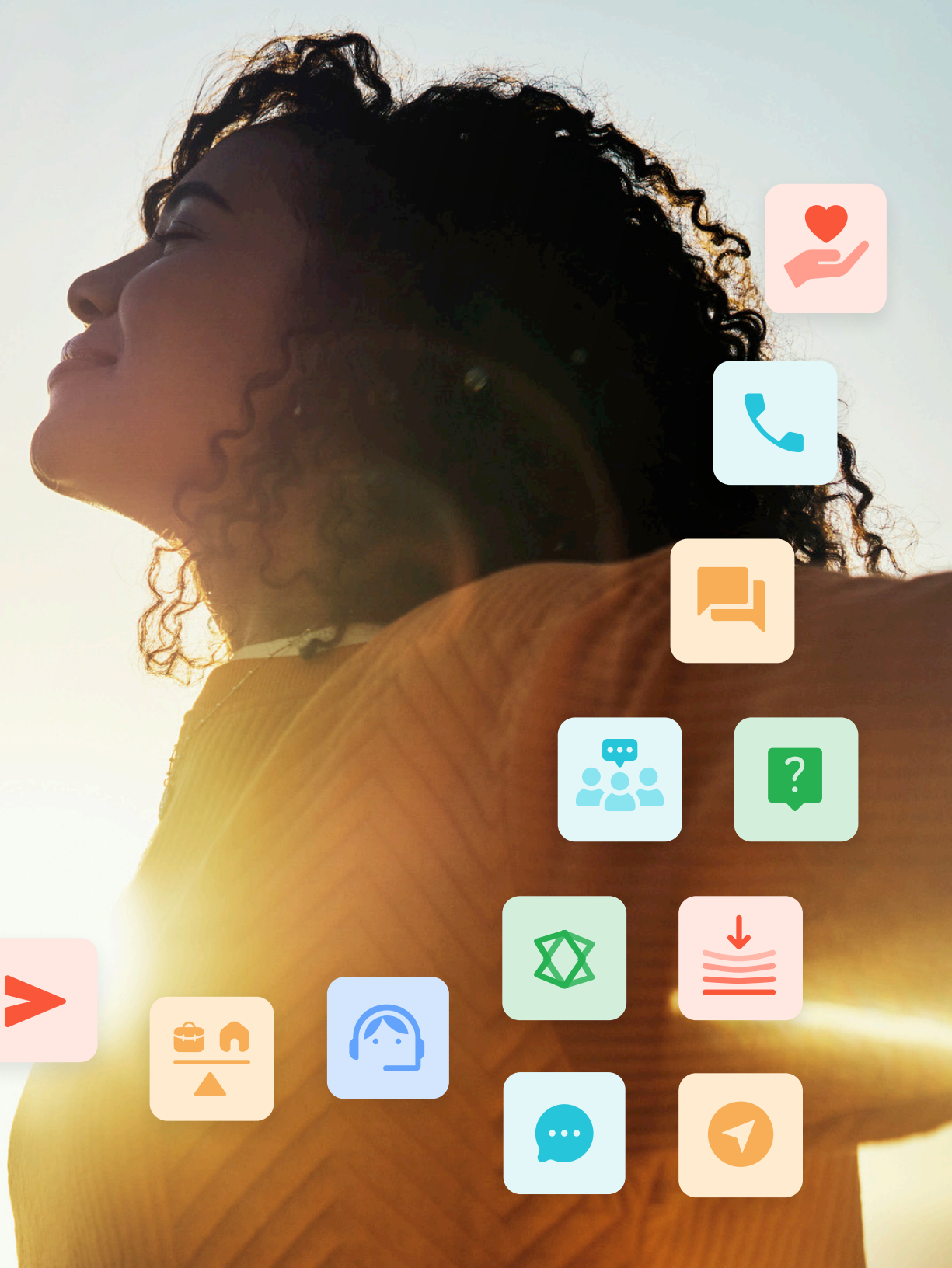
supportlinc

Resource Guide

Get started



Welcome to SupportLinc!

