



How to Access & Navigate Your Virtual Wellbeing Options

Need help understanding the difference between available telemedicine, employee assistance program (EAP), and virtual mental health resources? Review this handy tip sheet, which includes how you can access* each service!

	Telemedicine	EAP	Mental Health
What is it?	<i>Short-term, non-emergency help; get prescriptions for rashes, sinus infections and more for you and your dependents.</i>	<i>Short-term, confidential counseling for a variety of topics such as financial & legal counseling, and child & elder care.</i>	<i>Establish a long-term relationship with a therapist to confidentially deal with depression, anxiety, trauma, and more.</i>
What can I use it for?	• Live consults with physicians for non-emergency health issues • Request an on-demand visit or schedule a visit at your preferred time • Access to short-term prescriptions, plus dermatology and nutrition consultations	• Free, confidential benefit available to employees and their immediate families • Connects members with resources that help them deal with stress • Can help employees connect with long-term resources	• Access to long-term, online, video-based talk therapy • Meet with the same provider for duration of care • Develop healthy behaviors to address mental health concerns • Confidential sessions
When should I use it?	• When you're feeling under the weather • If it's the middle of the night • While you're traveling away from home • For cold or flu-like symptoms, sinus infections, and allergies • For a rash, sunburn, hives, and abrasions	• Short-term counseling • Financial counseling • Legal services • Adoption assistance • Child and elder care • Substance abuse referral services • Workplace trauma counseling	• To get help with depression, anxiety, trauma, and other mental health concerns • When you want to develop a long-term relationship with a single therapist • Adolescent therapy is available for dependents ages 13-17, for topics like anxiety, stress, depression, self-esteem, bullying, and relationship conflicts
How do I access it via HealthJoy?*	• From the HealthJoy app Home screen, tap "Talk to a Medical Provider" • From the HealthJoy app Benefits Wallet, click on "Telemedicine"	• From the HealthJoy app Benefits Wallet, click on "EAP" • 1 (888) 731-3EAP (3327) • eap.healthjoy.com	• From the HealthJoy app Home screen, tap "Get Mental Health Support" • From the HealthJoy app Benefits Wallet, click on "Virtual Mental Health"

*contingent on employer program participation

