

# Virtual Counseling

Your assistance program offers virtual counseling as well as traditional in-person counseling, to ensure everyone has fast, effective and easy access to mental health support.

Whether you're looking for mental health support, dealing with change, trying to build self-awareness, working through relationship issues, managing a personal challenge, or simply wanting to talk, **your assistance program is here to help.**

## Services Are:

- **Professional & Private**  
All counseling is provided by Master's Level Clinicians and all information is confidential and HIPAA-compliant.
- **Convenient & Accessible**  
Request support anytime by phone, online, or member portal with live chat.
- **Free to Get Started**  
Short-term counseling sessions are included in your assistance program benefits at no additional charge.
- **Available to Family Members**  
The assistance program is open to family members too.
- **Personalized**  
Our team of care connectors will make sure you are matched with a provider and counseling support that fits your needs.

## How to Request Virtual Counseling Support:

- **Call 800-932-0034**
- **Visit [myassistanceprogram.com/aci](https://myassistanceprogram.com/aci)** and submit an online request form or login to your member portal for live chat support.

**Receive care your way** with convenient options for mental health support.



### **In-the-Moment Counseling Support**

Instantly connect to a clinician by phone



### **Video Counseling**

Schedule a video session



### **Telephonic Sessions**

Schedule a telephonic session



### **In-Person Sessions**

Meet with a local clinician from our network

Contact ACI Specialty Benefits

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**ACI SPECIALTY<sup>SM</sup>  
BENEFITS**

An AllOne Health Company