	KANSAS CITY, MO POLICE DEPARTMENT	DATE OF ISSUE	EFFECTIVE DATE	NO.
	<b>PERSONNEL POLICY</b>	6/8/2022	6/8/2022	820-6
SUBJECT			AMENDS	
Policy Series 800: Member's Health 820 - Employee Assistance Program (EAP)				
REFERENCE		RESCINDS PPBM: 820-5		

## \*I. INTRODUCTION

The Department's Employee Assistance Program (EAP) is administered by Uprise Health and provides assistance to Department members, their spouse or domestic partner, and anyone that lives in the member's household. The EAP is a program to assist with both work and non-work related issues: marriage, children, stress, emotions, finances, assistance with identifying an attorney, healthy lifestyles and personal growth.


## II. POLICY

- A. Eligible covered persons may receive short-term care with the EAP at no cost. Department members enrolled in any of the Department sponsored health care plans through Blue Cross Blue Shield of Kansas City also have mental health benefits available to them. All applicable co-pays/deductibles apply.
- B. In accordance with HIPAA guidelines, department administrators will not be provided with the identity of any individual seeking information about assistance or actually participating in the program. (For further information regarding HIPAA guidelines visit: [www.HHS.GOV/HIPAA](http://www.HHS.GOV/HIPAA)).
- C. The EAP is free and completely confidential.
- D. Specific case information will not be made available to the Department without a signed and notarized release form by an individual.
- \*E. For billing purposes, only statistical information regarding the amount of service provided by Uprise Health will be reported to the Department.
- \*F. Counselors are available 24/7 for telephone crisis support to talk with a Department member, their spouse or domestic partner, and their dependents. Uprise Health can assist in a crisis situation by helping confirm an immediate counseling session.
- \*G. Appointment availability is coordinated directly with the individual provider and the member. Uprise Health provides a list of counselors based on the member's zip code. The list may include providers in the state of Kansas.


- H. Department members, their spouse or domestic partner, and their dependents will receive up to six (6) face-to-face, in a virtual or video sessions in a rolling calendar year with a licensed therapist at no cost.
- \*I. Uprise Health services will be provided to anyone that resides with the covered member, regardless of age.

### III. PROCEDURES

- \*A. Any eligible covered person may contact Uprise Health twenty-four (24) hours a day at [REDACTED] or [HTTPS://KCPD.UPRISEHEALTH.COM](https://kcpd.uprisehealth.com).
- B. The caller will have to identify as a Department member, spouse, domestic partner or dependent in the member's household. Each eligible person must provide health care insurance information for referral purposes.
- \*C. In a Critical Incident Response situation, Uprise is available to member's face-to-face, on video by telephone. They are typically delivered in a group session, with the provider remaining onsite for a 1:1 consultation/support as needed.
- D. The Department will pay for all services performed through the EAP; however, members will be responsible for referral treatment for long-term or specialized care not covered by their health care insurance.
- \*E. An APP for Android or IPHONE exists at the Apple Store, Google Play Store or US:Uprise.com.
- \*F. The password and user name for all fields is "KCPD."

  
Joseph E. Mabin Jr.  
Chief of Police

Adopted by the Board of Police Commissioners this 24th day of May, 2022.

  
Mark C. Tolbert  
Board President

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