


Frequently Asked Questions about Making Life Easier

- 1. When is Making Life Easier available?** The program is available 24/7/365 to support you and any household members.
- 2. Will my company know if I use Making Life Easier?** No, use of the program is completely confidential unless you are in a life-threatening situation, and we need to take immediate action to protect your safety.
- 3. Is everyone who answers the phone a counselor?** Yes, the program is staffed around-the-clock by licensed counselors who can provide immediate telephonic support.
- 4. What types of problems can Making Life Easier help me with?** The program can assist you with a variety of common concerns including depression, anxiety, stress, relationship problems, grief and loss, alcohol or substance use, anger management, and more.
- 5. Are counseling sessions offered through Making Life Easier?** Short-term counseling sessions per occurrence are available through the program, virtually or in-person, at no cost to you.
- 6. Can I specify which counselor qualities are most important to me?** Yes. Your Care Advocate will assist you in locating a counselor that meets as many of your unique preferences as possible and is also included in your health plan. Standard referral turnaround time is 48 hours. However, specific requests may result in slightly longer wait times for an initial appointment. Your Care Advocate will always offer choices and help you understand your options.
- 7. Where can I learn more?** You can access all of the care modalities, valuable information and resources your program has to offer by visiting your web or mobile platform.
- 8. What other resources are available?** Your program also offers text therapy, emotional fitness coaching, digital behavioral health, and a variety of self-serve toolkits, flash courses, educational tip sheets and more.
- 9. What if I need additional help?** If you need care beyond short-term counseling, your counselor and Care Advocate will work together to connect you and your in-network provider to the care you need.
- 10. What if I don't want to call and would like to access services another way?** There are a variety of additional program access points on the web and mobile portal, including a digital Mental Health Navigator, TextCoach®, Inline Scheduling, Animo, Email/Ask the Expert & Digital Support Group. Any of these choices allow you to connect to the care option that best matches your interests with the click of a button.
- 11. How can Making Life Easier help me balance work and home?** Consultations, resources and referrals are available for a variety of concerns including legal, financial, dependent care and more.
- 12. Who can help me if I have any difficulties, questions or concerns?** Your Care Advocate will ensure you are connected to the care you need. You can contact your Care Advocate directly, or you may call the program 24/7 for immediate assistance.
- 13. I am still seeing the Wellspring landing page when I visit KCMakingLifeEasier.com – What do I do?** No problem! You will need to clear your Cache/Cookies and re-access the site – Here is how: [Refreshing Cookies and Cache](#)



 1-888-874-7290

 [KCMakingLifeEasier.com](https://www.kcmakinglifeeasier.com)
group code: kingcounty

Support for everyday issues. Every day.