

# Virtual Mental Health vs. Basic EAPs

Virtual Mental Health stands out from traditional Employee Assistance Programs (EAPs). While EAPs typically include a mental healthcare or counseling component, employers and their employees don't see the benefits they would expect. In fact, just 6.9% of employees in North America use their EAP in a given year.<sup>1</sup> Here's why.

Virtual Mental Health	Employee Assistance Program (EAP)
 <p><b>Employee Engagement</b> First Stop Health® develops and deploys custom employee engagement materials to boost utilization.</p>	<p><b>Low Awareness</b> 46% of employees say their employer does not offer an EAP, or they are unsure if they do, even though 93% of companies offer an EAP.<sup>2</sup></p>
 <p><b>One, Simple Service</b> Virtual Mental Health is just that – virtual counseling on demand.</p>	<p><b>Confusing Services</b> EAPs offer up to a dozen different services, from legal to childcare to financial planning, which can confuse employees.</p>
 <p><b>No Caps on Visits</b> Employees can use Virtual Mental Health as long as it's necessary for multiple disorders and problems.</p>	<p><b>Caps on Visits</b> After a few sessions, EAPs typically refer employees to in-person care within their health plan for which deductibles and copays apply.</p>
 <p><b>Simple User Experience</b> Employees can use the FSH app to request an appointment with a counselor. An intake specialist typically responds in 5 minutes.</p>	<p><b>Poor User Experience</b> EAP websites are difficult to navigate and sometimes do not include a mobile app.</p>
 <p><b>Virtual Care</b> Employees can safely and conveniently speak with a counselor from the comfort of home via phone or video.</p>	<p><b>In-Person</b> Most EAPs schedule in-person counseling visits, which can be inconvenient and exposes patients to risks associated with physical healthcare facilities.</p>

<sup>1</sup> <http://chestnutglobalpartners.org/Portals/cgp/Publications/Chestnut-Global-Partners-EAP-Trends-Report-2016.pdf>

<sup>2</sup> <https://hrexecutive.com/hres-number-of-the-day-eap-awareness/>

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