

Shaping the future of behavioral health, together

An orientation to Spring Health

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PRODUCT SPECIALIST



**Our mission: Help
people and
organizations thrive by
eliminating every barrier
to behavioral health.**

What is behavioral health?

“

A state of wellbeing in which every individual realizes their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community.

| World Health Organization



1

**How can Spring
Health help?**

Spring Health offers seamless access to:

Personalized care plans:

Take an online behavioral health assessment designed to find the right care for members' needs.

Dedicated support:

Care Navigators help find the right therapist, set appointments, give advice, and provide guidance, and check in with members along the way.

In-network therapy:

Members and their dependents can meet with a trusted therapist in as soon as two days.

24/7/365 crisis support line:

30 second response time to immediate support, de-escalation, and follow-up care at any time of day.

Wellness exercises:

Use *Moments*, an on-demand library of self-guided exercises for mental wellbeing; covering topics like anxiety, burnout, better sleep, and more.

Medication management:

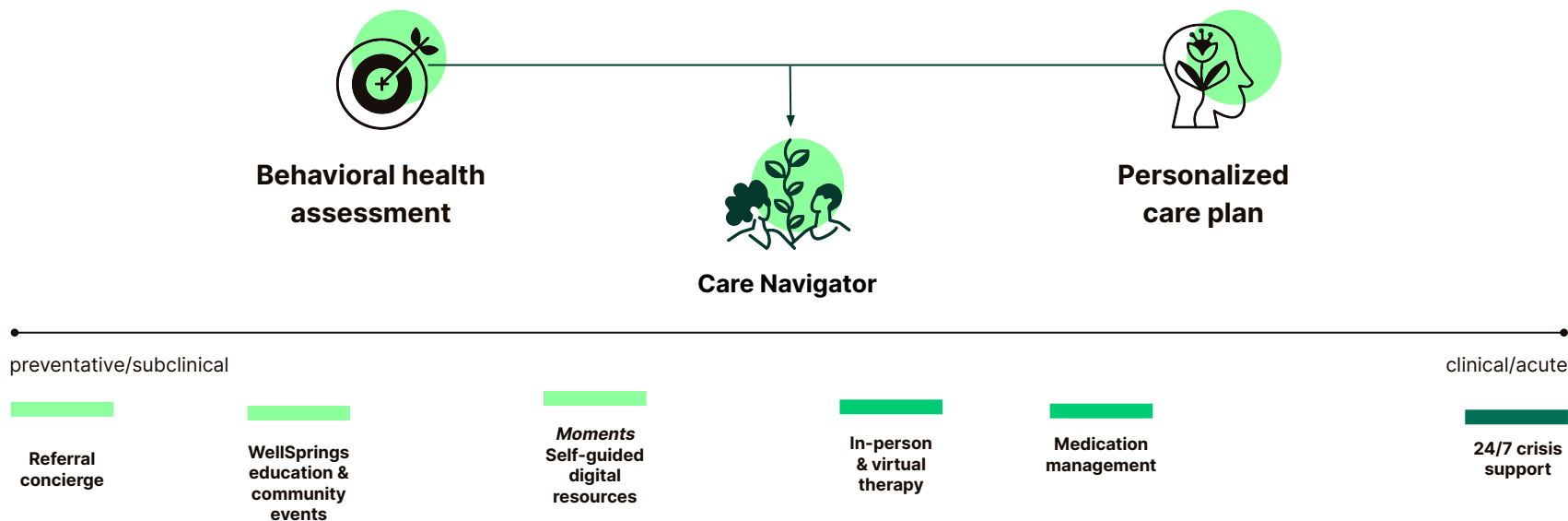
Access to in-network prescribers who can help members manage their medications during care, when needed.

Community WellSprings:

Virtual small-group led sessions, to bring individuals together for conversations that cultivate curiosity, connection, and support around mental health stressors.

