

SupportLinc: How to Connect to Care

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

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 telephonic 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 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 time 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.



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.

FAQs

- 1. When is SupportLinc available?** SupportLinc is available 24/7/365 to support you and your household members.
- 2. Will Northwestern University know if I use SupportLinc?** No. Use of SupportLinc is completely confidential unless you are in a life-threatening situation, and we need to take immediate action to protect your safety.
- 3. Is everyone who answers the phone a counselor?** Yes, SupportLinc is staffed around-the-clock by licensed counselors who can provide immediate telephonic support.
- 4. What types of problems can SupportLinc help me with?** SupportLinc can assist you with a variety of common concerns including depression, anxiety, stress, relationship problems, grief and loss, alcohol or substance abuse, anger management, work-related pressures and more.
- 5. How many counseling sessions are offered through the SupportLinc?** Up to 10 counseling sessions are available through the program, at no cost.
- 6. Are both in-person and video counseling offered?** Yes. Your Care Advocate will help you decide which option is best for you.
- 7. Can I specify which counselor qualities are most important to me?** Yes. Your Care Advocate will assist you in locating a counselor that meets as many of your unique preferences as possible. (Note: From time to time, requests for certain preferences may result in slightly longer wait times for an initial appointment. Your Care Advocate will always offer choices and help you understand your options.)
- 8. Other than counseling, what other services are available to help me?** In addition to in-person and video counseling, SupportLinc also offers text therapy, emotional fitness coaching, digital behavioral health, and a variety of self-serve toolkits, all of which can be accessed via the SupportLinc web or mobile portal.
- 9. What if I need additional help?** If you need care beyond short-term counseling, your counselor and Care Advocate will work together to connect you to the care you need.
- 10. What if I don't want to call and would like to access services another way?** There are a variety of additional program access point on the web and mobile portal, including a digital Mental Health Navigator. To access Navigator, simply click on the "Start Here" tile on the dashboard. Once you complete a brief online assessment, your personalized Emotional Fitness Report will be displayed along with recommended next steps. From there, you can connect to the care option that best matches your interests with the click of a button.
- 11. Does the SupportLinc offer any other services?** Yes. In addition to in-the-moment support and short-term counseling, the program also offers free legal consultations, financial consultations and referrals for childcare, eldercare and more.
- 12. Who can help me if I have any difficulties, questions or concerns?** Your Care Advocate will ensure you are connected to the care you need. You can contact your Care Advocate directly, or you may call SupportLinc any time 24/7 for immediate assistance.
- 13. Is there a web portal where I can find more information?** Yes. To access the SupportLinc web portal, go to supportlinc.com group code: northwestern or call 1-888-881-5462 .



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1-888-881-LINC (5462)

supportlinc.com