



## Behavioral Telehealth: Even more convenient access to experts!

In addition to your freshbenies Telehealth service with \$0 primary care visits, your membership includes convenient, discreet access to therapists and psychiatrists - at a fraction of the cost of typical in-person visits.

### Here's how it works:

- Log into your freshbenies app or portal to schedule a Behavioral Health visit online or call the number provided
- Follow the prompts to choose the type of specialist you prefer
- Complete a short intake questionnaire
- Make selections based on provider profiles and your preferences
- Get temporary support or establish an ongoing relationship
- Only psychiatrists can prescribe medication, if they deem necessary

### Your Behavioral Telehealth service can help with...

Anxiety Depression Family Issues Stress PTSD  
Panic Disorder Grief Marriage Issues AND MORE!

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Disclosures: **This is not insurance. This discount card program contains a 30-day cancellation period.** The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00. Learn more at [freshbenies.com](http://freshbenies.com). Discount Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 803475, Dallas, TX 75380, 855-647-6762. Some state restrictions may apply.

# Q&A About Using Your Behavioral Telehealth Service by WellVia

**Q:** What type of Behavioral Health specialists are available?

**Answer:** Your options include psychiatrists, psychologists, counselors, clinical social workers, and therapists.

**Q:** How much does a visit cost?

**Answer:** Visits are conducted by video or phone - for a fraction of the cost of typical in-person visits.

- Therapists: \$85 per session
- Psychiatrists: \$95 per session, after an initial intake visit of \$225.

**Q:** Do I have to schedule an appointment or can I just call and get the next available time?

**Answer:** All Behavioral Telehealth visits are scheduled for a specific date and time which you select when initiating a visit.

**Q:** Can I select my doctor based on preferences such as specialty, gender, language?

**Answer:** Specialist profiles display information about each WellVia professional, including gender, language and specialty. This information will display when making your specialist selection.

**Q:** How long is the typical Behavioral Telehealth visit?

**Answer:** Behavioral Telehealth visits average 45 minutes. Psychiatry visits vary in length based on the patient need.

**Q:** Is this service available to children under the age of 18?

**Answer:** Yes! There is no age limit, and pediatric providers are available for both therapy and psychology visits.

**Q:** Are there Behavioral Telehealth issues not treated by WellVia?

**Answer:** There are some medications not provided by WellVia psychiatrists. In some instances, the psychiatrist may determine that a different or higher level of medication is appropriate and this may require an in-person visit referral.

**Q:** How secure is the communication line and who retains my medical records?

**Answer:** Confidentiality is taken very seriously. WellVia follows strict protocols to ensure all medical records are kept in a secure environment and are not shared with anyone outside of your specific request or as required by law.

**Q:** What can be shared with PCPs?

**Answer:** WellVia doesn't include your Behavioral Telehealth visit information in medical records sent to your primary care provider.

**Q:** Will I be able to schedule recurring appointments? If so, how far in advance can I schedule?

**Answer:** At the end of the visit, the provider will schedule a follow-up if they think it's necessary. At this time, only the next visit can be scheduled.

**Q:** Can I talk to the same specialist each time I request a visit?

**Answer:** Yes. You can choose to see the same specialist or a different one. It's your choice.

**Q:** Is there bilingual assistance provided for my visit?

**Answer:** Provider's languages are displayed on the profile screen when making your selection. If a bilingual specialist isn't available, an interpreter will be provided.

**Q:** Are there limits to how many visits can be scheduled within a month?

**Answer:** Not at this time. However, regular evaluation is done to ensure compliance with patient safety standards.

**Need help?**  
**Call freshbenies Member Services**  
**at 1-855-647-6762, login at**  
**[www.freshbenies.com](http://www.freshbenies.com) or**  
**download the freshbenies app!**