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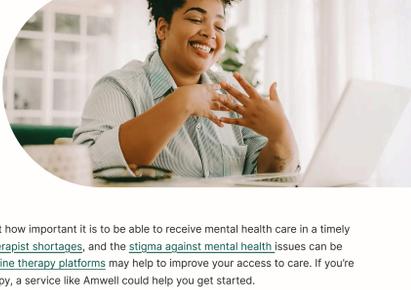
Amwell Online Therapy Review: Tested in 2024

Updated: June 18, 2024

We explored the Amwell telehealth platform for mental health care. Here's what we discovered.

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The Handbook Team knows just how important it is to be able to receive mental health care in a timely way. Yet high session costs, [therapist shortages](#), and the [stigma against mental health](#) issues can be barriers to seeking support. [Online therapy platforms](#) may help to improve your access to care. If you're interested in trying online therapy, a service like Amwell could help you get started.

Amwell is a telehealth platform that connects users around the United States to mental and medical health care services. Unlike other online therapy platforms, such as [Talkspace](#) or [Brightside](#), you don't need to sign up for a monthly subscription. Instead, Amwell allows you to book teletherapy sessions by individual appointment. To compare Amwell to other online therapy platforms, the Handbook Team went behind the payroll. Discover our insights below, along with more guidance from mental health professionals.

Our alternative pick: BetterHelp

If you're looking for a subscription teletherapy service, we recommend BetterHelp. With a large selection of therapists to match with and a wide array of bonus features, the platform is a good choice for those looking for a monthly online therapy plan. Learn more in our [BetterHelp review](#).

BetterHelp

- Large selection of therapists to choose from
- Costs \$260–\$360 a month
- Group sessions available
- ✓ 20% off with [HELPGUIDE20](#)

[Visit Site](#)

Amwell overview

[Visit Site](#)

Features

- **Best for:** People who want to book individual therapy sessions.
- **Cost:** \$109 out of pocket for an online therapy appointment.
- **Insurance:** Yes.
- **Session length:** 45 minutes.
- **Types of services offered:** Online therapy, online psychiatry, and other telehealth services.

Pros and cons

In a mental health emergency:

Online therapists may not be the most appropriate resource to help in a mental health crisis. If you or someone you know is a danger to themselves or others around them, it is an emergency, and cannot wait for an online therapist's response.

Don't wait. You can find help immediately by:

- Visiting urgent care
- Calling or texting 988 for the [Suicide & Crisis Lifeline](#)
- Chatting online at [988lifeline.org](#)
- Calling the [Substance Abuse and Mental Health Services Administration \(SAMHSA\)'s Helpline](#) at 1-800-662-4357 or text your zip code to 435748

All the above options will connect you with trained professionals who can provide crisis support. You can find even more resources, including international options, on our [helpline directory page](#).

Insights from our testers

"It can feel intimidating trying to build a relationship with someone new, but when you have the [right fit therapist](#), it feels easy," says [Katie Ziskind](#), a licensed marriage and family therapist (LMFT) and owner of Wisdom Within Counseling.

Many online therapy platforms, such as BetterHelp, use responses from an onboarding questionnaire to automatically match you with a mental health provider. While Amwell also has an entrance questionnaire, it doesn't use an algorithm to pair you with a therapist. Instead, you can choose your therapist from the beginning, which is one of our tester's favorite features.

The therapist bios are short, but provide detailed information about a practitioner's experience, approach, and appointment availability. You can also filter therapist profiles by other criteria, such as gender and language. This helped our tester quickly find a therapist that fit their preferences.

From our tester

"Using Amwell, I found it easy to find a therapist you can connect with, as their bios really help you choose... Although I did not switch therapists, it is extremely easy to do so since you book each appointment individually. Instead of booking again with my therapist, I could easily just book with someone else. Super seamless for people who may be worried about switching therapists."

Our tester saw therapists of many different ethnicities, but all were women. While our tester prefers to work with a female therapist, they did note that the platform could use more representation from male practitioners.

Additionally, booking an appointment wasn't as seamless as finding a therapist. When our tester tried to book via the desktop website, the link redirected to an irrelevant page. So, our tester needed to download the mobile app to book their session. They found Amwell's app easier and more convenient than the desktop site.

Our tester's therapist arrived 17 minutes late to the first scheduled live video session. However, the therapist stayed over the allotted time, allowing our tester to still experience a full 45-minute session despite the delay.