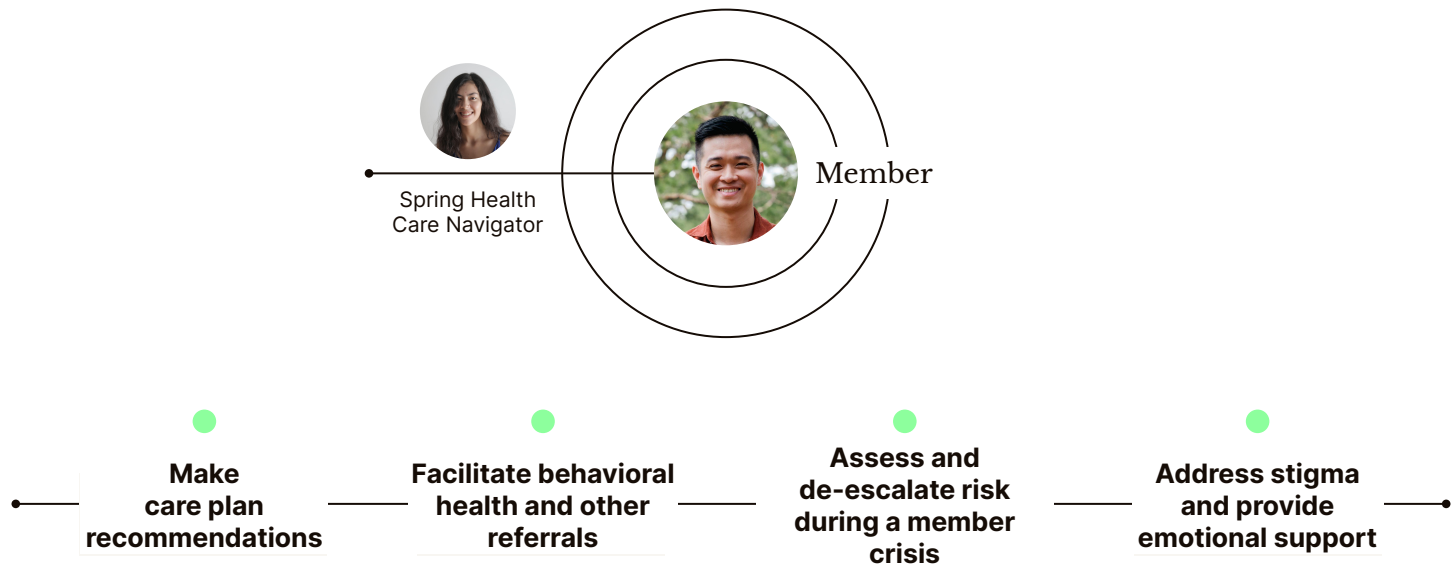
Eliminate the guesswork

Spring Health matches members with a dedicated Care Navigator, a licensed clinician that takes away the guesswork. They know a member's care plan, connect them to the right resources, and can even set appointments.



