

Acentra Health EAP Provider Q&A

Q: Who is my primary contact/the person I should reach out to with questions?

A: Acentra Health EAP provider line is 1-800-713-6251 option 3 or email EAPProviders@acentra.com

Q: How do I get reimbursed?

A: A payment will be mailed to you via live check to the address you provided on your W9 within 4-6 weeks of receipt of vouchers OR within 3-4 weeks if you are on direct deposit. You must submit the billing within 45 days of the date of service via one of the methods below:

- **Online Portal:** <https://eapportal.kepro.com/>
- **Fax:** 1-866-480-8341
- **USPS Mail:**

Acentra Health EAP - Attn: Voucher Payments
2277 Research Blvd, Suite 400
Rockville MD 20850

Q: How can I set up Direct Deposit?

A: Send an email to EAPProviders@acentra.com with a copy of your W-9 and you will receive an email within 48 hours with instructions to setup online.

Q: How do I get vouchers or details regarding my client's authorization?

A: Once a client has scheduled an appointment with you, either you or the client should contact Acentra Health EAP to obtain an authorization for services. An authorization letter will be mailed to you unless you have made different arrangements for receipt.

Q: Are there any specific protocols for providers giving referrals?

A: No, if you have completed the sessions and the client needs long-term counseling or a specialist, helping the client find a provider who participates in their insurance plan would be the best practice.

Q: I saw a client, but I have not received Paperwork?

A: An authorization letter is sent via mail, fax or email after an authorization is put in place for the client. Please email us at EAPProviders@acentra.com with the client ID or call us at 1-800-713-6251 option 3 if you have not received the authorization letter timely.

Q: How do I get clients referred to me?

A: Clients are referred to providers depending on the location the client wants to be seen. The providers closest to the desired location are given to the client.

Q: How do I update my address, email, phone number, etc.?

A: Email provider relations at EAPCredentialing@acentra.com to update a mailing/billing address please submit a new W-9.

Q: How often do I need to re-credential?

A: Acentra Health re-credentials providers every three (3) years. Acentra Health will alert you upon re-credentialing, however you may reach out to us in advance or if you have any questions at any time at EAPCredentialing@acentra.com.