



## Kepro EAP Provider Quick Start Guide

### Referral Information:

- This client has been authorized EAP sessions by Kepro for face-to-face assessment/short-term counseling/referral.
- If treatment beyond the EAP services is appropriate, please assist the client in connecting to an appropriate resource or provider covered through their health plan.
- Kepro will not assume financial responsibility for services beyond the authorized EAP sessions or any services that have not been authorized by the EAP.
- Kepro allows clinicians to self-refer. If you are a participating provider with the client's health plan, you may continue care through that modality.

### What is my role as an EAP Provider?

- Confidential and timely problem identification/assessment services for clients with personal concerns that may affect job performance;
- Use of constructive confrontation, motivation, and short-term intervention with clients to address problems that affect job performance;
- Referral of clients for diagnosis, treatment, and assistance, as well as case monitoring and follow-up services.
- As an EAP provider, you cannot complete short term disability forms, evaluation forms for court purposes, fitness for duty evaluations, psychological testing or any other documents that would be completed by a "treating" provider.

### Billing:

- The EAP client is NOT responsible for payment for any EAP sessions.
- Enclosed VOUCHER forms are to be completed by the provider for each session and must be received within 45 days of the session to be paid.
- Please include the Assessment/Referral form with the first session voucher.
- At the time of case closure, please return the Closure Voucher, even if there was not a closure session.
- Payment vouchers can be submitted to Kepro via Online Portal, USPS Mail, or Fax.  
ONLINE PORTAL: [eapportal.kepro.com](http://eapportal.kepro.com)  
MAIL VOUCHERS TO: EAP VOUCHER PAYMENTS  
6085 Marshalee Drive, Suite 110, Elkridge, MD 21075  
FAX: 1-866-480-8341
- EAP Sessions are paid at your Kepro contracted reimbursement rate in accordance with the terms of the EAP Affiliate Agreement. Please call (800) 713-6251 with any provider questions.
- Please do NOT submit a HCFA form or a DSM-V Diagnosis for EAP visits.



**Additional EAP resources may be available - please refer the client to their EAP dedicated toll-free 800 number available 24/7/365 for further information and/or assistance with any of these additional EAP resources.**

**Legal consultation**

The EAP benefit includes a no-cost 30-minute telephonic consultation with a lawyer to discuss any non-work/non-employer related legal concerns the client may have. In addition, the client also may retain the services of a network attorney at a 25% discount from their usual and customary fees. Common legal issues include:

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|-----------------|----------------------|
| Bail Bonds      | Bankruptcy           |
| Family Law      | General Legal Issues |
| Personal Injury | Real Estate Law      |
| Criminal Law    | Immigration          |
| Social Security | Elder Law            |

**Financial consultation**

The EAP benefit includes a no-cost 30-minute consultation with a professional financial advisor to discuss personal financial concerns. Please note that this EAP benefit provides consultation, planning, and referral services, not direct financial support. Common financial issues include:

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|-----------------------|-----------------|
| Bankruptcy            | Credit Cards    |
| Investments           | Tax             |
| Information/Questions | Budgeting       |
| Retirement Planning   | Wage            |
| Garnishment/Liens     | Mortgages       |
| Credit Counseling     | Debt Collection |

**Childcare consultations & referrals**

The EAP includes childcare resource and referral services designed to assist with a wide range of dependent care needs that may arise throughout the life cycle. EAP offers consultations, referrals, and educational materials for issues such as:

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| Academic Concerns | Adoption             |
| Summer Program    | After-school Program |
| Special Needs     | Preschool            |
| Prenatal Care     | Back-up care         |
| Childcare         |                      |

**EAP Website**

Kepto's website is an interactive tool that provides consumer information and interactive self-help and life management tools. The site is designed to assist EAP clients with issues that impact your health, quality of life, and well-being. The client can access EAPHelpLink, by going to [www.eaphelplink.com](http://www.eaphelplink.com). The client will need to enter their "Company Code" which is available on their EAP brochure or by calling the EAP toll-free number.)

**Daily living consultations & referrals**

The EAP includes convenience services to help clients make the most of their money and free time. EAP offers referrals and educational materials for issues such as:

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|---------------------------|-----------------------|
| Home repairs              | Gift recommendations  |
| Moving/Relocation         | Public transportation |
| Apartment Locators        | Tutoring              |
| Cleaning services         | Personal Shopping     |
| Sightseeing tours         | College searches      |
| Pet sitters/kennels       | College Prep          |
| Scholarship/financial aid |                       |

**Adult/Elder care consultations & referrals**

The EAP includes adult/eldercare resource and referral services designed to assist with a broad continuum of consultation and resource needs for clients who may need to assistance in supporting aging family members. EAP offers consultations, referrals, and educational materials for issues such as:

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| Aids to Daily Living    | Disabled Adult Child |
| Rehabilitation Programs | Long-Distance Care   |
| Respite Care            | Retirement           |
| Transportation          | Adult Day Care       |
| Meals on Wheels         | Caretaker Support    |