Good Morning,

As recently announced, the Employee Assistance Program (EAP) vendor is changing to Kepro from FEI effective January 1, 2021 (note: this does not apply to UW-Madison or UW-Superior).

Eligible employees (and/or members of their household) may continue to contact FEI for EAP services until December 31, 2020. On/after January 1, 2021, employees should initiate EAP services through Kepro. Similar to the services provided by FEI, Kepro will provide eligible employees with confidential resources to address personal/work-related concerns, legal/financial situations and/or work-life balance 24 hours a day, 7 days a week.

**UW System – Upcoming Employee Communications:**
- Portal Article: published mid/late December
- Employee Email: sent to eligible employees the week of December 28th

**Institution – Action Necessary:**
- **Materials:** Send your request for hard copy materials to uwshr@uwsa.edu by December 14, 2020. All materials (brochures, posters and/or business cards) are available in English and/or Spanish. Specify in your email request your preferred language for hard copy materials and the appropriate shipping address.
- **Your Website/Resources:** Mark your calendars to update your internal EAP content late December with Kepro’s information (i.e. institution website, brochures, business cards).
- **UW System EAP webpage:** Review this page to ensure your institution’s link is correct. Send updates to uwshr@uwsa.edu.
- **Training:** If you have EAP training that needs to occur within the first few weeks of 2021, send your request to uwshr@uwsa.edu as the structure and content of the trainings (employee-facing and EAP Coordinator facing) are still being finalized.

**Note:** Contact information for our dedicated Kepro representative as well as the phone number and website for employees will be shared with you late-December.

**Employees currently receiving counseling services from FEI:**
Sessions will end on December 31, 2020. FEI has sent each of their counselors a letter regarding the transition to Kepro and how to become a part of Kepro’s network.

- If the counselor **is already a Kepro affiliate**, employees may begin scheduling their sessions to occur on/after January 1st with the same counselor.
- If the counselor **is not in Kepro’s network**, the counselor can work with Kepro to become an affiliate so employees may continue their sessions with the same counselor on/after January 1st. If their counselor does not become an affiliate of Kepro or the employee would like to see a different counselor, the employee should call Kepro on/after January 1st for assistance.

For privacy reasons, UW System HR cannot be involved in transitioning care from FEI to Kepro.
If you have questions, please contact UW System Human Resources at uwshr@uwsa.edu.

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