

Get to know Spring Health: Glossary of Terms

The Spring Health Assessment is our clinically validated digital questionnaire that screens for 10+ mental health conditions and unlocks critical insights for members. You will take the assessment when you set up your Spring Health account, and you can retake it whenever you would like to track your progress. It takes under five minutes to complete, and the results are private and never shared with your employer. The assessment results summary and personalized care plan provide a clear picture of how you are doing today and help develop your customized recommendations and an actionable path forward.

Moments is a digital library of self-guided exercises, designed to provide immediate relief around daily stressors and help you learn strategies for improving happiness and mental well-being overall. Spring Health makes it easy for you to access clinically-proven content that you'd typically learn in therapy anytime, anywhere, and at your own pace. There are over 100 topics to explore, including parenting, meditation, depression, anxiety, mindfulness, sleep relief, emotions, relationships, substance use, medication, and more. To access Moments, log in to your Spring Health account through the app or online.

The Spring Health Care Team consists of Care Navigators, Coaches, Therapists, Medication Managers and support staff; they work together collaboratively. Supported by precision mental health technology, they help you get the right care and support at the right time. You can schedule time with them through your Spring Health account and have an appointment in less than 2 days, on average.

If you are in your Spring Health account and get stuck, you can get immediate help with topics like account set up or changes, rescheduling appointments, how to provide feedback about an appointment or assistance with your medicine prescriptions. You can reach the Care Team in several ways:

- Call 1 (855)-629-0554
- Email careteam@springhealth.com
- Live chat
- M-F 8a-8p EST
- Directly book time with Care Navigators, Therapists, and Medication Managers

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Spring Health Care Navigators are your personal guide, available 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, coaching or medication management.. If you are hesitant about starting therapy, you can always check-in with your Care Navigator — that's what they are here for. All Spring Health Care Navigators are licensed mental health counselors.

How to reach them- call 1 (855) 629-0554, Monday-Friday, 8am-8pm ET or schedule an appointment on your Spring Health account.

Coaches are ICF or National Board Certified and can support you by developing and implementing strategies to reach your goals. Spring Health Coaches are your accountability partners who specialize in Health & Wellness, Personal Development, and Parenting. Coaching is not counseling, nor a substitute for counseling. Members who are highly motivated and willing to work on developing their own action plan to achieve their goals can benefit greatly from coaching.

How to reach them- schedule a call with your Care Navigator to discuss if coaching is the right fit for you and set up a coaching session.

Therapists are licensed therapists and psychologists that work with you and your family members 6 years or older to better understand your feelings, thoughts, and behaviors.

How to reach them- schedule an appointment directly through your Spring Health account or speak with your Care Navigator to find the right provider for you.

Medication Managers are physicians and Psychiatric Nurse Practitioners (PNPs) who are ready to prescribe and manage medications during care when needed.

Work-Life Consultants are available to help you find services for everyday life, like child care, pet care, even legal and financial assistance. You can connect with one of our dedicated consultants to find care options and local resources. The consultant will review your specific needs and preferences, and come back with a curated list of referrals, pre-vetted for quality and availability.

How to reach them – visit schneider.springhealth.com, scroll down to work-life services, and enter access code: schneider. If you are a US employee you can also call (844)-773-1425.

Get to know Spring Health, your mental health and well-being benefit

What is Spring Health?

Spring Health is a mental health and well-being benefit provided by Schneider Electric. US employees and household members (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 specific 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 Schneider Electric.

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 year) fully covered by Schneider Electric
- Moments — on-demand wellness exercises to improve mental well-being
- 24/7 crisis support — press '2' after dialing this number: 1 (855) 629-0554
- Professional coaching to help with setting and meeting goals
- Work-life services for legal assistance, financial services, service referrals, travel, and more

You can use two of the eight annual sessions for medication management with a prescribing provider (Psychiatrists, MD, DO). Then, any medication would be prescribed and sent to your preferred pharmacy. The medication costs would be covered under your Express Scripts plan. Any additional therapy or medication management sessions beyond the eight covered sessions will be billed as an in-network claim through your Schneider Electric BCBSIL health plan. If you are covered by another medical plan, costs for additional therapy and medication management sessions would be subject to that medical plan's out-of-network coverage.

