

**What is Cascade's Telehealth Service?** Cascade utilizes the largest online counseling platform through our partner BetterHelp. This service makes professional counseling available anytime anywhere through a computer tablet or smartphone. Once you sign up you will be matched with one of 4000+ counselors based on your needs and preferences.

**How long can I use my Online Counseling?** Cascade EAP allows you to have unlimited access to your counselor for the number of weeks equivalent to the number of EAP sessions you have available to you through your employer benefit. This is at no cost to you. After those initial EAP authorized weeks you can continue working with your counselor if needed and pay out of pocket with BetterHelp's affordable plan structure.

Weeks of service do not need to be used back-to-back. However, any communication with a counselor during that service week will count as a week used. That can include, but is not limited to, a single message exchange, live chat, telephone session or video session.

If you want to use the services again for a new issue, please call Cascade EAP at 1-800-433-2320.

**Who are the counselors?** Counselors on BetterHelp are licensed, trained, experienced, and accredited psychologists (PhD / PsyD), marriage and family therapists (LMFT), clinical social workers (LCSW / LMSW), or licensed professional counselors (LPC). All of them have a Masters Degree or a Doctorate Degree in their field. They have been qualified and certified by their state's professional board after successfully completing the necessary education, exams, training and practice. While their experience, expertise and background vary, they all possess at least 3 years and 2,000 hours of hands-on experience.

### **How will I communicate with my counselor?**

You can receive counseling in four ways and use different ways at different times as you wish, based on your needs, availability, and convenience.

- Exchanging messages with your counselor
- Chatting live with your counselor
- Speaking over the phone with your counselor
- Video conferencing with your counselor

**I signed up. How long until I am matched with a counselor?** It generally takes about 24 hours to be matched with a counselor, and on some occasions might take a little longer depending on the qualifications and expertise you prefer in a counselor.

**Will my employer know that I am getting counseling?** No, your employer will not know who is receiving counseling. All conversations with your counselor are protected by the same confidentiality rules as in-office therapy. You can also select an anonymous username and use your personal email when you sign up.

