

GeoBlue recognizes the need for reliable mental health care when your student, faculty and staff are abroad. Through our relationship with My Online Therapy, our Global Health & Safety team can refer members to a telephonic counseling service that can provide support to members anywhere in the world.

Below are some frequently asked questions around the current service provided.

1. What telephonic services do you currently offer to assist with mental health concerns? Who provides the service(s)?

My Online Therapy is a telephonic counseling service that can provide support to members anywhere in the world. It is operated by the Chelsea Psychology Clinic, based in the UK. Members have access to expert counseling from psychologists on a wide range of mental health concerns including but not limited to: anxiety, depression, stress, social anxiety, panic attacks, eating disorders, self-harm, relationship difficulties, etc.

2. How is it determined if a member needs My Online Therapy?

Based on the information provided by the patient and/or other third parties (e.g., FSA, parent, medical practitioner), GeoBlue's Global Health & Safety (GHS) team will determine the severity of the patient's need in order to offer the most appropriate options. Cases are managed based on severity of the need. Please note My Online Therapy psychologists are unable to prescribe medication. If the member's situation requires treatment/medication, we can refer the patient to a physician (e.g. psychiatrist) within GeoBlue's network. If the patient is at risk of self-harm or harm to others, the patient will be directed to a facility (e.g. emergency room, etc.), as appropriate.

3. How is the service accessed?

GeoBlue members can be directed by our GHS team or they can self refer to the My Online Therapy website (www.myonlinetherapy.com) which offers a free mobile app available for iOS and Android. This app is used to collect information and identify the most appropriate counselor based on the member's needs. If a member contacts our GHS team, GeoBlue will refer members to My Online Therapy only if we determine that there are no or limited resources in the member's area. In such cases, GeoBlue will issue and provide a guarantee of payment to My Online Therapy. If a member self-refers to My Online Therapy, they should be sure to contact our GHS team to request a guarantee of payment in advance. Members can choose how they would like to connect with the psychologist to receive therapy: video, live chat or daily messaging. The modality can be switched at any time.

4. Will the member be responsible for a cost for using the service?

My Online Therapy will request a guarantee of payment for any members seeking services, or GeoBlue can proactively send a guarantee of payment when referring the member. My Online Therapy will collect any cost-share from the patient based on the member's plan benefits.

5. Will one guarantee of payment be enough, or will My Online Therapy need to request a guarantee of payment for each session?

GeoBlue will send a guarantee of payment for five sessions. If My Online Therapy (or any provider) requests a guarantee of payment for additional sessions, GeoBlue's medical review team will request a treatment plan to determine the medical necessity of additional sessions. If authorized, GeoBlue will send another guarantee of payment with the number of sessions that were approved (pending coverage). Please note this is the same process for as any other provider.

6. Is this a claimable service?

If a guarantee of payment is not provided, members can submit a claim to be considered for reimbursement under their medical plan.

7. Can the vendor provide treatment or a prescription?

Counselors and psychologists cannot prescribe medication. Should the level of severity warrant treatment or a prescription, the member should refer to the provider network for a local psychiatrist or GeoBlue can assist with locating one.

8. Can the vendor refill prescriptions?

My Online Therapy does not provide prescriptions.

9. Is this service available 24/7?

Patients can access the My Online Therapy app and initiate the process for service 24/7. It takes 1-2 business days for My Online Therapy to review the assessment and arrange the initial sessions. Sessions are likely to be scheduled during daytime hours in the United Kingdom; however, the My Online Therapy counselor may be able to schedule sessions outside of their normal working hours.

10. What are the languages the service is offered in?

My Online Therapy offers their services in English.

11. Is there a limit to the number of counseling sessions?

Members should check their medical plan to see if they have a plan limit for coverage under the mental health benefit.

12. If the member wants to continue to use this service when they no longer have an active GeoBlue policy, can they?

Once a GeoBlue policy has been terminated, My Online Therapy can continue to be utilized; however, the user would be responsible for all costs.



Beginning in 2020, GeoBlue will be offering a more comprehensive telehealth solution that will include mental health services. Your Account Manager will share additional information soon!

Questions or concerns? Please contact your Account Manager.