



Kepro EAP Network Update

December 1, 2020

RE: Keystone Peer Review Organization, Inc. ("Kepro") Employee Assistance Program (EAP) Provider Network Management

Effective December 1, 2020 Kepro will assume responsibility and oversight of all activities for current and future providers that are a part of the Kepro EAP network. We are migrating all credentialing and re-credentialing functions from NAS/Workplace Options and will manage all activities in-house by Kepro's Corporate Credentialing Department.

The decision to return network management to Kepro's internal team will not impact your network status, but rather allow you to communicate and submit network documents to us directly.

The Kepro Credentialing Department will also manage the network functions below:

- **New Provider Recruitment/Credentialing** - Providers may submit interest in joining the Kepro EAP network via email with their CAQH Provider ID to EAPCredentialing@kepro.com.

If you do not know your CAQH Provider ID, you may obtain it at the following link: <https://proview.caqh.org/pr>

- **Active Provider Re-credentialing** - Kepro will initiate outreach between 90 and 180 days prior to your recredentialing due date to initiate the process. Providers will receive notification and instructions from Kepro regarding the submission of your recredentialing materials. Kepro will continue to use Council for Affordable Quality Healthcare (CAQH), and the recredentialing process will remain essentially the same.
- **Network Maintenance Activities** - Providers should submit updates related to their credential files such as; address changes/updates, W-9 updates, insurance or licensures changes/renewals via email to EAPCredentialing@kepro.com.

To learn more about Kepro's EAP Provider Credentialing process, requirements and application you may view the Networks section of Kepro's website www.eap.kepro.com/eap-providers/

Should you have any questions or concerns regarding your Kepro EAP Network status, you may contact the Kepro Network Department via email at EAPCredentialing@kepro.com.



Thank you for your continued partnership in servicing Kepto EAP clients.

Sincerely,

Kepto Corporate Network Department