# Confidential Counseling Can Help

One of the markers that behavioral health professionals look to when helping others is to note whether someone’s emotional or psychological distress is getting in the way of their regular activities. In other words, when problems begin to make daily life too challenging and uncomfortable, it’s probably time to reach out for assistance. When you need some expert help, you can access a range of responsive counseling services through Magellan that will help you cope, recover and thrive.

***Counseling addresses diverse problems.*** Beyond addressing mental health concerns, counseling can provide you with practical support, education and guidance on the issues you’re facing. Common conditions addressed include stress and anxiety, depression, self-esteem issues, relationships, family conflicts, anger management, career difficulties, sleep problems, trauma and abuse, intimacy issues, grief, eating disorders, addictions, parenting, bipolar disorder and LGBT-related concerns.

***Counseling delivers valuable help***. Provided in a non-judgmental environment, counseling can help you understand challenging issues, learn more about yourself, develop better coping skills and work toward meaningful solutions. Your counselor will work with you to explore possible options and resources to help you resolve the problem(s) you’re facing. The counselor provides an objective point of view and can offer problem-solving suggestions that you may not have considered.

***Your program is in place to support you***. Here are just a few advantages of the services you can access through your FAA WorkLife Solutions Program (after login at [www.MagellanAscend.com](http://www.MagellanAscend.com)):

* Counseling is available at no cost to you and your household members.
* You’re eligible for up to eight prepaid counseling sessions per issue, per 12-month period.
* You can access counseling in whatever setting is most convenient for you: in-person (i.e., in your local area) or through virtual therapy. Virtual therapy (provided by our BetterHelp network providers nationwide) includes meeting via text message, live chat, by phone or video conference.
* You can switch back and forth between modalities. For example, you can use text messaging with a provider in addition to live, scheduled sessions if you’re seeking better continuity between sessions.
* Counseling is available to the entire family: individual counseling, couples counseling and teen counseling (ages 13-18 with parental consent).

***Counselors are highly qualified***. Clinicians in the Magellan network are licensed, trained, experienced and accredited. Types of network professionals include psychologists, marriage and family therapists (LMFTs), clinical social workers (LCSWs/LMSWs) and licensed professional counselors (LPCs).

***Counseling is fully confidential***. Our network providers comply with the highest industry standards for patient confidentiality. Also, when accessing online counseling help, you can remain anonymous on the BetterHelp platform that protects your privacy and safeguards your information.

Accessible 24/7, your FAA WorkLife Solutions Program offers many resources and services to help you and your family, including easily accessible information and recovery resources. Options available through the program include Life Management to help with everyday events needing your time and attention, child and elder care options, legal and financial services, in-person and virtual counseling, and much more. Call your program at **1-800-234-1327**, **TTY users 711**, or log on to [www.MagellanAscend.com](http://www.magellanascend.com/) to begin accessing these services today.