



Professional Virtual Counseling

Effective 9/1, members will be able to seek counseling with a Professional Virtual Counselor by phone at no cost.

To schedule an appointment, members can call **1-833-795-7782** to schedule their appointment and will receive instructions for participating in the appointment.

What is the process for speaking with a counselor?

Once a visit is scheduled, the member will receive the contact information to call the provider (American Behavioral) directly. If the provider needs to make a particular accommodation to facilitate contact with the member other than the member calling, they will do what they can to work that out.

Can multiple people participate on one call (i.e. marriage or family counseling)?

Yes. This is a common occurrence in situations such as counseling with a married couple.

Is care treated confidentially and does Medi-Share have any knowledge of substance of call?

Yes, all calls are confidential and Medi-Share will not receive knowledge of the substance/subject matter of any call.

How long is a visit?

Visits may last up to 30 minutes. However, there is no limit on the number of visits a member may conduct.

Can members of the family request different counselors?

Yes, during the member's initial call to schedule a visit, he/she will be asked a series of questions in order to best align the member to a counselor. Family members may request different counselors at any time.

Is there a suicide or high risk protocol that the counselor will implement if they need to at the schedule or visit level?

Yes. The provider adheres to protocols in response to these types of situations.

Can my professional virtual counselor prescribe medication?

The behavioral health specialists who can speak with our members at no additional cost cannot prescribe medication. Members can request to speak with psychiatrists who can prescribe medication; however, the member would have to pay the provider a fee for the psychiatrist counseling session.