

## New Directions EAP Online Therapy

*Offered in partnership with BetterHelp*

### Frequently Asked Questions

Most common questions are addressed within this document. Do you still need help with a specific issue? Contact BetterHelp at [contact@betterhelp.com](mailto:contact@betterhelp.com) or submit a request at [www.betterhelp.com/contact](http://www.betterhelp.com/contact) to get answers, share feedback, or voice a complaint. You can also call the EAP Support Line at **800-624-5544**.

#### **General Questions:**

##### **What is BetterHelp?**

BetterHelp is the largest online therapy platform worldwide that makes mental healthcare more convenient, discreet and accessible to a licensed therapist. Professional counseling is available anytime, anywhere, through a computer, tablet or smartphone.

##### **Is BetterHelp right for me?**

BetterHelp may be right for you if you're looking to improve the quality of your life. Whenever there is anything that interferes with your happiness or prevents you from achieving your goals, BetterHelp may be able to help. There are counselors who are specialized in specific issues such as stress, anxiety, relationships, parenting, depression, addictions, eating, sleeping, trauma, anger, family conflicts, LGBTQ matters, grief, religion, self-esteem and more.

BetterHelp is **not** the right solution for you if any of the following is true:

- You have thoughts of hurting yourself or others
- You are in an urgent crisis or an emergency situation
- You are a minor or you are under the care of a legal guardian
- You have been diagnosed with a severe mental illness, or if you have been advised to be in psychological supervision or psychiatric care
- You were required to undergo therapy or counseling either by a court order or by any other authority
- You do not have a device that can connect to the Internet or you do not have a reliable Internet connection
- Online therapy should not be considered for meeting requirements for employment, school enrollment, disability, or legal documentation.

##### **Who is eligible to use BetterHelp?**

BetterHelp is currently only provided to adults who are 18 or older. Similar to the face-to-face therapy experience, informed consent to begin therapy is required. Your household dependents and spouse (18+) have access to BetterHelp.

### What is my “Access Code”?

The access code is used to verify that your organization is eligible for BetterHelp services. If you are unsure which “Access Code” to use, please contact your Human Resources department or call the EAP Support Line at 800-624-5544.

### How does BetterHelp handle emergencies? What if I am in crisis?

BetterHelp is not a crisis hotline and should not be used in a crisis situation. Anyone requiring immediate assistance is encouraged to contact local authorities and dial 911, call the National Suicide Prevention Lifeline (1-800-273-8255) or get help with these [other resources](#). Like face-to-face therapists, BetterHelp therapists are individually licensed, follow clinical and legal protocols if a person is at risk of harming themselves or others, and are available at flexible hours per their posted availability calendars that all clients can access. You can also reach our EAP Support Line at 800-624-5544.

### Who will be helping me?

After you sign up, you will be matched to a fully licensed counselor who fits your objectives, preferences, and the type of issues you are dealing with. Different counselors have different approaches and areas of focus, so it's important to find the right person who can achieve the best results for you. We have found that we are able to provide a successful match most of the time; however, if you start the process and you feel your counselor isn't a good fit for you, you may elect to be re-matched to a different counselor, or select one yourself.

### Who are the counselors?

Counselors on BetterHelp are licensed, trained, experienced, and accredited psychologists (PhD / PsyD), marriage and family therapists (LMFT), clinical social workers (LCSW / LMSW), or licensed professional counselors (LPC). All of them 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. Click [here](#) to learn more about the counselors.

### How are the counselors verified?

The BetterHelp team ensures that every provider in the platform is fully licensed and in good standing. Providers who apply are required to provide proper licensure documentation, proof of identity, and references from other licensed practitioners who have worked with them. The team then cross-checks their licensure information with their respective state licensing board.

In addition to checking credentials, each potential provider needs to complete a case study exam by a licensed clinician and be evaluated in a video interview. The result of this rigorous 4-5-week process is that only about 25% of the therapists who apply to work through BetterHelp are accepted to the platform. BetterHelp also shows the full licensing information for each provider, and recent reviews they received from other members on the platform - to make it easy for you to do your own due diligence on your counselor.

