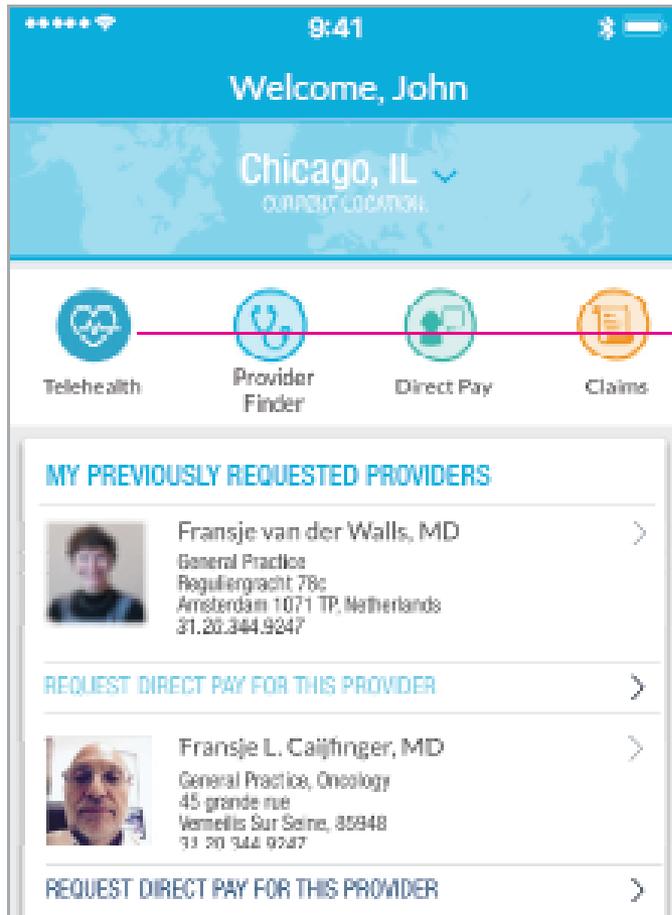




Global Wellness Assist: Member Journey

GeoBlue Mobile App: Access to EAP

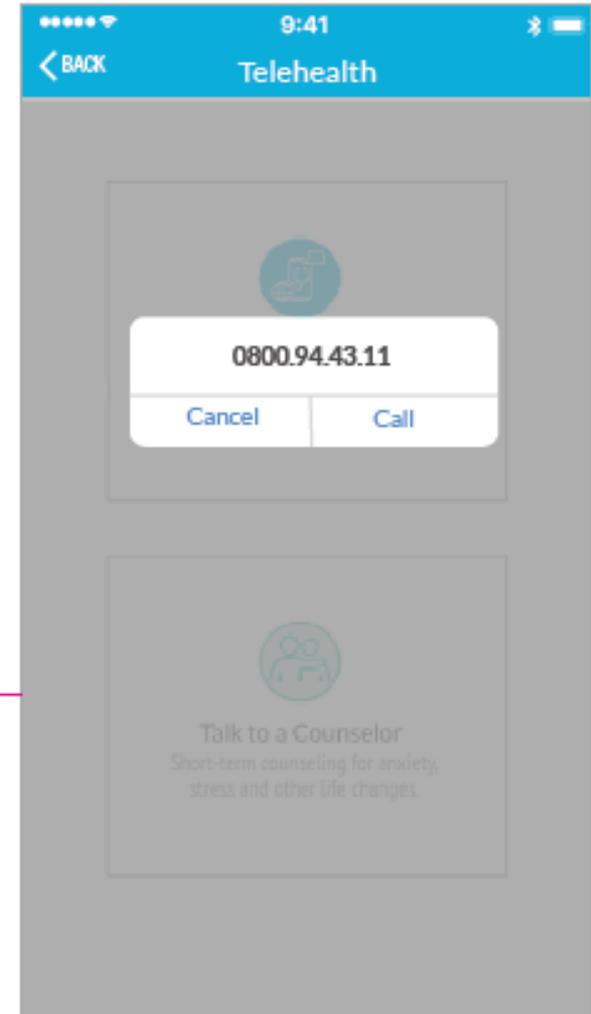
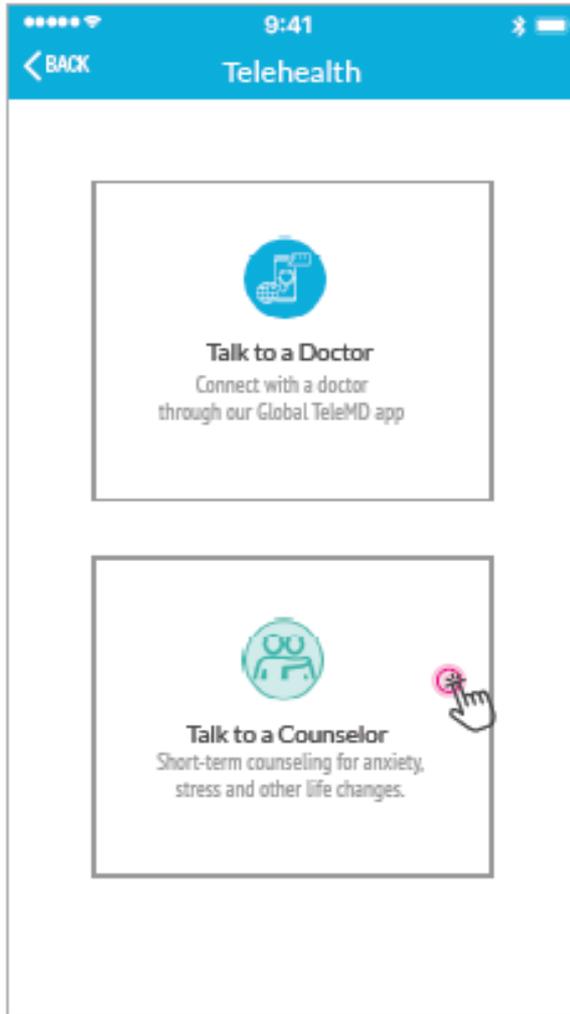
Select the Telehealth Engagement Button



The Telehealth logo will appear in the Nav bar for users to access the feature