We all face challenges in our lives that can be difficult to resolve or overcome. When these instances arise, you are not alone and your program can help. This interactive resource guide outlines the benefits and resources your program provides.

Program overview

Introduction

Eligibility

Access

Counseling and coaching services

In-the-moment support

Short-term counseling

Coaching

Digital features and tools

Web portal and mobile app

Personalized communications

Text therapy

Self-guided digital therapy

Virtual group support

Mindstream™

Mental Health Navigator

Addiction Care Navigator

Work-life benefits

Interactive toolkits

Contact information

Introduction

When a concern begins to impact your work performance, relationships and overall wellbeing, SupportLinc offers confidential guidance and valuable expert resources to help you resolve everyday issues. The program is a mental health benefit offered by your employer and is separate from your medical insurance.

Eligibility

Who is eligible?

- Employees
- Spouse and dependents
- Household members

This program is available to you, your spouse, dependents and household members. This includes dependent children under the age of 26, whether they live in your household or not. For children under the age of 18, a custodial parent or legal guardian should contact the program first to establish the most appropriate plan of action.

Access

SupportLinc offers expert guidance to help address and resolve everyday issues. Access your program anywhere, anytime. Call, text, live chat or email to speak with a licensed clinician 24/7/365. Your program offers in-person and virtual (video) counseling sessions as well as virtual group support sessions, text therapy and other helpful online resources.

Call
Reach a licensed clinician by phone 24/7/365 at 888.881.5462.

Email
Send an email to a licensed clinician for a reply within one business day.

Live Chat
Download the mobile app to live chat with a licensed clinician.

Text
Text SUPPORT to 51230 for information about your program or to schedule a call-back.

In-the-moment support

Your program offers in-the-moment support and guidance to cope with various concerns. All calls to the program are answered live, 24/7/365, by an experienced and licensed professional counselor – there is no phone tree to navigate. These clinicians, also known as Care Advocates, can help address anxiety, depression, grief, relationship and parenting issues, work-related stress and substance use. During your initial call, the Care Advocate will listen to your concerns, provide in-the-moment support and work with you to build a care plan.

In-the-moment support | Short-term counseling | Coaching

Short-term counseling

If the most appropriate next step in your care plan is short-term counseling, your Care Advocate will refer you to a counselor who is available at a time and place that is most convenient for you. The provider your Care Advocate refers you to will be within your health plan network so that if you exceed the number of free visits covered under your SupportLinc program, you can continue to obtain care from the same provider. If you need additional assistance beyond short-term counseling, your Care Advocate will help you find the most appropriate resource and will assist you in getting connected.

If you prefer to set up an appointment yourself, visit your web portal to schedule care directly with a counselor of your choice at a convenient date and time for you.

