

Employee Assistance Program

WELLNESS & SUPPORT

How to Use BetterHelp Online Platform

Note - BetterHelp is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.

HOW DOES IT WORK?

1. Call FCH EAP at (800) 777-4114 or go online to www.firstchoiceEAP.com to request services.
2. FCH EAP provides your unique registration access to the BetterHelp platform.
3. Complete a brief matching questionnaire.
4. Match with a counselor and get started right from your smart phone, tablet, or computer (it may take up to 24 hours to receive a match).

WHAT IS A SESSION?

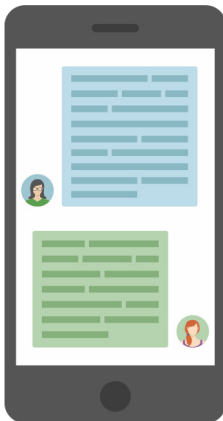
Each of your free EAP sessions becomes one week of free access to BetterHelp. For example, three EAP sessions will be three weeks of services through BetterHelp. Weeks of service do not need to be back-to-back. However, any exchange with your provider through the BetterHelp platform during that time will count as service usage.

Missed appointments or late cancellations will count as service usage.

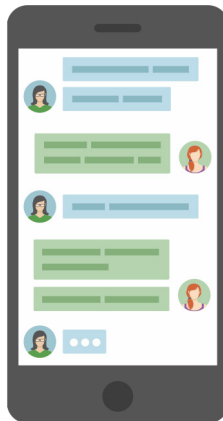
HOW WILL WE COMMUNICATE?

You can talk to your counselor however you feel comfortable. There are four communication methods available:

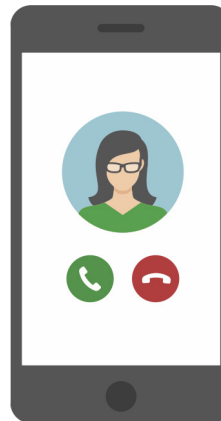
Messaging (Unscheduled)



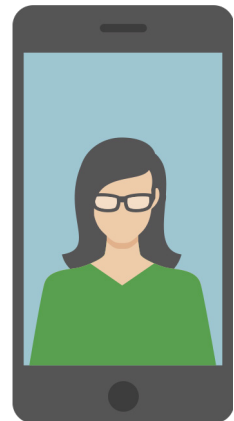
Live Chat (Scheduled)



Live Phone (Scheduled)



Live Video (Scheduled)



To schedule a live session at a time that's convenient for you, just view your counselor's calendar and choose an available time. The drop down menu allows you to specify live chat, phone, or video communication.

Ready to start? Call (800) 777-4114 or request a referral online at www.firstchoiceEAP.com.

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