

EMPLOYEE ASSISTANCE PROGRAM

Your resource for help with daily challenges and difficult situations.

BETTERHELP VIRTUAL THERAPY

Get help when and where you need it.

What is BetterHelp?

Through your program, you have access to up to four confidential virtual therapy sessions per fiscal year, provided by BetterHelp, at no cost to you. Counseling is available for the entire family—individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness).

You can choose from one of four modalities:

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

You can also toggle between modalities while using BetterHelp virtual therapy. For example, you can choose to chat with a therapist online one week and schedule a video session the next week.

How does it work?

Register for BetterHelp online or by calling EAP.

Online registration

1. Go to BetterHelp.com/Magellan and click on "Get Started."
2. Enter your first name, last name, email address and company name, then click "Submit."
3. Once you click "Submit," you will receive an email with the subject line, "Here is your online counseling invite from Magellan Healthcare." Within the email, click the hyperlinked text that reads "CLICK HERE TO GET STARTED."
4. Complete the registration and questionnaire, then begin messaging a therapist through your web browser or the BetterHelp mobile app. Typically, you can communicate with a therapist within 24 hours of completing the questionnaire.

Phone registration

1. Call EAP at 866-327-4762. A Magellan representative will ask you questions to understand your unique situation and, if appropriate, refer you to BetterHelp. The referral form generates an email to you with a unique link to complete a questionnaire.
2. Once the Magellan representative refers you to BetterHelp you will receive an email with the subject line, "Here is your online counseling invite from Magellan Healthcare." Within the email, click the hyperlinked text that reads "CLICK HERE TO GET STARTED."
3. Complete the registration and questionnaire, then begin messaging a therapist through your web browser or the BetterHelp mobile app. Typically, you can communicate with a therapist within 24 hours of completing the questionnaire.

Ready to get started?

Go online to eap.calhr.ca.gov and click on the BetterHelp virtual therapy program tile or call EAP at 866-327-4762 to begin improving your mental well-being.

