

GEORGIA'S PUBLIC EDUCATION

# Employee Assistance Program

a partnership with:  

## Frequently Asked Questions

The Georgia Department of Education is partnering with Kepro to launch a statewide Employee Assistance Program for all full-time, K-12 public-school teachers in the state, along with Pre-K teachers. The EAP is free, confidential, and supportive and designed to support the mental health and wellness of teachers and staff. Public-school employees will be able to access up to six sessions of mental health counseling, financial and legal resources, work/life referral services, and more. Below are answers to questions employees, managers, and Human Resources staff may have.

### FAQs for Employees

**Q: Who is Kepro?**

**A:** Kepro is a leading quality improvement and care management organization that has been delivering EAP services for 25 years. These services extend to over one million lives and provide services to multiple states and municipalities across the United States.

**Q: When can I contact the Kepro EAP toll-free number for services?**

**A:** Program services go live on August 1, 2022, and you may contact Kepro via the toll-free number, (866) 279-5177, to schedule an appointment with a Kepro Network provider on or after August 1.

**Q: Who is eligible for EAP Services?**

**A:** All State of Georgia Public School Educational System full-time and part-time employees working at least 29 hours per week and their household family members are eligible for EAP services. The EAP is available 24 hours a day, 7 days a week, 365 days a year.

**Q: Does Kepro ever share my personal information with my employer?**

**A:** No. Participation in the EAP is strictly confidential. As required under the Healthcare Insurance Portability and Accountability Act (HIPAA), all information shared with Kepro and the EAP provider network is confidential and is not shared with anyone without your written authorization and approval. To learn more, you may request a copy of Kepro's privacy statement when contacting the toll-free number.

**Q: What benefits are included in the Kepro EAP services?**

**A:** Kepro offers Counseling Services, Family Caregiving Services, Legal Services, Financial Services, Convenience Services, and Online Tools and Information. For more details visit [www.EAPHelplink.com](http://www.EAPHelplink.com), code: GADOE

**Q: Does Kepro offer video counseling or virtual EAP sessions?**

**A:** Yes, Kepro has a national network of credentialed EAP Professionals, including a robust network of providers in the State of Georgia, who are available to deliver services via a HIPAA compliant platform in the jurisdiction or state where they are independently licensed.

**Q: What happens when I call the EAP toll-free number to initiate services?**

**A:** Your calls are answered 24 hours a day, 7 days a week by an EAP Professional. During the initial call or "intake" process, the EAP Professional will collect information about the nature of your request, evaluate any needs for immediate support, and locate any resources or a local EAP Professional for you to meet with in person or virtually. The EAP Professional will also follow up with you after your call to ensure that you have received the requested services or connected with the local EAP Professional for your counseling session.

**Q: If the provider I am seeing is not affiliated with Kepro, would I be able to request they be added to the Kepro provider network?**

**A:** Yes, if you have a provider you would like to be considered for the Kepro provider network, you may email your request to [eaproviders@kepro.com](mailto:eaproviders@kepro.com). Please include the provider's name, city, and phone number (if available), and Kepro will conduct an outreach effort towards the provider. You may also call Kepro's toll-free number and a representative from Kepro will gather the information in order to reach out to the provider regarding the network application process.

**Q: What is the Kepro EAP website?**

**A:** The website is [www.EAPHelplink.com](http://www.EAPHelplink.com), code: **GADOE**. Kepro's website is accessible at your convenience 24 hours a day, 7 days a week, 365 days a year. The website provides tools and information to address life's everyday concerns. The site is anonymous, confidential, and secure. You will find research articles, self-paced trainings, monthly webinars, legal and financial resources, and much more.

**Q: What are the legal and financial services offered through the EAP?**

**A:** Employees and their household family members can schedule a **free**, first-time consultation (up to 30 minutes) with an attorney on a variety of legal concerns. After that initial consultation, a preferred discount rate of 25% off the attorney's normal hourly fee will apply on any subsequent referral from that consultation. Employees have access to virtually all areas of law, except for employer related issues.

Each employee and their household family members are also entitled to a no cost telephonic consultation with financial counselors. These services are provided by seasoned financial professionals and licensed Certified Public Accountants (CPAs). After the initial telephonic consultation with the CPA, an eligible employee may also seek a referral for any subsequent visit arising from that initial consult at a 25% discount from the CPA's professional or hourly fees.

Telephone consultations for legal and financial services are limited to 30 minutes, per person per unique issue per year.

**Q: Are there work life resources such as dependent care or convenience resources available from the Kepro EAP?**

**A:** Yes, you may access Kepro work life resources by calling the same toll-free number and speaking with one of the EAP Professionals in the call center or by logging onto the website or mobile app to engage in self-guided search.

**Q: Does Kepro provide service in other languages?**

**A:** Yes, Kepro offers services in multiple languages through a translation line. Dial into the same dedicated toll-free phone number, (866) 279-5177 to access the translation line.

**Toll-free – (866) 279-5177, 24 hours a day, 7 days a week**

[www.EAPHelplink.com](http://www.EAPHelplink.com)

Code: [GADOE](#)

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