Who can access Spring Health?

Benefits-eligible Schneider Electric US employees and household members (ages 6+). Adult children who live with the US Schneider Electric employee, regardless of age or insurance provider, are eligible. In addition, adult children who do not live in the same household but are a dependent on the employee's insurance are eligible.

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

Get to know Spring Health, your mental health and well-being benefit

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 guide and help find the right support, whatever your current mental health and well-being challenges. 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.

How can Spring Health help?

Spring Health provides mental wellness tools and services to help you feel your best, including enhanced services you may have traditionally found through an Employee Assistance Program (EAP).

Benefits-eligible employees and their household members (ages 6+) 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+.

Get to know Spring Health, your mental health and well-being benefit

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 Schneider Electric in accordance with state and federal privacy laws.

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 doctors, therapists, and coaches, 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 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 in your "What's available to me" section. If coaching is included in your plan to support your needs, your Care Navigator is available to assist you in scheduling a coaching session.

Areas of coaching

- Managing Stress
- Work/Life Balance
- Relationships
- Healthy Living
- Learning & Growth

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 7am-7pm CST.

Get to know Spring Health, your mental health and well-being benefit

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 schneider.springhealth.com to learn more and create your free Spring Health account
- To access work-life services, scroll down and type in the access code: schneider
- Once you've clicked "Create My Account" you'll be entered into our sign-up flow. You'll need to enter your email and personal phone number to get started.
- 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 personal 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.

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.* (If your child does not have an email address, please see our recommended tips during the registration process.) 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 dependents 18+ get access to care independently

- If your dependent 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 dependent from your "Settings" page. When your adult dependent creates their account, it will not be linked to yours and you will not have access to manage their sessions or appointments.

Get to know Spring Health, your mental health and well-being benefit

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 a an adult dependent during sign-up
Get started by visiting schneider.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 dependent or create an account on behalf of your child. *Please note: you must use a separate email address for your child's account.* (If your child does not have an email address, please see our recommended tips during the registration process.) 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 dependent, they will be sent an email invitation from Spring Health.

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 advice 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, or by calling +1 (855) 629-0554, Monday-Friday 7am-7pm CST.

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 online 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.

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.

Get to know Spring Health, your mental health and well-being benefit

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

You do not need to switch to a new provider, although your 8 free sessions can only be used with a Spring Health 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 by scheduling an appointment with a Care Navigator.

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.

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

If you prefer, your Care Navigator can 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. You can also select a provider online and filter by language, gender, race, and sexual orientation.

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 you. 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 need a mix of the above.

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.

Get to know Spring Health, your mental health and well-being benefit

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.

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

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 (some available for in-person as well)
- Delivers standardized assessments
- Practice evidence-based therapies
- Is in-network with Schneider Electric medical plans through BCBSIL

What's your process of finding and onboarding your providers?

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.

Can I find Spring Health providers on the BCBSIL website/provider finder or through BCBSIL Health Advocates?

No. While Spring Health providers are treated as in-network with BCBSIL, you will only be able to find Spring Health providers within the Spring Health website or app. There, you will be able to review provider profiles and schedule appointments directly.

Get to know Spring Health, your mental health and well-being benefit

What options do I have to meet with or contact my provider?

- Virtually. You can schedule virtual appointments directly with your Spring Health account or contact a Care Navigator for help.
- In-person. You can schedule in-person appointments directly through your Spring Health account or contact a Care Navigator for help. If there is a provider available for in-person, you will see the option to “Submit a request for availability” for an in-person appointment. This will notify your Care Navigator to get in touch to assess their needs, determine if in-person is the best option, and ensure all COVID safety protocols are being followed on both ends.
- Messaging. 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 or by calling 1 (855) 629-0554.

