

Online Table 1. Change predicted by antidepressant medication, additional e-mail contacts and pre-interventional symptom load

Group	Predictor	Pre score		Pre- to post-treatment		Pre-treatment to 3-month follow-up		Pre-treatment to 6-month follow-up		Pre-treatment to 12-month follow-up	
		<i>b</i> (SE)	<i>p</i>	<i>b</i> (SE)	<i>p</i>	<i>b</i> (SE)	<i>p</i>	<i>b</i> (SE)	<i>p</i>	<i>b</i> (SE)	<i>p</i>
Beck Depression Inventory-II											
CoD	AD	0.12 (0.38)	.743 ^{NS}	-0.28 (0.74)	.701 ^{NS}	0.67 (0.87)	.443 ^{NS}	0.98 (1.14)	.393 ^{NS}	2.26 (1.08)	.036 ^{NS}
	contacts	-	-	0.24 (0.19)	.198 ^{NS}	0.40 (0.24)	.091 ^{NS}	1.01 (0.35)	.004 ^{NS}	0.67 (0.33)	.039 ^{NS}
	pre-BDI	-	-	-0.64 (0.08)	< .001	-0.73 (0.10)	< .001	-0.75 (0.12)	< .001	-0.53 (0.12)	< .001
IC	AD	0.28 (0.37)	.440 ^{NS}	0.16 (0.74)	.829 ^{NS}	-1.20 (0.81)	.138 ^{NS}	-1.21 (0.84)	.151 ^{NS}	0.62 (1.02)	.548 ^{NS}
	contacts	-	-	0.22 (0.24)	.362 ^{NS}	-0.07 (0.27)	.782 ^{NS}	0.40 (0.25)	.109 ^{NS}	0.10 (0.33)	.754 ^{NS}
	pre-BDI	-	-	-0.62 (0.09)	< .001	-0.59 (0.10)	< .001	-0.71 (0.11)	<.001	-0.71 (0.12)	< .001
Patient Health Questionnaire - 9											
CoD	AD	0.50 (0.33)	.132 ^{NS}	-0.31 (0.37)	.406 ^{NS}	-0.16 (0.47)	.732 ^{NS}	0.05 (0.55)	.926 ^{NS}	1.31 (0.58)	.023 ^{NS}
	contacts	-	-	0.14 (0.10)	.168 ^{NS}	0.29 (0.15)	.044 ^{NS}	0.60 (0.19)	.001	0.39 (0.15)	.009 ^{NS}
	pre-PHQ-9	-	-	-0.60 (0.05)	< .001	-0.66 (0.07)	< .001	-0.77 (0.07)	< .001	-0.70 (0.08)	< .001
IC	AD	0.44 (0.31)	.159 ^{NS}	0.05 (0.35)	.897 ^{NS}	-0.45 (0.40)	.258 ^{NS}	-0.64 (0.46)	.168 ^{NS}	0.12 (0.53)	.823 ^{NS}
	contacts	-	-	0.13 (0.13)	.314 ^{NS}	-0.05 (0.13)	.684 ^{NS}	0.22 (0.15)	.136 ^{NS}	0.02 (0.16)	.905 ^{NS}
	pre-PHQ-9	-	-	-0.72 (0.05)	< .001	-0.74 (0.06)	< .001	-0.80 (0.07)	< .001	-0.80 (0.07)	< .001

N = 1089. Bonferroni-correction was applied to keep familywise errors rate at .05, therefore, only paths with *p* < .001 were considered as statistically significant. Unstandardized parameter estimates are reported. Both models including the predictor variables provided a good overall model fit, PHQ-9: average χ^2 (df = 2) = 1.264, *SD* = 1.019, average RMSEA = .005, *SD*_{RMSEA} = .011, average CFI = 1.000, *SD*_{CFI} = .001, average SRMR = .007, *SD*_{SRMR} = .003; BDI-II: average χ^2 (df = 2) = 2.316, *SD* = 1.131, average RMSEA = .017, *SD*_{RMSEA} = .017, average CFI = 1.000, *SD*_{CFI} = .001, average SRMR = .008, *SD*_{SRMR} = .002. CoD, Contact on Demand group; IC, Individual Counseling group; AD, antidepressant medication; Contacts, number of unplanned e-mail contacts during the intervention. ^{NS} = non-significant.

