



Virtual therapy

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.

What is virtual therapy?

Through your program, you have access to confidential virtual therapy, provided by BetterHelp, at no cost to you. You can benefit from up to 7 pre-paid counseling sessions per issue, per year. Counseling is available for the entire family—individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness).

You can choose from one of four modalities: text messaging exchange over a week, live phone session, live video session or live chat session. You can also toggle between modalities while in therapy. For example, you can choose to chat with a therapist online one week and schedule a video session the next week. Register online or by phone to get started.

Online registration

1. Go to 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 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. Complete the registration and questionnaire, then begin messaging a therapist through your web browser or the BetterHelp mobile app. Typically, you can communicate with a therapist within 24 hours of completing the questionnaire.

Phone registration

1. Contact your program. A Magellan representative will ask you questions to understand your unique situation and, if appropriate, refer you to BetterHelp. The referral form generates an email to you with a unique link to complete a questionnaire.
2. Once the Magellan representative refers you 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. Complete the registration and questionnaire, then begin messaging a therapist through your web browser or the BetterHelp mobile app. Typically, you can communicate with a therapist within 24 hours of completing the questionnaire.

Contact your Employee Assistance Program (EAP), Compass at 1-800-891-2273 (TTY 711) or visit Member.MagellanHealthcare.com to get started.

