Kepro | Employee Assistance Program

Calling the EAP: What to Expect

What can you expect when you call your Employee Assistance Program (EAP)? **Friendly, helpful, and highly trained Master's-level EAP Consultants who are available 24 hours a day, 7 days a week, 365 days a year to provide immediate assistance and support in a variety of ways.**

Confidentiality is at the cornerstone of what we do. What is shared with the EAP is held in the strictest of confidence and not shared without your written consent, unless there is a court order, or if there is an imminent threat of harm to self or others, or in situations of child or elder abuse. In those cases, EAP Consultants are required by law to notify the parties necessary to ensure safety.

Making the first call for some may be difficult. It is okay to offer to assist a colleague, family member, or friend with making the initial connection. You may make the call with them and once they are connected, step away and allow our trained staff to take it from there.

1. **Call the EAP using your toll-free number.** The EAP Consultant will gather demographic information to start the process. The EAP Consultant will ask you a series of questions to assess your current situation. The intake assessment includes screening for risks or substance misuse. This process is very thorough and provides the consultant a full understanding of the situation and the best ways we can help.

2. **Upon completing the assessment:**
   - You will be provided the name and contact information of local EAP counselors that you can meet with you for a series of free EAP counseling sessions.
   - All Kepro EAP providers are independently licensed, mental health professionals with numerous years of experience in their field. You may want to research the counselors on your own to determine if you think they will be a good fit for you. If you want to continue counseling after using your EAP benefit, our counselors may self-refer to your health plan if they are participating providers or make a referral to another provider who can assist you further.
   - When calling for mental health related issues that are assessed as routine in nature, you are provided referrals to local EAP counselors who typically offer appointments within 3-5 business days. For concerns that are assessed as more urgent, appointments may be scheduled within 24 -48 hours, or local emergency services may be contacted if needed. For non-mental health requests, such as a legal or financial services, we will connect you with an attorney or financial consultant for assistance.

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3. **Make your appointment.** EAP sessions are typically 45-50 minutes long and can be done in person or via telehealth. Telehealth is very convenient and flexible (you may even schedule during your lunch hour). Once you have scheduled your first appointment with an EAP counselor, please call 1-800-713-6251 to provide us with your appointment information and we'll create an authorization for you to see the selected provider. This authorization ensures that your EAP visits are free of charge.
   - Should you experience any difficulty connecting with an EAP counselor in our network, please let us know so we can help you with scheduling your first appointment. EAP Consultants are available to you 24 hours a day, 7 days a week.
   - During an EAP counseling session, the counselor wants to understand your concerns and what you want to accomplish or change during your sessions. The counselor will help you outline a plan to create change. The focus will be on making practical recommendations and identifying solutions in a short-term, solution focused approach

4. **Follow-up call.** Within two business days after your initial call to the EAP, our team will follow up with you to ensure your needs were met and to see what else we can do to help. At any time if you need additional assistance or have questions, please call, and speak with a member of our EAP staff. Your EAP toll-free number is available 24/7/365 to provide you with consultation and support.



Your Employee Assistance Program

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. To access these services, call or log on to get started.

TOLL-FREE:	WEBSITE:	CODE:
1.800.999.1077	www.EAPHelplink.com	EAPNOW

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