Do I need to create an account?

If you would like to access therapy, coaching, medication management, or Moments through Spring Health, you will need to create an account. Each household member that would like access will need their own account with a unique email address. Crisis Support and Work-Life Resources are available without creating an account. For immediate crisis support, please call 1 (855)-629-0554 (choose option 2). If you would like to access work-life services only, you do not need to create a Spring Health account. Simply visit schneider.springhealth.com, scroll down to work-life services, and enter access code: schneider.

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 a Care Navigator for more information at careteam@springhealth.com or by calling 1 (855) 629-0554.

What if I need to use more than the 8 free sessions?

Therapy beyond the eight covered sessions and medication management will be billed as an in-network claim with your Schneider Electric BCBSIL health plan.

If you are covered by another medical plan, costs for additional therapy and medication management sessions would be subject to that medical plan's out-of-network coverage.

What if my household member or I already completed or started some sessions with Magellan in 2022?

It's a fresh start with Spring Health! Regardless of whether you or a household member has already completed sessions with Magellan, you will each have up to 8 free sessions available this year.

If you're actively working with a Magellan provider, you will have until June 30, 2022 to complete your sessions with Magellan. At that time, any new sessions will need to be initiated with Spring Health, in order to be covered by Schneider Electric. If you need assistance in selecting a new provider with Spring Health, please contact a Care Navigator at careteam@springhealth.com or by calling 1 (855) 629-0554.

Get to know Spring Health, your mental health and well-being benefit

How are the free sessions used among my household members and me?

You and each of your household members are eligible for 8 covered therapy sessions a year. Each person can use 2 out of the eight sessions for medication management with a prescribing provider (Psychiatrists, MD, DO).

If a couple would like to have a therapy session together, that would only be counted towards one person's sessions. Therefore a couple together could have 16 covered sessions. The same option is available to any two people of the same household, such as a parent and child, who would like a joint session.

How do I know if a Spring Health provider is in-network with my medical plan?

If you are covered by a Schneider Electric BCBSIL medical plan, then you can be assured that all Spring Health providers are in-network with your plan.

If you are not covered by a Schneider Electric BCBSIL medical plan, speak with your Care Navigator or directly with your medical plan to determine if your Spring Health provider is also in-network with your plan.

If you are seeing a provider outside of the Spring Health benefit, speak with your Care Navigator to determine if they are also part of the Spring Health Network. If your provider is not in Spring Health's network but would like to learn more about joining, please direct them [here](#) for more information.

Can I access Spring Health through Virgin Pulse?

Yes, you can access Spring Health from the Schneider Electric Well-being Platform powered by Virgin Pulse by visiting the [Programs Page](#). You can also access Spring Health directly at schneider.springhealth.com.

What Virgin Pulse rewards can I earn through Spring Health for the Schneider Electric well-being program?

You can earn Virgin Pulse Points by completing activities on Spring Health! Visit the [Virgin Pulse Rewards Page](#) for details on applicable activities.

What if I'm already working with a Virgin Pulse coach?

If you are satisfied, we recommend you continue with your current coach. Virgin Pulse Health Coaches will recommend Spring Health if they identify that a member is suffering from a high-acuity mental health condition that goes beyond the scope of Virgin Pulse health coaching. Virgin Pulse Health Coaches are able to connect members directly with Spring Health or direct members on how to register for Spring Health, complete the assessment, and enroll in care themselves.

How does Spring Health work with Virgin Pulse?

The Spring Health Care Navigation team has been briefed on the benefits available to Schneider Electric employees, enabling them to make referrals and warm handoffs to benefits outside of Spring Health, including Virgin Pulse programs. For example, if a Care Navigator believes that a member would benefit from a Virgin Pulse Health Coach in addition to or in place of Spring Health services, they can make that recommendation and conduct a warm handoff to Virgin Pulse.