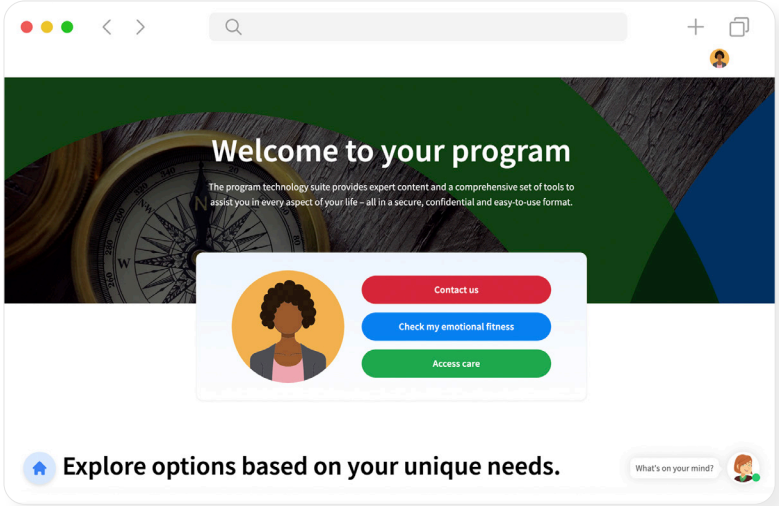
Coaching

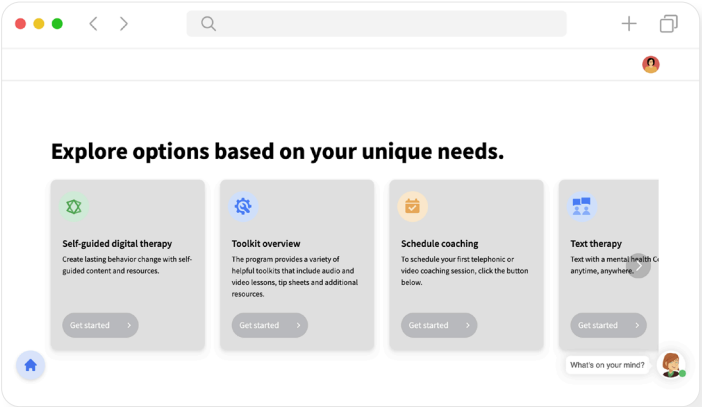
A Coach can help you boost your emotional fitness, learn healthy habits, establish new routines, build resilience and more. Coaching differs from counseling in that a Coach focuses on goal setting, problem-solving and behavior change, whereas counseling addresses mental health concerns such as depression, anxiety, substance use and more.

If you prefer to set up an appointment yourself, visit your web portal to schedule care directly with a Coach of your choice at a convenient date and time for you.

Web portal and mobile app

Get help navigating life's challenges from the convenience of your computer, phone or tablet. Simply log into your existing account or create a new personal profile to access all the features, valuable information and resources your program offers.





Download the mobile app

Personalized communications

You're unique, and so are your mental health needs. When you create or update your personal profile on the web portal or mobile app, you can choose to receive relevant information based on your personal preferences and how you interact with the program.

Topics include wellbeing, lifestyle, family and career. Whether you prefer an email, text, push notification or website/app banner, you will receive recommended program resources such as tip sheets, flash courses and more.

Text therapy

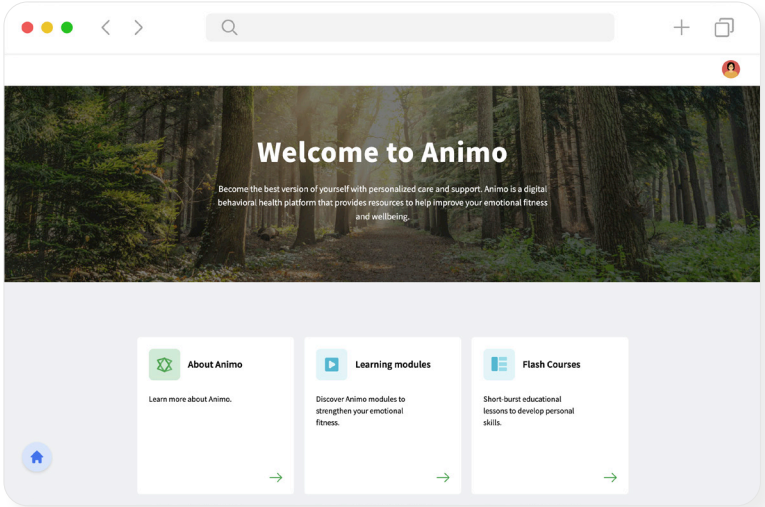
Whether you want to start small or make a big life change, a little bit of support can go a long way.

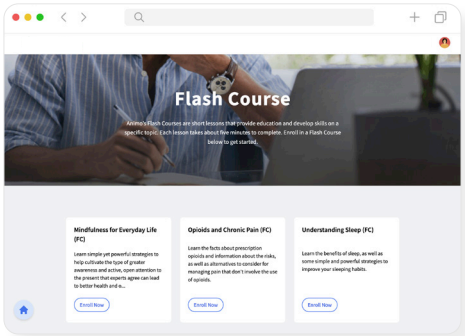
Textcoach® is a convenient, stigma-free platform that allows you to exchange text messages, voice notes, videos and other helpful resources with your Coach. Communication between you and your Coach is encrypted and secure. Coaches have at least five years of clinical experience and are board-certified, which ensures you get the best quality support for technology-driven care.