Our tester enjoyed meeting with their therapist and found them helpful, caring, and professional. They also like that their therapist explained their therapeutic approach, discussed patient confidentiality over telehealth, and mentioned additional mental health care services available via Amwell.

From our tester

"I liked that my therapist mentioned that psychiatry was available on the platform as well. That makes it a lot easier for people interested in both."

The video session had a slight lag, which caused our tester and their therapist to occasionally interrupt each other. Afterward, our tester also experienced a slight delay of about a week in getting their invoice for the session, as it wasn't uploaded to the website immediately afterward. Despite these glitches, our tester is pleased with the service they received from their therapist.

What other users are saying

During our November 2023 focus group with online therapy users, participants stated that convenient scheduling is one of the biggest perks of online therapy. Since Amwell allows you to book therapy sessions individually, you have more scheduling flexibility over platforms that require monthly subscriptions.

Our testing experience



Our Handbook Team spent over 10,000 hours researching, testing, and evaluating every detail of different online therapy and psychiatry platforms. Our Handbook Team aims to help you find the mental health care provider who can best suit your unique needs. We strive to thoroughly understand every platform's features rather than care from individual providers.

To make our reviews and informed decisions, we consulted with more than 60 mental health experts to understand the pros and cons of online therapy. For instance, while online therapy may be helpful for people seeking treatment for mild anxiety and depression, one expert informed us that people with other mental health conditions, like agoraphobia, may benefit more from in-person sessions.

HelpGuide Handbook for Our Online Therapy Testing Process

1. Fill out the intake assessment.
2. Subscribe as a new user.
3. Get matched with a therapist.
4. Schedule and attend sessions on the platform for one month.
5. Go through the steps to switch therapists.
6. Contact customer support with questions.
7. Explore platform features such as journals, worksheets, and group sessions.
8. Cancel subscription.

Our Handbook Team explored the Amwell platform and attended online therapy sessions for four weeks. We instruct testers to try the platform through the lens of a real user, paying attention to how easy or difficult it was to find a therapist they could talk to. They log their experience in a diary and share their findings when testing is concluded. We use these findings and our additional research into online therapy platforms to help write this Amwell review.

Compare Amwell with other online therapy platforms

	Visit Site	Visit Site	Visit Site	Visit Site	Visit Site
Cost*	\$109 per online therapy session	\$260–\$400 per	Varies by provider	Varies by provider	Varies by provider
Accepts insurance?	Yes	No	Yes	No	Yes
Services	Online therapy, online psychiatry	Online therapy	Online therapy, online psychiatry	Online therapy, online psychiatry	Online therapy, or psychiatry
Can prescribe a controlled substance?	No	No	Yes (varies by individual provider)	No	No

*Out-of-pocket cost without insurance, promos, or discounts.

Amwell cost and payment options

During testing, we found that online therapy sessions on Amwell consistently cost \$109 before insurance. [Online psychiatry](#) visits cost \$279 out of pocket per session.

The platform accepts all major credit cards, including Visa, Mastercard, Discover, and American Express.

Insurance options

Amwell accepts many insurance plans for mental health care services, including, but not limited to, the following:

- Aetna
- Blue Cross Blue Shield
- iCare
- Emblem Health
- UnitedHealthcare
- Rural Carrier Benefit Plan
- Medica

Coverage and copays will vary by insurance company and provider. For instance, some plans may only cover urgent mental health care, while others may pay for online therapy and psychiatry services. You can [check to see if your plan is accepted](#) by Amwell before signing up. If you don't see your plan on the list, have a look at our picks for the [best online therapy platforms that accept insurance](#).

Our final verdict

Although our tester initially experienced technical issues with the video chats and the desktop website, our tester had a positive experience with Amwell and was able to connect with a caring therapist who suited their needs.

“Know that it is a true sign of strength to know when you need mental health treatment. Take your time to find the [treatment option] that works for you.”

– Katie Ziskind, LMFT

At \$109 per session, Amwell is more expensive than other [more affordable online therapy platforms](#) we've tested. Amwell does accept certain insurance plans and provides the ability to book online sessions individually rather than in a monthly subscription, which can help you save on costs.

Frequently asked questions

- How does Amwell work?** +
- How much does therapy cost at Amwell?** +
- What are the downsides of Amwell?** +
- What types of therapy does Amwell provide?** +

References

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