



Support employees' physical and mental well-being

Telemedicine & Virtual Mental Health

When it comes to mental health, many people don't know where to start to get the support and care they need.

First Stop Health makes accessing mental healthcare easy. Available 24/7 with Telemedicine, Virtual Mental Health offers patients access to short-term, solution-focused counseling. Licensed counselors are available nationwide via app, web or phone to help with such mental health issues as stress, depression, anxiety, grief, marital, work and family issues, and alcohol and drug dependencies.



A virtual care solution for physical and mental health



How it works

1. Patients initiate consults using the FSH app, web or phone
2. Experienced care representatives assess patients concerns
3. Consults with an appropriate licensed counselor are scheduled, if indicated
4. Counselor consultations occur via phone or video
5. Additional care, if appropriate, can be referred and coordinated with mental health specialists in patients health plans for higher acuity, longer-term issues

Features

- No limit on the number of different issues for which a patient may be treated
- No pre-defined restrictions on the number of total consults
- Counselors hold master's-level degree or above in counseling, social work, psychology or related mental health profession
- Available in English, Spanish and other languages

Benefits

- Single virtual care solution for mental and physical health
- Zero cost for employees and their family members
- One onboarding and engagement process
- Integrated reporting and quarterly review meetings