

Wellbeing. Done Well.



Counselor Connect Service

The Problem

For employees, finding the right counselor can sometimes feel overwhelming and confusing. They want someone who they can trust, who can address their individual preferences and needs, and who will be a partner in their recovery. The right match is important.

Concern can help with Counselor Connect.

How it Works

Each employee requesting counseling will be assigned a designated Care Coordinator. The Coordinator will ...

- **Find** a qualified, licensed, counselor with the training, experience, and insights right for employee's unique needs.
- **Match** specialty, gender, ethnicity, and location per employee's requirements.
- **Offer** available counseling options, including telephone, video and face-to-face.
- **Personally** call the providers to assure availability.
- **Provide** the appropriate referral which is matching the employee's criteria.
- **Follow up** with the employee within 1-2 business day to make sure they are connected, satisfied, or in need of another referral.



Benefits employees and organizations alike

- **Reduces stress** for busy employees
- **Quality Management**
Carefully selected counselors
- **Streamlined access to care**
- **High rate of connection**
- **High rate of satisfaction**
- **Better outcomes** both clinical and financial
- **Lower costs** to employee and employer
- **Improved work/life balance**, work performance and healthier relationships
- **Call 800-344-4222 for assistance.**