

TELE-COUNSELING SERVICES

The University of Texas System



When traveling, you can be exposed to a variety of unexpected situations. From individual crises such as culture shock, acute trauma or assault, relationship issues, or stress, to a large-scale incident like a terrorist attack or natural disaster, a variety of circumstances can have a significant impact on your emotional well-being.



Within your On Call Global Assistance and Insurance plan, you have immediate access to crisis intervention and short-term tele-counseling services when traveling internationally for educational activities. The counselors you can access through On Call are Master level mental or behavioral health professionals who are also trained in crisis management. Counselors are available 24 hours a day for immediate evaluation and crisis intervention. Following the first call, if short-term tele-counseling is recommended, the counselor will refer you for additional telephone or video counseling sessions. Your plan includes 5 counseling sessions, not including the first call.

HERE'S HOW IT WORKS:

Contact the On Call 24/7 Global Response Center via phone and request to speak with a counselor.

An assistance coordinator will collect information such as your name, contact details, and date of birth. It is at your discretion whether you wish to remain anonymous and withhold personal information. If you choose not to share any identifying information, you can still speak with a counselor just by identifying yourself as traveling on behalf of University of Texas System. You will then be connected to a counselor for a confidential call. Your counselor will perform an assessment and address any immediate needs during the first call. You can request to talk through any issues with the initial counselor that you speak with.

If you need additional short-term counseling sessions, you will be matched to a counselor based on your specific needs and preferences. The counselor will explain the next steps for scheduling and the process will be dependent on what they determine to be the best resource for you. This may include scheduling the next session with the same counselor during the first call, a warm transfer to a selected counselor who will schedule a session with you, or you may receive a link via email that will allow you to provide certain information that will help match you with a counselor that can provide your scheduled sessions.

If the counselor recommends further counseling beyond the sessions included in your plan, the counselor will advise On Call's Global Response Center regarding how many additional sessions they recommend be authorized. Ongoing care may require transition to an in-person counselor. Please note that if you have chosen to remain anonymous, this may impact On Call's ability to get authorization for additional services on your behalf.

If the counselor recommends an assessment or care by a physician following your initial call, contact the On Call Global Response Center and a coordinator will make arrangements for an appointment in your location.

Important: Tele-counseling is pre-diagnostic; the counselors will not diagnose or prescribe medications over the phone.

Contact the On Call Global Response Center to reach a counselor 24 hours a day:

Collect from anywhere:

+1 978-651-9722

Toll Free from US / Canada:

1 833-328-1091

Text Only:

603-945-0103

Email:

mail@oncallinternational.com

24/7 Live Chat*:

www.oncallinternational.com/chat/direct

Remember that if you have any questions about the services, have trouble connecting with your counselor, or need medical intervention at any time, contact the Global Response Center via any of the methods provided.

On Call's counseling services are offered through a partnership with Empathia.

** 24/7 Live Chat will not connect you directly with a counselor, it will connect you with an On Call Assistance Coordinator who can help make arrangements for a future counseling session if you have any telephone connection issues.*

On Call International
11 Manor Parkway
Salem, NH 03079, USA

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