

# Tele-Behavioral Health



**\*NEW for 2022: When you enroll in the medical plan through Harrison Senior Living, you and your covered dependents will have access to Tele-Behavioral Health services through SwiftMD. The Tele-Behavioral Health services are 100% employer paid.**

## Need to talk it out? Let experienced counselors help – anytime, anywhere

**SwiftMD can help when you're feeling down. Discuss everything from depression, anxiety and stress, to struggles with family, work, and substance abuse. After calling for an initial assessment, your plan allows you to talk to a counselor for up to three visits at no cost.**

### FAQs:

- **How can counseling services help?** Counselors are typically available for a session within 72 hours of your initial call. They can help with loss, grief, change, transition or abuse. They have a master's degree and at least ten years' experience. When appropriate, you can be referred to local licensed counselors.
- **Is there a fee for using Behavioral Health consults?** After calling for an initial assessment, your plan allows you to talk to a counselor for up to three visits at no cost.
- **What if I need help beyond the scope of this service?** If needed, counselors will refer you to the right resources for your problem. The cost of these services is not included in this benefit.
- **Is this service just for people in crisis?** No. Counseling services provide assistance with a wide range of personal matters, such as self-improvement, parenting/family, marital/relationship, workplace issues, depression, anxiety, alcohol/drug abuse, gambling and more. Counseling services can help you address personal problems early in an effort to prevent a crisis.
- **Is this service confidential?** This is a confidential benefit that provides access to experienced master's level professionals by phone 24/7. Counselors do not release information without your signed consent except for emergency situations or to report child abuse.
- **Can I get my psychiatric medications using this service?** No, master's level counselors cannot prescribe medications.

### How to Use Tele-Behavioral Health

- **Your membership must be activated by calling 833.794.3863 or visiting [www.myswiftd.com](http://www.myswiftd.com).**
- **By Phone:** Call the toll-free number (833.794.3863) any time, 24 hours a day/7 days a week/365 days a year, and speak with one of SwiftMD's care coordinators who will evaluate your needs and schedule your appointment. The Counselor will call you back at the contact number you provided.