

Mental Healthcare FAQs



How much does it cost?

Your employer provides First Stop Health's services at no cost to you. There are no hidden fees or copays, so you can focus on feeling better.

How soon can I be seen?

When you schedule a visit through your account, you'll be able to pick a day and time that works for you. Appointment times may be available as soon as tomorrow!

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.

Who can have a visit?

Primary members and their adult eligible dependents (16+) can request visits on our [mobile app](#), [website](#), or by calling 888-691-7867. Otherwise, primary members can request visits on behalf of minor dependents aged 13-17 through their primary profiles.

What types of mental health care do you offer?

We offer individual therapy, couples therapy, teen therapy and family therapy. In addition, we offer mental health coaching for individuals. If you need a prescription* or medication management, we have board-certified providers available.



Learn more!

Scan the QR code to learn more about mental healthcare visits.