

NO APPOINTMENTS, NO WAITING

TalkNow®

When you're in crisis, you can't wait. TalkNow® provides immediate mental health help and connects you to a licensed mental health professional immediately — no appointments required. TalkNow® is the ideal solution for getting the support you need, exactly when you need it. It's confidential, it's free, and it's always available. Break down the barriers standing in the way of your mental health care.

Immediate Access to the Care You Need

Mental Health Support is Only One Call Away



[\(800\) 869-0276](tel:(800)869-0276)



No Issue Is Minor

With no wait or appointments, you can get support for issues such as:

- Stress & Anxiety
- Family Difficulties
- Interpersonal Conflicts
- Grief & Loss
- Life Changes
- Depression
- Work Conflicts
- And more

Don't Wait for Help

Behind every call is a licensed clinician trained in telemental health to help you in your time of need. TalkNow® is confidential and can help you manage small to monumental issues with a professional when you can't wait. One conversation can make all the difference.



Immediate
Connection



Unlimited,
24/7 Support



Always Free
to Use



Completely
Confidential



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TalkNow® FAQs

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How does TalkNow® help me?

- TalkNow® is designed to do more than just "assess & refer." While most services connect callers with minimally-trained intake specialists who refer them to a professional that may not have availability for weeks or months, TalkNow® connects you to licensed mental health counselors right away. When you're having a problem and need help, call TalkNow® and speak to a professional immediately.

Is TalkNow® confidential and secure? Does it cost me anything to use?

- Your data is as secure and confidential as your doctor's notes and protected by HIPAA privacy rules.
- TalkNow® is always free to use.

How do I access TalkNow®?

- When you call the number, just say that you want to talk to a counselor or use the TalkNow® service. Some examples of how to request the service are as follows:
 - "I need to use TalkNow"
 - "I'm in crisis. I need to talk with a counselor now"
 - "I don't have time for an appointment. Please connect me with a counselor now."

Do I get to speak with the same counselor if I call again?

- TalkNow® provides immediate support. The counselor, with whom the caller speaks, will help calm them, teach them some coping skills to use going forward, and, once the stress of the moment has passed, connect them with additional services and resources they may still want or need to get continued help.
- If the caller calls again in need of immediate support, they might not speak with the same clinician, as this service does not provide long-term care.

Does TalkNow® count towards my regular EAP sessions when I call?

- TalkNow® doesn't count as part of the counseling sessions included as part of your EAP services.

Does TalkNow® help with major issues like suicidal thoughts or other harmful behavior?

- If the caller is suicidal, our clinicians will assess the situation and the caller's safety and are trained to make appropriate recommendations.
- If the caller is a supervisor who has a member with them who is talking about suicide, the supervisor should call the main number and explain that they have the SI member with them. Member Care will then speak with the member and take over management of the situation.
- If a manager calls and the suicidal member is not present, the manager will call the main number, explain the situation, and the appropriate staff will assist them further.



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