

Frequently Asked Questions

Virtual Counseling

1. What is the Virtual Counseling Option?

Sentara EAP recognizes that it is not always possible or convenient to get to a face-to-face counseling appointment. Virtual Counseling makes use of a HIPAA compliant platform that allows for the counseling using a smartphone, tablet, or desktop computer.

2. How many counseling sessions do I get if I use the Virtual Counseling option?

The Virtual Counseling option provides the same number of sessions as you would receive if you were seeing a counselor in his or her office.

3. Will there be any co-payments or costs to me?

There is no cost to access EAP services.

4. My manager has told me I must attend EAP counseling sessions; can I use the Virtual Counseling option?

Yes, Virtual Counseling is available for formal or mandatory EAP referrals, as well as for individuals who are accessing EAP services on a voluntary basis.

5. How do I schedule a Virtual Counseling appointment?

You can make an appointment by calling Sentara EAP at **1-800-899-8174** from 8 a.m.–7 p.m. Monday through Thursday and 8 a.m.–5 p.m. on Fridays. An Intake Coordinator will confirm that you are eligible to use Virtual Counseling. The Coordinator will then schedule your appointment and will ask for your email information. Encrypted emails will be sent to you with instructions on how to complete your pre-appointment paperwork and how to access your counseling session.

6. Where should I be located when using my Virtual Counseling appointment?

You should arrange to be in a location that is free from distractions and ensures your personal privacy.

7. What if after my first session I decide that I do not want to continue with Virtual Counseling?

If either you or your counselor determine that you would be better served by another form of therapeutic services, you will be referred to a licensed mental health provider in your area. The number of EAP counseling sessions available will be determined by a review of your case records.

8. What happens if my Virtual Counseling session is interrupted due to a technical failure?

If a session is cut short by technical issues, a determination as to whether the session will count against the allotted number of sessions will be based upon the duration of the session.

9. Is my Virtual Counseling session confidential?

The Virtual Counseling platform is encrypted and meets HIPAA regulations for the protection of your Personal Health Information (PHI). Your counselor will maintain the same level of confidentiality as if he or she were seeing you in person.

It is your responsibility to make sure that the location in which you choose to conduct your Virtual Counseling session is private. If the counselor perceives that you are in an inappropriate location, they will ask you to reschedule your session and will work with you to determine an appropriate location.

10. Where do you provide Virtual Counseling sessions?

We provide Virtual Counseling services anywhere members are located.

1-800-899-8174 | 757-363-6777
sentaraEAP.com