

# Virtual Counseling

Your assistance program offers virtual 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:

1. Log in or register on the EAP portal [allonehealth.com/reliance-matrix](https://allonehealth.com/reliance-matrix) (enter company code, "RSLI859" to register).
2. Complete the online request form to receive counseling.
3. Select "video" as the modality.

Every effort will be made to provide a referral to an internal AllOne Health provider. If one is not available, you will be referred to AllOne Health's partner, BetterHelp. If the latter is the only option, AllOne Health will send you an email with instructions to help you register and access the BetterHelp platform.

**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

## Contact AllOne Health

Call: **855-RSL-HELP** (855-775-4357)

Visit: [allonehealth.com/reliance-matrix](https://allonehealth.com/reliance-matrix)

Code: RSLI859



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