



Kepro EAP Provider Payment Portal Announcement

Dear Kepro EAP Provider,

We are excited to share the launch of Kepro's new online **Payment Portal!** This portal allows you, as the Kepro provider, to enter session data into our secure online system in place of returning hard copy payment vouchers.

Upon completion of each session, simply follow these steps to submit your request for payment:

- Go to <https://eapportal.kepro.com>
- Reference the voucher sent to you and enter the following:
 1. Client authorization number,
 2. Client number, and
 3. Your provider ID number

Kepro Employee Assistance Program Voucher

Instructions:
- Please print clearly.
- Complete SESSION DATA, sign and return this form to: Kepro, Attn: EAP Voucher Payments, 6085 Marshalee Drive, Suite 110, Elkridge, MD 21075.
- Voucher must be returned within 45 days of Date of Appointment to be honored.
- Service must be delivered prior to Expiration Date to receive payment.
- The number of sessions may not exceed the Total Units Issued.
- This voucher is not a guarantee of payment.
- Incomplete paperwork will be returned for completion. Payment will be pending until receipt of complete paperwork.

Authorization #: 307440 Client #: 4659905 Client Name: JUDY JETSON City/State : Company Name : Kepro Customer A	Provider #: D1234 Name: John A. Doe Address: Doe, Hohn A. 6085 Marshalee Drive, Suite 110 Elkridge, MD 21075
Start Date : 10/01/2020 Expiration Date : 11/31/2020 Total Units Issued : 4	SESSION DATA Date of Appointment: _____ Appointment Time: _____ # Clients in Attendance: _____ Location of Appointment <input type="checkbox"/> Provider's Office <input type="checkbox"/> Company Onsite <input type="checkbox"/> Telephonic Session (w/ prior approval) <input type="checkbox"/> Please check here if the client was a no show

I attest that the information provided herein is true, complete, and correct to the best of my knowledge and is made in good faith.

- You will then be able to enter the date of service details.

- Kepro's policy requires providers to submit payment requests within 45 days of the clinical session, as long as the voucher is not expired. If you are trying to submit a payment request for a session outside of 45 days or with an expired authorization, you will be required to submit the paper voucher via fax or USPS mail.

In the near future, the "voucher packet" that you have been receiving will be replaced with a letter directing you to the Payment Portal.

If you have any questions or feedback about the Payment Portal, or if you have any difficulties utilizing the new system, please contact us at 1-800-713-6251, option 3 or via email at KeproEAPFollowupCoordinator@kepro.com. We are hoping that this simplifies the voucher submission process and improves payment timeliness. Thank you for your continued partnership in servicing Kepro clients.

Sincerely,

Kepro's Employee Assistance Program

Payment Portal: <https://eapportal.kepro.com>