

Get To Know Spring Health

Your Mental Wellbeing
Support Benefit

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Overview

What is Spring Health?

Spring Health provides personalized mental healthcare and wellness support designed to help you feel your best. Nestlé offers Spring Health to provide you with access to therapy visits, coaching, support from a Care Navigator, work-life services, and an on-demand library of self-guided exercises to improve mental wellbeing—all to help you manage things like stress, anxiety, sadness, or whatever you're experiencing in life right now.

Who can access Spring Health?

All U.S. Nestlé employees, spouses, domestic partners, dependent children and household members ages 6+.

How much does Spring Health cost?

Spring Health is provided at no cost, including up to 6 therapy sessions per year for employees and each of their eligible household members. Therapy sessions beyond the initial 6 will be subject to costs. Your dedicated Care Navigator can explain any out-of-pocket costs you may incur beyond the 6 covered sessions.

Determining costs after your 6 covered therapy sessions

The Spring Health Member Benefits team can share what your costs will be based on your medical plan. After your third therapy session, you will receive an email from the Spring Health Member Benefits team to verify your insurance eligibility and benefits. The email will prompt you to update your insurance information in your Spring Health profile and reply to confirm you are interested in understanding the costs. After you update your insurance information and respond to the email, the Member Benefits team will get back to you shortly with a detailed outline of the cost per session beyond your covered therapy and/or medication management sessions.

You can add your insurance information or review costs after your covered sessions with either of the below additional options:

- a. Sign in to your Spring Health account and go to your Homepage, click the button with your name in the top right, then select "Your Benefits". From here you can select "Therapy" and/or "Medication Management" tabs and then click "Understand Cost".
- b. Sign in to your Spring Health account and go to your Homepage, you can scroll towards the bottom right under "Your benefits summary" and click "Update insurance information".

For those on a CareFirst medical plan, all Spring Health providers are in-network, and you will be billed according to your plan design at the in-network rate for your member cost share. If you are not enrolled in a Nestlé CareFirst medical plan, you will be billed for out-of-network services. If you have any questions about costs, please schedule an appointment with your Care Navigator.

Spring Health provides the following with no limit:

- Care Navigator appointments for care guidance, check-ins, emotional support, and more
- Moments, on-demand wellbeing exercises that help with anxiety, stress, loneliness, and more
- Work-life services for legal assistance, financial services, service referrals, travel, and more
- 24/7 crisis support

Why should I use Spring Health?

Figuring out where to start with your mental healthcare can be overwhelming. Spring Health takes away the guesswork with a mental health assessment that evaluates where you are today and creates a care plan based on your needs. You'll receive feedback on your results, along with next steps for your care. To help you get started, Spring Health assigns every member a Care Navigator, licensed clinicians who are trained to help you get the care you need.

Overview - Continued

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
- Numerous unexplained physical ailments
- Substance abuse
- Intense fear of weight gain
- Prolonged negative mood
- Difficulties focusing at work

How can Spring Health help?

Spring Health provides mental health tools and services to help you feel your best. Spring Health members have access to:

- **A personalized care plan.** Our short, confidential online questionnaire will help you learn about yourself and guide Spring Health in creating your personalized mental wellness plan.
- **Therapy at your convenience.** Members age 6+ can meet with a mental health provider at times that fit any schedule, including nights and weekends. Spring Health's web and mobile apps make it easy to get quick and confidential mental health support, whenever and wherever needed, even in-person.
- **A diverse network of quality therapists.** You have choices in a provider network made to be as diverse as the people we support. Find a therapist you can relate to across specialty, gender, ethnicity, language, and more.
 - Spring Health providers have an average 9.4 rating (out of 10) among members.
- **Family care.** Families need mental wellness care, too, and that's why your benefits include fast access to child therapists for eligible household members age 6+. If you are looking for support or therapy for a child under 6 years old, please schedule a call with a Care Navigator who can help you find the right care.
- **Dedicated navigation support.** Care Navigators are licensed clinicians who can help you and your covered household members find the right care, schedule appointments, and check in throughout your journey.
- **On-demand wellness exercises.** Get in-the-moment support with Moments, a library of self-guided exercises to improve mental wellbeing. Topics include anxiety, burnout, difficulty sleeping, mindfulness, and more.
- **Coaching.** Members age 18+ can also connect with a professional coach to help set and achieve tangible goals, build new skills, and develop healthier habits for their health, career, or parenting skills.
- **Medication management.** Members age 18+ can meet with prescribers to manage relevant mental health medications during care when needed.
- **Work-life services.** Talk to experts and find resources for legal assistance, financial services, child and elder care, personal travel resources, and more.
- **Alcohol and substance use support.** Members (age 18+) can get support to cut down or quit alcohol or drug use. Your specialized Care Navigator can connect you with best-in-class resources and programs offering the right level of care and treatment for your lifestyle and budget.