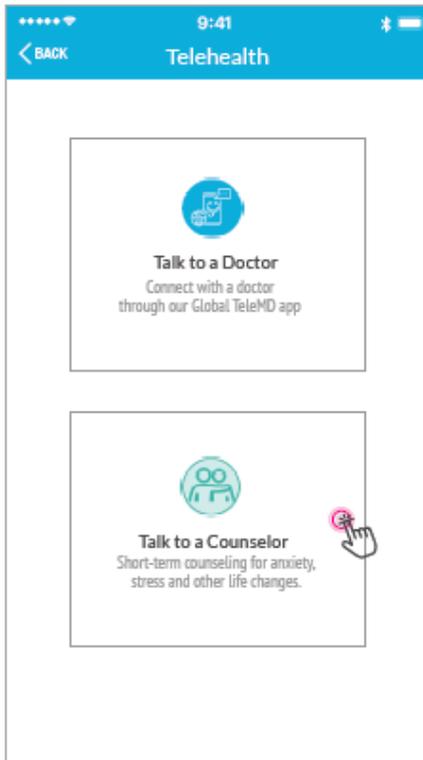
GeoBlue Mobile App: Access to EAP

Telehealth Screen – Select “Talk to a Counselor”

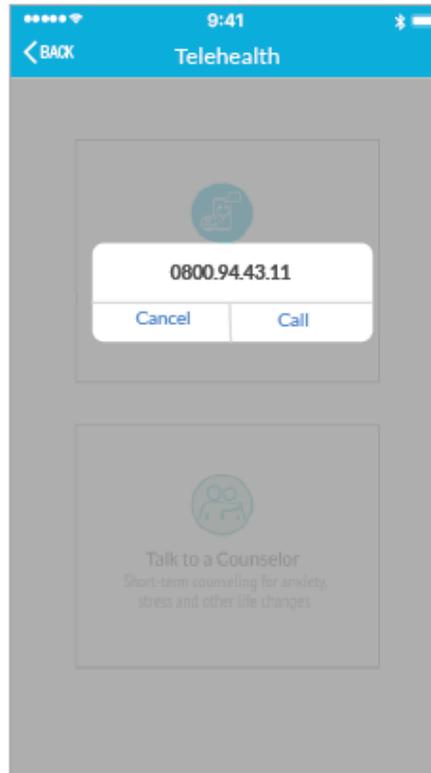


GeoBlue Mobile App: Access to EAP

Telehealth Screen – Select “Talk to a Counselor”