Have a teenager who could benefit from speaking with a Coach? Your program also offers Textcoach® for teens with parental consent.

Self-guided digital therapy

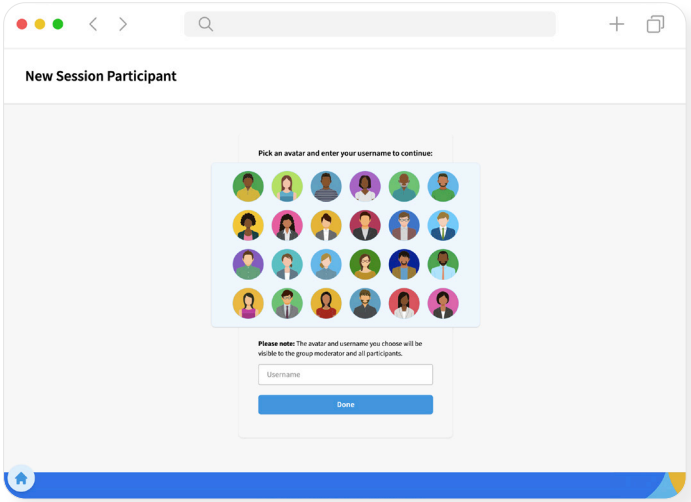
Strengthen your mental health and overall wellbeing with Animo's self-guided content, practical resources and daily inspiration to foster meaningful and lasting behavior change. Animo is a digital behavioral health platform that allows you to address concerns such as stress, anxiety and depression at your own pace in a convenient and secure environment.





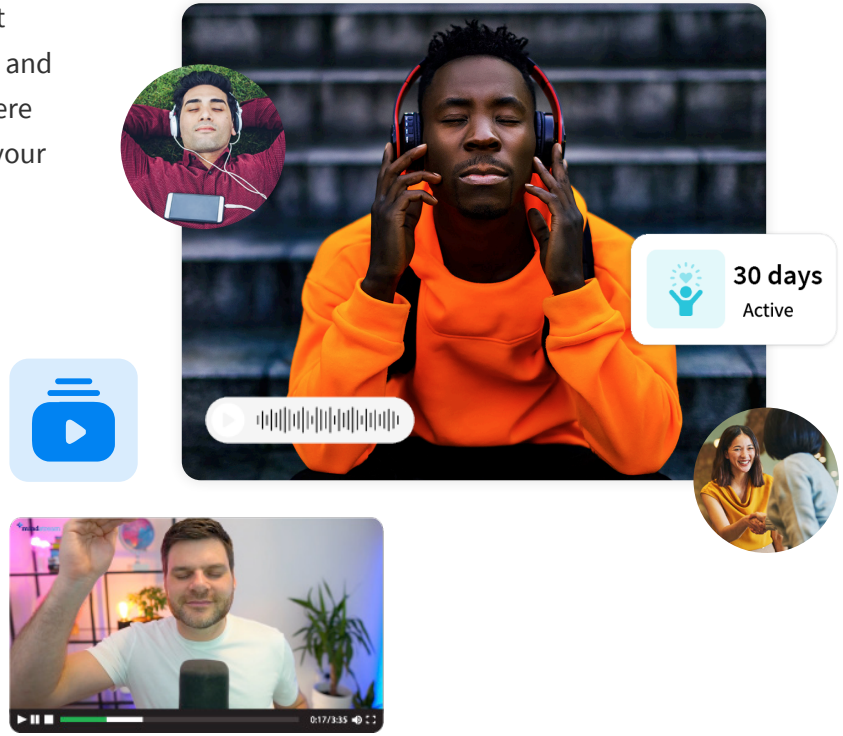
Virtual group support

When dealing with a challenge at home or work, group support can offer perspective, encouragement and, most importantly, the reassurance that you are not alone. The Virtual Support Connect platform allows you to join confidential moderated group sessions hosted by licensed counselors. When you join a session, only the moderator will be on video while you and all other users participate via text. In addition to leading the session, the moderator will post tip sheets, exercises and links to resources. Topics include stress, grief, mindfulness, preventing burnout and more.



