

The Behavior Health Navigator

Powered by Spring Health



How can Spring Health help me?

Spring Health provides you and your dependents with mental wellbeing tools and services to help you feel at your best.* You'll have access to:

- **Personalized care.** Take an online behavioral health assessment designed to find the right care for your needs, and helps track your progress too.
- **Dedicated support.** Your Care Navigator is a licensed clinician who takes away the guesswork during care. They help find the right therapist, set appointments, give advice and offer emotional support.
- **Confidential therapy.** Meet with a trusted therapist in as soon as two days — you and your covered dependents each have **12 sessions covered at no cost** by Thermo Fisher Scientific.*
- **Diversity.** You have choices in a provider network made to be as diverse as the people they support. Find a therapist across specialty, gender, ethnicity, language and sexual orientation.
- **Medication management.** Meet with in-network prescribers who can manage your medications during care when needed.
- **Wellness exercises.** Use Moments, an on-demand library of self-guided exercises to improve emotional wellbeing with programs for anxiety, burnout, better sleep, and more.
- **Coaching.** Professional coaches can help you set and meet goals around managing stress, relationships, focus, and more.

*Available to U.S. benefit-eligible colleagues and their dependents age 6 and older who are enrolled in any Thermo Fisher benefit plan.

Why should I use Spring Health?

Mental health care is not “one size fits all”— Spring Health provides personalized care that’s unique to you. Our Care Navigation team is available to guide and help find the right support. If speaking with a provider is best for you, we take away the guesswork of finding the type of provider you need and help you make appointments in as soon as two days.

For needs that don’t require a provider, you have access to digital wellness exercises, professional coaching, and a dedicated Care Navigator to answer questions, make referrals, and even give emotional support. All of Spring Health’s Care Navigators are licensed clinicians and are trained to help you get the care you need to start feeling better.

Who can use Spring Health?

Spring Health is available to U.S. benefit-eligible colleagues and their dependents age 6 and older who are enrolled in any Thermo Fisher benefit plan.

Will you keep my participation confidential?

Absolutely — your privacy and confidentiality is our priority. Spring Health does not share your assessment responses or your Behavioral Health Navigator usage with Thermo Fisher. We only use your answers to create a personalized care plan to help you get better — faster.

How much does Spring Health cost?

Thermo Fisher provides, at no cost to you, up to 12 therapy sessions per year for you and each of your eligible dependents. Care Navigator appointments, wellness exercises, and online assessments are unlimited.

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How does it work?

We know that everyone is different and that's why we take a data-driven, personalized approach to your care. After registering, you'll be prompted to complete a 5-minute assessment. The clinically-designed, dynamic assessment will make precise care recommendations based on your answers. All of our questions are designed to get to know you and help us work together to make you feel better.

Right after the assessment, you'll receive your personal care plan. This might include therapy, coaching, self-guided exercises, or a combination of care pathways.

After completing the assessment:

- You will be prompted to make an appointment with your Care Navigator. Your Care Navigator is available to guide you through care options, to check in to see how you're feeling, and will connect you to care. They can also help set appointments with 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 in as soon as two days, 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.
 - **If you plan to travel, or leave the state often**, meet with your Care Navigator before scheduling with a therapist. Your Care Navigator will help find providers licensed to help when you're out of state.

What is a Care Navigator and how can they help?

Your Care Navigator is your personal guide who can discuss your assessment results, walk you through care options, provide emotional support, or give advice around everyday mental health needs. Spring Health Care Navigators are licensed, masters-level educated mental health professionals. They can also 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.

For assistance, you can reach the Spring Health Care Navigation team by emailing careteam@springhealth.com, or by calling 1-855-629-0554 Monday-Friday 8am-8pm EST.

What is the difference between a check-in, therapy, and medication management appointment?

Throughout your care journey you will have the ability to have check-ins with your own dedicated Spring Health Care Navigator. These can either be a quick session with your Care Navigator or a short assessment to understand how you are doing. Therapy appointments are when you meet with a therapist for about 50 minutes to have deeper discussions and set up for longer-term care. In a Medication Management appointment, you will meet with a physician and the length of time is determined by your individual need.

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How can I schedule appointments?

When you sign up with Spring Health, you'll be assigned a dedicated Care Navigator to help you pick a therapist or physician who is right for you and schedule your appointments. We believe the most effective treatment includes regular check-ins with your Care Navigator and/or follow-up assessments to track progress and provide feedback on treatment. You also have the ability to schedule and manage appointments yourself by accessing your account online or using the Spring Health mobile app.

What if I don't need therapy or a coach, or if I'm not ready to talk to someone yet?

That's ok! You can access on-demand self-help exercises called Moments from the Spring Health app on mobile or web. The mobile app is available for free by searching "Spring Health Mobile" in the App Store or Google Play Store.

Whether you're practicing mindfulness at home or looking to reduce your anxiety on your commute to work, Moments exercises are designed to give you immediate relief. You'll also pick up long-term skills to improve your emotional wellbeing. You can use Moments for exercises that will help with stress, finding calm, anxiety, sleep, substance use, relationships, and more.

I already have a provider I'm happy with, do I have to switch?

You do not need to switch to a new provider. However, you're welcome to use Spring Health as additional guidance to better inform your current treatment. If you feel like you are going through some trial-and-error, we encourage you to explore Spring Health.

