

# TELEPHONIC COUNSELING AND SUPPORT

Most people experience some personal or family distress in the course of their lives. Professional assistance helps to ensure successful management of personal challenges. Telephonic counseling is a convenient first step in getting such support. Reasons current members use Telephonic Counseling include:

- Death of a loved one
- Traumatic accident
- Depression
- Change and transition
- Relationship issues
- Major illness
- Stress and anxiety
- Financial stress
- Parenting issues
- Substance abuse
- Workplace issues
- Any reason that causes concern

## FACTS AND FIGURES

- In any given year, 25 percent of the population experiences some type of diagnosable mental health condition (National Institute of Mental Health)
- 38 percent of high school seniors have used an illicit drug in the past year (NIDA)
- Suicide is the 4th leading cause of death among 18-65 year olds (NIMH)
- 75 percent of the general population experiences at least “some stress” every two weeks (National Health Interview Survey)
- Stress in society is so prevalent that the U.S. Public Health Service has made reducing stress one of its major health promotion goals.
- Over 60 percent of visits to primary care physicians are for stress related symptoms.

## FEATURES

Since most people experience significant challenges at some point in their lives, all individuals, regardless of their financial situation can benefit from this service in managing personal or family problems.

- This is a convenient and efficient way to obtain a consultation and specific recommendations.
- This is also a cost effective way to access support and minimize health care costs. If additional care may be need, we assist members with finding appropriate and cost effective follow up care.

## THE RIGHT CARE AT THE RIGHT TIME

- We work with the caller to identify specific issues and next steps to take to address them.
- We can help by taking the guesswork out of who to see in the event they may need additional services.
- We can assist with identifying specialty providers or services that would be the most appropriate to access. We can facilitate any needed appointment setting and follow up services.

## FINANCIAL RESTRAINTS

People who could benefit from professional services may be reluctant to access care for a variety of reasons, including financial restraints. Telephonic counseling programs provide cost effective solutions to individuals with limited access to medical benefits or financial resources. In addition, telephonic counseling addresses a broad range of issues and is appealing because it offers timely accessible services without an out of pocket expense to the individual.

# WHAT OTHER BENEFIT OFFERINGS DOES THIS WORK WELL WITH?



- Disability Management Programs
- Worker's Comp Programs
- Legal Services
- Medical & Behavioral Health Plans
- Health & Wellness Programs
- Doctors by phone/online
- Nurse Hotline
- Financial Helpline
- Patient Advocacy
- Medical Health Advisor

## PROGRAM OVERVIEW

### TELEPHONIC COUNSELING PROVIDES CONFIDENTIAL, UNLIMITED TELEPHONIC CONSULTATION, COUNSELING AND REFERRAL SERVICE FOR MEMBERS INCLUDING:

- 24/7 Availability to masters level counselors
- No co-pay or fee to the member
- Immediate crisis support
- Comprehensive problem assessment and resolution
- Supportive counseling and subsequent sessions
- Education
- 100 percent follow up with original counselor
- Custom referral (if needed) to medical behavioral health plans or local community resources