

The largest online counseling platform worldwide

As the national conversation about the importance of mental health continues to grow, employers are looking for ways to improve their staff's access to virtual mental health and emotional well-being solutions.

Magellan Healthcare's EAP offers comprehensive virtual therapy options through BetterHelp, the world's largest online counseling service. BetterHelp provides counseling for the entire family—individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness) through the following modalities:

- Text messaging exchange over a week
- Live phone session
- Live video session
- Live chat session

Users can also toggle between modalities while in therapy. They can choose to chat with a therapist online one week and schedule a video session the next week.

Key features

- Staffed by licensed, trained, experienced, and accredited psychologists (PhD / PsyD), marriage and family therapists (LMFT), clinical social workers (LCSW / LMSW), and board licensed professional counselors (LPC).
- Integrated with the Magellan Healthcare call center to deliver services to members quickly and efficiently.
- Speedy access to care—users complete a questionnaire and get matched to a provider that meets their unique needs. Typically, they can start working with a therapist within 24 hours.

- Reaches populations that may struggle to follow-through with or have barriers to access in-person care.
- Highly individualized sessions that last about 30–60 minutes.
- HIPAA compliant, SOX compliant and 256-bit-SSL Secure. Built with state-of-the-art technology, operation and infrastructure with one thing in mind: protecting users' privacy and safeguarding the information they provide.

Proven results

An extensive study by the Berkeley Well-Being institutes found BetterHelp virtual therapy to be as effective as in-person counseling.¹

- 98% made significant progress
- 70% reduced depression symptoms

Virtual therapy will help your staff and their household members improve their quality of life by being able to access therapy quickly, when and where they need it. This is just one of the many ways that Magellan is continuing to innovate to provide holistic solutions to support the mental health and emotional well-being needs of your organization.

For more information, contact your Magellan representative today.

1. Marcelle ET, Nolting L, Hinshaw SP, Aguilera A. Effectiveness of a Multimodal Digital Psychotherapy Platform for Adult Depression: A Naturalistic Feasibility Study. *JMIR Mhealth Uhealth* 2019;7(1):e10948.