



How Do I Start Using the LifeBridge Program?

You have already taken the first step by learning how the Bexar County Medical Society's (BCMS) *LifeBridge Physician Wellness Program* can help you through stressful situations in your life. There are answers to most questions you may have about how the program works on the LifeBridge home page.

So, this is how you get started using this service:

BetterHelp, the online counseling/therapy provider that has partnered with BCMS, will send email invitations to all BCMS members (using the preferred email address registered in the BCMS Member Database) introducing the LifeBridge/ BetterHelp online service and giving BCMS members access to the online system.

Upon receipt of the email from BetterHelp, and if you wish to utilize this online counseling service, just follow the instructions given in the email. You don't have to start counseling immediately, you can save that email from BetterHelp and access it when you choose. The only requirement to access the BetterHelp system is that you be a member in good standing of BCMS. BetterHelp will verify that electronically.

You will then be asked to complete a series of questions that will help match you with a counselor/therapist that best suits you.

Within 24 hours of completing the BetterHelp profile, a Texas-licensed counselor/therapist will contact you and offer to start interaction. You have free access to four live sessions and unlimited texting/emailing during the first 30 days.

The first month of therapy is free to BCMS members. If you wish to continue after the first month, BetterHelp will give you that option as you near the end of the first month. After 30 days, the cost for continued therapy will be \$45 per week for BCMS members and you can cancel at any time.

The counseling service and all interactions are completely HIPAA confidential. No one at BCMS will have any knowledge of who you are or that you are utilizing this service. Confidentiality and adherence to HIPAA is paramount.