

# Virtual Care FAQs



## When can I use urgent care?

We know that illness or medical questions can come up at any time, day or night. That's why our doctors are available 24/7, even on weekends and holidays.

## How much does it cost?

Your employer provides First Stop Health's services at no cost and is available to medical enrolled employees and their immediate family members. There are no hidden fees or copays, so you can focus on feeling better.

## Do I need to use my insurance card?

You might associate healthcare with health insurance. But that isn't the case here! We are separate from insurance, so no insurance is needed to request a visit.

## What is short-term therapy and how does it work?

Short-term therapy takes a solution-oriented approach. During this type of therapy, you'll focus on identifying immediate solutions to the issue you are facing. This therapy is best for those who do not yet have a relationship with a mental healthcare provider. You can work on:

- Work/Life Stress
- Relationship Issues
- New Parent Support
- Skill Development
- Grief
- And More

In the event that you need more long-term therapy, we can provide referrals to in-network therapists, support groups and more. This may be the case for:

- Substance Use Treatment
- Chronic Mental Health Support
- Eating Disorders
- Trauma or PTSD Disorders
- Ongoing Relationship Counseling
- And More