

# Fast, confidential mental health support for you and your whole family

Spring Health, your mental wellness benefit provided by your employer, gives you and your family access to therapy, 1:1 human support, and more.\*

## ADDRESSING THE NEED FOR FAMILY MENTAL HEALTH

Has your child or teen been struggling emotionally? It's probably not surprising to learn that 72% of parents said they had witnessed a decline in their child's emotional wellbeing this year.\*\* While the pandemic has created new challenges for families, it's also exposed some barriers to family mental health that existed long before the pandemic.

One of the biggest challenges is **access to therapy for kids and teens**. The process of finding the right care can be an isolating and stressful experience for parents — 60% of parents reported that a lack of information about where to seek help is a barrier to getting their child the care they need.\*\*\* Once you find a provider who seems like a fit, you may have to wait weeks or even months until the first available appointment.

With Spring Health, you no longer need to wonder where to start or who to trust, and can schedule an appointment for yourself or your child within minutes.

\*Only available to covered dependents.

\*\*Child Mind Institute

\*\*\*Child and Adolescent Psychiatry and Mental Health

\*\*\*\*AACAP



## 7.5 weeks / 2 days

The average wait time for a pediatric therapy appointment is 7.5 weeks in the US.\*\*\*\*

With Spring Health, parents can get an appointment **within a few days.**



# Why Spring Health

## A QUICKER, EASIER WAY TO GET CARE YOU CAN TRUST

No matter where you or your family are on your mental health journey, Spring Health helps find you the right resources at the right time. If you're a parent who is ready to find a therapist for one or more of your children, you can schedule and manage their care in just a few clicks. If you're not sure about the kind of support you or your family member needs, your dedicated Care Navigator, a licensed clinician, is there to help. As your family's mental health champion, your Care Navigator can make recommendations and referrals, answer questions, like how to talk to your kids about therapy or how to know when to seek help.



### Affordable Care

You and each of your covered family members have access to 6 free therapy sessions per year.



### Kids & Adults

Mental healthcare for covered family members, ages 6 and up — from children to teens to adults and spouses/domestic partners.



### Fast Appointments

Filter, browse and select a provider from a list of recommendations and schedule an appointment in an average of less than 2 days with just a few clicks.



### Specialized Providers

Access a diverse network of family and child mental healthcare providers who treat a full spectrum of mental health conditions.



### Dedicated Support

Unlimited 1:1 human guidance from your personal Care Navigator, a clinically-licensed mental health professional.



### Private & Confidential

Your and your family's information and care is never shared with anyone, including your employer.

# How it works

## A STREAMLINED EXPERIENCE FOR FAMILY MENTAL HEALTHCARE NOW INCLUDING THERAPY FOR CHILDREN AS YOUNG AS 6

### Book and manage therapy for kids and teens age 6-17

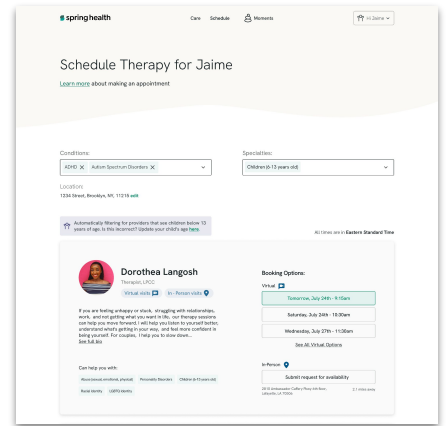
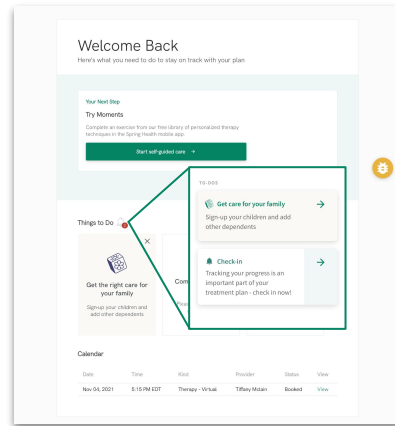
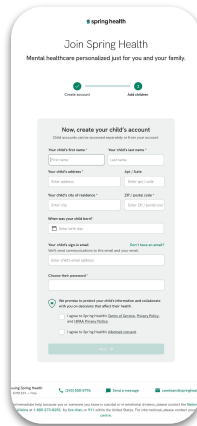
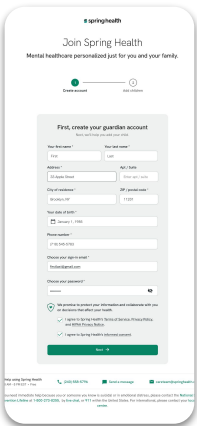
If you're seeking care for your child or teen between the ages of 6-17, you'll create and manage a Spring Health account on their behalf using their full name, email address, and date of birth. You'll be prompted to sign an electronic informed consent, and can then immediately find a therapist and directly schedule and manage their appointments.