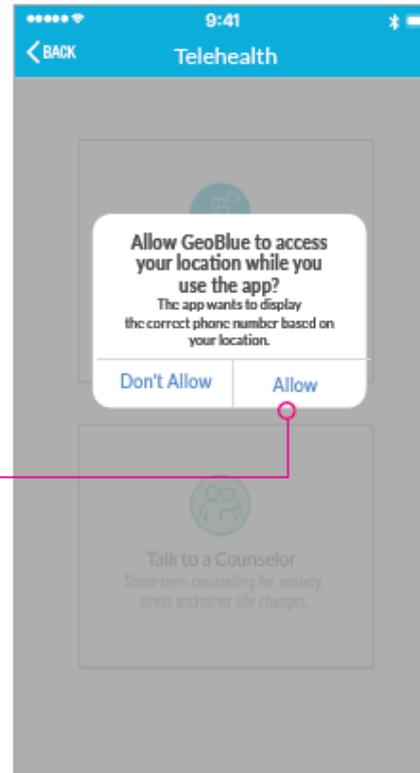


Scenario 1:
Geolocation has already been enabled



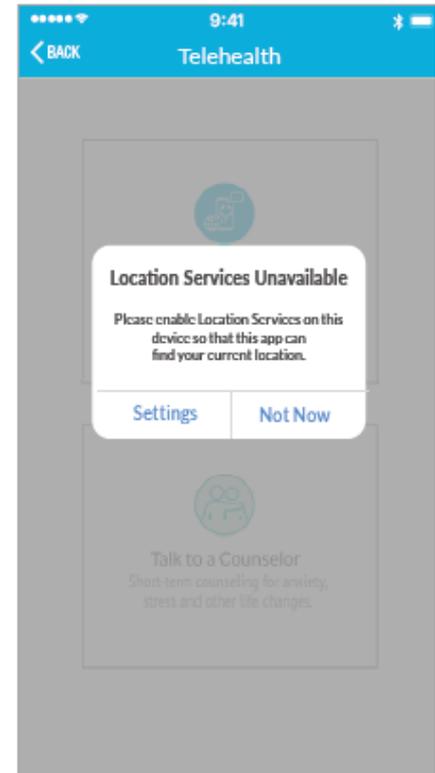
Detailed user flow - Page 6

Scenario 2:
The user has not yet given permission for the app to use Geolocation. A modal box will ask for permission.



Detailed user flow - Page 7

Scenario 3:
The user previously chose not to allow Geolocation and has tapped "Talk to a Counselor". This message will show one time.



Detailed user flow - Page 8

The correct phone number will appear based on the users location.

Student Member Portal- Access to EAP

Tools and Services/Wellness



in cooperation with Florida Blue

Demo User

Access for visually impaired OFF

Member Hub | Destination Dashboard | **Tools & Services** | Claims

My Plan

Gretchen Midden Inbound 502253411

100 Matsonford Rd
Test Address 2
Test Address 3
Radnor 19807
BELGIUM
gblitz@hthworldwide.com

[Coverage & Benefits](#)

[Enrollment Details](#)

[Visa Letter](#)

<https://members.geobluestudents.com/PersonalServices/Wellness>

Tools & Services

Doctor & Facility Finder

[International Provider Finder](#)

Personal Services

[Request Direct Pay](#)

[Wellness](#)

[Service Requests](#)

Health Tools

[Medicine Equivalents](#)

[Medical Terms](#)

[Medical Phrases](#)

News & Safety

[Security Profiles](#)

[News Alerts](#)

[File an eClaim](#)

My Claims shows claims submitted in the last 90 days.

