



Welcome to the EAP

KGA, Inc. (Kathleen Greer Associates) is an Employee Assistance Program (EAP) based in Framingham, Massachusetts, hired by your employer to provide assessment, information and referral, and short-term counseling services to employees and your household members. The counselor you are meeting with today is a member of our national affiliate network, or is a member of the KGA counseling staff.

There is no cost to you for EAP services; it is a benefit of your employment with your company. Should you need assistance beyond the scope of the EAP, we will help you locate an appropriate specialist or program outside the EAP. You have financial responsibility for these non-EAP services; your insurance plan may pay for some or all of these costs. We will discuss those costs with you before making a referral.

The cornerstone of the EAP is CONFIDENTIALITY. No one at the EAP will reveal your identity or any information about you without your written permission, except where required by law, or when life and safety are seriously threatened. These exceptions to confidentiality include threat of suicide, homicide, child abuse, or elder abuse. In these cases, we have a duty to protect you or the endangered person. As required by the Health Insurance Portability and Accountability Act (HIPAA) of 1996, you are also being given a copy of our Notice of Privacy Practices and a receipt of your acknowledgement of that document. HIPAA is a new set of regulations that requires us to protect the confidentiality of your private health information. However, please be assured that KGA, Inc. has always protected your privacy to the fullest extent possible.

If you were referred to the EAP because of a job performance issue, we will not discuss your personal problems with the referral source unless you request in writing that we do so. If you do request that we communicate with your manager or an HR representative, we will confidentially advise that referral source of your compliance with a treatment plan.

Quality and timeliness of service are very important to us at KGA. To help us give your company feedback on our performance, at your convenience, please fill out the attached card or form and return it to us anonymously.

If you have any questions, please contact us at 508-879-2093, or from outside Massachusetts at 1-800-648-9557.

Sincerely,

The KGA Staff