



## The Benefits

Concern has recently expanded phone and video options to include three new modalities: text therapy, live chat, and secure messaging between visits. We also expanded coverage through partnership with BetterHelp.

***BetterHelp has over 6,000 counselors covering all 50 states.***

Members can ...

- Switch back and forth between all counseling modalities while working with the same counselor.
- Make the connection fast and easy by viewing a counselor's schedule online and selecting an appointment time.
- Expect to connect with a counselor within 24 hours from referral (average 8 hours).
- Have at least one live session per week along with messaging in between live sessions to ensure they get the support they need when they need it.

BetterHelp counselors support a range of issues including depression, anxiety, family and couples relationships, trauma, grief and more.

## Why BetterHelp

- Helps us scale quickly and cover geographical areas that may have shortages of behavioral health professionals
- Therapists all hold a Master's or Doctorate Degree, are fully licensed and accredited by their state's professional board, and are trained and experienced:
  - Psychologists
  - Marriage and Family Therapists,
  - Clinical Social Workers
  - Licensed Professional Counselors.
- Attracts top tier providers. Without the need to attract new clients or deal with administrative tasks, BetterHelp providers can focus 100% of their time on counseling.
- Efficacy validated by independent, peer-reviewed clinical study, in the *Journal of Medical Internet Research*.
- Outcomes, impact and member experiences measured by client feedback, member feedback, and over 50,000 testimonials and reviews.

Employees and eligible dependents can request Concern counseling and work/life services 24/7 by calling or visiting our website.

**Call: 800.344.4222**  
**employees.concernhealth.com**