

# Spring Health FAQs

## What can Spring Health help me with?

Spring Health provides you with mental wellness tools and services to help you feel at your best. You can use Spring Health for:

- **In-app wellness exercises.** Support your mental fitness on-the-go, with exercises in meditation, better sleep, and more.
  - **Personalized recommendations.** Assessments to identify the right care for your needs, learn more about yourself, and track your progress
  - **Dedicated support.** Receive guidance along your journey from your personal Care Navigator.
  - **Therapy.** Book sessions with trusted providers at times that fit your schedule.
  - **Coaching.** Receive tips for managing stress, increasing focus, and more.
  - **Medication.** Speak with psychiatrists to manage medications, when appropriate.
  - **Work-life resources.** Access services to help you navigate life's challenges, from legal guidance to financial planning.
- 

## Who can use Spring Health?

Spring Health is available for US benefits-eligible Sony Pictures employees and their dependents.

---

## Will Spring Health keep my participation confidential?

Absolutely — your privacy and confidentiality are their priority. Sony Pictures will never see your survey responses or whether you use our services. We only use your answers to create a personalized treatment to help you get better — faster.

---

## How much does Spring Health cost?

**Therapy:** Sony Pictures is providing US benefits-eligible employees and their dependents with 8 therapy sessions through Spring Health every calendar year at no cost. 2 of the 8 sessions each

# Spring Health FAQs

year can be used for medication management care, if needed. Any unused sessions do not carry over into the following year.

- Additionally, your Spring Health Care Navigator is available to provide support and assist you throughout your journey. Coaching and wellness assessments or “check-ins” are unlimited, available at no cost, and do not count towards your 8 annual therapy sessions.

---

## How will I be billed after the 8 annual sessions provided by Sony Pictures?

After the 8 Sony sponsored sessions have been used, you may continue to meet with your Spring Health counselor. For those in the Sony Pictures Aetna plans, the sessions will be billed as in-network and all typical cost share applies. For those in the Sony Pictures Kaiser plan, Spring Health is considered a preferred vendor and can refer you to Kaiser providers or you can continue with your Spring Health provider at an agreed upon rate. Your Care Team will reach out to you after your 6th session to discuss your care options and any costs that may apply.

For those not in the Sony Pictures Aetna plans, you will be billed directly. Your Spring Health Care Team will be available to answer any questions you have about the number of sessions or billing.

---

## What is a Care Navigator and how can they help?

Spring Health Care Navigators are licensed, masters-level educated mental health professionals. Your Care Navigator is your personal guide to discuss your assessment results, walk you through your care options, or provide support for stressful situations and your everyday mental health needs. They can help you find and book an appointment with a Spring Health provider for therapy. If you are hesitant about seeing a provider, sometimes it helps to just check in with your Care Navigator periodically — that’s what they are there for. You can reach the Spring Health Care Navigation team at (240) 558-5796 (Option 1) Monday-Friday 8am-8pm ET

---

# Spring Health FAQs

## Can Spring Health provide me with a Care Navigator or provider that speaks Spanish?

Yes — Spring Health makes available Spanish-speaking Care Navigators and providers to support native speakers. After creating your Spring Health account, simply email [careteam@springhealth.com](mailto:careteam@springhealth.com) to request a Spanish-speaking Care Navigator or provider.

---

## How diverse is the Spring Health provider network?

Diversity in mental health provider networks has been a long-standing barrier to care for many individuals. One of the biggest factors in the success of one's mental health journey is their level of comfort with their provider — not just in setting, but in their ability to relate to their provider and have the provider truly understand their experience.

Spring Health provides members with access to a diverse network of providers with different backgrounds in training, language, gender, race, and sexual orientation. Our approach to diversity encompasses not only who the care provider is, but also what they do best.

---

## When booking an appointment, how can I find and request a provider of a particular background?

If you want to request a provider of a particular background, let your Care Navigator know. Your Care Navigator will assist you in finding a provider that is the best fit for you. Simply tell your Care Navigator your preferences in a therapist or physician, and they will provide you with options to choose from for your appointment.

After logging into your Spring Health account, you also have the option to search for providers and book appointments on your own. While searching, you can filter your search to find providers with specific expertise and view bios to understand their background.

---

## How do I access therapy?

After registering, all you have to do is to complete the 5-minute wellness assessment. The assessment is clinically designed to assess the type of care you need. We know that everyone is

# Spring Health FAQs

different and that's why we take a data-driven, personalized approach to your care. All of our questions are designed to get to know you so we can work together and help you stay healthy. If you have any questions or want help with your assessment, you can always reach out to [careteam@springhealth.com](mailto:careteam@springhealth.com) for assistance. (See the Registration section for additional information.)

