

Care At Your Fingertips, 24/7

Telemedicine and Virtual Counseling from Planned Administrators Inc!

You now have access to doctors and counselors via phone or video with telemedicine and virtual counseling. Both services are provided FREE to employees & family members on the health plan.



Talk to a doctor 24/7

Get treatment within minutes for minor injuries, illnesses, and prescriptions.

- Cough & Sore Throat
- Infections (Sinus, Ear, UTI, etc.)
- Skin Rash
- Muscle/Joint Pain
- **Medication Refill***

*Doctors can write prescriptions when needed. Prescription costs are applicable to your medical plan.

View this short video for more information!
[Virtual Urgent Care \[connect.fshealth.com\]](https://connect.fshealth.com)

Talk to a counselor

Sometimes, you just need someone to talk to. Get short-term counseling to work through:

- Anxiety
- Depression
- Marital/Relationship
- Substance Use
- Work/Life Stress

*Visits occur on your time! Get support via phone or video anytime 8 a.m. to 8 p.m. Monday – Friday.

View this short video for more information!
[Virtual Mental Health \[connect.fshealth.com\]](https://connect.fshealth.com)

“Always cordial, caring, and very upbeat! Thank you for making us feel better mentally as well as physically!” – Helen from Ohio

Get the app 



Use last 4 SSN to log in.



Frequently Asked Questions about Virtual Mental Health

What are the key features?

- Easy access to short-term, solution focused counseling (requests 24/7 and appointments 8am-8pm local time, Monday-Friday)
- Counseling visits occur via phone or video, at the patient's choice. We're able to connect patients to counselors from the comfort and safety of their homes.
- Visits are scheduled in <3 days on average
- \$0 for employees and their family to use the service
- No pre-defined caps on types of concerns or number of visits; cases are typically resolved in 3-5 visits

How does it work?

Patients will access the service the same way they do our telemedicine service, through the mobile app or web.

- Participants visit the Planned Administrators Inc website and click on the First Stop Health quick link.
- Participants are pre-registered and so they simply claim their account
- They request a visit.
- Once they complete their intake, they will receive a call from our patient experience team, who will transfer them to a mental health counselor for an initial assessment of their concerns.
- During their initial assessment, they will be matched with a Master's level counselor that has expertise in their immediate concern and a follow up appointment for a counseling session will be scheduled.



Frequently Asked Questions about Virtual Mental Health

What's the background of the counselors?

The role of a FSH VMH counselor is to provide short-term problem resolution counseling or assessment and referral to an appropriate resource to meet the patient's need(s). Counselors specialize in Solution-Focused Brief Therapy (SFBT) and maintain familiarity of treatment resources within their communities. On average, our counselors have 18 years' experience. Requirements include:

- Master's Level graduate degree or higher in counseling, social work, psychology, or related mental health profession +
- Minimum of 3 years post-graduate mental health counseling experience +
- Licensed within the state to practice

What is Solution-Focused Brief Therapy (SFBT)?

It is future-focused, goal-directed, and focuses on solutions, rather than on the problems that brought clients to seek therapy. The counseling conversation is directed toward developing and achieving the patient's vision of solutions.

Are other languages available?

Yes. We have counselors that speak Spanish and a variety of other languages. If we do not have a counselor available to take the call in the requested language, we will engage our Language Line to provide translation services to conduct the visit.

Is information kept private?

Absolutely. We understand there's a lot at stake when it comes to the privacy of individual information. Therefore, we keep health information (i.e., medical information, diagnosis, medical treatment, etc.) protected to keep your identity safe.

How long does a visit usually take?

It depends; visits usually last about 45 minutes.

How do employees set up an account for their dependents?

As a "Primary Member" you can register your Spouse or any family member 16+ and they will get an email asking them to sign up to create a consult. You will have no visibility into the consultation. For family members aged 15 and under, only you as the "Primary Member" can request consults on their behalf.



How to claim your account

Planned Administrators Inc provides telemedicine and virtual counseling to you and your immediate family for free. Here's how to get started.

Mobile App

1. Download the First Stop Health mobile app Tap
2. "Find My Account" and set up your account using the last 4 digits of your SSN.



Website

1. Go to fshealth.com
2. Click 'Log In' in the upper right
3. Select "Set up your account"
4. Claim your account using the last 4 digits of your SSN.

