

Implementation/Operation

How can my company sign up for META?

Contact META sales at sales@meta.app. We will understand your requirements and work with you on the Go-Live process and move forward. We can implement META at your company 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 in order to launch.

Updated eligibility files can be submitted as needed to ensure new employees are able to authenticate on the META app.

Is META an EAP solution?

No. META is a mental wellness platform 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 will cover services provided by a professional on the META app.

What happens when an employee leaves our company?

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

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

Former employees will not receive company-paid sessions; messages; or other benefits.

How will I know if META is being used?

META provides leadership with monthly reports on user activity. In line with maintaining your employees and 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 the META App from Apple's App Store or Google Play Store and authenticate to the platform using an employee ID.
2. **Search for Providers** - Users view Providers who are licensed to practice in the State where they live and connect via chat, get a free consultation, and decide to proceed

with chat, video, or voice counseling sessions with the provider they select.

3. **Enter into session and pay with health insurance or self-pay** - Users can pay out-of-pocket, use their insurance plans and pay co-pay for sessions, or providers can submit invoices to an employer fund.

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 COPPA/SOPPA regulations.

What kind of providers are available on META?

META features licensed counselors 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 Providers to find someone that fits their need.

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 get 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 employee 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 counseling 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 covered by insurance unless the company you work with actually is an insurance company and is extending services. Coaching sessions are an added expense to employers. META is not.

Coaching has not taken the fashionable context and it truly is a referral service like EAP. We at META believe that if your employee has health insurance and can use it, they should see a Counselor

Do you provide mental health literacy?

Yes. META publishes in-app articles every week. These are not to market our services but to create awareness.

These articles build awareness for symptoms of stress, anxiety, depression, relationships etc. and presents users with self-care strategies to overcome these stressors.

Other blogs and articles are also available to be distributed via your own HR Group.

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 almost hourly if they do not respond to your employees' request for a connection.

Do you provide coverage for all US employees?

Yes. We have licensed providers available in every state in the US.

How does META protect employee privacy?

META follows HIPAA guidelines to protect employee privacy. All data are protected with end-to-end encryption, the App is secured with PIN/Biometrics. 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 pays for sessions, there is no out-of-pocket expenses for your employees.

Insurance-Paid: If your employee works with a provider who accepts insurance, then their session charges are 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, so the user knows upfront what the session fees are.

How does company-paid counseling work?

You have the option to place a limit on number of company-paid sessions. Employees who exceed this limit can continue therapy using their insurance plan or by paying out-of-pocket.

Contact our sales team at sales@meta.app to understand how we 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 understand how you can leverage your company Insurance plans.

How much does META Cost?

META is priced based on company size and geographic distribution.

Contact META sales at sales@meta.app.

Generally, META's pricing will be between \$1 to \$5 per employee per month. All of 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 switch to a new provider.

META's providers are rated 4.8 out 5 by our users. Based on current user activity, we don't see many users switching providers.

