

**MDLIVE**<sup>®</sup>

Virtual Care, Anywhere.



Teletherapy Program

**Frequently Asked Questions**

## What is teletherapy?

Teletherapy is a new, more convenient, and more affordable way to receive behavioral healthcare. With MDLIVE Behavioral Health Services, you can see a licensed therapist from home, the office, or on the go, via phone or secure video—on your schedule. Our HIPAA-compliant teletherapy service is easy to use, and requires no special hardware. It's behavioral health therapy made easy.

## What are the common issues we treat?

Our online therapists are trained to help you with a wide range of concerns, including:

- Addictions
- Bipolar disorders
- Child and adolescent issues
- Depression
- Eating disorders
- Gay/Lesbian/Bisexual/Transgender issues
- Grief and loss
- Life changes
- Men's / Women's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma and PTSD
- And more

## Who will be helping me?

MDLIVE behavioral health therapists are all fully licensed and thoroughly screened to ensure you have access to only the most trustworthy professionals. It's important to find the right therapist for you, which is why you can browse our network of therapists, read their profiles, and check their credentials before you choose to make an appointment.

## When can I talk to my therapist?

You can talk to your therapist whenever it's convenient for you—during your lunch hour, evenings and weekends, or while your kids are sleeping. With MDLIVE, you no longer need to rearrange your schedule or travel to an office to meet with a therapist.

## Does teletherapy work just as well as face-to-face sessions?

Yes! In fact, in a 2013 study conducted by clinical researchers from the University of Zurich, it was determined that patients who received psychotherapy for depression via the Internet had outcomes that were just as good, if not better, than the same number of patients receiving conventional face-to-face therapy (53% vs 50%). In addition, 95% of those patients who received telehealth services were satisfied with their experience, versus 91% of patients who received conventional treatment. Both groups of patients in the study described their visits with their therapists as “personal.”<sup>†</sup>

## Is teletherapy right for me?

Teletherapy is an excellent option if you're looking for a more convenient, private, and affordable way to receive behavioral therapy. MDLIVE makes it easy to get the help you need without the hassle, by giving you the flexibility to schedule therapy at a time that works best for you, and without the need for travel time, waiting rooms, or office visits. Our therapists are trained and licensed professionals who can help you manage stress, adapt to life changes, and navigate obstacles—whether you need just a few appointments, or a long-term course of therapy. We also have professionals that specialize in more specific issues, including bipolar disorders, grief and loss, addiction, marriage counseling, LGBT issues, parenting, and more.

<sup>†</sup>Birgit Wagner, Andrea B. Horn, Andreas Maercker. Internet-based versus face-to-face cognitive-behavioral intervention for depression: A randomized controlled non-inferiority trial. *Journal of Affective Disorders*. July 23, 2013. Doi:10.1016/j.jad.2013.06.032

## How much does it cost?

Many people avoid getting professional help because it can be so expensive. Choosing to receive care online allows you to save on other expenses that are associated with office visits, such as gas, travel, or childcare. With MDLIVE, setting up an account and browsing therapist profiles is totally free. You're only asked to pay when you make an appointment. With no recurring membership payments or monthly fees, you're never locked in; you can choose who you meet with, and when—giving you the freedom to find therapy that works for you. Behavioral health office visits will match the [redacted] co-pay of your Anthem Blue Cross or Blue Shield health plan.

You can cancel your appointment and receive a full refund, provided that you cancel at least 24 hours before your appointment time.

MDLIVE accepts most major credit and debit cards.

## How do I connect with my therapist?

From the MDLIVE home page, just log in to your account and click the green "Talk to a Therapist" icon.\* You will be taken to MDLIVE's Behavioral Health Services site called Breakthrough. Once on your Breakthrough dashboard, click the "Browse Therapists" menu selection. This is where you'll be able to search for your therapist, and filter your selections by gender, language, or specialty. In each of the therapists' individual profiles, you will find additional details about them.

Once you choose the therapist with whom you would like to speak, you can securely message them and/or request to schedule the appointment time that works best for you.

At your scheduled appointment time, log into your MDLIVE account and click on the green "Talk to a Therapist" icon. From there, the Breakthrough system will direct you to begin the secure video visit with your therapist.

If you have any issues setting up your account, our care coordinators are available to answer any questions 24/7/365 at +1 (888) 977 5703.

*\* If you do not have a green "Talk to a Therapist" icon, just choose "Therapist" from the Provider search area on your MDLIVE dashboard. Choose a therapist from there.*

## I am afraid that I am going to hurt myself or others. Can I talk to someone at MDLIVE?

If you have feelings that you may want to hurt yourself or someone else, please dial 911 or call the crisis counselors at

+1 (800) 273 TALK (8255), where you'll be connected to a skilled, trained counselor at a crisis center in your area 24/7.

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