Overview - Continued

Is my participation confidential?

Your care with Spring Health is private and confidential. We take our responsibility to protect your privacy very seriously and do not share individual data with employers unless requested by you or required by law. For more information about the types of information we collect and/or share, please see our privacy policy and HIPAA notice. 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 care plan to help you optimize your mental wellbeing.

How does Spring Health personalize my care?

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 asked to complete a short mental health assessment. This clinically designed 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.

After the assessment, you will receive your custom care plan. This might include therapy, coaching, self-guided well-being exercises, or a combination of care pathways.

Activate your Benefit

How do I get started with Spring Health for my own care?

Follow these steps to activate your mental wellbeing support benefits:

- Start at nestle.springhealth.com
- Click "Create My Account," and enter your Nestlé email for verification. If you do not have a Nestlé email or do not know your email, please leave this section blank and click on "I'm a dependent or have no email"
- If you selected "I'm a dependent or have no email":
 - Select "Primary"
 - Enter your name and date of birth, and click "Next"
 - Enter your username (preferred email address), and password
 - Review Spring's Consents & Policies, and click "Create account"
- If you entered your Nestlé email:
 - Enter your name, date of birth, username (preferred email address), and password
 - Review Spring's Consents & Policies, and click "Create account"
- Take the assessment and review your personalized care plan
- You can choose to schedule care directly with a therapist, or meet your dedicated Care Navigator to discuss your care plan or ask questions

To access work-life services:

- Visit nestle.springhealth.com or your care plan in your account, and enter work-life code: **nestle**

If you have any trouble signing up, email careteam@springhealth.com or call **1-855-629-0554** (Monday-Friday, 8:00 am-11:00 pm ET).

Activate your Benefit - Continued

How can I help my household members get access to care?

If you're seeking care for your child or teen between the ages of 0-17, you will 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.) After signing an electronic informed consent, you can then find a therapist and schedule and manage appointments for children ages 6-17. For children 0-5 years of age, you will be able to schedule with a Care Navigator to help you find the right care options for your child.

To add a child to your existing account:

- Log in to your account
- Click on your name in the top right of the screen, then select "Manage Dependents," and then select "Add Child"

If you don't have an account, follow these steps to get started and book care for a child.

- Start at nestle.springhealth.com
- Click "Create My Account," and enter your information for verification
- Click "Activate Your Benefit" from the verification email to finish account creation
- When asked "Who's Signing Up?" select "Me + Children"
- You will first create your guardian account, and then the child account; each child's account will require a separate email from your own (we recommend creating a new email for them)
- Confirm the child's email address, and sign the electronic consent form on their behalf

To help your partner, spouse, or adult dependents get access to care independently:

- If your household member is over 18 years old, they will be able to create their own Spring Health account, either by email invitation sent from your account or directly at nestle.springhealth.com
- Their account will not be linked to yours, and you will not have access to manage their sessions or appointments

Spring Health Care Team and Providers

What is the Care Team, and how can they help?

Spring Health's Care Team can answer questions about your mental wellbeing and support benefits, assist you with account activation, and more. Access to the Care Team team is free, unlimited, and available 8:00 am - 11:00 pm ET, Monday-Friday. To speak with the Care Team, email careteam@springhealth.com or call +1-855-629-0554 (option 3).

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

Spring Health's Care Navigators are all licensed mental health professionals who serve as the main point of contact for each member throughout each step of their journey. They serve as personal guides, ensuring each member is connected to the best possible care for their specific needs. Your dedicated Care Navigator is available to discuss your assessment results, walk you through your care options, book appointments, and provide emotional support. If you have questions about therapy or any part of your care plan, your Care Navigator will let you know what to expect.

Appointments with your Care Navigator can be scheduled through your account at nestle.springhealth.com or the Spring Health app.

