

Counseling From LifeMatters®

LifeMatters offers a variety of different ways for you to access counseling. You may initiate services via phone (and TDD/TTY), website (mylifematters.com), mobile app, text, and email. Ongoing assistance is available via scheduled phone call (and TDD/TTY), video, chat, face-to-face sessions, and messaging.

During your initial contact, the LifeMatters counselor will review the services available to you and explain options for ongoing counseling. You can then select the option that best meets your needs. Depending upon your choice, you will receive a referral for either virtual or in-person services.

When you receive a **virtual referral**, you will:

- ▶ Receive a same-day welcome email inviting you to complete an online assessment for a counselor match.
- ▶ If the online assessment questions are completed immediately, you will hear from a counselor within 24 hours to schedule a session.
- ▶ You will be provided with a dedicated “room” on the counseling platform to interact with the counselor and schedule sessions. How you use your room will depend upon the method of counseling you have chosen:
 - Messaging: You will log into your counseling room to send and read messages (no

scheduling is required). You will receive a notification via email when the counselor has sent a new message.

- Live chat: At the scheduled time, log into the counseling room and start typing. The counselor will respond.
- Phone session: Log into the counseling room at the scheduled time. The counselor will prompt you to start the phone session. (Your phone number will not be shared with the counselor.)
- Video session: Log into the counseling room at the scheduled time. The counselor will prompt you to start the video session.

When you receive an **in-person referral**, you will:

- ▶ Be offered a warm transfer to the provider to schedule the appointment directly. If you prefer, you can call the provider to schedule at a later time.
- ▶ The LifeMatters counselor will contact the selected provider to share pertinent information and recommendations.
- ▶ After the referral is complete, all scheduling will take place with the provider. Appointments will occur at the provider’s office.

LifeMatters counseling services are available to help you with any issue that may be impacting your life. Contact us 24/7/365 to get started.


Call LifeMatters® toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

mylifematters.com • Text “Hello” to 61295

Call collect to **262-574-2509** if outside of North America

TDD and language translation services are available

 [facebook.com/lifematterseap](https://www.facebook.com/lifematterseap)

