

Access Plus – Questions & Answers



Q: What is Access Plus?

A: Access Plus offers expanded access and search options for members to access providers across all 50 states. Access Plus expands the Resources for Living network with national coverage, provides timely access to in-person and telehealth care, and delivers improved clinical outcomes.

Q: Are there new capabilities within the offering?

A: Yes, Access Plus gives members real-time access to screen available providers and schedule appointments using an enhanced provider search tool and digital scheduling capability.

New and enhanced capabilities include:

-  **Digital Access**
-  **Self Scheduling**
-  **Provider Search**
-  **Automated Authorizations**
-  **Provider Matching**
-  **Quality Outcomes**

Q: Does Access Plus come with additional sessions?

A: No, Access Plus is covered by an employer as part of their contract with EAP sessions available per member per issue.

Q: Who is this available to?

A: Access Plus, when included, is available to all Resources for Living members, including their household members and dependents (children five years or older) through their employer-sponsored benefits.

Q: How does a member access these providers?

A: Members have access through the existing website at **resourcesforliving.com**. From there, members can link to each provider's website for searching and scheduling.

Q: Are providers available to members 24/7?

A: Members have 24/7/365 telephonic access to a Resources for Living licensed clinician. Additionally, over 50% of the licensed clinicians offer weekends, evenings and holiday appointments.

Q: How do members access providers in Access Plus?

A: Depending on the provider selected, members will be matched with a therapist by answering questions and defining their preferences for therapy. Once a provider is selected, members will be able to schedule their first appointment using one of their EAP sessions.

Q: Where can I access providers?

A: Providers can be accessed in-person, virtually or both.

For legal disclaimers, visit rfl.com/Disclaimers.