

## Protocol for Health Coaches Referring Employee Owners for Counseling Services

While engaging with Employee Owners during the course of Health Coaching or otherwise, you may find that some EO's would benefit from counseling services for various reasons. We want to encourage you to "strike while the iron is hot" and ensure that the EO has an unobstructed path to services. Comprehensive EAP and Web Industries understands that the significant benefits that collaboration of Physical Health and Behavioral Health services can have and have outlined the following steps you should take when referring an EO for counseling services:

**1. If you think an employee owner would benefit from counseling services, or an employee owner has indicated explicitly that they would like counseling services, please do the following:**

- Ask employee if they would like you to refer them directly to a Comprehensive EAP counselor. **Explicitly confirm that** they would like a call from a Comprehensive EAP counselor as well. If they do, please gather their phone number and email (if applicable).
  - Email or call your account manager with the following information and request that this EO be contacted:
    - Brief narrative of why the EO has requested counseling.
    - Phone number and/or email.
    - Any other information that you think is pertinent.

**2. If the employee owner is interested in counseling services but would prefer to contact Comprehensive EAP themselves, please give them the following information so that they may initiate services on their own:**

- Phone Number: 800-344-1011
- Email: [info@compeap.com](mailto:info@compeap.com)
- Website Information and Login:
  - [www.compeap.com](http://www.compeap.com)
  - **Username:** Web **Password:** webeap