My Health Tools

Get Care

Provider Finder

Locate a trusted doctor or hospital in over 190 countries.

[International Provider Finder](#)

[Start a New Direct Pay Request](#)

[View All Issued GOPs](#)

Service Requests

We provide concierge-level service to help you

Link to Wellness Portal on Wellness Page

Tools and Services

[Doctors and Facilities](#)

[Finder](#)

[Personal Services](#)

[Request Direct Pay](#)

[Wellness](#)

[Service Requests](#)

[Health Tools](#)

[News & Safety](#)

To me, good health is more than just exercise and diet. It is really a point of view and a mental attitude you have about yourself.

-Albert Schweitzer

Physical fitness is not only one of the most important keys to a healthy body, it is the basis of dynamic and creative intellectual

Wellness

Welcome to GeoBlue [Global Wellness Resources](#)

The stress of being away from home can cause you to feel anxious and/or depressed. Navigating another country's healthcare system can be daunting, further amplifying these feelings. GeoBlue® offers telehealth solutions for both physical and mental health needs, providing you with confidential access to counselors by phone or in person. This solution offers not only remote care, but also referrals to local resources that address your particular concern, e.g. financial advisors, legal experts, etc. This provides a holistic approach to care that seeks to minimize and address the physical, mental and life challenges you may experience while abroad.



Global Wellness Assist

This international employee assistance program (EAP) offers confidential assistance with any academic, work, life, personal or family issue. Talk to professional counselors for in-the-moment support and information about local resources all around the world.



Global Wellness Coaching

Make a lifestyle change and stick to it with help from master motivators. Work to increase wellness via a one-on-one relationship with a wellness coach or use one of the online programs specific to addressing issues related to fitness, weight, smoking and stress.



Online Seminars

Online Seminars are an interactive learning experience you can view at your convenience. Learn about upcoming seminars.

Visit our [Wellness Portal](#)  and go to "Contact a Counselor" to access Global Wellness Assist and Wellness Coaching. You will also be able to access online seminars, wellness tools, helpful articles, recipes and much more. Please note you will be leaving this website and entering our wellness vendor's secure website. You will not need to sign

Wellness Portal – Request thru Chat to Speak with a Counselor (Live Connect- Chat)

The screenshot displays the GeoBlue Wellness Portal interface. At the top, there is a navigation bar with a language selection dropdown (set to 'Choose Language') and a search bar (containing 'Search') with a 'Go' button and a link to 'Advanced Search'. The main header features the GeoBlue logo (a blue cross with a globe and a shield) and the text 'Wellness Portal'. Below the header is a horizontal menu with categories: 'Homepage', 'Parenting', 'Aging', 'Balancing', 'Thriving', 'Working', 'Living', and 'International'. A red rectangular box highlights the 'LIVECONNECT ONLINE' button, which is located in the bottom right corner of the menu area. Below the menu is a section titled 'Member Services and Information'. The main content area features a large image of a woman in a white shirt covering her nose with a tissue, indicating illness. Below the image, the text reads 'Coronavirus (COVID-19)' followed by 'The worldwide outbreak of coronavirus disease 2019 (COVID-19) is causing concern for people everywhere.' and a 'READ MORE' button.

Wellness Portal – Submit an Online Request via “Contact a Counselor”

Get in touch 24/7/365 with professional counselors for help with work, life, personal or family issues at no cost.

[READ MORE](#)



ONLINE SEMINARS

Online Seminars are an interactive learning experience you can view at your convenience. Learn about upcoming Online Seminars or browse the On Demand archives.

[Read More: Online Seminars](#)



LOCATE RESOURCES

Are you in need of a caregiver or another type of provider? Use our handy search tool.

[Read More: Locate Resources](#)



FAVORITE CONTENT

Find the most popular pieces of content here - rated and recommended by others who enjoyed the read.

[Read More: Favorite Content](#)

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[Relocation Center](#) +

[TaxAct](#) +

[Savings Center](#) +

[Yearly Planner](#) +

Features

[General Budget Worksheet](#)

[How to Make and Use a Budget](#)

[Protecting Your Child's Financial Future](#)

