

Calling your Student Assistance Program: What to Expect

What can you expect when you call your Student Assistance Program (SAP)? Friendly, helpful, and highly trained Master's-level Consultants who are available 24 hours a day, 7 days a week, 365 days a year to provide immediate assistance and support in a variety of ways.



Call the Student Assistance Program using your toll-free number...844.854.7281

- The Student Assistance Consultant will gather demographic information to start the process.
- The Student Assistance Consultant will ask a series of questions to assess your current situation.
- Assessment includes screening for risks or substance misuse.



Upon completing the assessment:

- You will be provided the name and contact information of local Student Assistance counselors that you can meet with you for a series of free SAP counseling sessions.
- All Kepro Student Assistance providers are independently licensed, mental health professionals with numerous years of experience in their field.
- If you want to continue counseling after using your SAP benefit, our counselors may self-refer to your health plan if they are participating providers or make a referral to another provider who can assist you further.
- When calling for mental health related issues that are assessed as routine in nature, you are provided referrals to local Student Assistance counselors who typically offer appointments within 3-5 business days. Urgent cases are scheduled within 24-48 hours.
- For non-mental health requests, such as legal or financial services, we will connect you with an attorney or financial consultant for assistance.



Make your appointment

- SAP sessions are typically 45-50 minutes long and can be done in person or via telehealth.
- Once you have scheduled your first appointment with an SAP counselor, please call **844.854.7281** to provide us with your appointment information. This authorization ensures that your SAP visits are free of charge.
- Should you experience any difficulty connecting with a Student Assistance counselor in our network, please let us know so we can help you with scheduling your first appointment.
- During your SAP counseling session, the focus will be on making practical recommendations and identifying solutions in a short-term, solution focused approach.

Within two business days after your initial call to the SAP, our team will follow up with you to ensure your needs were met and to see what else we can do to help. At any time if you need additional assistance or have questions, please call, and speak with a member of our SAP staff. Your SAP toll-free number is available 24/7/365 to provide you with consultation and support.

Please remember the SAP is confidential. What is shared with the Student Assistance Program is held in the strictest of confidence and not shared without your written consent, unless there is an imminent threat of harm to self or others, or in situations of child or elder abuse. In those cases, Student Assistance Consultants are required by law to notify the parties necessary to ensure safety.