

Counseling From LifeMatters®

LifeMatters offers a variety of different ways for you to access counseling. You may initiate services via phone (and TDD/TTY), website (mylifematters.com), mobile app, and email. Ongoing assistance is available via scheduled phone call (and TDD/TTY), video, and face-to-face sessions.

During your initial contact, the LifeMatters counselor will review the services available to you and explain options for ongoing counseling. You will then be given a referral to a provider in your area based on your needs.

When you receive the referral:

- ▶ You will be offered a warm transfer to the provider to schedule the appointment directly. If you prefer, you can call the provider to schedule at a later time.
- ▶ The LifeMatters counselor will contact the selected provider to share pertinent information and recommendations.
- ▶ After the referral is complete, all scheduling will take place with the provider.



- ▶ In person appointments will occur at the provider's office. Virtual appointments can occur by phone or video.

LifeMatters counseling services are available to help you with any issue that may be impacting your life. Contact us 24/7/365 to get started.

Call **LifeMatters®** by Empathia toll-free anytime. **1-800-367-7474**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

Call collect to **262-574-2509** if outside of North America

Visit **LifeMatters®** online at mylifematters.com

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Language assistance services in your preferred spoken and written languages are available at no cost by calling 1-800-367-7474.

