



Virtual counseling, 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 counseling is available for individuals and teens (with parental consent and in accordance with applicable law and clinical appropriateness). You and your household members are eligible for up to 8 pre-paid counseling sessions per issue, per year. If you've use all the allotted counseling sessions to resolve an issue, you can request more sessions for a new issue by either calling your program or using the Live Chat feature on your member website and a Customer Experience Associate can assist you.

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

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



Scan the QR to visit your eMbrace Program member website, Member.MagellanHealthcare.com, or call 1-800-424-4039 (TTY 711) to get started.