

# 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 member use Telephonic Counseling include:

- Death of a loved one
- Relationship Issues
- Parenting Issues
- Traumatic accident
- Major Illness
- Substance Abuse
- Depression
- Stress and Anxiety
- Workplace Issues
- Change and transition
- Financial stress
- Any reason that causes concern

## FACTS & FIGURES

- ◆ In any given year, 25% of the population experiences some type of diagnosable mental health condition (National Institute of Mental Health).
- ◆ 38% of high school seniors have used an illicit drug in the past year (NIDA).
- ◆ 75% 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% of visits to primary care physicians are for stress related symptoms.

## FEATURES

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

- ◆ A convenient and efficient way to obtain a consultation and specific recommendation(s).
- ◆ A cost effective way to access support and minimize health care costs. If additional care may be needed, 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 "guess work" 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 OFFERING 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

Professional assistance to help ensure successful management of personal challenges.



### Services

Confidential Unlimited Consultation & Counseling  
Referral services



### Benefits

24/7 availability to Master's Level Counselors  
No co-pay or fee to the member  
Immediate crises 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