

Get to know Spring Health, your Emotional Support Benefit

What is Spring Health?

Spring Health is an emotional support benefit provided by Cincinnati Children's. Employees and family* (ages 6+) can use Spring Health to complete a short mental wellness assessment, and Spring Health will recommend a care plan specific to the individual's needs. Spring Health also provides each member with a dedicated Care Navigator to review care options, discuss preferences, and answer any questions. Spring Health services are confidential and information provided by members is never shared with Cincinnati Children's.

Who can access Spring Health?

Cincinnati Children's employees and their family.*

*Family is defined as anyone who lives in your household and dependents ages 6-26.

How much does Spring Health cost?

Spring Health offers no-cost access to:

- Unlimited mental health assessments and check-ins
- Care Navigator guidance
- Up to 8 Spring Health therapy sessions (per person, per plan year) fully covered by Cincinnati Children's.
- Moments — on-demand wellness exercises to improve mental wellbeing
- 24/7 crisis support — press '2' after dialing this number: 1 (855) 629-0554
- Professional coaching to help with setting and meeting goals

When should I use Spring Health?

Spring Health can assist you across a spectrum of need — from daily challenges to clinical support for anxiety and depression.

Examples include:

- Stress and burnout
- Relationship or parenting challenges
- Prolonged depression, sadness or irritability
- Feelings of extreme highs and lows
- Excessive fears, worries and anxieties
- Strong feelings of anger
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse
- Intense fear of weight gain
- Prolonged negative mood
- Difficulties focusing at work

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 help guide you to find the right support for whatever your current mental health and wellbeing challenges are. 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.

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How can Spring Health help?

Spring Health provides mental wellness tools and services to help you feel your best.

Employees and their family* have access to:

- **Personalized care.** Take an online behavioral health assessment designed to find the right care for your needs, and 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, licensed mental health provider that meets your personal needs, and at times that fit your schedule.
- **Diverse network.** 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.
- **Wellness exercises.** Use Moments with on-demand self-guided exercises to improve emotional well-being with programs for anxiety, burnout, sleep hygiene, and more.
- **Family care.** Fast access to children's therapists available for your household members, ages 6+.

Will you keep my participation confidential?

Absolutely — your privacy and confidentiality is our priority. Spring Health does not share your assessment responses or whether you use any of 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 Cincinnati Children's in accordance with state and federal privacy laws.

*Family is defined as anyone who lives in your household and dependents ages 6–26.

How do I get started?

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.

After completing the assessment:

- You will be prompted to make an appointment with your dedicated 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 coaches, 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.

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

Follow these steps to activate your mental wellness benefits:

- Visit cchmc.springhealth.com to learn more and create your free Spring Health account
- Once you've clicked "Create My Account" you'll be entered into our sign-up flow. You'll need to enter your Cincinnati Children's email and first name, last name, date of birth and personal phone number to get started. Once verified, you will be able to switch to your personal/preferred email address for ongoing access to your account.
- Then, review Spring Health's Electronic Communication Agreement, and 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 Cincinnati Children's email, and then click "Activate Your Benefit." This is also where you can add your household members.
- 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 may have.

Having trouble getting signed up?

If you are having any trouble signing up, you can reach the Spring Health Care Team to be transferred to a Care Navigator by emailing careteam@springhealth.com, or by calling 1 (855) 629-0554, Monday-Friday 8am-8pm EST.

I already have a Spring Health account. How can I help my family members access Spring Health?

Book and manage therapy on behalf of kids and teens age 6-17

- Log in to your Spring Health account and select "Things to Do", then select "Get care for your family". If you're seeking care for your child or teen between the ages of 6-17, you'll be prompted to create and manage a Spring Health account on their behalf using their full name, email address, and date of birth. **Please note, you must use a separate email address for your child's account.** You'll be prompted to sign an electronic informed consent, and can then immediately find a therapist and directly schedule and manage care for your child.

Invite your partner, spouse and family members* 18+ to get access to care independently

- If your family member is over 18 years old, you can send them an email invitation to sign up. Log in to your Spring Health account and select "Things to Do", then select "Get care for your family" and follow the prompts. Alternatively, you can invite a family member from your "Settings" page. When your adult covered family member creates their account, it will not be linked to yours and you will not have access to manage their sessions or appointments.

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I do not have a Spring Health account. How can I help my family members access Spring Health?

Book and manage therapy on behalf of kids and teens age 6-17, or add an adult covered family member during sign-up

Get started by visiting cchmc.springhealth.com. Under "Who is signing up?" select "Me+Children" to create an account for yourself in a few steps. You'll then be prompted to add an adult covered family member or create an account on behalf of your child. *Please note: you must use a separate email address for your child's account.* If you've added a child account, you'll be prompted to sign an electronic informed consent, and can then immediately find a therapist and directly schedule and manage care for your child. If you've added an adult covered family member, they will be sent an email invitation from Spring Health.

How do I know if my child needs mental healthcare?

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

How much will it cost for my family?

Setting up an account through Spring Health is free. Additionally, you and your family* have access to 8 free therapy sessions per year, fully covered by Cincinnati Children's.

*Family is defined as anyone who lives in your household and dependents ages 6-26.

My child already works with a therapist we love. Can we continue seeing them?

