



What to expect when contacting your program

Life has many ups and downs, and sometimes you may need some help to cope with challenges. If your arm was broken, you would go to a doctor for help. If your mind hurts, a doctor can help, too. In both cases, it is always better to get treatment earlier than later so that things don't get worse. Your program offers a variety of treatment options.

When you contact your program

Your call will be answered by a licensed clinician, not a customer service representative. Magellan clinicians are experienced in helping members with challenges such as:

- Stress
- Anxiety
- Grief
- Substance misuse
- Relationship concerns

The clinician will ask you questions to understand your unique situation and work to provide you with the best help possible to meet your needs, or those of your eligible dependents.

Solutions could include being connected with additional resources or a professional.

How to get started with counseling

To meet with a counselor in-person or by video conference, visit your program website and click on the Find Care tab to access the online provider search.

To meet with a counselor by text message, live chat, phone or video, the clinician will work with you to complete a referral form to get started with BetterHelp. The referral form will generate an email to you with a unique link to complete a BetterHelp questionnaire.

After you complete the questionnaire, you will be matched with a provider. Typically, you can begin communicating with a provider within 24 hours of completing the questionnaire.

Creighton
UNIVERSITY

Employee Assistance Program

1-800-424-4831