Online Table 2. Estimated within-group changes for both primary outcome measures under various NMAR conditions

Outcome	Group	Pre- to post-treatment			Pre-treatment to 3-month follow-up			Pre-treatment to 6-month follow-up			Pre-treatment to 12-month follow-up		
		M_{LC} (SE_{LC})	p	d [95% CI]	M_{LC} (SE_{LC})	p	d [95% CI]	M_{LC} (SE_{LC})	p	d [95% CI]	M_{LC} (SE_{LC})	p	d [95% CI]
Beck Depression Inventory-II													
MAR	IC	-12.06 (0.36)	< .001	-1.53 [-1.69, -1.36]	-11.75 (0.42)	< .001	-1.40 [-1.58, -1.21]	-11.46 (0.43)	< .001	-1.35 [-1.52, -1.17]	-11.05 (0.49)	< .001	-1.17 [-1.35, -0.99]
	CoD	-10.81 (0.37)	< .001	-1.37 [-1.51, -1.22]	-11.38 (0.44)	< .001	-1.35 [-1.51, -1.19]	-11.13 (0.51)	< .001	-1.16 [-1.34, -0.98]	-11.95 (0.49)	< .001	-1.35 [-1.56, -1.15]
+ 3 BDI-II	IC	-11.69 (0.36)	< .001	-1.47 [-1.63, -1.31]	-11.31 (0.42)	< .001	-1.33 [-1.51, -1.15]	-11.03 (0.43)	< .001	-1.29 [-1.46, -1.12]	-10.58 (0.5)	< .001	-1.12 [-1.29, -0.94]
	CoD	-10.27 (0.37)	< .001	-1.3 [-1.44, -1.15]	-10.75 (0.44)	< .001	-1.27 [-1.43, -1.11]	-10.45 (0.51)	< .001	-1.08 [-1.26, -0.91]	-11.26 (0.49)	< .001	-1.27 [-1.47, -1.07]
+ 6 BDI-II	IC	-11.33 (0.37)	< .001	-1.4 [-1.56, -1.24]	-10.87 (0.43)	< .001	-1.25 [-1.43, -1.07]	-10.59 (0.44)	< .001	-1.22 [-1.38, -1.05]	-10.12 (0.5)	< .001	-1.05 [-1.22, -0.87]
	CoD	-9.74 (0.38)	< .001	-1.2 [-1.35, -1.06]	-10.13 (0.45)	< .001	-1.17 [-1.33, -1.01]	-9.77 (0.52)	< .001	-0.99 [-1.16, -0.82]	-10.57 (0.5)	< .001	-1.16 [-1.35, -0.97]
+ 9 BDI-II	IC	-10.97 (0.38)	< .001	-1.31 [-1.46, -1.15]	-10.43 (0.44)	< .001	-1.16 [-1.33, -0.99]	-10.16 (0.45)	< .001	-1.13 [-1.29, -0.97]	-9.65 (0.51)	< .001	-0.97 [-1.13, -0.8]
	CoD	-9.2 (0.39)	< .001	-1.09 [-1.23, -0.96]	-9.50 (0.46)	< .001	-1.05 [-1.2, -0.9]	-9.09 (0.53)	< .001	-0.89 [-1.05, -0.73]	-9.87 (0.51)	< .001	-1.04 [-1.22, -0.86]
Patient Health Questionnaire-9													
MAR	IC	-5.22 (0.19)	< .001	-1.20 [-1.32, -1.08]	-5.30 (0.22)	< .001	-1.14 [-1.28, -1.00]	-4.86 (0.25)	< .001	-0.95 [-1.08, -0.81]	-4.74 (0.28)	< .001	-0.87 [-1.01, -0.73]
	CoD	-4.47 (0.20)	< .001	-1.04 [-1.16, -0.92]	-4.58 (0.25)	< .001	-0.93 [-1.06, -0.79]	-4.62 (0.27)	< .001	-0.85 [-0.99, -0.71]	-5.13 (0.28)	< .001	-1.00 [-1.16, -0.84]
+ 2 PHQ-9	IC	-4.98 (0.19)	< .001	-1.15 [-1.27, -1.02]	-5.00 (0.23)	< .001	-1.07 [-1.20, -0.93]	-4.57 (0.25)	< .001	-0.89 [-1.03, -0.76]	-4.43 (0.28)	< .001	-0.81 [-0.95, -0.67]
	CoD	-4.11 (0.20)	< .001	-0.96 [-1.08, -0.84]	-4.16 (0.25)	< .001	-0.83 [-0.96, -0.7]	-4.17 (0.27)	< .001	-0.76 [-0.89, -0.63]	-4.67 (0.28)	< .001	-0.91 [-1.06, -0.75]
+ 4 PHQ-9	IC	-4.74 (0.2)	< .001	-1.07 [-1.19, -0.95]	-4.71 (0.23)	< .001	-0.98 [-1.11, -0.84]	-4.28 (0.26)	< .001	-0.82 [-0.95, -0.69]	-4.12 (0.29)	< .001	-0.74 [-0.88, -0.61]
	CoD	-3.75 (0.2)	< .001	-0.85 [-0.97, -0.73]	-3.75 (0.26)	< .001	-0.73 [-0.85, -0.60]	-3.71 (0.28)	< .001	-0.66 [-0.78, -0.53]	-4.21 (0.29)	< .001	-0.79 [-0.94, -0.64]
+ 6 PHQ-9	IC	-4.49 (0.20)	< .001	-0.97 [-1.09, -0.85]	-4.42 (0.24)	< .001	-0.87 [-1.00, -0.74]	-4.00 (0.26)	< .001	-0.74 [-0.87, -0.61]	-3.81 (0.29)	< .001	-0.66 [-0.8, -0.53]
	CoD	-3.4 (0.22)	< .001	-0.73 [-0.84, -0.61]	-3.33 (0.27)	< .001	-0.61 [-0.73, -0.49]	-3.26 (0.29)	< .001	-0.55 [-0.67, -0.43]	-3.75 (0.30)	< .001	-0.67 [-0.8, -0.53]

