

FAQ - Virtual therapy

Your program now offers virtual therapy options, provided by BetterHelp.

What is virtual therapy?

Virtual therapy is therapy that takes place via text messaging, chat, phone and/or video.

Who is BetterHelp?

BetterHelp is the world's largest online counseling service with over 7,500 therapists in all 50 states and growing rapidly. Like Magellan, their mission is making professional counseling accessible and convenient so anyone who struggles with life's challenges can get help when and where they need it.

Key features

- **Counseling for the entire family** – individual counseling, couples counseling and teen counseling (ages 13 – 18 with parental consent)
- **Counselors are licensed, trained, experienced, and accredited**
 - Psychologists (PhD / PsyD)
 - Marriage and family therapists (LMFT)
 - Clinical social workers (LCSW / LMSW)
 - Licensed professional counselors (LPC)
 - All counselors have a Master's Degree or a Doctorate Degree in their field. They have been qualified and certified by their state's professional board after successfully completing the necessary education, exams, training and practice. While their experience, expertise and background vary, they all possess at least 3 years and 2,000 hours of hands-on experience.
- **Secure platform** – BetterHelp is built with state-of-the-art technology and infrastructure with one thing in mind: protecting your privacy and safeguarding the information you provide. The platform is HIPAA compliant, SOX compliant and 256-bit-SSL Secure.

Who is eligible?

You and your household members ages 13+.

How can I access virtual therapy?

Call your program phone number. You will speak with a clinician who will refer you to BetterHelp, if appropriate, depending on your unique situation.

How does it work?

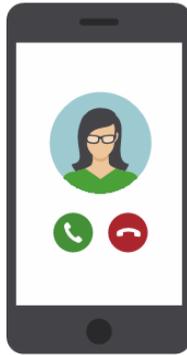
- You will receive an email with a unique link that will take you to a questionnaire.
- Complete the matching questionnaire and submit it on the BetterHelp platform.
- Typically, you can begin communicating with a provider within 24 hours of completing the questionnaire.
- You can choose to meet using one of four modalities:



Messaging
(Unscheduled)



Chat
(Scheduled)



Phone
(Scheduled)



Video
(Scheduled)

- As soon as you are matched to a provider you can:
 - Begin texting right away.
 - Schedule your sessions using the online scheduling tool.
- Note: BetterHelp's platform is English only; however, providers currently offer 44 languages.

How many sessions do I get?

- Your program offers a specific number of pre-paid counseling sessions. For virtual therapy, one audio or video or live chat session = one pre-paid counseling session.
- One week of text messaging is equivalent to one pre-paid counseling session.
- Text messaging can be used in addition to live, scheduled sessions for continuity of care in between sessions. For example, if you have five counseling sessions, you can use one live session, two live phone sessions and two live chat sessions. You can use text therapy in between the video/chat/phone sessions. Text therapy is not counted as an additional EAP session if done in the same week.
- Sessions are highly individualized and last 30-60 minutes.
- If you need services beyond the pre-paid counseling sessions you can purchase additional sessions at a discounted Magellan rate, enabling you to maintain a relationship with your therapist. You will pay for services on the BetterHelp platform.

How do the different modalities work?

- **Text messaging** – Once you are matched to a counselor, you and your counselor will get a dedicated "room" which will be your private and secure place to communicate. In this room, you will write about yourself, the things going on in your life, ask questions and discuss the issues that trouble you. Your counselor will then read your messages, and respond with questions, feedback, insights, and guidance.

- **Live chat session** – During a live chat session, you can still enjoy the convenience and privacy of messaging but also enjoy a "live" interaction that allows instant response and feedback from your counselor. To have a live chat session, you will first need to schedule a time with your counselor. At the scheduled time, log in to your account to start typing and chatting with your counselor.
- **Live phone session** – To talk with your counselor over the phone, you will need to schedule a time with your counselor and log in to your counseling room at that time. The counselor will prompt you to start the phone session and the system will ask you for your phone number. The system will then call you at that number and connect you with your counselor to start the phone session. Please note that the phone number you enter will not be shared with the counselor.
- **Live video session** – To talk with your counselor via video, you will need to schedule a time with your counselor and log in to your counseling room at that time. Your counselor will then prompt you to start the video session. After you confirm, you will immediately begin video chatting with your counselor.

Can I stay anonymous?

Yes. When you sign up, you are not asked for your full name or contact information. You may pick any "nick name" which will identify you in the system. When you decide to start the counseling process, you will be asked for emergency contact information which is kept safe in the system so it can be used if your counselor believes that you or someone else might be in danger.

What kinds of concerns can virtual therapy help with?

BetterHelp counselors can assist with many issues including stress and anxiety, depression, self-esteem, relationships, family conflicts, anger management, career difficulties, sleeping, trauma and abuse, intimacy, grief, eating, addictions, parenting, bipolar disorder and LGBT-related topics.

Who can I contact for technical support?

For technical support, please email contact@betterhelp.com.