



STATE OF FLORIDA - EAP SUMMARY OF SERVICES

<p>COUNSELING SERVICES</p> <p>Up to four counseling sessions are available for issues affecting employees. Individuals may speak with a professional counselor by phone, and the Employee Assistance Program will provide a referral to see a local counselor at no cost for issues such as:</p>	<ul style="list-style-type: none"> • Anxiety and stress • Depression • Grief • Parenting • Drug or alcohol abuse • Transition and change • Relationships – individual, marital, and family 		
<p>FAMILY CAREGIVING SERVICES</p> <p>Referrals and information are available on a variety of family matters, including:</p>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p><i>CHILD CARE AND PARENTING</i></p> <ul style="list-style-type: none"> • Prenatal care • Daycare/summer camps • Special needs services • Preparing students for college </td> <td style="vertical-align: top; width: 50%;"> <p><i>ELDERCARE</i></p> <ul style="list-style-type: none"> • Assisted living • In-home care • Transportation services • Adult daycare </td> </tr> </table>	<p><i>CHILD CARE AND PARENTING</i></p> <ul style="list-style-type: none"> • Prenatal care • Daycare/summer camps • Special needs services • Preparing students for college 	<p><i>ELDERCARE</i></p> <ul style="list-style-type: none"> • Assisted living • In-home care • Transportation services • Adult daycare
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<p>LEGAL SERVICES</p> <p>A 30 minute telephonic or in-person consultation is available to help answer basic legal questions and simplify the process of obtaining legal help. Some common legal concerns include:</p>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Adoption • Bankruptcy • Child custody • Criminal issues • Divorce </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Estate Planning • Real estate • Tenant’s rights • Mediation </td> </tr> </table>	<ul style="list-style-type: none"> • Adoption • Bankruptcy • Child custody • Criminal issues • Divorce 	<ul style="list-style-type: none"> • Estate Planning • Real estate • Tenant’s rights • Mediation
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<p>FINANCIAL SERVICES</p> <p>A telephonic consultation with a qualified financial consultant is available to assist with a variety of financial concerns such as:</p>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Bankruptcy alternatives • Budgeting and cash flow • Credit issues • Identity theft </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Education funding • Income taxes • Mortgages </td> </tr> </table>	<ul style="list-style-type: none"> • Bankruptcy alternatives • Budgeting and cash flow • Credit issues • Identity theft 	<ul style="list-style-type: none"> • Education funding • Income taxes • Mortgages
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<p>CONVENIENCE SERVICES</p> <p>The Employee Assistance Program includes complimentary referrals to convenience services to help members make the most of their money and free time.</p>	<ul style="list-style-type: none"> • Repairs • Moving and relocation services • Cleaning services • Car and hotel reservations 		
<p>ONLINE TOOLS AND INFORMATION</p> <p>The EAP website is an interactive web-based self-service solution. The site provides a wide array of life management tools to help members with a variety of personal and/or work related issues in a private and convenient manner.</p>	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Research articles • Wellness articles • Online trainings • Monthly webinars </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> • Self-search locators for child, academic and adult care resources • And much more! </td> </tr> </table>	<ul style="list-style-type: none"> • Research articles • Wellness articles • Online trainings • Monthly webinars 	<ul style="list-style-type: none"> • Self-search locators for child, academic and adult care resources • And much more!
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CONFIDENTIALITY: All discussions between you and your EAP professional are confidential. Information regarding your contact with the EAP cannot be released without your written consent, except by court order, imminent threat of harm to self or others, or in situations of abuse (such as child or elder abuse).

NO OUT-OF-POCKET COST: Your EAP is offered at no cost. Most concerns can be resolved directly with your EAP professional, but in the case that additional services are needed, your EAP professional will work with you to identify the most appropriate and affordable community resource to help meet your needs. Please note that referrals to services outside the EAP benefit may require out-of-pocket cost.

For more information Phone: 833-746-8337 Website: www.MyLifeExpert.com Company Code: FLORIDA



Employee Assistance Program (EAP) partnership with KEPRO

Frequently Asked Questions

The State of Florida is pleased to partner with KEPRO to provide EAP services effective July 1, 2020. Your EAP includes in-person counseling sessions, referrals to community resources, supervisory consultations, crisis support, and work life referrals. KEPRO's services will enable benefits-eligible State of Florida employees 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 who 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 July 1, 2020, and you may contact KEPRO via the toll-free number, (833)746-8337, to schedule an appointment with a KEPRO Network provider on or after July 1.

Q: Who can use the EAP services?

A: Your EAP is available 24 hours a day, 7 days a week, 365 days a year to benefits-eligible State of Florida employees. If eligible, you will see an EAP link in the upper right-hand corner of your People First home page, or you can check with your Human Resources office.

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.

Q: What benefits are included in the KEPRO EAP services?

A: Counseling Services, Family Caregiving Services, Legal Services, Financial Services, Convenience Services, and Online Tools and Information.

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 Florida, 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 E4, what do I need to do?

A: If you are in a treatment plan with E4 through June 30, 2020, you will complete your sessions under your current allotment with your E4 provider, and then after the completion of those services, any future services would be coordinated through KEPRO. To receive KEPRO EAP benefits on or after July 1, 2020, participants must be a benefits-eligible State of Florida 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: Does KEPRO EAP have a website?

A: Yes, KEPRO's website is accessible at your convenience, 24 hours a day, 7 days a week, 365 days a year. The website is located at www.MyLifeExpert.com.

To access, log on to the website and register. When prompted, type in your company code: FLORIDA.

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: Benefits-eligible employees 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 benefits-eligible employee is 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 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 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: Do you provide service in other languages?

A: Yes, KEPRO offers services in multiple languages through a translation line. You will still dial in to the dedicated toll-free phone number, (833)746-8337 to access the translation line.

Q: Do you 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)746-8337, 24 hours a day, 7 days a week
TTY: (877)334-0499**



Website – www.MyLifeExpert.com Company Code: FLORIDA



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)746-8337, 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. EAP Orientations may also be accessed/viewed by logging onto the EAP website; www.MyLifeExpert.com. Please contact Savetra Robinson, Supplemental Plans Contract Manager, at (850) 921-4536 or by email at Savetra.Robinson@dms.myflorida.com

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

A: KEPRO takes participant satisfaction very seriously. 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 Savetra Robinson, Supplemental Plans Contract Manager at (850) 921-4536 or by email at Savetra.Robinson@dms.myflorida.com. Your KEPRO account manager will work to resolve all grievances. KEPRO's standard is to resolve all grievances within 30 days.

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 Savetra Robinson, Supplemental Plans Contract Manager, at (850) 921-4536 or email at Savetra.Robinson@dms.myflorida.com.

Toll-free:(833)276-0988, 24 hours a day, 7 days a week

TTY: (877)334-0489

Website: www.MyLifeExpert.com Company Code: FLORIDA

State of Florida Contact: Savetra Robinson Savetra.Robinson@dms.myflorida.com

KEPRO EAP Account Manager: Yvonne Zuckerman yzuckerman@kepro.com

Additional KEPRO Contact: Veronica Morrow vmorrow@kepro.com