

We are Kepro

Kepro currently provides Employee Assistance Program (EAP) services to over 200 organizations, including federal, state, and local governments, with over one million covered lives around the globe.

EAP is a short-term, solution focused counseling model that offers psychoeducation, brief support, and assistance in supporting individuals in connecting to other behavioral health or community resources for additional or longer-term support. Our program allows providers to engage in client self-referral when clinically appropriate. The program authorizes sessions based on the contracted session model for each client. Additional sessions may be authorized for unique circumstances, as the expectation is that Kepro EAP network providers administer care in accordance with the EAP short-term, solution focused model.

Kepro is a leading provider in the industry with 35 trusted years of experience and we could not have accomplished all of that without our valued provider partnerships. We appreciate your hard work and dedication to those in need and thank you for your collaboration!

Welcome Amber Gray, Provider Relations Manager

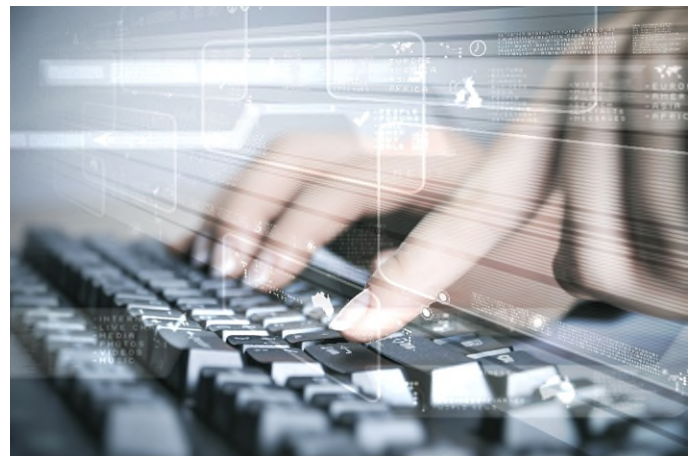
Our new Provider Relations Manager, Amber Gray is here to help you. Amber has been in the EAP industry for 10 years and now serves as your point of contact to address all of your provider needs, including:

- **Payment matters**
- **Network or credentialing questions**
- **General provider process and procedures inquiries**
- **Quality issues**

You may contact Amber at AGray@kepro.com or 1.800.305.3720 ext. 4823. She is looking forward to working with you!

What's New? Check out our Provider Payment Portal

In the Fall of 2020, we were pleased to introduce our new Provider Payment Portal. We are as excited as you to have this new feature available to make billing submission much easier, with no paperwork required!



To submit billing via the portal (eapportal.kepro.com) you only need three pieces of information:

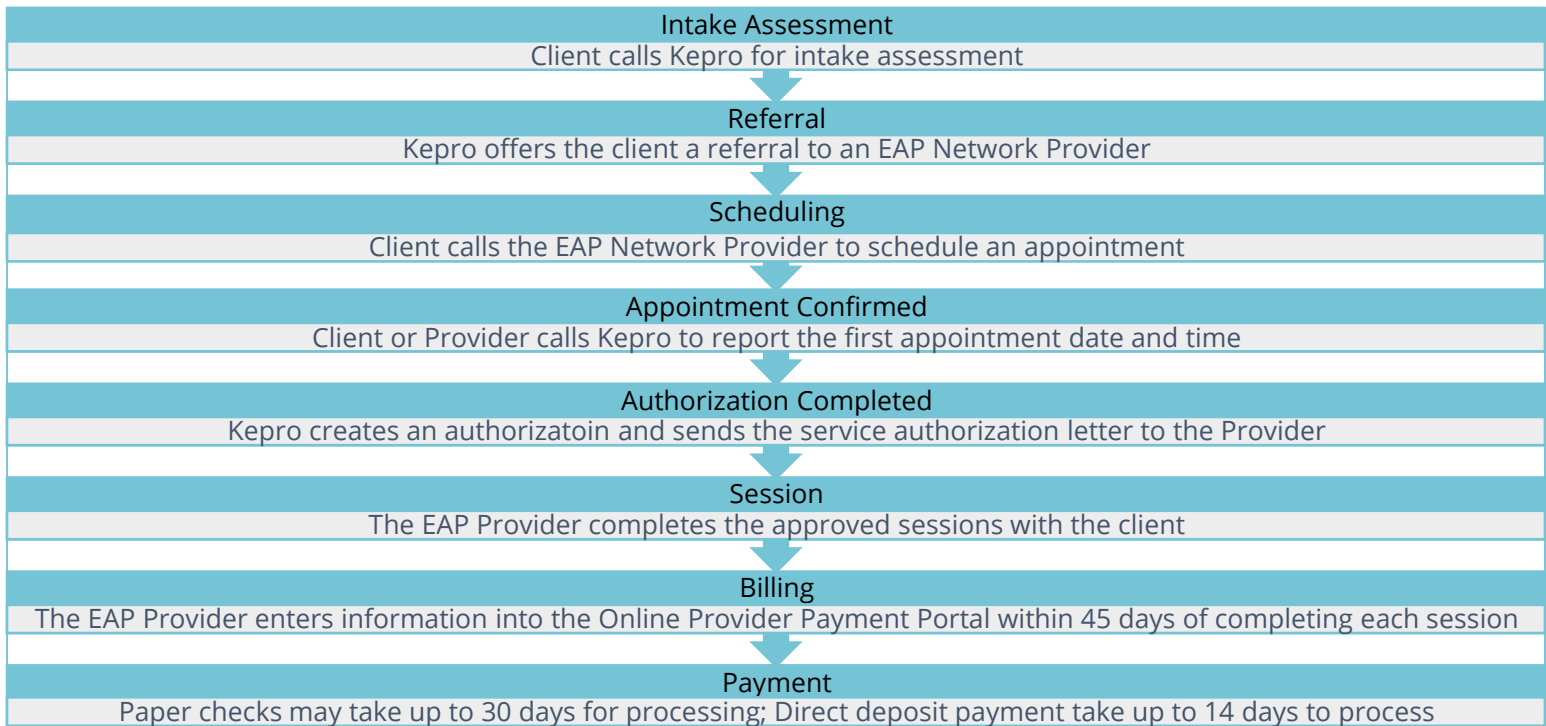
1. The case authorization number;
2. The client identification number; and
3. Your provider identification number.

