To our valued clients and their advisors,

The wellbeing of your members and their loved ones is top of mind for us here at CuraLinc. We know that the extreme nature of the circumstances surrounding the novel Coronavirus (COVID-19) is causing stress, anxiety, depression and other mental health concerns in even the healthiest of individuals. As organizations across the country continue to take measures to combat the spread of COVID-19, many members and their family members are left wondering how to adjust to these challenging times. Our team remains committed to helping them do just that and although face-to-face counseling is still the cornerstone of an EAP, alternative channels to deliver care are vital during times when in-person counseling may not be the modality of choice for many participants.

CuraLinc offers a variety of remote and digital access points that allow participants to address stress, anxiety, depression, substance abuse, relationship issues and grief from the privacy of their own home, including:

* **VIDEO.** eConnect® CuraLinc’s video counseling platform, is a confidential and secure technology-based counseling medium that provides members with video and web chat access to licensed masters- and doctorate-level mental health professionals who possess a BC-TMH (Board Certified TeleMental Health accreditation), as well as experience in distance counseling. Participants can schedule a 30- or 60-minute counseling session at their convenience.
* **PHONE.** CuraLinc’s licensed and experienced mental health clinicians are available around-the-clock, every day of the year, to provide immediate support and guidance to members who are trying to cope with Coronavirus-related anxiety.
* **TEXT THERAPY.** Textcoach™ is a convenient and stigma-free message-based therapy application. Through a secure desktop and mobile platform, licensed counselors (also known as 'Coaches') help participants boost emotional fitness and wellbeing via an exchange of text messages, voicenotes, tip sheets, resource links and videos.
* ﻿**LIVE CHAT.** Available through CuraLinc’s web and mobile platforms, Live Chat is an excellent avenue to connect quickly to care, like Textcoach™, it’s not a suitable modality for members with severe or acute conditions.

Each of these modalities is easily accessible from your EAP web portal by hovering over each of the icons in the **Access Bar** at the top of the home page, once logged in. You can also encourage your members to download the eConnect® Mobile App for access to care at their fingertips, when they need it most, where ever they may be.

We will continue to send updates, relevant information and new resources on a regular basis – including, later this week, access to a Coronavirus microsite that includes a variety of employee- and member-facing resources, such as videos, tip sheets and links to trusted services and programs.