

# Free Confidential Counseling: Getting started with SupportLinc

Reaching out for counseling should not feel more stressful than the situation itself. Below is a summary of what you can expect when you start a case with SupportLinc.

## **Step 1: Call 1-888-881-5462 to speak with a licensed counselor (Also known as a Care Advocate)**

Care Advocates provide immediate support and guidance. The process starts with a phone conversation that gives the counselor information about your concerns including questions around symptoms, duration, prior care received and personal safety. During this conversation, a recommended care plan will also be reviewed. Your Care Advocate will ask about your needs, preferences and choices for care, including whether virtual or in-person care is desired or if preferences for age, race, religion, gender identity or LGBTQIA+ status for example.

## **Step 2: Receive your referral**

Within 24-48 hours, you will receive a referral to a counselor with confirmed appointment availability. (Note: Requests for specific provider criteria may result in slightly longer wait times for an initial appointment.)

**Be sure to check your voicemails and spam emails for referral information.** Referrals will be aligned with your needs and preferences as discussed on the initial call. If desired, your Care Advocate can assist with scheduling your initial appointment.

## **Step 3: Short-term counseling**

Attend your first appointment at the scheduled date and time. Schedule all follow-up appointments with your counselor directly. Contact your Care Advocate directly via phone or email (or the toll-free number) for any further assistance, if needed. Partners and members of their household are eligible for **8** free sessions per issue.

## **What is a Care Advocate?**

Care Advocates are licensed and experienced counselors whose role is to understand your needs and interests, provide in-the-moment support and build a personalized care plan. This highly trained professional serves as your ongoing advocate to help guide you through your care journey. If you ever have any questions or concerns about your care, contact your Care Advocate for guidance, support and additional resources.