

MYgroup Announcement

MYgroup | 800-633-3353 | mygroup.com

MYgroup is pleased to announce an exciting new partnership to benefit your members. We have partnered with BetterHelp, a leading provider of online counseling and therapy services, to increase MAP access and utilization through easy-to-use technology.

BetterHelp offers a comprehensive online platform to access virtual counseling through chat, phone, and video. They also further expand our robust provider network to ensure accessibility and diversity.

Effective May 1, 2023, BetterHelp will be included in your existing MAP benefit at no additional cost. You do not need to enroll or purchase.

Your MAP will include the following features of BetterHelp:

- Smart matching with a licensed therapist per clients' preferences and needs.
- Unlimited messaging with their therapist.
- Within the MAP session model, live weekly sessions over chat, phone, or video with their therapist.
- 30+ interactive support group sessions facilitated by a therapist.
- Digital tools like a journal, goal tracking, and interactive worksheets.

Accessing BetterHelp is easy:

- Call MYgroup MAP at 800-633-3353 to speak with a licensed clinician to determine the best resource. If virtual counseling is preferred, BetterHelp is an option.
- Complete a BetterHelp referral form to ensure smart matching with a licensed therapist.
- Easily self-schedule live sessions through the platform.
- Speak with a therapist typically within 24 hours or less from referral.

BetterHelp's network includes 28,000+ licensed therapists offering a diverse and clinically versatile provider network. Therapists have state licensure, master's or doctoral degrees in their field, and at least three years' clinical experience. To ensure consistency and create more autonomy and choice for clients and providers, MYgroup will release all sessions at intake whether an employee opts for in-person or virtual counseling.

Questions? Please contact your account manager.