CoD, Contact on Demand group; IC, Individual Counseling group; MAR, missing at random; BDI-II, Beck Depression Inventory II; PHQ-9, Patient Health Questionnaire 9.

Online Table 3. Rates of reliable change, remission and recovery under various NMAR conditions

	Pre- to post-treatment			pre to 3-month follow-up			pre to 6-month follow-up			pre to 12-month follow-up		
	IC	CoD	Total	IC	CoD	Total	IC	CoD	Total	IC	CoD	Total
Reliable change	MAR imputation											
Improvement	312.3 ^b (56.3)	268.9 (50.4)	581.2 (53.4)	320.0 (57.7)	282.6 (52.9)	602.6 (55.3)	303.9 (54.8)	284.3 (53.2)	588.3 (54.0)	314.1 (56.6)	304.8 (57.1)	618.9 (56.8)
No change	233.3 (42.0)	254 (47.6)	487.3 (44.7)	223.6 (40.3)	231.6 (43.4)	455.3 (41.8)	223.6 (40.3)	218.8 (41.0)	442.5 (40.6)	210.6 (37.9)	207.2 (38.8)	417.8 (38.4)
Deterioration	9.4 (1.7)	11.1 (2.1)	20.5 (1.9)	11.4 (2.1)	19.8 (3.7)	31.2 (2.9)	27.5 (4.9)	30.8 (5.8)	58.3 (5.4)	30.4 (5.5)	22.0 (4.1)	52.3 (4.8)
asymptomatic	151.4 (27.4)	115.4 (21.7)	266.8 (24.6)	165.3 (29.9)	147.5 (27.7)	312.8 (28.8)	153.7 (27.8)	156.5 (29.4)	310.2 (28.6)	159.2 (28.8)	181.9 (34.1)	341.1 (31.4)
RCSC	251 (60.8)	209.2 (55.6)	460.2 (58.3)	257 (62.2)	220.7 (58.7)	477.7 (60.5)	248.9 (60.3)	227.3 (60.5)	476.2 (60.4)	253.9 (61.5)	240 (63.3)	493.9 (62.6)
Reliable change	MAR Imputation + 2 PHQ-9 points											
Improvement	299.8 (54)	251.1 (47)	550.9 (50.6)	305.3 (55)	265 (49.6)	570.2 (52.4)	290.5 (52.3)	266.5 (49.9)	557 (51.1)	300.9 (54.2)	284.7 (53.3)	585.6 (53.8)
No change	244.3 (44)	269.1 (50.4)	513.4 (47.1)	236.2 (42.6)	245.6 (46)	481.8 (44.2)	234.9 (42.3)	232.1 (43.5)	467 (42.9)	221.5 (39.9)	223.6 (41.9)	445.1 (40.9)
Deterioration	11 (2)	13.7 (2.6)	24.7 (2.3)	13.6 (2.5)	23.4 (4.4)	37 (3.4)	29.6 (5.3)	35.4 (6.6)	65 (6)	32.7 (5.9)	25.7 (4.8)	58.3 (5.4)
asymptomatic	137.2 (24.8)	99.4 (18.6)	236.6 (21.8)	148.7 (26.9)	127 (23.8)	275.8 (25.4)	140.1 (25.3)	136.3 (25.6)	276.4 (25.5)	144.3 (26.1)	159.7 (30)	304 (28)
