

Subject: Introducing BetterHelp virtual therapy – starting June 1!
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Now more than ever, we recognize that you and your household members may need additional emotional health and wellness support. We are pleased to announce that starting on June 1, 2020, you will have access to virtual therapy from BetterHelp through our Magellan Employee Assistance Program (EAP).

Virtual therapy is therapy that takes place via a mobile device or computer, allowing you to get help when and where you need it. BetterHelp, the largest online counseling platform worldwide, provides counseling for the entire family – individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness).

You and our household members can access therapy quickly – typically within 24 hours – and there are four modalities to choose from:

- Text message
- Live chat
- Phone conference
- Video conference

How does it work?

- Call your program phone number at 800-327-0632. You will speak with a clinician who will refer you to BetterHelp, if appropriate, depending on your unique situation.
- 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.

Virtual therapy is provided in addition to the in-person and telehealth counseling options you already receive.

To learn more, visit [MagellanAscend.com](#) and check out the Counseling services and all of the program benefits. Remember, our Magellan Employee Assistance Program (EAP) is free, confidential and available to you and your household members 24/7/365.