

Mandatory Referrals

Caregiver Assistance Program

A mandatory referral is a formal and documented program, which may help the caregiver retain their job in times of progressive disciplinary action. Although it's often used as a last chance agreement with the risk of termination, it's not meant to be punitive. The goal is to help the caregiver improve performance and resolve issues so that they can be successful at work.

Below are the forms needed to request a Mandatory Referral through Lyra:

- **Mandated Referral Process**(fully process): This document outlines the full process about how Lyra Health can assist Human Resource Business Partners and Managers to effectively handle caregiver workplace issues.
- **Mandated Referral Process** - Guide for Core Leaders: This guide outlines various FAQs for Core Leaders.
- **Lyra Caregiver Assistance Program Referral Form**: This is the form to be completed and sent to Lyra at privacy@lyrahealth.com.
- **Confidential Authorization for Disclosure of Protected Health Information (PHI) for Referrals to Lyra's Caregiver Assistance Program**. Caregivers will be required to authorize Lyra Health to disclose the following records and information to Providence and Core Leaders for the purposes of coordinating my healthcare and supporting the Caregiver Assistance Program.
- **FAQ for caregivers** to help support caregivers in understanding how the process works and what is expected of them throughout.