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|  | KANSAS CITY, MO POLICE DEPARTMENT | DATE OF ISSUE | EFFECTIVE DATE | NO. |
| | PERSONNEL POLICY | 05/28/2026 | 05/26/2026 | 820-8 |
| SUBJECT | | | AMENDS | |
| Policy Series 800: Member's Health 820 - Employee Assistance Program (EAP) | | | | |
| REFERENCE | | RESCINDS PPBM: 820-7 | | |

***I. INTRODUCTION**

The Department's Employee Assistance Program (EAP) is administered by Personal Assistance Services (PAS). It provides assistance to Department members, their spouse or domestic partner, and anyone that lives in the member's household. The EAP provides confidential support and services to eligible individuals to help them manage personal and work-related challenges such as those related to marriage, children, elder care, stress, emotions, finances, legal services, 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).
- 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 utilization of services provided by PAS 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. PAS 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. PAS provides a list of counselors based on the member's needs, preference, availability, and location. The list may include providers in the state of Kansas.

- *H. Department members, their spouse or domestic partner, and members of their household will receive up to six (6) face-to-face, telephonic or video sessions (per incident/occurrence), in a rolling calendar year with a licensed therapist at no cost. Department members, their spouse or domestic partner, and their dependents may also obtain up to 30 minutes of legal services (per incident/occurrence), in a rolling calendar year at no cost.
- I. PAS services will be provided to anyone that resides with the covered member, regardless of age.

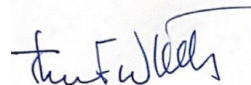
III. PROCEDURES

- *A. Any eligible covered person may contact PAS twenty-four (24) hours a day at (800) 356-0845 or www.paseap.com.
- *B. The caller will have to identify as a Department member, spouse, domestic partner, or a dependent that resides in the member's household.
- C. 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.
- *D. An APP for Android or IPHONE (myPASapp) may be downloaded through the Apple Store, or the Google Play Store.
- E. The organization code for users is "KCPD."



Stacey Graves
Chief of Police

Adopted by the Board of Police Commissioners this 12th of May, 2026.



Thomas Whittaker
Board President

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