Dedicated, 1:1 human guidance

Available as often as a member needs it



Access *Moments*, anytime, anywhere

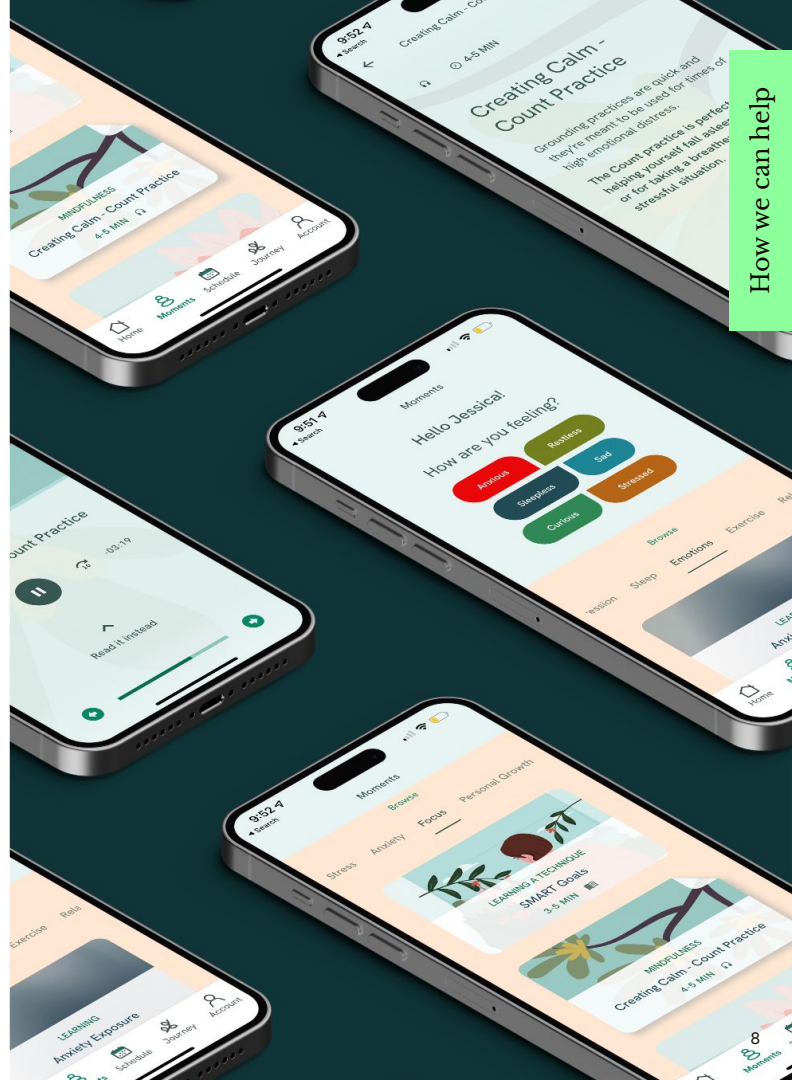
Unlimited, on-demand access to wellness exercises

Part of your mental health journey

- Spring Health will recommend Moments at the right time based on assessment and check-ins.
- Care Navigators and providers may recommend Moments to help support progress

Moments offers quick tips and exercises on a variety of subjects related to mental wellbeing.

- | | | |
|--------------|--------------|-------------------|
| • Anxiety | • Focus | • Personal Growth |
| • Depression | • Sleep | • Relationships |
| • Emotions | • Loneliness | • Substance Use |
| • Burnout | • Eating | • Mindfulness |
| • Breakups | • Parenting | • Career |



Our diverse provider network

Members can easily find experienced providers who meet their needs and preferences

Specialties

- LGBTQIA+
- Racial identity
- Military/veterans
- Faith-based
- Pediatric

Conditions

- OCD
- Grief
- Eating disorders
- Phobias
- Trauma

...and many more!

45%

providers
identify as
BIPOC

25+

unique
treatment
modalities

48

languages
spoken fluently

34%

providers
specialize in
LGBTQIA+ issues

Provider recommendations

Finding the right therapist can be difficult with so many options to choose from.

We recommend your top therapists based on compatibility and quality.

Therapy [Start here](#)

We handpicked a few therapists for you


Not completed


[Browse therapists](#)

[Why therapy?](#)

Your recommendations

We handpicked these therapists for you based on their quality and compatibility. They have built strong relationships with other users. We'll update your recommendations regularly to reflect the latest therapist availability.

 Top match



Valrie Streich
Therapist • PsyD, PhD

Quo necessitatibus dolores ipsum et. Ipsum libero qui voluptates veritatis amet omnis nam. Dolores sit et aspernatur et... [See full bio](#)

Speaks:
Greek, Polish

Can help you with:

Abuse (sexual, emotional, physical)

Autism Spectrum Disorders

Children (6-12 years old)

Perinatal Mood and Anxiety Disorders

PTSD

Schedule:


[Virtual](#)

Thursday, March 30 - 10:00am - 11:00am

Thursday, March 30 - 11:00am - 12:00pm

Thursday, March 30 - 12:00pm - 1:00pm

[See more times](#)

 Top match

Members can easily find a therapist they need

Filter local providers based on preferences, or get recommendations from the dedicated Care Navigator.