RCSC	240.3 (58.2)	195 (51.9)	435.4 (55.2)	245.5 (59.4)	207.7 (55.2)	453.3 (57.5)	238.1 (57.7)	213.8 (56.9)	451.8 (57.3)	241.9 (58.6)	224.8 (59.8)	466.6 (59.1)
Reliable change	MAR Imputation + 4 PHQ-9 points											
Improvement	288.4 (52)	234.9 (44)	523.2 (48)	291.8 (52.6)	247.3 (46.3)	539.1 (49.5)	278.3 (50.1)	249.5 (46.7)	527.8 (48.5)	287.5 (51.8)	264.8 (49.6)	552.3 (50.7)
No change	253.1 (45.6)	280.7 (52.6)	533.7 (49)	246 (44.3)	256.7 (48.1)	502.7 (46.2)	243.7 (43.9)	242.4 (45.4)	486.1 (44.6)	230.9 (41.6)	237.7 (44.5)	468.6 (43)
Deterioration	13.6 (2.5)	18.5 (3.5)	32 (2.9)	17.3 (3.1)	30 (5.6)	47.3 (4.3)	33.1 (6)	42.1 (7.9)	75.1 (6.9)	36.6 (6.6)	31.5 (5.9)	68.1 (6.3)
asymptomatic	132.5 (24)	93.9 (17.6)	226.4 (20.8)	141.4 (25.6)	118.6 (22.3)	260 (23.9)	132.6 (24)	122.1 (22.9)	254.7 (23.5)	135.5 (24.5)	142.7 (26.8)	278.2 (25.6)
Recovery ^a	228.2 (55.25)	179 (47.6)	407.2 (51.6)	232.8 (56.37)	191 (50.8)	423.8 (53.7)	224.4 (54.33)	198.2 (52.7)	422.5 (53.5)	228.5 (55.33)	207.6 (55.2)	436.1 (55.3)
Reliable change	MAR Imputation + 6 PHQ-9 points											
Improvement	280.6 (50.6)	224 (41.9)	504.6 (46.3)	281.7 (50.8)	235.1 (44)	516.8 (47.5)	270.3 (48.7)	235.4 (44.1)	505.7 (46.4)	277.8 (50.1)	248.6 (46.6)	526.3 (48.3)
No change	256.3 (46.2)	283 (53)	539.2 (49.5)	249.6 (45)	258.6 (48.4)	508.2 (46.7)	245.5 (44.2)	245.8 (46)	491.2 (45.1)	234.1 (42.2)	244.1 (45.7)	478.1 (43.9)
Deterioration	18.2 (3.3)	27 (5.1)	45.2 (4.2)	23.7 (4.3)	40.3 (7.5)	64 (5.9)	39.2 (7.1)	52.9 (9.9)	92.1 (8.5)	43.2 (7.8)	41.4 (7.8)	84.5 (7.8)
asymptomatic	131.6 (23.8)	92.7 (17.4)	224.3 (20.7)	139.8 (25.3)	115 (21.6)	254.8 (23.5)	131.2 (23.7)	118.8 (22.3)	249.9 (23)	133.2 (24.1)	138.2 (25.9)	271.4 (25)
RCSC	219.6 (53.2)	169.3 (45)	389 (49.3)	223.1 (54)	179.1 (47.6)	402.2 (51)	215.5 (52.2)	184.2 (49)	399.8 (50.7)	218 (52.8)	191.9 (51)	409.9 (52)

