



Employee Assistance Program (EAP) Partnership with Kepro

Frequently Asked Questions

The State of Wisconsin is pleased to partner with Kepro to provide EAP services effective January 1, 2021. Your EAP includes in-person and/or virtual counseling sessions, referrals to community resources, supervisory consultations, crisis support, and work life referrals. Kepro's services will enable State of Wisconsin employees, and their household members to access EAP counseling sessions through a large network of EAP Professionals throughout the state. Below are answers to questions many employees and managers may have as your EAP services transition to Kepro.

FAQ's 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 January 1, 2021, and you may contact Kepro via the toll-free number, (833) 539-7285, to schedule an appointment with a Kepro Network provider on or after January 1.

Q: Who is eligible for EAP Services?

A: All State of Wisconsin employees 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 all of the same EAP services you are accustomed to including: Counseling Services, Family Caregiving Services, Legal Services, Financial Services, Convenience Services, and Online Tools and Information. For more details visit <https://sowi.mylifeexpert.com>, code: SOWI

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 Wisconsin, 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 with at least a masters' degree level education. 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 appointment to ensure that you have received the requested services or connected with the local EAP Professional for your counseling session.

Q: If I am currently in a treatment plan with FEI, what do I need to do?

A: If you are in a treatment plan with FEI you may continue any authorized sessions with your FEI provider through December 31, 2020. All authorizations for counseling with FEI will end on December 31, 2020. Then on/after January 1, 2021 any future EAP services would be coordinated through Kepro. To initiate Kepro EAP benefits on or after January 1, 2021, participants must be a State of Wisconsin employee or household family member of an employee.

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 eapcredentialing@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 <https://sowi.mylifeexpert.com>, code: SOWI. Kepro's website is accessible at your convenience 24 hours a day, 7 days a week, 365 days a year. You will need to establish a unique login and password the first time you visit the site.

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 percent 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.

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 percent 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: Is there a mobile App?



Yes, Kepro has a mobile app that provides the same robust resource offerings and features accessible on the website. You may download the app to your mobile device; such as your iPhone, android, or tablet with the QR code or the website URL address.

Q: Does Kepro provide service in other languages?

A: Yes, Kepro offers services in multiple languages through a translation line. Dial in to the same dedicated toll-free phone number, (833) 539-7285 to access the translation line.

Q: Does Kepro provide services for the deaf and/or hearing impaired?

A: Yes, TTY or Relay services are available to assist deaf and/or hearing impaired participants in addition to the availability of EAP Professionals in Kepro's network who are proficient in American Sign Language (ASL) or have experience in partnering with an interpreter service to deliver counseling services. The Kepro EAP TTY telephone number is (877) 334-0499.

**Toll-free – (833) 539-7285, 24 hours a day, 7 days a week
TTY: (877) 334-0499**

Website – <https://sowi.mylifeexpert.com>
[Code - SOWI](#)

Kepro Employee Assistance Program



FAQ's for Managers

Q: Will onsite Crisis Management Consultation and Critical Incident Response services be available with Kepro?

A: Yes, with Kepro as your EAP partner, participating employers may access the toll-free number, (833) 539-7285, 24 hours a day, 7 days a week to receive consultation or response services for any disruptive work event.

Q: Will Kepro offer EAP Orientations for benefits-eligible employees?

A: Yes, Kepro offers Employee and Manager EAP Orientations upon request. Please contact Christina Bulin at (608) 261-4372 or by email at Christina.Bulin@wisconsin.gov

Q: What if I receive a complaint about the EAP from an employee?

A: Kepro takes participant satisfaction very seriously. If issues are with accessing services, please encourage the employee to contact Kepro at the toll-free number to explain the problem they are encountering. Kepro will work to resolve any access, scheduling or service issue immediately. Kepro sends Satisfaction Surveys to all employees utilizing the service within 45 days of their initial call. Unfortunately, complaints do happen. If you receive an employee complaint, you should contact Christina Bulin, Enterprise Wellness & EAP Coordinator at (608) 261-4372 or by email at Christina.Bulin@wisconsin.gov. Your Kepro Account Manager will work to resolve all grievances. Kepro's standard is to resolve all grievances within 30 days, but our turnaround time is much faster.

Q: How do I request support for a training or an onsite presentation?

A: You may initiate a request for an onsite EAP presentation by contacting the tollfree number below or by contacting Christina Bulin, Enterprise Wellness & EAP Coordinator, at (608) 261-4372 or email at Christina.Bulin@wisconsin.gov.

Toll-free: (833) - 539-7285, 24 hours a day, 7 days a week

TTY: (877) 334-0489

Website: <https://sowi.mylifeexpert.com>

State of Wisconsin Contact: Christina Bulin, Christina.bulin@wisconsin.gov

Kepro EAP Account Manager: Kelly Risky, KRisky@kepro.com

Additional Kepro Contact: Becky Rosheim, RRosheim@kepro.com