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## **FAQ's for the University System of Georgia (USG) Employee Assistance Program (EAP) partnership with KEPRO**

USG is partnering with KEPRO, a nationally recognized company, to provide EAP services, effective July 1, 2019, which include in-person counseling sessions, referrals to community resources, supervisory consultations, crises support and work-life referrals. KEPRO's services will enable employees to access EAP counseling sessions through a large network of professionals throughout the region. Below are answers to questions many employees and managers may have as our EAP services transition to KEPRO.

### **FAQ's for Employees**

- Q:** When can I contact the KEPRO EAP toll-free number for services?
- A:** Although the program services go live on July 1, you may contact KEPRO via the toll-free number, 844.243.4440, as early as June 24, to schedule an appointment with a KEPRO Network provider on or after July 1.
- Q:** If I am already seeing a provider through our current EAP, will I be able to continue with the same provider after July 1?
- A:** Please contact KEPRO at 844.243.4440 if you would like to continue EAP services after the July 1, 2019 transition. If the provider you are currently seeing is a part of the KEPRO provider network, you can contact KEPRO on July 1 to secure authorization to continue seeing that provider. However, if your current provider is not affiliated with KEPRO, a KEPRO representative would reach out to the provider in an effort to allow your services to continue and invite them to join the KEPRO provider network.
- Q:** If the provider I am seeing is not affiliated with KEPRO, would I be able to nominate them for inclusion in the KEPRO provider network?
- A:** Yes, if you have a provider you would like to see considered for the KEPRO provider network, you may email us your request to [eapcredentialing@kepro.com](mailto:eapcredentialing@kepro.com). Please include the provider's name, city, and phone number (if available) and KEPRO will make outreach. You may also call our toll-free number, and a representative from KEPRO will gather the information to make outreach regarding the network application process.
- Q:** Who can use the EAP services?
- A:** The EAP with KEPRO is available to full and part-time employees that work for USG and their dependents. Anyone that is regularly living in the same household as the eligible employee is also able to participate in the program.
- Q:** Are the details of my participation in the KEPRO EAP shared with my employer?
- A:** No, all calls/discussions with KEPRO and the KEPRO provider network are confidential and are not reported back to agencies.

**Toll-free – 844.243.4440, 24 hours a day, seven days a week.**

**Website:** [www.EAPHelplink.com](http://www.EAPHelplink.com) **Company Code:** USGCares

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### **FAQ's for Managers**

- Q:** Will onsite Crisis Management Consultation and Critical Incident Response services be available with KEPRO?
- A:** Yes, with KEPRO as your EAP partner, you may access the toll-free number, 844.243.4440, 24 hours a day, seven days a week, to receive consultation or response services for any disruptive work event.
- Q:** Will KEPRO offer EAP Orientations for employees?
- A:** Yes, KEPRO offers Employee and Manager EAP Orientations upon request. Please contact your account manager for assistance.
- Q:** How do I request support for a training or an onsite presentation?
- A:** You may initiate a request for an onsite EAP presentation by contacting your account manager (listed below).

**Toll-free – 844.243.4440, 24 hours a day, seven days a week**

**Website – [www.EAPHelplink.com](http://www.EAPHelplink.com) Company Code: USGCares**

**KEPRO Contacts:**

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