## I signed up. How long until I'm matched with a counselor?

It generally takes around 24 hours to be matched with a counselor, and on some occasions might take a little longer depending on which qualifications and expertise you prefer in a counselor.

## How will I communicate with my counselor?

You can receive counseling in four ways:

- **Exchanging messages** with your counselor
- **Chatting live** with your counselor
- **Speaking over the phone** with your counselor
- **Video conferencing** with your counselor

You can use these different methods of communication as you wish based on your needs, availability and convenience.

## How does messaging work?

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, insight, and guidance.

You can exchange messages with your counselor at any time, from any location, using any Internet-connected device. You can log in to your room 24/7 and since messaging is not in real-time it doesn't require scheduling. Instead, you can choose when you want to write or respond to your counselor. You will get a notification by email (you can set up your account to get notified by SMS as well) when the counselor has sent you a message.

## How do live chat sessions work?

You will sometimes want to have a text conversation with your counselor in real-time. This way 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.

Scheduling a live session is convenient. Log in to your account to view your counselor's availability and choose a day and time that works for you. At the scheduled time, log in to your account to start typing and chatting with your counselor.

## How do live phone sessions work?

Phone sessions are a great way to conveniently speak with your counselor by simply using your landline or cell phone, no matter where you are.

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.

### How do live video sessions work?

You can also have a video session with your counselor where you will be able to see each other and talk with each other in a virtual face-to-face setting. To talk with your counselor via video, you will need to schedule a time with them 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.

- If you're using a computer or laptop: Make sure you are using Chrome or Firefox as your web browser. Video sessions are not currently supported in Internet Explorer and Safari browsers. You can [download Chrome for free from here](#)
- If you're using an iPhone or iPad: Make sure you use the BetterHelp app, which you can [download from the App Store](#)
- If you're using an Android phone or tablet, you will need to use Chrome or Firefox on a computer or laptop for video sessions.

### How can I schedule a time with my counselor for a live session by chat, phone or video?

You will see a box at the bottom of your counseling room with the dates and times that your counselor is available. If one of these options works for you, you can simply go ahead and schedule the session.

If you don't see that box, or if none of these options are good for you, simply send a message to your counselor with your request for a live session and suggest available times. Your counselor will then schedule the session for you.

Either way, after the session is scheduled you will receive an email confirmation with your session's date and time. If you need to cancel or reschedule your session, you can do so in the counseling room.

### Can I go back and read the counselor's previous messages?

Yes. You can always login to your account and read all the counselor's messages to you. This may help you in reflecting and remembering some of the guidance and input that you received. This is one of the main advantages of e-counseling.

### How can I be sure that this is an effective form of counseling?

There are many studies that confirm the effectiveness of the online medium for making life changes. For example, a study published by JMIR Publications and conducted by researchers from University of California - Berkeley, University of California - San Francisco, and the San Francisco General Hospital, concluded that "users of BetterHelp experienced significantly reduced depression symptom severity after engaging with the platform." You can read the full study [here](#). Users also post [feedback and testimonials](#) of their experience.

## How is my privacy protected?

BetterHelp has built a state-of-the-art technology, operation, and infrastructure with one thing in mind: protecting your privacy and safeguarding the information you provide. Their privacy and confidentiality standards exceed what is required by law or regulations, so you can feel safe and comfortable.

- You don't need to identify yourself (see more about staying anonymous [here](#)).
- Everything you tell your counselor is protected by strict federal and state laws.
- We don't cooperate or work with any insurance companies or employers, so nothing needs to be shared, reported or filed with them.
- You can always click the "Shred" button next to each message that you've sent so it will no longer show in your account.
- All the messages between you and your counselor are secured and encrypted by banking-grade 256-bit encryption.
- Our servers are hosted in an "A Grade" facility, ensuring the best-in-class security and protection.
- Our browsing encryption system (SSL) follows modern best practices, providing world class online security and encryption.
- Our databases are encrypted and scrambled so they essentially become useless in the very unlikely event that they are being stolen or inappropriately used.