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 you and your family's Spring Health benefits, reach out to the Spring Health Care Team to be transferred to a Care Navigator at **+1 (855) 629-0554** or email 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**.

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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 Team to be transferred to a Care Navigator 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 mental wellness check-ins. These can either be a quick session with your dedicated Spring Health 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 to discuss specific medication needs (if appropriate) and the length of time is determined by your individual need.

What is medication management?

Based off of your assessment, if needed or recommended, meet with in-network Spring Health Medication Manager who can manage your medications during care. During the first session the Medication Manager will conduct an assessment, discussion of treatment history, current symptoms and presenting issues, and discuss treatment options and recommendations.

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 coach, 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 your web account. The mobile app is available for free by searching "Spring Health Mobile" in the App Store and Google Play Store.

Whether you're interested in improving mindfulness, looking to reduce your anxiety, or tackling other everyday challenges, Moments exercises are designed to give you immediate relief. You'll also pick up long-term skills to improve your mental wellness and resilience. You can use Moments for exercises that will help with stress, finding calm, anxiety, sleep, substance use, relationships, and more.

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

You do not need to switch to a new provider. Even if you are engaged with a separate provider, 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.

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.

Do I have to complete the health assessment to receive services?

You will need to complete the assessment in order to receive your personalized care plan and access services. However, you can reach out directly to the Spring Health Care Team to be transferred to a Care Navigator before taking an assessment.

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 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, 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 (855) 629-0554 (choose 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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What kind 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 when it comes to mental health. Some respond best to self-guided care or coaching. Some respond well to medication and high quality, evidence-based medication management. Others patients need a mix of the above.

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 a 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.

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
- Delivers standardized assessments
- Practice evidence-based therapies

Tell me more about Spring Health's therapists.

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

What mental health conditions are covered by Spring Health?

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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What's your process of 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.

Can I message with my provider?

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 the Spring Health Care Team to be transferred to a Care Navigator at careteam@springhealth.com or by calling 1 (855) 629-0554.

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 Cincinnati Children's.

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 part of your care plan. If coaching is included in your plan to support your needs, your Care Navigator 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.

What happens if I miss an appointment?

Spring Health providers require 24-hour 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 the Spring Health Care Team to be transferred to a Care Navigator at careteam@springhealth.com or by calling 1 (855) 629-0554.

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Will my Cincinnati Children's clinician tell my manager or leaders what we discussed?

No. Your care with Spring Health is confidential. No information will be shared with Cincinnati Children's without your written consent, except by court order or as required by law.

I was already seeing a therapist through my company. Can I still see that person?

Yes, your therapist is now part of the Spring Health network. The only thing that's different is that you will use your Spring Health account to book and hold sessions with your therapist.

How is a Cincinnati Children's therapist different from other Spring Health therapists?

All Spring Health therapists help you better understand your thoughts, feelings and behaviors. The therapist assigned exclusively to your company is solely focused on providing care for Cincinnati Children's workers. Other Spring Health therapists see members from across the country. Your therapist will also provide webinars, training, and Wellsprings for all Cincinnati Children's employees. You can either find them at your worksite or reach out to them using your Spring Health account.

How is a Cincinnati Children's Care Navigator different from other Spring Health Care Navigators?

All Spring Health Care Navigators; help you find the right therapist, set appointments, give advice, and offer emotional support. Cincinnati Children's Care Navigator, is solely focused on helping Cincinnati Children's workers through information sessions or one-on-one meetings. They help you, your co-workers, and leadership better understand mental health and utilize resources to get the right type of care, faster. They can be physically located at your worksite or accessed virtually, like other Spring Health Care Navigators.

After I use the 8 free onsite sessions, how much will each session cost?

After the 8 covered sessions, on average the cost per session is \$195. If you have Cincinnati Children's medical insurance, you can apply your in-network benefits towards the cost.

What's the difference between a Cincinnati Children's in-house Care Navigator and a Cincinnati Children's in-house therapist?

While both are licensed clinicians and have similar roles to other Spring Health providers, onsite Care Navigators and onsite therapists are dedicated exclusively to the people at your company.

- A Care Navigator provides convenient in-the-moment support and guidance to help you determine the best path forward.
- A therapist delivers more convenient access to therapy sessions at work.

Do I have to set up a Spring Health account before I meet with a Cincinnati Children's Care Navigator?

To see an onsite Care Navigator, it is preferred (but not required) that you create a Spring Health account. Your dedicated Care Navigator can work with you to set up your account in person during open office hours.

To see an onsite provider, you need to create a Spring Health account, take an assessment and schedule time prior to your onsite visit.

Can I only see the Care Navigator or therapist assigned to my company?

No, we never restrict your options. You may want to see a Care Navigator/therapist who has different hours, speaks a different language or is of a preferred gender or race/ethnicity. You'll get a high quality provider no matter what. You can change your therapist or make a request to change your Care Navigator at any time in your Spring Health account.

How do I schedule an appointment with my in-house clinician?

1. Sign in to your Spring Health account and under Schedule, click *find* or *change* your therapist or care navigator
2. Find the clinician with the green banner at the top left corner of their profile that says "Company-exclusive: only sees individuals from Cincinnati Children's"
3. Book a session based on the available times and locations, virtual or in-person