



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 Worklife Program, 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: <http://www.kgreer.com>. This is also the time to explain confidentiality. Our forms reflect privacy regulations required by HIPAA (Health Insurance Portability and Accountability Act of 1996). When you give the client the "Welcome to the EAP" page, 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.

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. We expect that your clinical judgment and experience will determine if the client can be helped to resolve the problem in a few sessions, or if longer-term treatment should be suggested. The enclosed Request for EAP Services offers more information.

During business hours, there is always an EAP counselor in our Framingham office to assist you. Our counselors can help you clarify insurance coverage and describe other EAP services. Thank you for your continued support of KGA and our clients.

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 "EAP", and click on "EAP Affiliates" in the drop-down menu. At the bottom of the page, choose "Affiliate Forms".

If you have any questions at any time, 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.