

# Employee Assistance Program

## WELLNESS & SUPPORT

### How to Use BetterHelp Online Platform

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

#### HOW DOES IT WORK?

1. Call FCH EAP at (800) 777-4114 or go online to [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com) to request services.
2. FCH EAP provides your unique registration access to the BetterHelp platform.
3. Complete a brief matching questionnaire.
4. Match with a counselor and get started right from your smart phone, tablet, or computer (it may take up to 24 hours to receive a match).

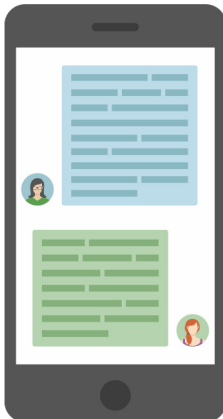
#### HOW WILL WE COMMUNICATE?

You can use your telehealth sessions in four ways, using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.

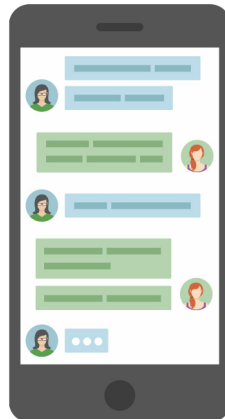
Missed appointments or late cancellations will count as service usage.

#### THERE ARE FOUR COMMUNICATION METHODS AVAILABLE:

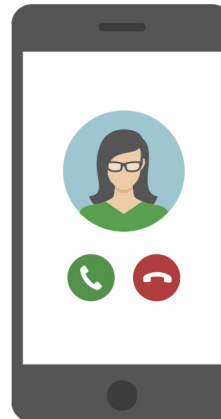
##### Messaging (Unscheduled)



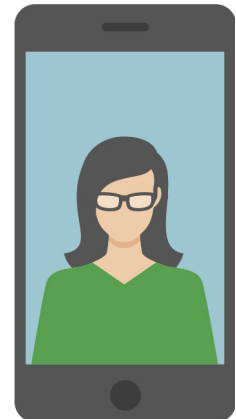
##### Live Chat (Scheduled)



##### Live Phone (Scheduled)



##### Live Video (Scheduled)



To schedule a live session at a time that's convenient for you, just view your counselor's calendar and choose an available time. The drop down menu allows you to specify live chat, phone, or video communication.

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

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