Spring Health Care Team and Providers - Continued

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

Throughout your care journey, you will be prompted to complete mental wellness check-ins. These can either be a short online assessment or a quick phone session with your Care Navigator. To get better faster and feel your best, be sure to complete your assessments to track progress and provide feedback on treatment.

Therapy appointments are when you meet with a therapist for about 50 minutes to have deeper discussions around thoughts, feelings, and behaviors, and work on long-term strategies to help improve your wellbeing.

How can I schedule therapy appointments?

You can schedule and manage appointments by accessing your Spring Health account at nestle.springhealth.com or with the Spring Health mobile app. **To schedule a therapy appointment, click “Schedule,” then “Schedule a Therapy Visit”** in the top menu bar of the home dashboard. Find appointments in as soon as two days, with evening and weekend sessions available. Your Care Navigator can also help you schedule your therapy appointments. Reach your Care Navigator by calling **+1-855-629-0554** or contacting them through the Spring Health platform.

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. If you miss a session without canceling or cancel with less than 24 business hours' notice, Spring Health's policy is to collect a \$195 No-Show rate.

Can I message with my provider?

You can send non-urgent messages to your provider through your secure patient portal.

What if I need help immediately?

Spring Health 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 Spring Health at **+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.

- Spring Health Crisis Support: **Call +1-855-629-0554** (option 2)
- Emergencies: **Call 911**
- 988 Suicide & Crisis Lifeline: **Call or text 988**

Tell me more about Spring Health's therapists.

Every provider in Spring Health's network:

- is licensed with professional credentials (LMFT, LPC, LCSW, LMHC, PsyD, PhD, etc.)
- delivers virtual care
- delivers standardized assessments
- practices evidence-based therapies
- is in-network with your employer's CareFirst medical plans if appointments are booked through the Spring Health platform

Spring Health Care Team and Providers - Continued

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

Our providers available for therapy sessions include master's and doctorate level therapists (LCSW, LMFT, LPC, LPA, ANP, PhD, PsyD). Our providers, available for medication management sessions, that can prescribe and manage relevant mental health medications when needed are psychiatrists, and other physicians. Our Care Navigators are all master's level clinicians ready to support and guide your journey by answering questions, connecting you to care, and providing emotional support.

We built Spring Health knowing that one size doesn't fit all when it comes to mental health. Some people respond best to self-guided care or coaching, while others respond well to medication and high-quality, evidenced-based medication management, or even a blend of multiple approaches.

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

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

- Completed residency training in psychiatry (child, adolescent, or adult), internal medicine, or 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 like anxiety, depression, ADHD, and PTSD. You will also see green tags listed under each provider noting their specialty areas, such as divorce, LGBTQ, grief, veterans, and more.

Spring Health does not cover autism spectrum disorder and long-term, open-ended psychotherapy. If you need care for a condition not covered by Spring Health, talk to your Care Navigator, who can refer you to resources or providers who can help.

Can I book appointments with my Spring Health provider outside of the Spring Health platform?

If you book appointments through the Spring Health platform, the cost for you and your eligible household member's first 6 therapy sessions per calendar year are covered by Nestlé. For those on a CareFirst medical plan, if you book an appointment through the Spring Health platform, all providers are in-network and once you have utilized your 6 Nestlé covered sessions, you will be billed according to your plan design at the in-network rate for your member cost share. If a provider is shown on your Spring Health platform but you choose to book an appointment with the provider directly, outside of the Spring platform, the therapy sessions will not be counted toward your Nestlé covered sessions and you will be responsible for the cost of services. Please check with your medical carrier (including CareFirst members) to determine if your provider is in or out-of-network as out-of-network and services result in higher out of pocket costs.

Spring Health Care Team and Providers - Continued

I already have a provider I'm happy with. Do I have to switch?

You do not need to switch providers; however, they may not be covered in the Spring Health network as part of this benefit. To confirm, you can speak with them directly or ask your Care Navigator to look them up by name.

If your current provider is not part of the Spring Health network, they can visit springhealth.com/providers and click "Apply Today" to join. When applying, the provider should select "Other" and type "Patient Referral" when asked how they heard about Spring Health.

