



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, crisis support and work-life referrals. KEPRO's services will allow you to access counseling sessions through a large network of professionals throughout the region. Below are answers to questions you may have as our EAP services transition to KEPRO.

- 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. 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 employees that work for USG. Family members that live in the same household as the eligible employee are 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 **Company Code:** USGCares