Filter by conditions:

- ADHD
- Autism spectrum disorders (ASD)
- Eating disorders
- Generalized anxiety
- Panic
- Phobias
- Trauma

Filter by ethnicity:

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Other
- White

Filter by specialties:

- Faith-based
- Families
- Gender identity
- LGBTQ identity
- Racial identity
- Specializing in adolescents or children
- And more!

Filter by language:

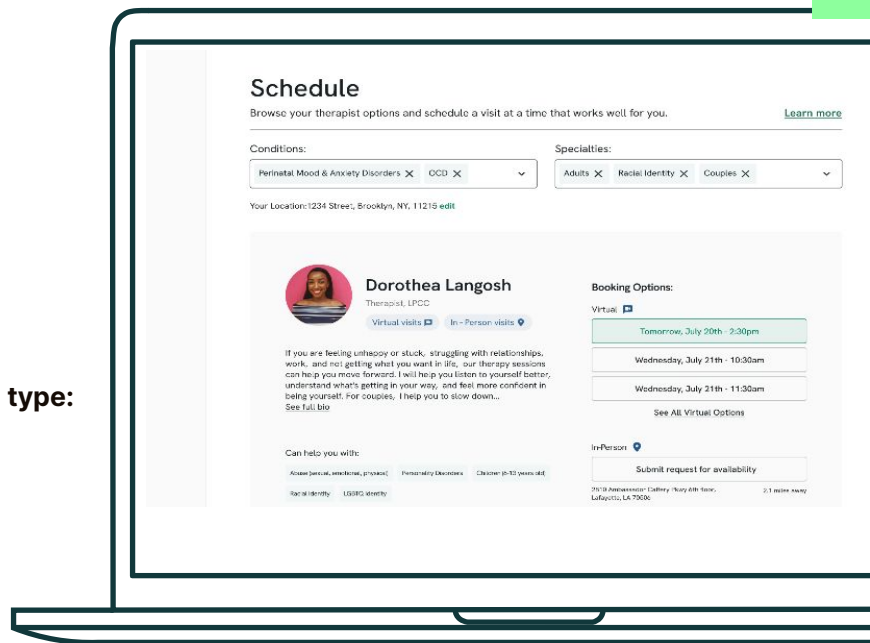
- Arabic
- English
- Portuguese
- Spanish
- and more!

Filter by gender:

- Woman
- Non-binary
- Man

Filter by session type:

- Virtual
- In-person



WellSprings

wellsprings.springhealth.com

Thoughtfully designed group sessions for members to cultivate curiosity, connection and support around life stressors

- Clinician-led group sessions centered on life stressors like burnout, parenting, and current events
- Safe spaces that foster candid conversations without judgement and work through feelings
- Foster openness and caring
- < 20 people per session so that members feel comfortable to share and connect

well springs
by spring health

Upcoming Sessions



Are current events impacting your mental health?

Let's come together to share feelings and support.

Next Session: Mon, 5/1 @ 2:00 PM ET/1:00 AM PT

[Register for an Upcoming Session](#)



Stress Check: How are you managing?

Take time out with us to check in on your stress management.

Next Session: Wed, 5/17 @ 4:00 PM ET/1:00 PM PT

[Register for an Upcoming Session](#)



Feeling anxiety?

How to recognize and manage anxiety.

