



## Frequently Asked Questions about CAREline@Alverno

### What should I expect when I call the 24/7/365 support line?

- You can reach the 24/7 line by calling 833-434-1217
- You will be greeted with a phone prompt asking you to press #1 if this is an emergency or stay on the line if not.
- The average wait time is less than 30 seconds
- The licensed clinician who answers the phone can provide support in the moment for your situation or help link you to appropriate therapy and referral options from a provider in our network.
- The clinician will ask you some questions to get a sense of your concerns and what you are looking for (immediate support, a connection to counseling or both).

### Are there limits to the mental health services I can access through CAREline@Alverno?

- You have unlimited access to the 24/7 mental health support line to speak with a clinician about your mental health needs.
- For both telehealth and face-to-face counseling, you will have access to 6 therapy sessions per year without any cost to you.

### What are the wait times to speak with a counselor?

- When you call the 24/7 support line, your call should be answered in less than 30 seconds. From time to time, it may take slightly longer but if your call is an emergency, please press #1 to be routed directly to a clinician.
- If you would like a referral to a therapy provider, you will be offered 2 options for services; 1) telehealth and 2) face-to-face
  - For telehealth services, appointments can be scheduled in the system while on the phone with the clinician. Appointments are generally available for same and next day services.
  - If you prefer to meet face-to-face with a counselor, you will be referred to providers in the network. The 24/7 Support Line Clinician will assist in finding clinicians with known appointment availability and provide a list to you, this research may take 3-4 days. The appointment with the provider will be scheduled based on the provider and your availability. Typically, appointments are available within a week to 10 days. If you need an appointment sooner rather than that timeframe, the 24/7 clinician will work with you to find an appointment that suits your needs.

### Can my preferences for a mental health provider be accommodated?

- The 24/7 Support Line Clinician will gather information about your preferences in a therapy provider. This could include gender, language, cultural or ethnic preferences, specialties, and insurances accepted (if you want to keep seeing a provider after 6 sessions).

### I heard I get 6 sessions per problem, how are problems defined and what are my options when I have used the 6 sessions?

- Problems are defined by the specific concern you are having, i.e., what is going on in your life at that time that is leading you to seek mental health care.



- Problems are *episodic* rather than *diagnostic*, meaning you may call about issues that are related to a specific diagnosis on more than one occasion, with different concerns treated as different problems. For example, you experience anxiety about test-taking and then later in the year experience anxiety about finding a summer job. You would be presenting with two different problems (test anxiety and anxiety about employment) and have 6 sessions for each concern.
- If you need more sessions after the six sessions have been utilized, you can continue to work with the same clinician using your health insurance benefits or by making out-of-pocket payments. In the rare case of needing to transfer to a different clinician due to insurance compatibility or any other reason, a Health Navigator can assist you with that problem.

### **Do I have to provide any information about my insurance?**

- You will be asked for your insurance information when you set up counseling sessions with the therapist.
- We ask for this in the event you want to continue seeing the same provider beyond your six free sessions to help ensure you're matched with a provider who accepts your insurance plan; however, you are not required to provide this information.
- If you do not have insurance, you can be connected to a Health Navigator to assist you if you need to access care beyond the six sessions.

### **How does the appointment scheduling work if I want to meet with a counselor?**

- You have the option to meet with a provider who does face-to-face visits, or you can access teletherapy visits through LiveHealth Online.
- If you choose LiveHealth Online, the 24/7 Support Clinician can work with you while on the phone to get you registered on the LifeHealth Online platform. Once registered, you will be able to search for a provider who fits your specific gender, demographic, ethnic, or other preferences. The LifeHealth Online network currently has same and next day appointment availability.
- If you choose a provider with face-to-face network, you will be referred to approximately 3 local providers with known appointment availability. Scheduling the appointment with the provider is your responsibility and the timing of it will be dependent upon your and the providers' schedules.

### **How do I access the teletherapy sessions?**

- The 24/7 Support Line Clinician can work with you while you're on the phone to get you registered on the LiveHealth Online platform or you can request to be sent instructions.
- You can access virtual therapy appointments via the LifeHealth Online platform or app.
- You will be sent a service key and will then be able to look up providers by your date and/or by therapist.
- A coupon code to access your 6 free sessions will be emailed along with instructions about how to access the app.
- Once you select a date and time that works for you and the provider, you will be sent an email confirming the appointment.
- You will receive a reminder email 15 minutes before the start of the visit.
- You will need to enter a coupon code you received previously to receive your session for free.