Right after you take the assessment, you will receive your tailored care plan. Your personalized care plan might suggest you need therapy or medication management, coaching, or self-guided exercises. After completing the assessment:

- You may be prompted to make an appointment with your Care Navigator. Your Care Navigator is available to guide you through your care options, check in with you to see how you're feeling, and connect you to care. They can also help connect you to Spring Health's network of doctors and therapists, who have been thoroughly vetted and verified. (See the next question for more information on Care Navigators)

## OR

- You can skip that and make an appointment directly with a therapist within 2 days or less, with evening and weekend sessions available. To do so, simply click "Schedule" then "Schedule a Therapy Visit" in the top menu bar of the home dashboard
- In either case, you will receive a calendar invite and a reminder of our appointment 24 hours prior

---

## How long will it take for me to see a provider through Spring Health?

Once completing the Spring Health wellness assessment and speaking with your Care Navigator, in most instances you can meet with a therapist or psychiatrist within 2 days or less.

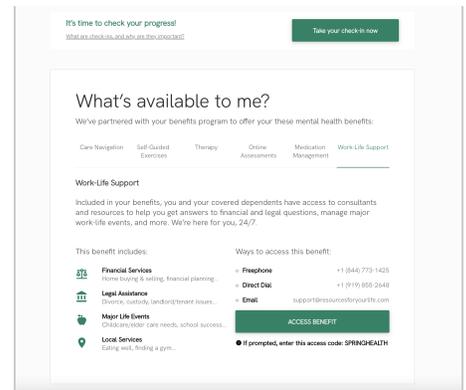
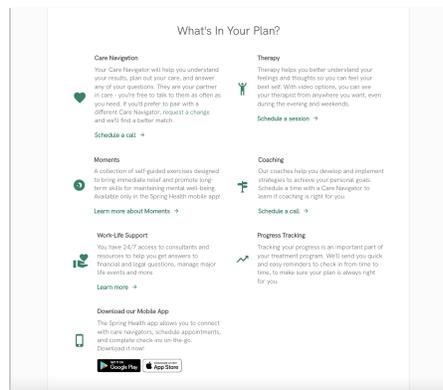
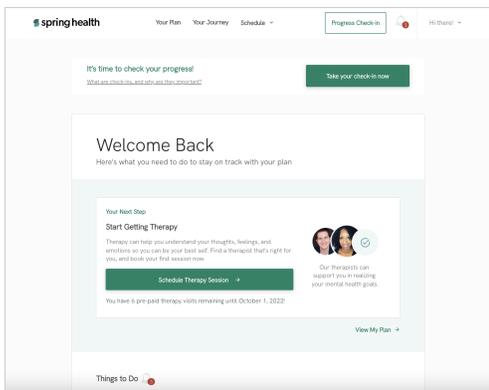
---

## How do I get started with work-life services?

With your Spring Health benefits, you have access to resources and experts across a variety of financial, legal, and work-life subject areas. To get started, sign into your Spring Health account and click on 'Your Plan' at the top of the main page. On the next page in the 'What's In Your Plan?'

# Spring Health FAQs

section, click 'Learn More' under the 'Work-Life Support.' On the next page, you can view information on the benefits available to you and click 'Access Benefit' to get started. If prompted, enter 'sonypictures' as your access code to begin browsing resources and connecting with subject matter experts.



## What is coaching and how can I access it?

As part of your Spring Health benefits, you can receive coaching from a dedicated Spring Health Coach who can help you set and achieve your personal goals. Coaching sessions are separate from, and do not count against, the prepaid therapy sessions provided to you at no cost by Sony Pictures.

Coaches can help you find purpose, develop a greater sense of adaptability, and build confidence and self-esteem as progress is being made. After taking the Spring Health wellness assessment, coaching may be recommended as part of your care plan. If coaching is included in your plan to support your needs, your Care Team is available to assist you in scheduling a coaching session. You can also find more information about coaching in the "What's available to me" section of your Spring Health account.

## How do spouses/partners and dependents get started with Spring Health?

You and your dependents can easily activate your mental wellness benefits and create your own Spring Health accounts by visiting the sign-up page — [sonypictures.springhealth.com](https://sonypictures.springhealth.com) — or downloading the Spring Health mobile app, available on the Apple iOS App Store and the Google Play App Store.

