

# Frequently asked questions about our Behavioral Health Counselor



**Q. What does a Behavioral Health Counselor do, and how can they help?**

**A.** Our Behavioral Health Counselor is available to help you achieve greater balance and resilience in all areas of your life—through confidential and specialized behavioral health care programs.

**Q. What kinds of services does the Behavioral Health Counselor offer?**

**A.** The program offers a wide variety of services, including one-on-one and group education. With the guidance of the Behavioral Health Counselor, explore topics such as anxiety, stress, depression, work-life balance, family relationships and more.

**Q. How do I know my information will be kept confidential?**

**A.** Our Behavioral Health Counselor is fully licensed to practice in the state of California, and complies with all federal, state and local regulations, including Health Insurance Portability and Accountability Act of 1996 and its implementing regulations (HIPAA). The HIPAA Privacy and Security rules ensure that your Protected Health Information (PHI) remains private and secure, and may only be released according to state and federal law or as authorized by you. The Evernorth Health & Wellness Center Notice of Privacy Practices provided to you on your first visit includes additional information on how your PHI may be used or disclosed according to federal and state law.

**Q. Can I use my leave balances to see the counselor?**

**A.** Yes. Appointments can be done during break times or by posting leave balance. Employees are to request approval from their supervisor

**Q. Is care affordable?**

**A.** Your first visit is \$0. Cost is then determined by your health plan as follows:

Health Plan	Your Cost
Cigna Choice	\$0
Cigna Select	\$0
Kaiser	\$0
Wellwise	\$0
Sharewell <sup>1</sup>	\$30, once deductible is met, \$0 <sup>2</sup>

**Q. How can I meet with the Behavioral Health Counselor?**

**A.** It's easy and convenient to connect with your counselor in person or through virtual appointments. See the options below to schedule a visit today.

**If you are in urgent emotional distress and require immediate help, please contact one of the numbers below for 24/7 support and resources:**

- + Employee Assistance Program (EAP): **800.221.0945**
  - Username: **Orange County ca**
  - Password: **eap**
- + National Suicide Prevention Lifeline: dial **988**
- + In the case of an emergency, dial **911**

Click [here](#) or scan the QR code, then:

- Scroll down to select "**Counseling**"
- Then select "**County of Orange**"



For assistance, contact :  
[CountyofOrangeBH@evernorth.com](mailto:CountyofOrangeBH@evernorth.com)

**Book your appointment today.**



**EVERNORTH**  
HEALTH SERVICES



1. The County's Sharewell medical plan is classified as a High Deductible Health Plan (HDHP), which means employees are eligible to make contributions to a Health Savings Account (HSA). The IRS has several requirements for High Deductible Health Plans, including requiring that members pay all expenses out-of-pocket until the deductible is met.
2. Until further notice, cost share will not apply for virtual services as regulated by the Federal Government.

Services are provided by Evernorth Direct Health, LLC and its affiliates. Professional services are provided by Home Physicians 2011, P.C. (IL), Alegis Care - New Jersey, P.C., Alegis Care - Michigan, P.C., Alegis Care - Georgia, P.C., Alegis Care - Pennsylvania, P.C., Alegis Care - Kansas P.A., Sokolow Medical, P.C. (NY) and Cigna HealthCare of North Carolina, Inc., with administrative services provided by Evernorth Direct Health, LLC. MyChart is a registered trademark of Epic Systems Corporation.

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