If you wish for any of your information or records to be released to a third party, please let your counselor know. Your counselor will send you an authorization form that you will need to fill and sign before your information can be released.

## Is the platform only available in English?

Yes – the platform is delivered in English, but the BetterHelp therapist network provides services in over 44 different languages (including sign language) and over 168 countries.

Please note, however, that BetterHelp therapists reside in U.S. time zones. If you are requesting therapy in an alternate language, we will work to meet your request while still adhering to the requirement that the therapist be licensed in their state of residence.

International borders are not typically a barrier to receiving support. When matching you with a therapist, BetterHelp abides by all applicable international laws and requirements.

## **EAP Questions:**

### Can I use BetterHelp if my employer is requiring me to use EAP sessions?

Online therapy cannot be used to fulfill any condition of employment. If you are “mandated” to use EAP services by your employer, please contact the New Directions EAP at 800-624-5544.

### Can I continue to use BetterHelp after my EAP sessions have ended?

Yes. You can continue to access BetterHelp online therapy after the EAP sessions have ended. An email will be sent by the BetterHelp.com Team notifying you of this and after 3 days, you will be prompted to enter payment information to keep your account active. You may continue

working with the same therapist via BetterHelp at a discounted rate. You can also call the EAP Support Line at 800-624-5544 to discuss options for additional no-cost services, including getting access to other EAP benefits such as work/life services.

### How is a session defined?

BetterHelp defines a session as:

- An asynchronous messaging exchange over seven (7) consecutive days with a therapist (anything under 500 words exchanges would not be considered a session)
- At least one scheduled live telephone call with a therapist
- At least one scheduled live video chat with a therapist
- At least one scheduled live real-time chat with a therapist

If asynchronous messaging and a scheduled live option is utilized in the same week, then it will only count as one session.

## **Technical Questions:**

### How do I download the BetterHelp app?

First, register your account at <https://www.betterhelp.com/newdirections> then download the BetterHelp app from your device's app store.

### What information is required in order to access BetterHelp?

You will need to enter all required access and/or personal information asked on the platform.

### How do I reset the pin code on my app?

You can reset your pin by first logging out of the account on the app in your account settings. Once you log back in, you will be prompted to create a new pin.

### If my therapist doesn't feel like a good match, can I get matched with a different therapist?

Yes. To switch therapists, please follow the steps below:

#### **Desktop:**

1. Log into the website directly at [www.betterhelp.com/login](http://www.betterhelp.com/login) with your email address and password.
2. Once logged in, click on your username in the upper right corner of the screen.
3. On the drop-down menu, select "Change counselor."
4. In the "Switch counselor" section, complete the form and preferences for a new counselor, and select "Choose Another Counselor". Keep in mind that previous conversations and messages will not be available when you change therapists.

#### **App (For iOS/Android):**

1. Log into the BetterHelp app with your email address and password.
2. Once logged in, click on your username in the settings.
3. On the drop-down menu, select "Change counselor."
4. In the "Switch counselor" section, complete the form and preferences for a new

counselor, and select “Choose Another Counselor”. Keep in mind that previous conversations and messages will not be available when you change therapists.

## How do I reset my BetterHelp password?

### Desktop

1. Visit [this link](#) and click “Forgot password?”
2. Enter your email address that was used to create your BetterHelp account.
3. Wait to receive an email with instructions on how to reset your password.

### **BetterHelp app**

1. Open the app and tap “Forgot password?”
2. Enter your email address that was used to set up your BetterHelp account.
3. Wait to receive an email with instructions on how to reset your password.

### **What browsers are supported by BetterHelp?**

BetterHelp supports the latest version of the following major browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari. Microsoft Explorer is not an optimized browser and does not support video chat.

**For Support:** [Contact@betterhelp.com](mailto:Contact@betterhelp.com) or submit a request at [www.betterhelp.com/contact](http://www.betterhelp.com/contact)

**New Directions EAP Help Line:** 800-624-5544