

Indiana Youth Worker Well-Being Project

Telemedicine &
Virtual Mental Health Services
Frequently Asked Questions

Partners



Below are some frequently asked questions about the no-cost telemedicine & virtual mental health services provided by First Stop Health through the Youth Worker Well-Being Project.

Q: Who does this project serve?

A: Indiana youth-serving organizations and youth development professionals employed with community-based organizations supporting the educational, social, emotional, and physical development of Indiana youth ages five to 18. This includes all paid full- and part-time employees 18 years or older. It does not include volunteers or subcontractors.

Q: Can multi-service agencies participate in the project?

A: Your organization is eligible if 75 percent of services are youth and family related. All employees of eligible organizations can be enrolled regardless of role. Organizations that do not meet that threshold will be evaluated on an individual basis. Organizations are not eligible to participate if less than 25 percent of services are youth and family related.

Q: Can employees living outside of Indiana enroll in services?

A: Yes, non-Indiana residents are eligible to enroll if they are providing services to Indiana youth.

Q: Can multi-state organizations participate in the project?

A: Yes, but only employees who are providing services to Indiana youth are eligible to participate.

Q: Does the size of the youth-serving organization matter?

A: No, youth-serving organizations of any size are eligible.

Q: Can organizations enroll if we currently provide healthcare benefits to our employees?

A: Yes, services are designed to supplement existing healthcare benefits and provide options for part-time employees. Organizations cannot terminate their current health insurance and replace it with this option.

Q: How does First Stop Health use my information?

A: Please refer to First Stop Health's user agreement, privacy policy, and notice of privacy practices for complete details: fshealth.com/legal-information

Q: Will information on who is using First Stop Health services be shared with my organization?

A: First Stop Health can provide utilization reports detailing the total number of visits and/or services used by each enrolled agency for informational purposes. The reports will not provide information about which employees have utilized services or include any personal details or protected health information (PHI). Organizations with fewer than five total visits for a service will be reported as <5 visits in compliance with Health Insurance Portability and Accountability Act (HIPAA) guidelines.

Q: Who will I speak to when using the telemedicine and virtual mental health services?

A: First Stop Health provides access to board certified doctors licensed in all 50 states and licensed, experienced counselors with masters-level degrees or higher.

Q: How long does it take to get an appointment?

A: A doctor will call you within a few minutes of requesting a virtual urgent care appointment. You will receive a call to schedule a virtual mental health services appointment a few minutes after a request, and most are scheduled within 3-5 days with a counselor specializing in your area of concern.

Q: What types of virtual mental health services are provided?

A: First Stop Health provides short-term counseling for issues including (but not limited to) anxiety, depression, grief, stress, relationship issues, and substance abuse. There is no limit to the number of sessions for members if clinically appropriate, and the average counseling services range between 2-5 sessions to address each issue. The virtual mental health services are not intended to act as a substitute for long-term counseling and are not meant to treat more complex or chronic conditions such as bi-polar disease, schizophrenia, and chronic depression.

Q: How can I learn more about First Stop Health and its services?

A: Check out First Stop Health's FAQs on their website: fshealth.com/faqs

Learn more about the Youth Worker Well-Being Project telemedicine & virtual mental health services along with other programs at youthworkerwellbeing.org or email questions to yvwellbeing@iyi.org.