



Mental Health in 2024 and Beyond...

We are navigating a period of significant change in American behavioral health. As the stigma surrounding mental health continues to diminish, more individuals are seeking help and support, which is a positive development. This shift, coupled with the ongoing adaptation to a post-pandemic world, has led to the widespread acceptance of telehealth as a viable means of addressing mental health challenges.

Stress, depression, and relationship concerns remain the primary reasons for employee engagement with our Employee Assistance Program (EAP). EAPs across America are facing unique challenges due to the shortage of mental health professionals in the field. This shortage has regrettably led to longer wait times for services. While historically clients were seen within 3-5 days, the current trend is extending to 7-10 days, with some counselors booking 4-6 weeks in advance.

As your EAP provider, CorpCare is addressing these challenges by actively expanding our network of licensed therapists and offering higher rates to ensure availability and quicker access. Additionally, to support those who prefer telehealth services, CorpCare has integrated BetterHelp and is in the process of adding Talk Space to our network. These platforms provide access to a network of over 20,000 providers, offering a more convenient way to connect with mental health professionals, often within 24-48 hours.

Despite these advancements, we remain committed to personal care as our primary means of assessing and addressing your employees' needs. While technology plays a valuable role, we still prefer and offer in-person interactions to ensure the highest quality of care.

Please be assured that our phone lines are open 24/7/365. Calls made outside of business hours (8 am – 6 pm EST) are managed by a contracted vendor's team of licensed clinicians, who speak directly with the caller and assess their needs, offering in-the-moment support as needed. Those clinicians connect with CorpCare triage staff straightaway, and we contact the caller within one business day. Urgent calls are promptly escalated to on-call CorpCare staff members to provide immediate assistance.

We continue to evaluate emerging trends and technologies to enhance our services and meet the growing needs of our clients. Our commitment to providing responsive and effective care remains steadfast.

We are here to support you and your teams. If you have any questions or need additional support, please do not hesitate to contact us.

Sincerely,

George W. Martin, Jr., M.Div., MA
CEO

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