- Dependents 13+ years of age and older can activate their own account in a few simple steps:

# Spring Health FAQs

- Select “Spouse, partner, or dependent” on the sign-up page.
- Then enter a few personal details, such as legal name and date of birth, or those of the primary benefits holder to verify eligibility. Benefits will be activated if everything is correct.
- Follow the instructions to set-up an account online and complete a 5-minute online mental health assessment to get started.
- At the end of the assessment, results and a personalized treatment plan will appear, including a recommendation to meet a Care Navigator. The Care Navigator will talk through the results and care options and answer any questions.

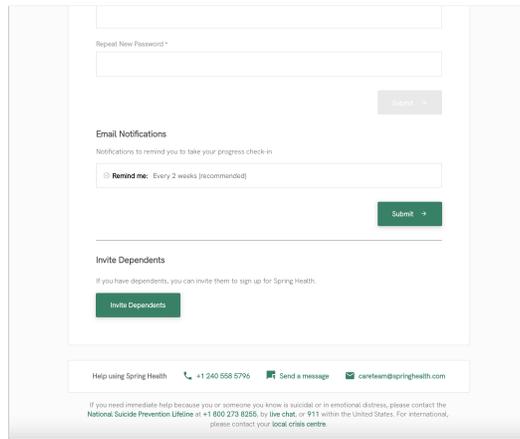
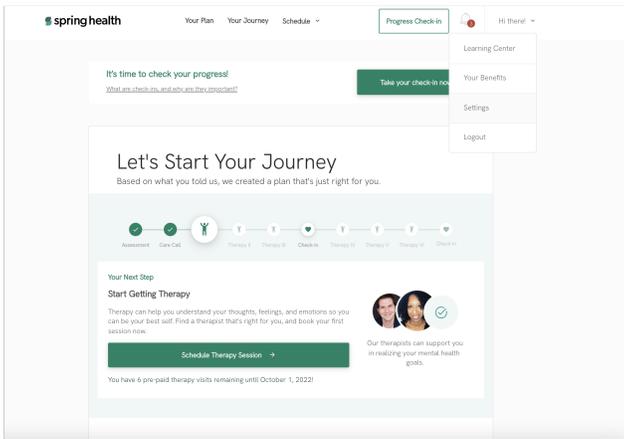
The screenshot shows the 'Join Spring Health' page with the sub-header 'Mental healthcare personalized just for you.' Below this is a grey box titled 'Who is signing up?' with the text 'Your information is private and never shared without your permission.' There are two radio button options: 'Me' (I am offered Spring Health by my organization) and 'Spouse, partner, or dependent' (I am the spouse or dependent (13+ years old) of someone who is offered Spring Health). At the bottom, there is a 'Next' button and a footer with contact information: 'Help using Spring Health +1 240 558 5796 Send a message careteam@springhealth.com'. A small disclaimer at the very bottom states: 'If you need immediate help because you or someone you know is suicidal, or in emotional distress, please contact the National Suicide Prevention Hotline at +1 800 273 8255, by live chat, or 911 within the United States. For international, please contact your local crisis centre.'

The screenshot shows the 'Join Spring Health' page with the sub-header 'Mental healthcare personalized just for you.' Below this is a grey box titled 'Let's confirm your benefit.' with the text 'Your information is private and never shared without your permission.' There are two radio button options: 'Your legal first name' and 'Your legal last name'. Below these are input fields for 'First name' and 'Last name'. There is also a 'Your date of birth' section with a dropdown menu and input fields. Below that is a 'Your email address' section with an input field and the text 'Enter email address'. A checkbox option is present: 'If you have ever received an email from Spring Health, enter that address.' Below the checkbox is the text 'I have read and understood Spring Health's Electronic Communication Agreement'. At the bottom, there is a 'Next' button.

OR

- Members can invite dependents using the option located in their account settings page. New members will also see the option to add dependents upon registering for their benefit.
  - Click 'Invite Dependents'
  - Provide details for the dependent: Name, date of birth, city of residence, email address, and phone number. Each email address must be unique for each dependent.
  - Once a member clicks 'send invite,' their dependent will receive a personalized invitation email to activate their Spring Health benefit.

# Spring Health FAQs



## What kinds of providers are available with Spring Health? Therapists? Psychiatrists? Both?

Our providers include licensed psychotherapists, psychologists, psychiatrists, internists, and family practitioners. Our Care Navigators are masters-level educated mental health professionals that can support you throughout your journey, helping to answer questions and direct you to appropriate care. We built Spring Health knowing that one size doesn't fit all in mental health care. Some patients respond best to therapy. Some patients respond well to medication and high quality, evidence-based medication management. Some patients need both.

