



# Virtual counseling, powered by BetterHelp

Mental health affects every aspect of our lives. In the workplace, where stress and deadlines can take a toll, it's especially important to pay attention to your wellbeing.

Virtual counseling is available for adults and teens (teens require parental consent and must meet clinical appropriateness criteria in accordance with applicable law). You and your household members are eligible for up to 5 pre-paid counseling sessions per issue, per year. **If you've used all of the allotted counseling sessions for one issue, you can request more sessions for a different issue by calling your program directly, or using the LiveChat feature on your member website to connect with a Customer Experience Associate.**

Please note: Virtual counseling is used for short-term issues and focuses on current situations and building coping skills. The counselor does not diagnose specific conditions and cannot prescribe medication.

You can choose between four modalities when connecting with your counselor: text, real-time chat, phone or live video sessions. You can also toggle between modalities while in counseling. For example, you can choose to chat with a counselor online one week and the following week schedule a video session. Register online or by phone to get started.

## Online registration

1. Go to [BetterHelp.com/Magellan](https://BetterHelp.com/Magellan) and click on "Get Started." Enter your first name, last name, email address and company name, then click "Submit."
2. Once you click "Submit," you will be asked to complete a questionnaire. BetterHelp will match you with a counselor based on your preferences and needs. You can start communicating with your counselor by the modality of your choice, typically within 24 hours.

## Phone registration

1. Contact your program. A Customer Experience Associate will ask you questions to understand your unique situation and, if appropriate, refer you to BetterHelp.
2. Once you are referred to BetterHelp you will receive an email with the subject line, "Here is your online counseling invite from Magellan Healthcare." Within the email, click the hyperlinked text that reads "CLICK HERE TO GET STARTED."
3. When you click the link, you will be asked to complete a questionnaire. BetterHelp will match you to a counselor based on your preferences and needs. You can start communicating with your counselor by the modality of your choice, typically within 24 hours.



Scan the QR code to visit [BetterHelp.com/Magellan](https://BetterHelp.com/Magellan) or call your Employee Assistance Program at 1-800-424-4039 (TTY 711) to get started.