

Implementation/Operation

How can my company sign up for META?

Contact META sales at sales@meta.app or by calling 888-525-9343. We will gather your requirements and work with you on the Go-Live process. In most cases we can implement META at your organization in as little as 3 days.

Is META easy to implement?

Absolutely! How does 3 days sound? All we need is an eligibility file with employee information shared through a secure process, and a meeting to align our providers to your needs.

Updated eligibility files can be submitted as needed to ensure new employees are able to authenticate on the META app. For reference, most organizations provide an updated file at least monthly.

Is META an EAP solution?

No. META is a mental wellness platform that works seamlessly with other employee initiatives that your HR department has in play, be it physical health, financial health, legal services, or EAP.

If an Employee wants to seek behavioral therapy outside of EAP, their health insurance plan may cover services provided by a professional on the META app.

What happens when an employee leaves our organization?

Employees can continue to use the META app for the entire year that the company has paid for.

The employee can continue care with their provider on their own terms, given the provider agrees.

Former employees will not receive company-sponsored sessions, messages, or other benefits that are part of your organizations package.

How will I know if META is being used?

META provides your leadership with monthly reports on user activity. In line with maintaining your employees and their dependents' privacy, the information we provide is **de-identified**.

In addition to providing anonymized reporting, META's client success team will partner with you to increase engagement through awareness campaigns aligned to your employees.

Mental Wellness Platform

How does META work for my employees?

1. **Download the META app** - Your employees download our mobile app from either the App Store or Google Play Store and authenticate to the platform.
2. **Search for Providers** - Users find Providers who are licensed to practice in the State where they reside, connect with them via an initial chat message, receive a free consultation, and decide how to proceed with either chat, video, or voice counseling sessions; or a mix of the three.
3. **Begin a session with the selected provider** - Session costs are covered either by a company sponsored program, out-of-pocket payments, or use their insurance and pay co-pay for sessions.

Do you provide dependent coverage?

Yes, your employees' dependents can use META (optional). If a dependent is 17 years old or younger, the parent/guardian will need to register for the minor and be present during sessions, per regulations.

What kind of providers are available on META?

META features licensed mental health providers who work with employees and dependents to address their emotional needs. Our providers have at least one of the following qualifications:

- Psychologist/PsyD
- Licensed Professional Counselors (LPC)
- Licensed Marriage and Family Therapists (LMFT)
- Licensed Clinical Social Workers (LCSW)

Users have the option to select “Match me with a counselor” or browse our network to find someone who fits their needs.

Does META take a share of the session fees?

No. META does not get paid in any fashion by any other party except the Employer's subscription fee.

First, this makes sure that our providers stay with META because they maximize their incomes.

Secondly, META does not use aggressive sales gimmicks to force/push your employees to have counseling sessions.

Should my employee call someone to get connected with a counselor?

No, we don't require phone calls, questionnaires, or screenings. At META, we make it easy for your employees and their dependents to find someone that they are comfortable working with. They can directly initiate a chat and set up a mutually convenient time for a session.

Are you a crisis line?

META is not a crisis counseling service but includes easy access to national crisis support lines.

Do you have coaches?

COACHING is not typically covered by insurance. Coaching sessions are an added expense to employers.

Do you provide mental health literacy?

Yes. META publishes in-app articles and videos every week. These are not to market our services but to build awareness for various topics around mental health.

These articles include educational content covering symptoms of stress, anxiety, depression, relationships, etc. and presents users with self-care strategies to overcome these stressors.

How long will it take for my employee to connect with a provider?

META's average provider response time is under 6 hours. Our providers have made written commitments to respond and schedule a session in under 8 hours.

If your employee finds a Provider who is currently "**online**," they can connect with that provider immediately. If their preferred Provider is not online, the user can send a chat message to the Provider requesting to connect.

META follows up with providers on an almost hourly basis if they have not yet responded to your employees' request for a connection.

Do you provide coverage for all US employees?

Yes. We have licensed providers available in all 50 states and the District of Columbia.

How does META protect employee privacy?

META follows HIPAA guidelines to protect employee privacy. All data is protected with end-to-end encryption, the App is secured with PIN/Biometrics verification as well as multi-factor authentication. User data is never sold or shared with third parties. For additional details, read our [privacy policy](#).

Payments/Costs

How much do employees pay per session?

META offers multiple payment options for employees.

Company-Paid: If the employer sponsors sessions for employees, there is no out-of-pocket expenses for your employees.

Insurance-Paid: If you provide insurance for your employees, and your employee works with a provider who accepts that insurance, then their session charges are limited to the co-pay of the insurance plan.

Out-of-Pocket: Your employee can also pay out-of-pocket for sessions if they desire. All META providers advertise their out-of-pocket session fees in their profiles, to provide upfront visibility into the costs of sessions.

How does company-sponsored sessions work?

You have the option to sponsor sessions for your employees at a fixed number of sessions, or unlimited. Employees who exceed this limit can continue their sessions using their insurance plan or by paying out-of-pocket.

Contact our sales team at sales@meta.app to learn how you can provide coverage for your employees and their dependents.

What insurance plans do you support?

Our Providers accepts all major insurance health plans/behavioral health. Contact our sales team at sales@meta.app to learn how to leverage your company Insurance plans for your employees sessions.

How much does META Cost?

META fees are based on company size and geographic distribution.

Contact META sales at sales@meta.app for more information.

Generally, META's pricing will be between \$1 to \$5 per employee per month. All an employee's eligible family members are covered for this single fee.

Can employees change providers if they are not satisfied?

Yes, if a user is unhappy with a provider, they are encouraged to connect with a provider that fits their needs.

META's providers have an average rating of 4.9 out 5 by our users.