

## **At Kepro, we want to take a moment to thank you for your partnership, as well as go over a few items for 2023!**

### **What is EAP?**

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 Merger**

We are excited to announce that Kepro has merged with a health information technology company, CNSI. This merger presents opportunities for us to grow our respective capabilities to allow us to serve our clients more effectively! The company will be rebranded under a new name in mid-2023 with a new logo and messaging that conveys our purpose and the value we bring to our clients as a combined company.

We will provide an update on the status of our name change during our Summer newsletter.

### **Provider Requirements to See Clients**

In order to see Kepro clients our providers must be credentialed in our Kepro EAP network; meaning that they have provided all the necessary documentation, are up to date on the required paperwork, including liability insurance, licenses, etc., and the provider must be independently licensed.

Unfortunately, at this time we cannot have providers who are interns, in training or under supervision, conducting EAP sessions. This includes observing sessions. If a client has given permission and the licensed provider is running the session, observation is acceptable, however, please be mindful that is at the client's discretion.

**If you know of any licensed mental health professionals that are interested in joining our EAP network, either please give them our contact information or you can give us theirs and we'll be happy to reach out to them.**

## Subsequent Service Requests

We often receive requests from clients for additional EAP sessions, especially at the beginning of the new year. However, the new calendar year does not automatically grant new sessions to clients. Many contracts observe a different fiscal year from the standard calendar year. Additionally, the EAP's purpose being short-term solution focused sessions, it is not always clinically appropriate to automatically grant new sessions. Each request is reviewed by a clinical supervisor to determine if the request is appropriate for EAP, and this review often includes a consultation with the EAP provider. When we are considering these requests, there are many factors that weigh into the determination for additional coverage including the following:

- Length of time since the most recent EAP session
- Presenting concern and urgency/safety considerations
- Contract specifics that vary by employer

We understand that during the course of care, additional clinical concerns often arise and cannot be fully resolved within a short-term EAP model. As a provider, you can assist by identifying clients whose presenting concerns would benefit from additional services and providing them a referral to ongoing care or community resources at the conclusion of their EAP services.

## Kepro EAP Team is Available to you!

Kepro's EAP Customer Service team is available to you when you have questions or need some information. Please do not hesitate to call us at 1-800-713-6251, Monday-Friday 8am EST – 7pm EST to speak with one of our team members. Should our coordinators be assisting other callers, or if your call is outside of these hours, you can leave us a voicemail with your name and contact number.

All calls are returned within 1 business day. Alternatively, you may email us at any of the emails listed below depending on the nature of your request, however, please be mindful of the content in the email to ensure privacy of our members.





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](mailto:EAPProviders@kepro.com). Please note that 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.

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

**Credentialing Specific Questions:**

[KeproCredentialing@kepro.com](mailto:KeproCredentialing@kepro.com)

**Provider/Payment Specific Questions:**

[EAPProviders@kepro.com](mailto:EAPProviders@kepro.com)

**Request for Vouchers/Auth Info:**

[KeproEAPFollowupCoordinator@kepro.com](mailto:KeproEAPFollowupCoordinator@kepro.com)

**Kim Sewell, Provider Relations Coordinator**

800-713-6251 ext. 3020

[ksewell@kepro.com](mailto:ksewell@kepro.com)

**Amber Gray, Manager of Provider Relations**

800-713-6251 ext. 3000

[agray@kepro.com](mailto:agray@kepro.com)

**Customer Service Phone Number:**

800-713-6251 option #3