

# Spring Health FAQs

## How can Spring Health help me?

Spring Health is your EAP reimaged and provides mental wellness tools and services to help you feel at your best. US Benefits-eligible employees and their dependents have access to:

- **Personalized care.** Take an online assessment clinically designed to find the right care for your needs, and available anytime to track progress during care.
- **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 — up to 8 sessions are now covered at no cost by Zurich.
- **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 mental 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.
- **Work-life services.** Talk to experts and find support for legal assistance, financial services, child or elder care, travel, and more.
- **Family care.** Fast access to support for your family..

---

## 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, wherever you are on your mental health journey. If speaking with a provider is what is best for you, we take away the guesswork of determining the type of provider you need and help you make an appointment in as soon as two days.

For needs that don’t require seeing a provider, you have access to self-guided digital wellness exercises, health and wellness coaching, and a dedicated Care Navigator who can answer your questions, make recommendations and referrals, and lend emotional support. All of Spring Health’s Care Navigators are licensed clinicians and are trained to help you get the care that you need to start feeling better.

# Spring Health FAQs

## Will you keep my participation confidential?

Absolutely — your privacy and confidentiality is our priority. Spring Health does not share your survey responses or whether you use our services with your employer. We only use your answers to create a personalized treatment to help you get better — faster. Spring Health is a confidential program and does not report your personal information back to Zurich in accordance with state and federal privacy laws.

---

## How much does Spring Health cost?

Your employer provides you and your eligible dependents with Spring Health as a mental health benefit at no cost to you. Care navigator appointments, wellness exercises, and online assessments are unlimited.

Up to 8 therapy sessions are covered at no cost by your employer and available for US benefit employees and eligible dependents.

---

## Who can use Spring Health?

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

---

## 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 so we can work together and help you stay healthy.

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

# Spring Health FAQs

## 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 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 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.

---

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

Your Care Navigator is your personal guide to discuss your assessment results, walk you through your care options, or provide coaching for stressful situations and your everyday mental health needs. Spring Health Care Navigators are licensed, masters-level educated mental health professionals, and 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 periodically – that's what they are there for. Your Care Navigator can help you with stress management, time management, resiliency, and more.

For assistance, you can reach the Spring Health Care Navigation team by emailing [careteam@springhealth.com](mailto:careteam@springhealth.com), or by calling 1-240-588-5796 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

# Spring Health FAQs

appointment, you will meet with a physician and the length of time is determined by your individual need.

---

## 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 and 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 mental wellness. 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. We have clinically-validated algorithms that personalize your treatment and minimize the trial-and-error process of medication. If you feel like you are going through some trial-and-error, we encourage you to explore Spring Health..

# Spring Health FAQs

## What services can I access through my work-life benefits?

Spring Health, in partnership with Workplace Options, can provide you with resources and guidance on:

- Adoption
- Parenting
- Elder/adult care
- Prenatal and postnatal care
- Summer care
- Travel resources
- Childcare
- Education
- Pet care
- Wellness
- Special needs
- Household services
- Divorce/custody issues
- Landlord/tenant issues
- Bankruptcy
- First-time home buying
- Major life event planning
- Criminal
- Adoption
- Budgeting
- College fund planning
- Retirement planning
- Critical incident support
- Legal advisory services
- Financial advisory services]

---

## 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: 1-240-588-5796 (Option 2). A licensed professional will answer your call within 60 seconds. Support from Spring Health is available when you need immediate assistance, life-threatening or not. 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: 1-240-588-5796 (Option 2)
- National Suicide Prevention Lifeline: 1-800-273-8255 (TALK)
- Prefer to text? National Crisis Text Line: Text "NOW" to 741-741

# Spring Health FAQs

## As an employee, how do I get started with Spring Health for my own care?

- Visit [zurich.springhealth.com](https://zurich.springhealth.com)
- To access work-life services scroll down and use access code "zurich".
- To get started with your assessment, click "Create My Account".
- Enter your Zurich email address. (You can change this to your personal email later)
- 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 address.
- 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". This is also where you can add dependents.
- 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](mailto:careteam@springhealth.com), or by calling 1-240-588-5796 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 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.

# Spring Health FAQs

## 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 mental 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.

---

## 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

# Spring Health FAQs

- Verified DEA, State License, and CME credentials
  - Undergo training and onboarding as above
- 

## What is your process of finding and onboarding your providers like?

- 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 your employer.

Spring Health coaches are graduates of an ICF 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



# Spring Health FAQs

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.

---

## 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](mailto: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](mailto:careteam@springhealth.com).