

What to Expect from Counseling

Asking for help with your mental health can feel scary.



QUESTIONS MAY BE RUNNING THROUGH YOUR MIND LIKE:

Will my manager or HR find out I'm in therapy?

Do I really need counseling? What is the first appointment like?

What are my other options?

How do I find a counselor? Can I afford this?

What if I don't like my therapist?

? Do I really need counseling?

With your Carebridge EAP benefit, you have 24-7 access to our licensed mental health professionals. You can call [800.437.0911](tel:800.437.0911) at any time for immediate support. We will help you assess whether counseling will be the best approach for you.

? Can I afford this?

With your Carebridge EAP benefit, you get a set number of counseling sessions for free. When you call us, we will confirm how many sessions are included in your company's benefit plan. We will also help you understand your payment options if you choose to continue sessions beyond your allotted free ones.

? How do I find a counselor?

If you have decided to proceed with counseling, our licensed mental health professionals will help you find the best fit within our network. They will ask you if you have any preferences for your therapist including gender and race, and whether you want to do virtual or in-person appointments. From there, they will provide several referrals to counselors who meet your preferences. You will get the ultimate say on which therapist you move forward with.

? What is the first appointment like?

Think of the first session as a time for you and the counselor to get to know each other. The counselor is going to ask a lot of questions to better understand your concerns, history, and goals.

These may include questions such as:

- How long have you been feeling this way?
- When did this concern begin?
- What are you hoping to accomplish through counseling?
- Can you describe your symptoms and the severity of your symptoms?

This information helps the counselor understand if their training and experience is a good fit for your goals. This time also helps you get a feel for if this counselor is a good match for your personality and comfort level.

The initial session is typically not as therapeutic as future sessions since it's mostly information gathering. Your counselor will also likely share their overall approach, possible length of care, and specific methods. Sessions typically last 45-60 minutes.

? What if I don't like my therapist?

When you're opening up about your life and struggles to someone, you want to make sure there's a level of ease and mutual trust. Sometimes personalities or energies don't blend well. Simply call Carebridge back and we will help match you to a different therapist.

? Will my manager or HR find out I'm in therapy?

Connecting with Carebridge is completely confidential. Anything you disclose to us will not be shared with your manager or HR. You will not be identified if you contact us or receive care. There may be legal exceptions to this rule such as domestic abuse.

? What if I want to keep seeing my therapist beyond my free sessions?

When you first receive your referral from Carebridge, we will explain your unique options. In most cases, we match you with counselors who are part of both the Carebridge network and your health insurance's network. This means after completing your free Carebridge sessions, you will easily transition into your health insurance benefit.

What are my other options?



In addition to counseling, **Carebridge EAP offers several other methods of support including life coaching.** This can be a good approach to making positive behavioral changes if you're unsure or uneasy about counseling. **CALL 800.437.0911 TO LEARN MORE.**

Additionally, Carebridge offers digital tools and self-guided support on **CarebridgeNow.com** and our mobile app. Be sure to check out our:

- **Monthly Virtual Support Groups** by clicking on "Learning Events" on **CarebridgeNow.com**
- **Between Sessions—a collection of daily lessons and activities to complete between mental health counseling sessions, or on your own.** Each collection focuses on one common mental health concern. Learn how your mental health is impacted and practice healthy ways to cope. The more you practice, the more you will thrive! Find these on **CarebridgeNow.com** by clicking on the "Mental Health" button.
- **Resources specific to:**

Self-Assessments	Mindfulness	Grief & Loss
Work-Life	Positive Change	Workplace Support

If you have any questions or you would like to discuss other options, please call Carebridge EAP at **800.437.0911** anytime or email us at **clientservice@carebridge.com**.