CoD , Contact on Demand group; IC, Individual Counseling group; NMAR, not missing at random; MAR, missing at random; RCSC, reliable change significant change.

Online Table 4. Means and standard deviations for each outcome at each measurement occasion

		Pre-Treatment		Post-treatment		3-month FU		6-month FU		12-month FU	
		<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
BDI-II	IC	21.987	3.947	9.932	7.656	10.242	8.246	10.529	8.139	10.940	9.089
	CoD	21.802	3.986	10.997	7.641	10.427	8.003	10.676	9.198	9.854	8.815
PHQ-9	IC	11.886	3.353	6.668	3.731	6.591	4.024	7.027	4.415	7.147	4.786
	CoD	11.670	3.471	7.205	4.002	7.091	4.552	7.052	4.831	6.541	4.678
GAD-7	IC	9.804	3.585	5.910	3.298	6.09	4.071	6.241	4.168	5.874	3.807
	CoD	9.554	3.480	6.328	3.475	6.045	3.886	6.104	4.066	5.788	3.825
PTQ	IC	37.159	8.752	28.739	11.871	27.364	12.766	27.829	12.154	26.68	12.443
	CoD	37.591	8.684	29.918	11.561	27.767	13.147	26.744	13.290	25.859	13.350
ESWE	IC	15.008	2.704	16.118	2.541	15.694	2.729	15.66	2.690	15.684	2.857
	CoD	15.198	2.711	15.784	2.792	15.679	2.897	15.611	2.872	15.902	2.994
WHO-5	IC	6.507	3.442	11.758	5.711	11.656	5.966	11.478	6.082	11.373	6.002
	CoD	6.770	3.749	11.260	5.794	11.582	6.033	12.023	6.067	11.891	6.115
BSSS	IC	25.533	4.972	26.987	4.922	26.327	5.332	26.187	5.514	26.009	5.717
	CoD	25.832	5.018	26.602	5.056	26.319	5.429	26.484	5.443	26.902	5.263

All results are pooled across 100 imputed data sets; CoD, Contact on Demand group; IC, Individual Counseling group; BDI-II, Beck Depression Inventory; BSSS, Berlin Social Support Scale perceived social support; ESWE, Scale to Assess Emotional Self-Efficacy; GAD-7, General Anxiety Disorder – 7-item scale; PHQ-9, Patient Health Questionnaire-9; PTQ, Perseverative Thinking Questionnaire; WHO-5, Well Being Index.