



Wellness Service:

Nutrition Health Referrals and Education

in collaboration with Kelly's Choice

Frequently Asked Questions (FAQs)

What is a Medical Nutrition Health Referral?

A Medical Nutrition Referral connects you with a Registered Dietician for personal guidance on achieving your health and wellness goals. National EAP is collaborating with Kelly's Choice, a comprehensive nutrition and health company to offer our members virtual 1:1 nutrition counseling.

Specialties include: Weight Loss Drug Support, Diabetes, Women's Health, High Cholesterol, Weight Management, Gut Health, Stress Management, and more!

Why would someone need or want a Nutrition Health Referral?

Individuals may seek a Nutrition Health Referral to address specific health concerns, manage chronic conditions, achieve weight management goals, improve overall nutrition, or receive dietary guidance tailored to their lifestyle and medical needs.

How can I get a referral to a nutritionist? Medical Nutrition Health Referral?

Contact National EAP via phone or email to get started. You can email info@nationaleap.com or call us at 800.624.2593. Our Client Services Team will collect your information and send you a link to initiate the referral. Once you initiate the referral, the team at Kelly's Choice will do an insurance eligibility and verification check to determine your coverage.

Is a Medical Nutrition Health Referral covered by my insurance? What insurance policies are accepted?

Nutrition counseling may be covered by your insurance, making it easier than ever to invest in your health. When speaking with Kelly's Choice, they will provide an explanation of benefits to determine if the referral is covered by your insurance.

Insurance accepted include:

- MVP
- Cigna
- Medicare
- Aetna
- Anthem
- BCBS
- Empire
- UHC
- CDPHP



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Can I apply my EAP Sessions for medical nutrition counseling if my insurance doesn't cover the services?

Unfortunately, EAP sessions cannot be applied to nutrition referrals. However, Kelly's Choice does offer a self-pay rate. If you have HSA or FSA benefits, you can use those benefits to help cover costs.

What is the out-of-pocket expense if my insurance doesn't cover Nutrition Health?

The average out-of-pocket cost is \$150 per visit.

Do I need a referral from my employer to use Kelly's Choice?

No, you do not need to go through your Employer. To get started, simply call or email us and our Client Services Team will provide you with a referral to Kelly's Choice.

Are the services offered in-person?

Referrals to Medical Nutrition Counseling through our collaboration with Kelly's Choice are offered virtually via secure video or phone sessions. However, if you would like to meet with a nutritionist in-person, our Client Services Team can assist with finding you dietitians outside of Kelly's Choice.

Can I contact Kelly's Choice directly for a referral?

No, you must contact National EAP at info@nationaleap.com or via phone at 800.624.2593 to request a nutrition referral.

Who can use Kelly's Choice services?

Employees and their immediate household members can request referrals and access Kelly's Choice services.

Is Kelly's Choice confidential?

Yes, all sessions and services provided through Kelly's Choice are strictly confidential, in accordance with legal and ethical guidelines.

Can I speak with a licensed therapist through Kelly's Choice?

Kelly's Choice offers Registered Dietitians for nutrition health and wellness concerns. If you are seeking mental health services, please contact National EAP at info@nationaleap.com or call 800.624.2593.