis, as a way to help them deal with personal problems that aren't yet affecting their work performance. This is described below as an Informal Referral.

How to use EAP as a management tool:

Dealing with performance problems may be one of the most common and challenging tasks you face as a manager. At some point, you'll need to talk to an employee about a performance issue. The following are different ways a manager can refer an employee to the EAP.

Informal Referral:

You can offer the EAP to employees on an informal basis as a way to help them deal with personal problems that aren't yet affecting their work performance. This is called an Informal Referral, which is also known as a "self-referral".

Formal Management Referral:

Job performance problems or disruptive behaviors in the workplace may warrant a more formal type of referral to the EAP. You can make a formal management referral to the EAP as a way for an employee to get help for personal issues that may be affecting work performance.

In order for you to be told whether they have kept appointments and complied with the EAP counselor recommendations, the employee will need to sign a **Release of Information** form (an **ROI**). This is called a Formal Management Referral.

A referral to the EAP can be mandatory and a condition of the employee's continued employment. An EAP consultant can give you information to help you decide which type of referral is appropriate and how to proceed. You will also be directed to consult your company policy and/or HR representative as you make your decision.

Use a Formal Management Referral when:

- > You observe a pattern of performance and/or behavior problems.
- > You want to use the EAP as part of a **Performance Improvement Plan**.
- > You want confirmation of the employee's follow-through with the EAP referral process and recommendations.

When should you use the EAP?

- > When you find yourself worrying about an employee's welfare.
- > Whenever someone's work is suffering because of personal concerns.
- > Whenever a problem surfaces or a crisis strikes.
- > Whenever you encounter a situation that makes you really stop and wonder: How should I handle this?

Together, all the way.®



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