Mindstream™

This engaging and easy-to-use platform is a fitness studio for your mind that provides live and on-demand sessions to help you strengthen your life skills and emotional health. Personalize your experience, engage anytime and anywhere or easily schedule a mindfulness or meditation break. Return daily to track your progress, explore newly released sessions or revisit your favorites.

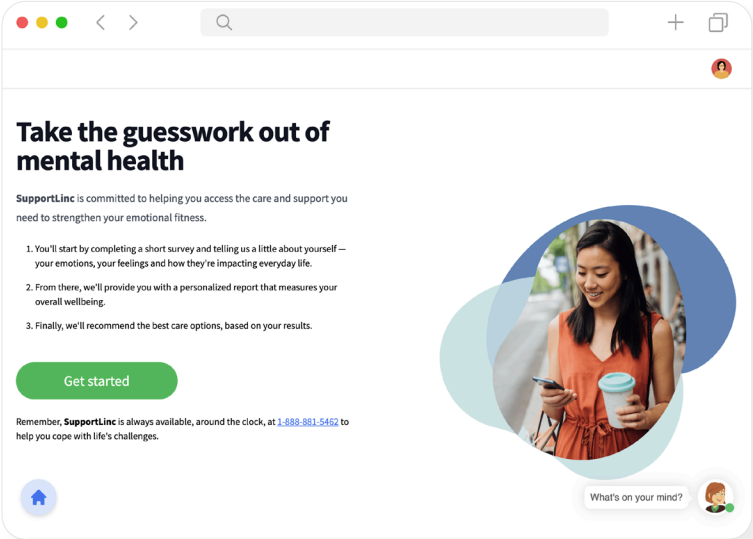


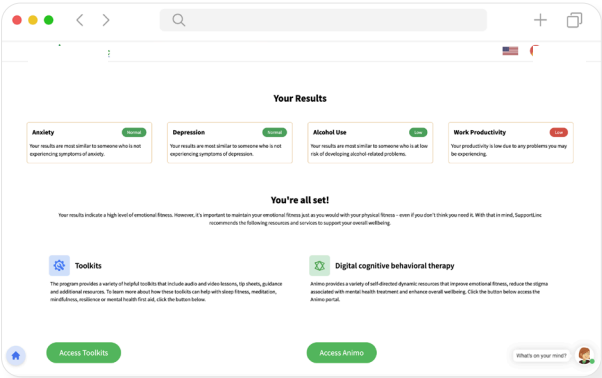
Web portal and mobile app | Personalized communications | Text therapy | Self-guided digital therapy | Virtual group support | Mindstream™
Mental Health Navigator | Addiction Care Navigator | Work-life benefits | Interactive toolkits

Mental Health Navigator

Take the guesswork out of your mental health! Complete a short assessment and receive a personalized report that measures your overall wellbeing. Based on your results, we will provide you with guidance for accessing the best care, program support and resources. Recommendations might include short-term counseling, coaching, text therapy or self-guided digital tools.

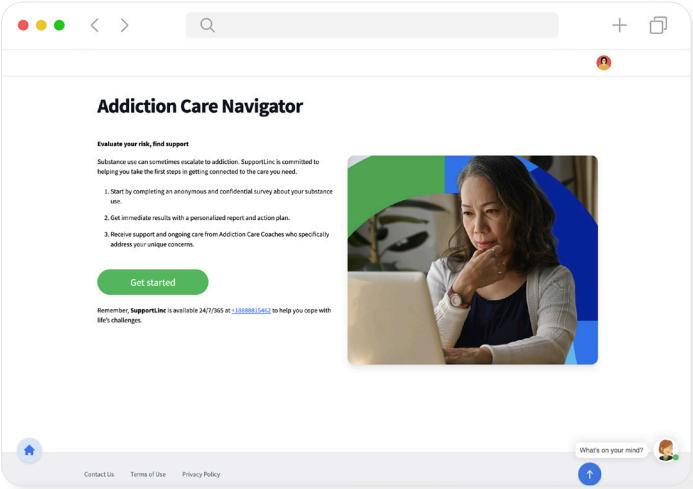
To learn more, watch this helpful video.