If you're new to Spring Health, go to [benefits.springhealth.com](https://benefits.springhealth.com) to sign up

If you already have a Spring Health account

Scheduling & Managing Care



Easily verify & create child parent account account

You'll see "Things to Do" when you log in, including "Get care for your family". Select this to either add an account for a child age 6-17, or invite another dependent 18+ to sign up on their own

Easily schedule therapy and Care Navigation, manage appointments, and browse a list of qualified providers by condition, specialty and availability.

Available on mobile and desktop



# How it works

Help your adult dependents access care independently

**Partners, Spouses and Adults Dependents 18+:** If your family member is over 18 years old, they will be able to create their own Spring Health account, either by email invitation sent from your account or directly from Spring Health at [benefits.springhealth.com](https://benefits.springhealth.com).

Their account will not be linked to yours and you will not have access to manage their sessions or appointments.



## Add or invite dependents

The screenshot shows the 'Join Spring Health' page with the subtext 'Mental healthcare personalized just for you and your family.' Under the heading 'Who's signing up?', there are two options: 'Me' (Create an account for yourself) and 'Me + children' (Create a guardian account with profiles for your children between 6 and 18).

Invite a spouse, partner, or other dependents older than 18+ to create their own account, or create an account on behalf of one or more children between ages 6–17. When you invite your dependent, they will receive a Spring Health invitation email.

## Dependent self-serve sign-up (18+)

The screenshot shows the 'Join Spring Health' page with the subtext 'Mental healthcare personalized just for you.' Under the heading 'Who shares this benefit with you?', there is a form with fields for 'Employee legal first name', 'Employee legal last name', 'Employee date of birth', 'State of birth', and 'Employee or organization email address'. A 'NEXT' button is at the bottom.

Accounts created by dependents 18+ will be independent from your parent account. You will not be able to see or manage appointments for adult dependents from your account.

**Spring Health will recommend providers based on your needs, but you also have the ability to filter by condition & specialty:**

### Filter by conditions:

- ADHD
- Autism spectrum disorder
- Eating disorders
- Generalized anxiety
- Panic
- Phobias
- Trauma
- And more

### Filter by specialties:

- Adolescent (13–17 years old)
- Children (6–12 years old)
- Faith-based
- Families
- Gender identity
- LGBTQIA+ identity

# What to know

## **Q: How do I know if my child needs mental healthcare?**

**A:** If you're unsure where to start, reach out to your Spring Health Care Navigator first. As a clinically licensed mental health professional, they can answer questions and help you find the best path forward. If you haven't worked with a Care Navigator before, schedule an appointment through your Spring Health account, or get in touch by **calling +1 (855) 629-0554** or **emailing [careteam@springhealth.com](mailto:careteam@springhealth.com)**

## **Q: How much will it cost for my family?**

**A:** Setting up an account through Spring Health is free. Additionally, you and each of your covered family members have access to a set number of free therapy sessions per year, fully covered by your employer.

## **Q: My child already works with a therapist we love. Can we continue seeing them?**

**A:** If your child is already getting mental healthcare, you can refer their therapist to apply to be a part of the Spring Health provider network on our jobsite [here](#). In the "Source " section, the first question is: "How did you hear about Spring Health?" Providers should select "Other" and type "patient referral" in the free text when answering the question.

To learn more about your and your family's Spring Health benefits, reach out to your Care Navigator at **+1 (855) 629-0554** or **email [careteam@springhealth.com](mailto:careteam@springhealth.com)**.

If you or a family member is in need of immediate assistance, call our **Crisis Support Line at +1 (855) 629-0554, Option 2 - available 24/7.**



### **Spring Health is 100% confidential.**

Your and your family's information is never shared with anyone, including your employer.

**Get started at [benefits.springhealth.com](https://benefits.springhealth.com) or by calling +1 (855) 629-0554.**