

## Using WellConnect & BetterHelp for Mental Health Counseling



24 Hours a Day

7 Days a Week

Crisis and Non-Crisis Help

Counseling, Financial, Legal Services

866-640-4777

WellConnectForYou.com

BCM School Code: R346

1. For counseling, resources and assistance, please call WellConnect's toll free number at 866-640-4777. A WellConnect licensed clinician will help to connect you to resources, counseling as well as provide in-the-moment support if needed.
2. If you are in need of mental health counseling through WellConnect, you have several options:
  - a. in-person
  - b. telephonic,
  - c. online counseling with options such as text messaging or live chat.
3. For in-person or telephonic counseling, you will be referred to a WellConnect provider in your community. If you are interested in chat/text counseling, you will be assisted by WellConnect in connecting to our partner BetterHelp through an email invitation. BetterHelp is a separate online counseling platform that WellConnect provides.
4. All BCM students are eligible to receive 5-short-term free counseling sessions through WellConnect.
5. If you think you may need additional sessions, please speak with your counselor to determine if they are in-network with your health insurance plan or call WellConnect. WellConnect will research long-term options such as, possibly, a different provider within your insurance plan, a provider that will work with you on a sliding scale, or other resources and options within your community.
6. Do not provide payment information on the BetterHelp website if you are obtaining your 5-free sessions. If you are prompted to do so, call WellConnect at 866-640-4777.

7. If you have already used your 5-free sessions, you will receive an email from BetterHelp indicating that you have used all of your allotted sessions. Within this email, it will offer you the option to continue with the same provider for additional counseling services through BetterHelp at a discounted rate. At which time, you will be prompted to put in your payment information to continue and receive a bill going forward.
8. If you are expecting an e-mail from WellConnect consisting of a list of providers or resource referrals, please be sure to check your spam/junk folder. In an effort to protect your privacy, the email will be encrypted. This means you are required to input a password. WellConnect will follow up with a phone call letting you know an email has been sent. As a friendly reminder, if your voicemail box is full or not setup, they will not be able to send you or leave you a voicemail message to let you know that they have e-mailed you the information you requested. Please note that if you are unable to connect with a provider within 48 hours to schedule an appointment, please give WellConnect a callback so that we may assist you further.