

Virtual counseling

Find support that fits your life



Virtual counseling, powered by BetterHelp, is available to help individuals, groups, couples and teens manage current life situations and build coping skills.

You and your household members are **eligible for up to 7 pre-paid counseling sessions** per issue, per rolling 12-month period. This means that if you use all of your allotted counseling sessions for one issue, you can request additional sessions for a different issue by calling your program directly or by using the Chat Now feature on your member website.

You get to choose how to connect with your counselor: text, real-time chat, phone or live video. It's up to you, and you can switch between modalities at any time. For example, you can chat online with your counselor one week and schedule a video session the following week.

Register online or by phone to get started:

Online registration

1. Go to BetterHelp.com/Magellan and select "Get Started." You can also access BetterHelp from the Counseling page on your member website, Member.MagellanHealthcare.com.
2. Enter your first and last name, email address and access code (this is your company name), then click "Submit."
3. When prompted, complete the questionnaire. BetterHelp will match you with a counselor based on your preferences and needs. You can begin communicating with your counselor typically within 24 hours.

Phone registration

1. Call your program to speak with a Magellan representative. They will ask 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, select "CLICK HERE TO GET STARTED."
3. When prompted, complete the questionnaire, and BetterHelp will match you with a counselor based on your preferences and needs. You can begin communicating with your counselor typically within 24 hours.



Scan the QR code to visit BetterHelp.com/Magellan or call your Employee Assistance Program (EAP), Compass at 1-800-891-2273 (TTY 711) to get started.

***Please note:** Teens require parental consent and must meet clinical appropriateness criteria in accordance with applicable law. You may be able to continue with your counselor after your EAP sessions end if BetterHelp accepts your health insurance and coverage is verified. Employee Assistance counseling is for short-term issues. Counselors do not diagnose specific conditions and cannot prescribe medication.*