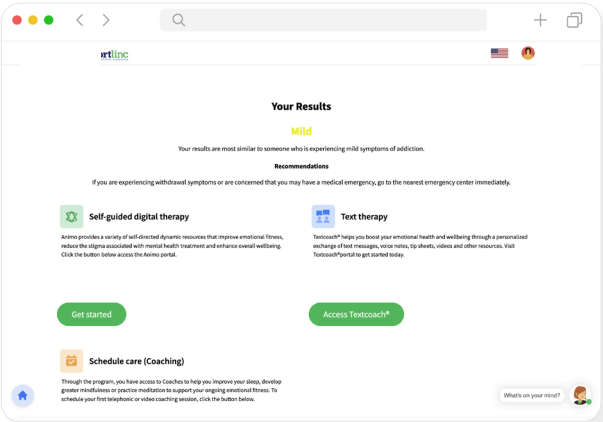




Addiction Care Navigator

No one sets out to become addicted, but some people who use nicotine, drugs or alcohol might find their self-control is reduced and their mental health suffers. Evaluate your substance use risk by completing a short confidential clinical assessment. Based on your results, you will be immediately connected to care and support from a licensed master's level Addiction Care Coach. A personalized action plan includes ongoing care for addiction concerns across the entire spectrum of severity and is tailored specifically to your needs and next steps.





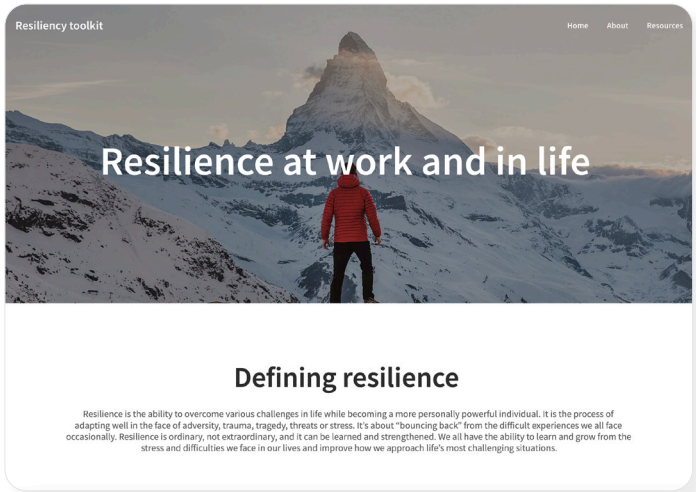
Work-life benefits

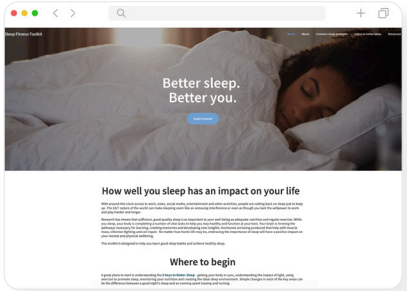
Work-life specialists provide solutions to help you balance everyday demands.

- Legal consultation: 30-minute per-issue meetings with an in-state attorney to discuss various legal matters in person or telephonically. Employment law is not covered.
- Financial expertise: unlimited telephonic advice from top-rated financial professionals on budgeting, home buying, college planning, bankruptcy prevention and retirement.
- Identity theft support: unlimited telephonic consultations help you create an immediate action plan if your identity has been compromised.
- Dependent care resources: expert referrals to various facilities and services for child and elder care to help you care for your loved ones.
- Convenience services: recommendations for pet care, home improvement, auto repair, travel, education, housing needs and more.

Interactive toolkits

Trying to find the exact resources you need can sometimes be challenging. SupportLinc offers conveniently packaged toolkits on a variety of topics, including mindfulness, resiliency, sleep fitness, addiction, natural disasters, critical incidents and grief and loss. Discover tip sheets, videos, audio lessons, local resources and more. You can also access these toolkits directly from your web portal and mobile app.





Contact us

We hope you found the overview of your program helpful!
For more information, call the program (toll-free) 24 hours a day, 365 days a year or visit your web portal anytime.

1-888-881-LINC (5462)

supportlinc.com