

AWP*go*

Alliance Work Partners provides AWP*go* telehealth for qualifying participants!

AWPgo is a growing tele-health solution that offers the option of scheduled video, telephonic and chat counseling. These new options are also conducted in the same manner as face-to-face sessions, meaning sessions are once a week at a pre-planned and scheduled time that is convenient for both the employee and the counselor.

Both telephonic and video counseling is conducted conforming to the ethical mandate that the counselor be located and licensed in the same state of residence of the client. They may not be in the same city, but they will be in the same state.

What about confidentiality?

Confidentiality remains at the forefront of importance at AWP. We recommend that participants find a quiet and private place in which to conduct their AWP*go* sessions. AWP strongly recommends using a land line phone vs. a cell phone and does not suggest conducting sessions while driving, even using hands-free technology. Since cell phone signals go through many cell towers, AWP cannot guarantee confidentiality, and the employee has to ultimately decide what level of risk they find acceptable.

Use of BetterHelp for telephonic counseling requires logging in to their website or secured app for phone or tablet. As such, the services are HIPAA compliant.

Who can use AWPgo?

AWP*go* can accommodate those individuals, 13 years of age or older, to engage in individual or couples counseling, however is not meant for situations where crisis indicators (suicidal/homicidal, substance use, violence, mandated workplace referral) are present or for those under 13 years of age. In case of an emergency, please call 911.

For further information or assistance, please call and ask about AWP*go*:

toll free

800-343-3822

TDD: 7-1-1
Teen line: 800-334-TEEN (8336)

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AWP has been a pioneer in removing barriers between our customers and the services they desire. AWPgo is the next step in this process. Through a strategic partnership with BetterHelp, AWP can link callers with access to scheduled video, phone or chat counseling with a duly licensed counselor in their state. Those using BetterHelp also have unrestricted and unlimited use of asynchronous chat (unscheduled text messaging) with their chosen counselor between scheduled appointments. AWPgo services offers appointments available within 24 hours using the BetterHelp app, and is accessible by phones, tablets or computers.

AWPgo is risk-free!

Users can change counselors, if desired, or discontinue telehealth and request face-to-face counseling at no penalty. AWPgo can accommodate those individuals, 13 years of age or older, to engage in individual or couples counseling.

Call us anytime ◆ 24 | 7 | 365 ◆ 800-343-3822

Your EAP is provided to you at **NO COST** and is 100% **CONFIDENTIAL**.

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alliance work partners
A wap Program

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