This information is located on the authorization letter that you should receive once Kepro has been notified of your first appointment (date of service) with a client.

You may also call us for this information if you need it prior to receiving the letter. Our goal is to make your interactions with us as seamless as possible, which includes your billing experiences. We also offer direct deposit. For those who are interested in setting that up, please reach out to us for instructions.

Helpful Hints

The Kepro EAP Call Center team is hard at work completing intake assessments and getting clients to you. Below is the process that occurs from intake assessment through payment.



What is an EAP?

Definition from the Employee Assistance Professional Association (EAPA)

There are eight core functions of an EAP as defined by EAPA. As EAP Providers credentialed with Kepro, we look to you to administer the direct service technologies outlined below. To learn more about the purpose and function of an EAP, and access the full list of EAP Core technology, you may visit:

www.eapassn.org/About/About-Employee-Assistance/EAP-Definitions-and-Core-Technology

In general, an EAP is a designed to provide:

1. Confidential and timely problem identification/assessment services for employee clients with personal concerns that may affect job performance;
2. Use of constructive confrontation, motivation, and short-term intervention with employee clients to address problems that affect job performance; and
3. Referral of employee clients for diagnosis, treatment, and assistance, as well as case monitoring and follow-up services.



Kepro EAP Credentialing and Re-Credentialing

Whether you are credentialing for the first time or re-credentialing for continued participation in Kepro's EAP network, the process takes 60-90 days. To initiate the credentialing process, you will be contacted by a member of the Credentialing Team instructing you on the next steps to ensure your credentials are accurately reflected and up to date in our network.

When re-credentialing, you will receive a communication 90 days prior to your expiration date to allow sufficient time for you to submit required documentation. If you are not sure about your status, please feel free to reach out to us for further information via the contact information listed under Kepro's Provider Directory to the right. The documents requested to complete your credentialing application packet are as follows:

- CAQH or Kepro Application
- Telehealth/Data Attestation Form
- Current copy of Malpractice Insurance
- Current copy of Clinical License
- Current W-9
- Executed EAP Provider Agreement



Kepro's Provider Directory

Not sure where to direct your questions? Use the following directory to obtain prompt answers to any questions you have.

Provider Forms, Guides & Links:
eap.kepro.com/eap-providers

Provider Payment Portal:

New! You can now submit for reimbursement online
EAPportal.kepro.com

Provider & Payment Specific Questions:

EAPProviders@kepro.com

Request for Vouchers/Authorization Info:

KeproEAPFollowupCoordinator@kepro.com

Credentialing Specific Questions:

EAPCredentialing@kepro.com

NEW Mailing Address:

6095 Marshalee Drive, Suite 130
Elkridge, Maryland 21075

Phone Number:

1.800.713.6251

You are receiving this newsletter because Kepro has you on file as a participating provider in our network. If anything has changed and you need to update your information with us, or you are no longer practicing or accepting referrals, please contact us at **EAPProviders@kepro.com**. *Please note that in order to be reimbursed for EAP sessions delivered to Kepro clients, you must be a credentialed Provider in Kepro's EAP Network.* Thank you for your continued partnership.