



To: KGA Affiliate
From: KGA, Inc.

Thank you for agreeing to see our EAP client. We would be unable to successfully provide national EAP services to our corporate clients without the valued work of our affiliates.

As you know, the first session is the most critical in the EAP process. Employees often hesitate before calling the EAP and can be apprehensive about using the services. You can help us tremendously by making this visit comfortable for the client. By familiarizing yourself with our services, including our Extended Wellness Plan, you are better able to present yourself as part of our organization while putting the client at ease. This information can be accessed via our web site: www.kgreer.com. This is also the time to explain confidentiality. Please note that our forms have been updated to reflect new privacy regulations required by HIPAA (Health Insurance Portability and Accountability Act of 1996). When you give the client the "Welcome to the EAP" and "Evaluation form" (or postcard) please also give them the three HIPAA-related documents enclosed:

1. Notice of KGA's Privacy Practice
2. Letter describing Privacy Policy
3. Receipt and Acknowledgement form

The client may prefer to not sign the acknowledgement form, but if he/she does sign, please keep the form with your confidential documents or return to KGA with your intake summary and invoice.

The scope of the EAP, and the possibility of a referral at the completion of the assessment process, are also important to discuss during your first session. Short-term counseling is an important aspect of our EAP services. Employees are referred on for more intensive treatment less than 20% of the time. In conjunction with the KGA case manager, we want you to use your judgement and experience to quickly determine whether a client can be helped to resolve the problem in a few sessions or should be referred for treatment. The enclosed Request for EAP Services offers more information.

During business hours, there is always a case manager in our Framingham office standing by to assist you (508-879-7843). You can also leave a message at that number with clinical or availability information or to ask for a call back on the next business day. Another communication option is e-mail. Use the last name of the KGA counselor you are contacting and add: kgreer.com. For example, if you want to reach Jane Doe, the address is doe@kgreer.com. Our case managers can help you clarify insurance coverage and other issues so that the EAP experience is a positive one for both you and the client. The case manager is also available to assist the client with any of our Extended Wellness Plan resources.

In the future, you may find it more convenient to get the paperwork contained in this packet from our website. Go to www.kgreer.com, select "Services," and click on "EAP in the drop-down menu. At the bottom of the page, choose "Affiliates," and when the page opens select "Affiliate forms."

If you have any questions, please do not hesitate to call. You are an integral part of our business. Thank you for your continued support of KGA and our clients.