

Life Keeps Getting **BETTER**

..... FREE

VIDEO COUNSELING

with an EAP Counselor when you
use your



Tablet



Laptop



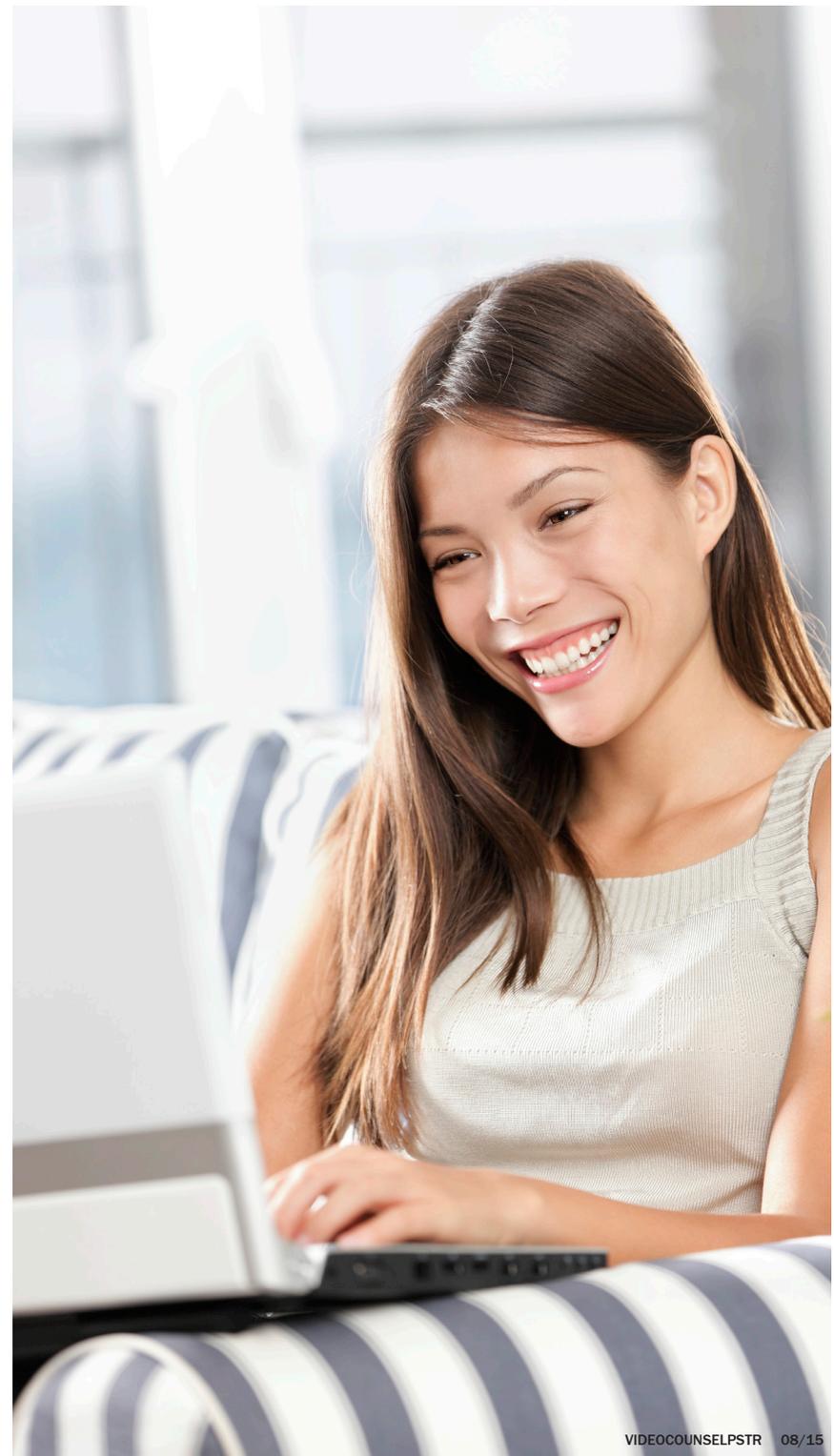
Desktop

- SECURE SITE
- CONFIDENTIAL
- CONVENIENT
- TECH SUPPORT
- HIPAA COMPLIANT
- QUALIFIED EAP COUNSELOR

Video counseling offers you and your immediate family members the flexibility to see a counselor at a time and place that fits your busy schedule. All you need is a webcam, microphone and high-speed Internet connection. Call First Sun EAP to schedule an appointment for the same personal and work-related issues you would discuss in a face-to-face session. The service is easy to use. It is similar to other videoconferencing software but with all the necessary medical security requirements to keep your personal information private!

About Video Counseling

- First Sun EAP services are made available to you and your immediate family members by your employer. You can use these services whether or not you have chosen to participate in an employer health plan.
- You and your family receive the same number of video counseling sessions as face-to-face sessions.
- All counseling services are confidential and in compliance with the law.
- We encourage you to access a private area to hold your session.
- Before the session, you will receive a link and step-by-step instructions.
- Your session is not recorded.



800.968.8143
www.firstsuneap.com

FREQUENTLY ASKED QUESTIONS ABOUT VIDEO COUNSELING



We Help People **Be Better** at Work

800.968.8143

www.firstsuneap.com

What equipment do I need to be able to have a video counseling session?

All you need is a webcam, microphone and high-speed Internet connection. You can use a tablet, laptop or desktop computer.

Can I have a session with my spouse or family?

Yes. You can have sessions with other family members in the same or even different locations as long as each has the proper connections.

How long is a video counseling session?

Video sessions are the same length of time as face-to-face sessions, typically 50 minutes.

Is it secure?

Yes. The video platform is completely HIPAA compliant which means it fully protects your information.

Can the counselor bill my insurance for sessions after my EAP sessions?

Maybe. In some states (such as South Carolina), insurance does not yet reimburse counselors for video-based counseling so, in those states, you would have to self-pay to continue seeing that counselor. We are watching these developments and when you call for services, we will let you know about whether insurance coverage is allowable for you after the EAP sessions.

How does it work?

We will send you an invitation via email with step-by-step instructions and a link to join the meeting room space. Once there, you will use your equipment's video and audio to both see and hear your counselor.

Is the session recorded?

No. Sessions are not recorded. This is an additional measure to keep your information confidential and secure.

If I'm not comfortable with my counselor, can I switch counselors?

Yes. If you are not comfortable with the counselor after the first session, please call us at 800-968-8143, and we can help you find a counselor who is a better match.

What if my computer has a problem or the Internet goes out during my session? Is there a link or number for troubleshooting?

Yes. Tech support is available if you run into any issues. When you make your appointment, your EAP counselor will explain how to access support and offer options for continuing or re-scheduling, depending on the problem you are encountering.

Will my video counselor have the same qualifications/credentials as someone I would see face to face?

Yes. We have the same standards for accepting video counselors as we do for face-to-face counselors. In addition, the video counselors have extra training in working with clients via video.