What do I do if I need help immediately?

Spring Health Crisis Support line provides instant, confidential support at no cost to you. **24 hours a day. 7 days a week.** If you feel like you need to speak with a licensed professional now and cannot wait to book an appointment, call the Spring Health Crisis Support Line: **1-855-629-0554 (Option 2)**. A licensed professional will answer your call within 60 seconds. Support from Spring Health is available when you need immediate assistance. You do **not** need to activate or log in to your Spring Health account to call.

If you or someone you know is at risk of danger, call 911 immediately. If you need to speak with a licensed professional, call the Spring Health Crisis Support Line or the other resources listed below. You do not need to activate or log in to your Spring Health account to access the following:

- Emergencies: 911
- Spring Health Crisis Support Line: 1-855-629-0554 (Option 2)
- National Suicide Prevention Lifeline: 1-800-273-8255 (TALK)
- Prefer to text? National Crisis Text Line: Text "NOW" to 741-741

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As a colleague, how do I get started with Spring Health for my own care?

- Visit thermofisher.springhealth.com and click "Create My Account."
- Enter your your Thermo Fisher email address.
- Enter your personal phone number.
- Review Spring Health's Electronic Communication Agreement, and then click "Verify Your Benefit."
- You will receive a verification email to your email.
- In the verification email, click "Activate Your Benefit."
- A new window will open in your web browser where you will re-enter your personal email address, and then click "Activate Your Benefit."
- Follow the instructions to create an account online and complete a 5-minute online mental health assessment.
- At the end of your assessment, you'll immediately see your results and a personalized treatment plan, including a recommendation to meet with your dedicated Care Navigator. Your Care Navigator will walk you through your results and care options and answer any questions you might have.

Having trouble getting signed up?

If you are having any trouble signing up, you can reach the Spring Health Care Navigation team by emailing careteam@springhealth.com, or by calling 1-855-629-0554 Monday-Friday 8am-8pm EST.

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

Our providers include masters and doctorate level therapists (LCSW, LMFT, LPC, LPA, ANP, PhD, PsyD), psychiatrists and other physicians including internists and family practitioners. Our Care Navigators are all master-level clinicians ready to help support all your needs. We built Spring Health knowing that one size doesn't fit all in behavioral 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.

What is the difference between a psychiatrist, general physician, and a therapist?

Psychiatrists are medical doctors (i.e. physicians) who can prescribe medications to treat your mental health condition. Similarly, internal medicine (i.e. internists) and family medicine physicians are trained to address mild to moderate mental health conditions with medications. Therapists do not utilize medications in their practice. Instead, they are highly trained in assessing and treating mental health conditions with talk-based treatments like cognitive behavioral therapy or interpersonal therapy.

What behavioral health conditions are covered by Spring Health providers?

All Spring Health providers can assist you with general mental health questions and conditions such as Anxiety, Depression, ADHD, and PTSD. However, you will also see green tags listed under each provider noting their specialty areas, such as Divorce, LGBTQ, Grief, Veterans, and more.

Conditions that are not covered by Spring Health include those that require long-term open-ended psychotherapy, chemical dependency, and autism spectrum disorder. If you need care for a condition not covered by Spring Health, talk to your Care Navigator and we will refer you to resources or providers that can help.

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Tell me more about Spring Health's therapists.

Every therapist in Spring Health's network:

- Is licensed with professional credentials (LMFT, LPC, LCSW, LMHC, PsyD, PhD etc.)
- Delivers virtual care (in-person to resume when available by provider)
- Delivers standardized assessments
- Practice evidence-based therapies

Tell me more about Spring Health's physicians.

Our physicians are vetted through a rigorous interview and credentialing process:

- Completed residency training in psychiatry (child, adolescent, or adult), internal medicine, and family medicine
- Board-eligible / board-certified
- Unrestricted licenses in states where they practice
- No active malpractice claims or disciplinary actions
- Verified DEA, State License, and CME credentials
- Undergo training and onboarding as above

What is your process for finding and onboarding your providers?

- Each provider goes through a stringent interview process
- Each provider goes through a full credentialing package and background check
- And once selected, each provider is trained in:
 - Clinical guidelines
 - Measurement-based care
 - Video etiquette
 - Spring Health technology

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.

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 by Thermo Fisher.

Spring Health coaches are graduates of an International Coaching Federation accredited coaching training program, ICF-credentialed coach (ACC, MCC, PCC), or National Board Certified with a Minimum of 100 hours of post-training coaching experience.

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.

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When booking an appointment, how can I 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.

Can I message with my therapist?

You can send non-urgent messages to your provider through your secure patient portal. If you need help logging into your account or sending your message, please contact a Care Navigator at careteam@springhealth.com.

How can I find out if my current provider is in the Spring Health network?

Speak with your provider directly or ask your Care Navigator to look them up by name to confirm if they are already a part of Spring Health's network.

If the provider is already a part of our network, then your Care Navigator will be able to coordinate continuity of care with the provider.

What happens if I miss an appointment?

Spring Health providers require 24 hours notice for cancellations. If you miss an appointment or cancel within 24 hours of your scheduled appointment, it will count as one of the sessions provided annually by your employer and/or be subject to a cancellation fee. Please contact a Care Navigator for more information at careteam@springhealth.com.