



Getting to know Support Solution

Frequently asked questions

What is Support Solution?

Support Solution is a free, confidential benefit for employees and their immediate family members to assist with a wide range of personal and professional concerns. Family conflicts, personal issues, work stress and the demands of our children are just a few of the responsibilities we face on a day-to-day basis. Support Solution is available 24 hours a day, 7 days a week to help.

Why would someone need Support Solution?

We all experience stress in our lives related to family and relationships, work-life balance, substance abuse or mental health concerns like anxiety and depression. It can be helpful to have a professional to turn to for guidance, support, resources and referrals that we might not come across on our own.

What value does Support Solution provide to employers?

1. Fills the gap of behavioral health
2. Provides relevant and personalized access to mental health resources
3. Helps reduce costs and claims and increases in-network utilization
4. Improves overall employee health and productivity

How do participants access the program?

Support Solution provides 11 different points of access into the program. This allows every participant to choose a care channel that is personally meaningful and relevant. These access points include toll free phone, text therapy, digital behavioral health, live chat and telebehavioral (video) counseling.

What happens when participants call Support Solution?

When participants contact Support Solution, they'll speak directly to a licensed Care Advocate. The intake process will include a comprehensive assessment that provides information about the nature of their concern. The Care Advocate will then coordinate the most appropriate resources that best meet their individual needs. These resources can include scheduling short-term counseling with a local provider, work-life resources and/or referrals to community resources or treatment providers through their health insurance plan.

How does a session model work?

The number of sessions available to a participant is dependent on the program model that is selected by their employer; 3-5. Using our best practice model (5 sessions), correlates as follows:

- Textcoach™ (text therapy): 5 sessions equal 5 weeks of unlimited asynchronous texting with a licensed and experienced clinician.
- Short term counseling: 5 sessions equates to 5 face-to-face (or virtual) counseling sessions per presenting concern with a licensed counselor. Participants may use the program to address multiple issues within the same calendar year.
- Unlimited telephonic in the moment support with a masters or doctorate level and experienced clinician

What if someone needs care beyond Support Solution?

After Support Solution sessions are exhausted, the Care Advocate follows up to determine the outcome — either the issue is resolved (approximately 92% of the time) or additional treatment is required to fully address the concern. If additional treatment is needed, the member can continue to participate in treatment with the same provider (based on the provider matching process done during the intake process) utilizing their in-network insurance benefits.

During the intake process, if a participant is identified to have a behavioral health need that is beyond what can be addressed through short-term counseling (for example, a participant in need of psychotropic medication, or inpatient treatment), the Care Advocate will provide guidance, advocacy and steerage to the most clinically appropriate in-network treatment provider/facility within the behavioral health network.

Can a participant contact Support Solution for multiple presenting issues in a year?

Yes. The face-to-face visits in our model is 'per issue'. Participants may use the program to address multiple issues within the same calendar year. For example, someone may contact the program regarding anxiety and get the issue resolved within their program model (1-3, 1-5, etc). A few months later, that member can reach out again for support on an entirely different topic, such as relationship problems. The member would then have another set of sessions available to address that issue through Support Solution.

What type of organizational support does the program offer?

Support Solution provides several resources to support employers at an organizational level.

Services include:

- Crisis response services: onsite clinical support to assist clients that are impacted by crisis events, such as workplace violence, robbery, a natural disaster or a workplace accident.
- Organizational development: offering a broad range of customized workshops and training modules designed to make a client's staff and managers more effective.
- Management consultations: consults that provide supervisors with expert, confidential guidance and support for managing difficult workplace situations.
- Client services: every Support Solution client has a dedicated account service team and a single point-of-contact, who is responsible for driving awareness to (and value from) the program.



Are work-life benefits available?

Yes. Support Solution offers a personalized suite of work-life benefits that improve employee productivity and engagement by helping members stay free of distractions by passing on their “to do list” and thus remaining focused on their job.

Services include:

- Legal consultation: unlimited telephonic Legal Advice
- Financial consultation: unlimited telephonic consults with a Financial Advisor (CFP or CPA)
- ID theft support: free identity theft recovery Consultation
- Dependent care support: expert child and elder care referrals and fulfillment
- Convenience concierge: referrals for pet care, travel, automotive, cleaning services, etc.

Who can I contact if I need assistance with client/prospect questions, RFPs, calls, etc.?

The product and HCM teams are both here to assist you with any questions.