Even if you are engaged with a provider outside of the Spring Health network, you are welcome to use the benefit as additional guidance to better inform your current treatment. Our clinically validated algorithms personalize your treatment and minimize the trial-and-error process of your care.

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

That's OK! You can access on-demand mental wellbeing exercises called Moments from the Spring Health app or on your web account. Get the app by searching "Spring Health Mobile" in the App Store or Google Play Store.

Moments exercises are designed to give you immediate relief and build skills to improve your long-term mental wellness and resilience. You can use Moments for help with stress, anxiety, sleep, substance use, relationships, everyday challenges, and more.

How do I know if my child needs mental healthcare?

If you are unsure where to start, reach out to your Care Navigator. As a clinically licensed mental health professional, they can answer questions and help you find the best path forward for your child.

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. And yet one of the biggest factors in the success of the journey to mental wellness is being able to relate to—and be comfortable with—a provider. Spring Health has one of the most diverse provider networks in the mental health care industry.

Spring Health offers 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.

- 45% of Spring Health providers identify as Black, Indigenous, and people of color (BIPOC)
- 6% identify as Asian
- 24% identify as Black
- 13% identify as Latinx
- 8% identify as Multi-racial
- 1% identify as Native American
- 15 racial groups represented
- 34 languages spoken
- 30% specialize in LGBTQ+ issues
- 18+ specialties and focus areas

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

You can select providers based on their specialties, the conditions they treat, and whether they offer in-person or virtual care. In their biographies, providers also describe their background. If you need assistance, your Care Navigator can help match you with a provider that meets your needs.

Medication Management and Coaching

What is a medication management appointment?

Medication management is available to you and your dependents (age 18+) through Spring Health. Spring Health doctors can prescribe many medications (excluding controlled substances such as stimulants, benzodiazepines, and some sleep medications). For additional information about what medications can be prescribed, refer to the question below. If medication management is part of your treatment plan, you can use the Spring Health app or portal to find and book a medication management appointment. Your Care Navigator can also help you find a doctor and make an appointment. Up to two of your covered sessions can be used for medication management.

What happens during a medication management appointment?

Medication management appointments are straightforward and simple. During your first medication management appointment, the prescriber will ask you questions about your treatment history and current symptoms, and then discuss treatment options and recommendations. If the doctor decides to prescribe medication, they will help you understand how the medication works and answer any questions. Your next session will be a shorter follow-up to make sure your medication is working and to make adjustments if necessary.

What medications can be prescribed?

Spring Health medication managers are able to prescribe many different types of medication for your mental health care as needed.

Spring Health physicians do not prescribe medications that are considered controlled substances. Medications classified as Controlled Substances are sometimes utilized with anxiety and ADHD diagnoses. For Controlled Substance needs, Spring Health doctors may be able to make a prescription recommendation that you can discuss with your primary care or another doctor. If you have any questions on what medications can be prescribed ask your Care Navigator.

What is a coaching session?

As part of your Spring Health benefits, you and your dependents (age 18+) can receive coaching from a dedicated Spring Health coach who can help you set and achieve your personal goals at no cost. Coaching sessions are separate from, and do not count against, the prepaid therapy sessions provided by your employer. Spring Health coaches are graduates of an International Coaching Federation (ICF)-accredited coaching training program, ICF-credentialed coach (Associate, Master, or Professional Certified Coach), or National Board Certified with a minimum of 100 hours of post-training coaching experience.

If you need help improving your health, your career, or your parenting skills, coaching can help. Coaching isn't therapy and isn't a substitute for therapy. Instead, a coach partners with you to help you set and achieve tangible goals, build new skills, and develop healthier habits. And unlike a close friend or a family member, coaches bring a fresh, unbiased, and science-backed perspective to help you reset, get unstuck, and create the life you want.

How can a coach help me?

A coach can help with personal development (life transitions, identity, relationships, communication skills, self-development, work-life balance, time management), parenting (quality time, identity support, parenting best practices, developmental activities, behavioral concerns, family contributions), and health and wellness (nutrition, physical activity, stress management and resiliency, sleep, mindfulness, self-care).

If coaching is part of your treatment plan, you can work with your Care Navigator to find and schedule an appointment with a coach.

Alcohol and Drug Support for You and Your Loved Ones

Will my employer find out that I am in the alcohol and drug use support program?