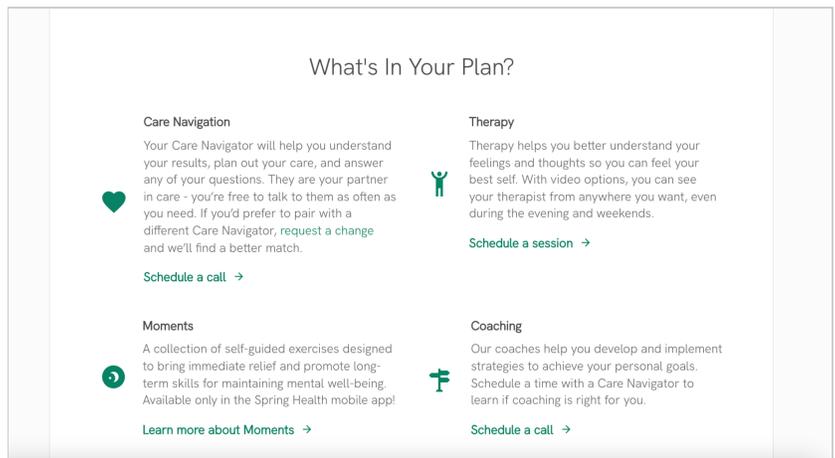
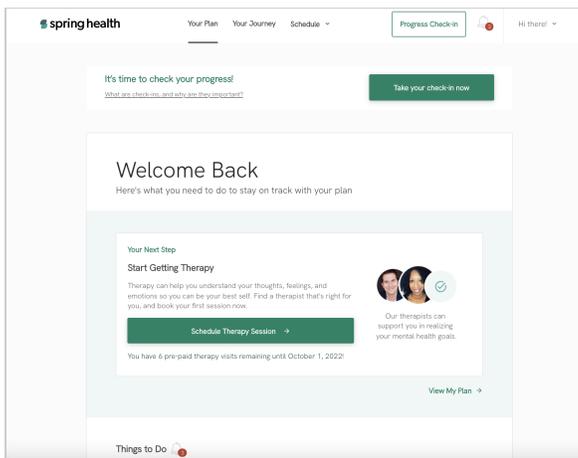
Because Spring Health's machine-learning technology and predictive algorithms enhance clinical decision-making, we are also able to use primary care doctors — also known as internists — for psychotropic medication management as well. Most antidepressants are in fact prescribed by internists today. Using highly qualified internists for mild and less complex cases, we can increase access to medication management.

# Spring Health FAQs

## If I have already been using Spring Health, how can I change my Care Navigator?

Simply email [careteam@springhealth.com](mailto:careteam@springhealth.com) to request a new Care Navigator. Your Care Team will then connect you with a new Care Navigator to meet your needs.

You can also request to change your Care Navigator from the Care Team section after logging into your Spring Health account. To get started, click on 'Your Plan' at the top of the main page of your account. On the next page in the 'What's In Your Plan?' section, click 'request a change' under the 'Care Navigation' and provide details for your request.



## If I'm a manager, how can I refer someone on my team to Spring Health?

A difficult part of being a manager is knowing how to help employees when it becomes apparent that they are struggling with personal problems. During these situations, recommending Spring Health as a confidential source of support can be a valuable tool.

When appropriate, explain to the employee that they can obtain more information and get started by going to [sonypictures.springhealth.com](https://sonypictures.springhealth.com) or by downloading the free Spring Health Mobile app. The Spring Health Care Team can also provide assistance with online enrollment or explaining benefits that are available, reachable by phone at 240-558-5796 (Option 1) Monday-Friday 8am-8pm ET.

# Spring Health FAQs

At times, a manager may become aware of more significant personal issues, such as an employee making statements indicating potential harm to themselves or others. Managers should always consult with the People & Organization department to obtain guidance about company policies as soon as possible, while ensuring that any immediate safety issues are addressed.

## Connect the employee with support:

- Call 911 if anyone appears to be in immediate danger, or follow standard security and emergency protocols.
- Advise the employee to call **Spring Health crisis support at 240-558-5796, option 2** (no online sign up required in advance). If possible, transfer/connect the employee directly to the crisis line, or give the employee time and privacy to make the call during work hours.
- Other national crisis support options are The National Suicide Prevention Lifeline: 1-800-273-8255; Crisis Text Line: Text HOME to 741741 (<https://www.crisistextline.org>); Spanish National Suicide Prevention Lifeline 1-888-628-9454.