



Virtual therapy, 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 therapy, also known as counseling, is available for the entire family—individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness). You and your household members are eligible for up to 3 pre-paid counseling sessions per year.

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

You can choose between four modalities when connecting with your therapist: text, real-time chat, phone or live video sessions. You can also toggle between modalities while in therapy. For example, you can choose to chat with a therapist 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 and click on "Get Started." Enter your first name, last name, email address and **Principal Core**, then click "Submit."
2. Once you click "Submit," you will be asked to complete a questionnaire. BetterHelp will match you with a therapist based on your preferences and needs. You can start communicating with your therapist 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 therapist based on your preferences and needs. You can start communicating with your therapist by the modality of your choice, typically within 24 hours.



Scan the QR code to get started or contact your Employee Assistance Program at 800-450-1327 (TTY 711) or Member.MagellanHealthcare.com (enter Principal Core).