No. Your care with Spring Health is private and confidential, and we take our responsibility to protect your privacy very seriously. We don't share your assessment answers or whether you use any of our services with your employer.

Is the alcohol and drug use support program only available if I want to quit completely?

No. Our support programs are tailored to the goals that you have for yourself. Whether you're simply curious to learn more about your substance use or need more immediate support, there's a support program that's right for you.

How do I or my dependents enroll in the alcohol and drug use support program?

1. Sign up or sign in to your Spring Health account at nestle.springhealth.com and complete a short, five-minute assessment. (If you've already taken the assessment and have questions, reach out to your Care Navigator or email careteam@springhealth.com.)
2. A dedicated licensed clinician with a background in alcohol and drug use support will reach out to you and schedule a time to meet.
3. You and your clinician will decide on a care plan together. Your clinician will get you started by connecting you to the support and/or services right for you.

Who is eligible for the alcohol and drug use support program?

Engaging with Spring Health for alcohol and drug use support is 100% voluntary and confidential.

You and your dependents (18 and older) that are enrolled in a Nestlé CareFirst medical plan are eligible to participate in Spring Health's alcohol and drug use support program.

If you or your dependent are not enrolled in your employer's health plan you can still meet with a Care Navigator about your questions and to discuss care options for free. If you would like to participate in one of our partner alcohol and drug support programs you would need to work with your current insurance provider to enroll or self pay.

If you or your dependent is under 18, you can also meet with a Care Navigator about your questions and discuss care options for free. Our Care Navigators can work with you to determine the appropriate level of care and help you find a resource or program that is in-network with your insurance provider.

How much does the alcohol and drug use support program cost?

We offer a range of support and treatment options, from online-only programs to residential care. Your Care Navigator can review the options with you and help you understand any associated costs based on your health plan, including those not enrolled in a CareFirst medical plan. You have unlimited free sessions with your Care Navigator and costs for programs will vary based on your health plan.

Alcohol and Drug Support for You and Your Loved Ones - Continued

How can the alcohol and drug use support program help me or my loved one?

If you're struggling with alcohol or drug use, Spring Health makes it easy to get help quickly.

We offer a broad range of support options designed to meet the needs of you or your family member, including:

- Self-help tools
- Therapy
- Prevention & education
- Focused webinars, trainings, and peer forums
- Recovery support
- Outpatient treatment
- Intensive outpatient treatment
- Residential care
- Recovery support

Your dedicated licensed clinician is available to answer questions, help you decide on a program, and provide guidance.

Are my dependents and spouse/domestic partner eligible for the alcohol and drug use support program?

Yes! You and your dependents (18 and older) that are enrolled in a Nestlé CareFirst medical plan are eligible to participate in Spring Health's alcohol and drug use support program. If you or your dependent is under 18, you can still meet with a Care Navigator about your questions and discuss care options for free. Our Care Navigators can work with you to determine the appropriate level of care and help you find a resource or program that is in-network with your insurance provider.

Can I use the alcohol and drug use support program if I am already seeing a Spring Health therapist?

Yes, all Spring Health services are available to you while participating in the alcohol and drug use support program. Patients can see their Spring Health therapist while also working with their specialized alcohol and drug use support programs. Your care navigator can help you determine the care plan that is right for you.

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 8am-11pm ET
- Directly book time with Care Navigators, Therapists, and Medication Managers

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 (855) 629-0554, Monday-Friday, 8am-11pm ET or schedule an appointment on your Spring Health account.

Glossary of Terms - Continued

Coaches are ICF or National Board Certified and can support you and your eligible household members (age 18+) 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 or you can schedule through your Spring Health platform.

Therapists are licensed therapists and psychologists that work with you and your eligible 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. Your Care Navigator can also help you find the right care for children younger than 6 years old.

Medication Managers are physicians and Psychiatric Nurse Practitioners (PNPs) who are ready to prescribe and manage relevant mental health medications during care when needed for members age 18+.

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.

Work-Life Services are resources and experts available to help you navigate life's everyday challenges, like child care, pet care, even legal and financial assistance. You can connect with one of our dedicated clinicians to find care options and local resources. The clinician 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 nestle.springhealth.com scroll down to work-life services, and enter access code: **nestle**.

Thank You

Questions?

Visit [Healthworksatnestle.com](https://healthworksatnestle.com), search “Spring Health” for additional information.