



Oregon State
University

DID YOU KNOW BEYOND BENEFITS EAP GIVES YOU ACCESS TO BETTERHELP?

BetterHelp is the largest online therapy platform worldwide. They change the way people get help with facing life's challenges by providing convenient, discreet and affordable access to a licensed therapist. BetterHelp makes professional therapy available anytime, anywhere, through a computer, tablet or smartphone. To access your benefits simply call 1-855-327-4722 and request counseling resources through BetterHelp.

1 What is BetterHelp?

OSU Beyond Benefits EAP services come through Compsych/Guidance Resources. Part of these benefits include a connection to BetterHelp. BetterHelp offers an online counseling platform worldwide and makes professional counseling available anytime, anywhere, through a computer, tablet or smartphone. Once you sign up you will be matched with one of +7,000 counselors based on your needs and preferences.

2 How Long Can I Use BetterHelp?

Through Beyond Benefits you have unlimited access to your counselor for 3 session(s) at no cost to you. After 3 sessions you'd have the option to continue working with your counselor on the platform, if needed, and pay out-of-pocket with an affordable plan structure.

A session is defined as either a live session (chat, phone, video) or a week of back and forth messages exchanged with your counselor. Sessions do not need to be used back-to-back.

If you would like to access other services through Beyond Benefits at any time, please contact Beyond Benefits by calling 1-855-327-4722, or by accessing www.guidanceresources.com.

Employees can register using organization web ID:
OSUbeyond

3 How will I communicate with my counselor?

You can get counseling in four ways:

- Exchanging messages with your counselor
- Chatting live with your counselor
- Speaking over the phone with your counselor
- Video conferencing with your counselor

You can use different ways at different times as you wish, based on your needs, availability, and convenience.

4 Who are the counselors?

BetterHelp counselors are licensed, trained, experienced, and accredited psychologists (PhD / PsyD), marriage and family therapists (LMFT), clinical social workers (LCSW / LMSW), or licensed professional counselors (LPC). All of them have a Master's Degree or a Doctorate Degree in their field. They have been qualified and certified by their state's professional board after successfully completing the necessary education, exams, training, and practice. While their experience, expertise, and background vary, they all possess at least 3 years and 2,000 hours of hands-on experience.

*Will OSU know that I am getting counseling? No, your employer will not know who is receiving counseling. All conversations with your counselor are protected by the same confidentiality rules as in-office therapy. You can also select an anonymous username and use your personal email when you sign up.

*If you decide face to face counseling works better for you simply call Beyond Benefits within 30 days of accessing services to be re-referred. Your access to online resources will terminate and you will receive a referral to traditional face-to-face services from ComPsych Guidance Resources. You can reach Beyond Benefits by calling 1-855-327-4722, or by accessing www.guidanceresources.com.

1-855-327-4722 | guidanceresources.com