

# Global Wellness Assist

**HELP AT YOUR STUDENT'S FINGERTIPS. WHENEVER THEY NEED IT.**

Your student made a big move. Excitement may have given way to more complex feelings. They may feel homesick, anxious, depressed or otherwise unwell. A lack of access to their normal support system can be triggering while living in a country other than their own.

These challenges can cause your student to neglect really important aspects like self-care, and they may be struggling to adjust. Global Wellness Assist is here to help your student when facing difficulties.

## What Is Global Wellness Assist?

Global Wellness Assist is an international assistance program for students who are studying internationally and provides access to free, confidential assistance any time, any day.

**Professionals are ready to assist with any issue.**

**Topics include, but are not limited to:**

- ✓ Harmony between academic and personal life
- ✓ Managing life changes
- ✓ Bullying and harassment
- ✓ Managing anxiety and depression
- ✓ Substance use
- ✓ Surviving the loss of a loved one
- ✓ Handling stress
- ✓ Referrals to local resources, including attorneys, financial professionals and much more
- ✓ Managing school or workplace pressure

## Confidential Service You Can Trust

Global Wellness Assist is staffed by professionals who are completely independent of the program sponsor. They are bound by professional standards regarding confidentiality and do not disclose details of individuals who have contacted the service. Any information your student provides will not be shared with the plan sponsor.

### To Have a Counselor Contact Your Student:

1. Email [support@worldwideassist.co.uk](mailto:support@worldwideassist.co.uk)
2. Include in your email:
  - a. Your Name
  - b. Your Country Location
  - c. Your Phone number
  - d. Reason
3. Students can call 1-888-851-7032 directly for around-the-clock assistance

## Member Support, Worldwide



Available 24/7/365



Up to 6 sessions of counseling per issue, per year (*telephonic and in person*)



Information, resources and counseling on any work, life, personal or family issue



Available worldwide by phone, email or web



No additional cost to use



Available in several languages



**Telephonic counseling services do not require a user account or profile. Students can contact the service via phone or the chat feature through the website to request assistance.** Once a request is made, the telehealth provider will work with the Power of Attorney (POA) or Medical Release forms from the school/institution on an as-needed basis. If there are issues with any specific form, most often due to local regulations, the counselor can work with the school/institution contact to coordinate services as needed.



### Easy access on your student's terms

Free, confidential support is available by phone, email, or web, from anywhere at any time. Call or log on to get started.

Services are provided by WorkPlace Options, an independent company that is not affiliated with GeoBlue and does not provide Blue Cross or Blue Shield products or services. WorkPlace Options is solely responsible for referring participants for counseling, coaching and work-life services by providers who are appropriately licensed by local authorities. The evaluation and efficacy of any service delivered by a provider lies solely with the employee, spouse, dependent or other authorized party who inquires on behalf of the participant. GeoBlue shall have no responsibility or liability whatsoever for any aspect of the provider counseling or the counselor/participant relationship.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued in the District of Columbia by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.