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**Kepro: Support When You Need It**

**Lisa Cronin, Kepro EAP Senior Account Manager**



University System  
of Georgia **Benefits**  
*Centered on You.*

# Kepro

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- Founded in 1985 as a national specialty health care company
- Helped more than 1 billion members lead healthier lives for more than 30 years
- Deliver EAP services to over 200 customers and covers approximately one million lives
- Offers a boutique approach, customized to meet your needs



# What is an EAP?

The Kepro Employee Assistance Program (EAP) is a program provided by USG at no cost to employees and their dependents that provides tools and resources to support their personal and work-related needs.

University System of Georgia

Toll-Free 1-844-243-4440

Usg.mylifeexpert.com  
Company Code: USGCares

## USG EAP Contact Information

**Toll-Free:** 1-844-243-4440

**Website:** [Usg.mylifeexpert.com](https://Usg.mylifeexpert.com)

**Company Code:** USGCares

All questions and requests start with  
the toll-free number!



No Cost or Sign Up



Confidential



Available 24/7/365

# Confidentiality – the cornerstone of who we are & what we do!

Our EAP Professionals are bound legally and ethically to maintain confidentiality.

What is shared in your sessions is held in the strictest of confidence and not shared without your written consent, except by court order, imminent threat of harm to self or others, or in situations of abuse.



## Confidential

# Who is Eligible for EAP Services?

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- Full-time and part-time USG employees who:
  - Work 20 hours or more per week
  - Do not have to be enrolled in a USG Healthcare Plan
  - No sign up needed
- Employee dependents
  - Up to the age of 26
  - Do not have to live in the household
- Household members



# The Employee Experience

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- Calls answered by Kepro Master Level Clinicians 24/7/365
- Your request will be routed for the appropriate handling
- In-take assessment to understand the problem or situation if seeking counseling
- 100% follow-up on all calls



# Counseling, Mental Health & Life Resources

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- Four Free Confidential Counseling Sessions
- Daily Living Convenience Services
- Legal & Financial Assistance
- Adult/Elder & Child Services
- Workplace Services





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# Free Counseling Sessions

- Four Free no-cost confidential counseling sessions per issue
- Offered in-person or via video-conference
- Have up to one year to use your sessions
- After using your four sessions, you can transition into a longer-term arrangement outside of the EAP
  - Self-pay
  - Insurance coverage

# Daily Life Convenience Services

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Our consultants help you have Work Life balance by finding resources for and information on:

- Home Repairs
- Pet Services
- Entertainment
- Travel
- Event Planning
- Moving and Relocation
- Education Planning





# Legal Assistance

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- Free 30 minute in-person or telephonic legal consultation with a local attorney with expertise in your matter
- A 25% reduction in fees if you choose to retain the attorney
- Attorneys have at least five years of experience, carry the required malpractice insurance and have no disciplinary record
  - Annual credentialing done on all lawyers

# Legal Consultation

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- **Adoption**
- **Child support**
- **Guardianship**
- **Consumer complaints**
- **Traffic Violations**
- **Divorce**
- **Custody and visitation**
- **Bankruptcy**
- **Estate planning**
- **Wills**

All areas of law are covered except Employment Law!

- Free 30-minute phone session
- All financial coaches are salaried employees of our partner which allows for the highest level of quality
- Financial coaches never sell nor recommend outside financial products or services

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# Financial Assistance



## Financial Planning



## Budgeting



## Tax Questions & Planning



## Credit Issues

# Child & Adult Services

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- Childcare
- Elder Care
- Meal Programs
- Transportation
- Home Health Services
- Adoption
- Special Needs Care
- Community Resources
- Medicare & Medicaid Assistance

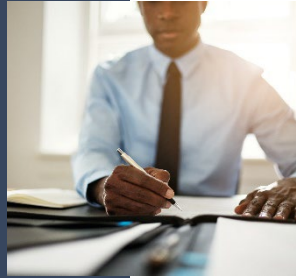


Your EAP offers resources and referrals to help you provide care and assistance for your loved ones.



# Workplace Services

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## Management Consultations

- Access to a dedicated Management Services team for unlimited telephonic consults
- Comprised of experienced clinicians who can help with a wide array of issues and topics



## Trainings

- Time available to use for training sessions that cover a very wide variety of topics
- Most sessions are one hour
- Conducted live via videoconference by experienced trainers



## Critical Incident Support

- Incident occurs impacting employees & the workplace
- Licensed experience counselor available to meet with employees to provide support regarding the event
- Available in-person or virtually



# Website: [www.usg.mylifeexpert.com](http://www.usg.mylifeexpert.com)

Thousands of articles, videos, podcasts, calculators, webinars, worksheets, and self-assessments related to:

- Mental Health and Emotional Well-being
- Financial and Legal
- Family and Education
- Health and Wellness
- Career
- Self-Assessments
- Everyday Living and more...

OVER **5,000** ARTICLES, VIDEOS, & MORE!

# Employee Assistance Program

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- Up to 4 free confidential Counseling Sessions,
  - per issue per year
- Legal Consultation
  - free telephonic or in person
- Telephonic Financial Consultation
  - complimentary 30-minute session
- Child Resource & Referral Services
- Adult/Elder Resource & Referral Services
- Work/Life & Workplace Services
- Robust website





# Questions?

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