



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Suite 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 684-0122

MEMORANDUM
HR#34-19

June 18, 2019

TO: Directors
Deputy Directors
Administrators

FROM: Peter Long, Administrator *Peter Long*
Division of Human Resource Management

SUBJECT: New Employee Assistance Program (EAP) Vendor

Effective July 1, 2019, the State of Nevada's Employee Assistance Program (EAP) provider will transition to KEPRO. KEPRO is experienced in providing EAP benefits to public entities. This change brings an exciting increase in the counseling benefit. The counseling benefit will change from three (3) free in-person sessions to four (4) free in-person sessions per issue per year.

To provide a smooth transition to the new benefit provider, it is important to communicate the change to State employees. A FAQ webpage has been developed to address common questions regarding the impact of the change to the EAP benefit and is located at <http://hr.nv.gov/StateEmployees/EAPchangeFAQs/>. A notification of the change to KEPRO will be sent to employees by email through Enterprise IT Services' (EITS) all employees mailing list. As EAP usage reports repeatedly indicate that management/human resources are the primary source of information and referral to the EAP benefit, we ask for your assistance in communicating this change. A poster providing information on the change is attached and we ask that you display this poster in each of your workplaces. Additionally, webinar benefit orientations sessions will be scheduled later in the year.

Please note that this benefit change impacts all employees of the State's Executive, Legislative, and Judicial Branches, with the exception of employees of the Nevada System of Higher Education and certain boards and commissions.

If you have any questions or experience any difficulties during this transition, please contact Carrie Hughes at cphughes@admin.nv.gov or (775) 684-0111.

**Employee
Assistance
Program
(EAP)**

**NEW
Provider
on July 1st**

**Through 6/30/19
continue accessing
your benefit by
using
(888) 972-4732**

**After 6/30/19 access your
benefit by using
(888) 319-8282
eaphelpink.com
(passcode: nevada)**

**Benefit change:
Four (4) in-person
counseling sessions
per issue per year!**

**Have questions?
EAP Transition FAQs:
[http://hr.nv.gov/StateEm
ployees/EAPchangeFAQs/](http://hr.nv.gov/StateEmployees/EAPchangeFAQs/)**

