

Mental Health FAQ

Therapy: Can my mental health therapist prescribe me medication?

Therapists are not licensed to prescribe medications. If you need therapy and medications, our therapist(s) will refer you to a provider in your network plan or connect you with our Care Coordination team to assist you.

Therapy: How long are my appointments?

Mental Health therapy appointments can range from 15 to 50 minutes long based your therapist's recommendation.

What is required for me to sign up for mental health therapy?

You will engage your Mental Health service by clicking the 'Schedule Visit' link from the Mental Health card on the home page or by going directly to the My Mental Health page via the left menu. From there, click to "Activate" your benefit and call the number provided to schedule your visit.

What if I need more than mental health therapy

Our mental or behavioral health therapy has a cap of 12 visits per year. If you need more than the 12 visits per year or need additional care beyond therapy, our Care Coordination team can help you reach your major medical plan for support through your carrier or help you find local resources in your area.

What times are available for me to make an appointment with a mental health therapist?

We have therapists available for urgent matters 24/7 with the ability to schedule appointments with your therapist when times are convenient for you. When scheduling an appointment, you can most often see a therapist within 2-3 days.