

# Employee Assistance Program

## WELLNESS & SUPPORT

### FAQ – BetterHelp Online Platform

*Note – BetterHelp is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.*

- 1. What is BetterHelp?** BetterHelp is the world's largest online telehealth/virtual therapy platform. With thousands of licensed counselors and multiple languages available, BetterHelp provides convenient access to private virtual therapy sessions anytime, anywhere, through a computer, tablet, or smartphone.
- 2. How do I access BetterHelp?** Call First Choice Health EAP at (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com). We will provide a unique registration link to the BetterHelp service; the authorization will be sent by email from BetterHelp. After a short matching questionnaire, you will be assigned an appropriate provider within 24 hours. You can connect with that counselor via text, chat, telephone or video.
- 3. Who is eligible?** Online support, or virtual therapy, isn't appropriate for everyone. Most clients are eligible but these services are not appropriate for individuals in crisis or experiencing thoughts of harm. Additionally, children 12 years old and younger are not eligible.
- 4. How long before I'm matched with a provider?** It generally takes around 24 hours to be matched with a counselor.
- 5. How do I communicate with the provider?** You can access your counselor in four ways, using different methods at different times depending on your needs:
  - Unscheduled: Exchanging messages anytime
  - Schedule live sessions:
    - Chatting live
    - Speaking over the phone
    - Video conferencingFace-to-face services are not available with your BetterHelp counselor.
- 6. Is this confidential?** Yes, this is a confidential benefit provided through a secure platform.
- 7. What if virtual therapy isn't right for me?** Contact First Choice Health after your first week if you decide that the BetterHelp service isn't right for you, and we will match you to a provider for traditional face-to-face care.
- 8. Are there any caveats to the service that is provided?** Please note that your BetterHelp counselor won't be able to make any official diagnosis, fulfill any court order, or prescribe medication. If at any time your BetterHelp counselor feels that you are in crisis, you will be referred to the appropriate resources.
- 9. Can I continue to use the service after my free sessions are used?** Like all EAP benefits, you are eligible for free services for NEW issues that have not been discussed previously. You must contact First Choice Health EAP in advance for authorization. You can continue to use BetterHelp independent of FCH EAP for the same issue – see details below.
- 10. How much does it cost?** After initial free sessions, you can continue to use BetterHelp with a membership/ subscription plan (monthly payments) which can be canceled at any time. Membership includes unlimited sessions.
- 11. Can I be reimbursed by my insurance?** These services are generally not covered by health insurance, Medicare or Medicaid. BetterHelp offers affordable pricing which is typically comparable with the co-pays of most insurance plans. If you do consider using your health insurance, please check your coverage carefully.

Ready to start? Call (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com).

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