Next Session: Mon, 5/1 @ 2:00 PM ET/1:00 AM PT

[Register for an Upcoming Session](#)



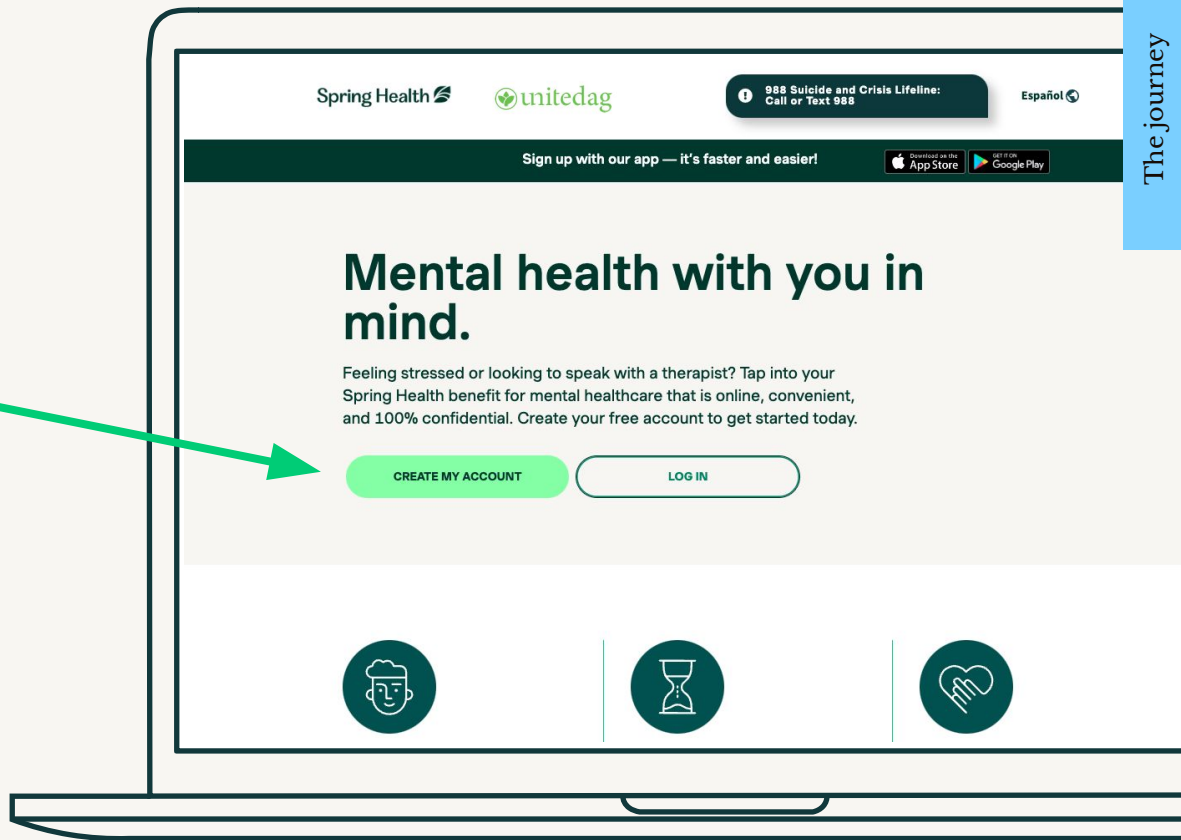
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Member Registration and Account Setup

No email, no problem. Another way to create an account

Members ***without an email address on file*** can simply go to unitedag.springhealth.com to create and activate their Spring Health account by clicking the “Create my account” button.

This is an easy option for anyone without an email address on file.



Member account setup: step by step

Members will follow these simple steps to create their account

EN FR DE ES

Let's find your benefit

Your work email

Salemhabascian@deluxe.com

We promise to protect your information and collaborate with you on decisions that affect your health.

Welcome to Spring Health

Fast and flexible
Early book therapy sessions and see someone within 2 days, including nights and weekends.

Confidential therapy
Everything you share with us is private. Spring Health never shares your information with anyone, including your employer.

Personalized care
Spring Health customizes your care plan based on your immediate needs and long-term goals.

Find my benefit

(This is dependent of how we search)

Locate [partner] benefit
by entering email

EN FR DE ES

We found your benefit

Now, create your account. It will only take a moment.

Your legal first name

Your legal last name

Date of birth

MM DD YYYY

Email

Salemhabascian@deluxe.com

This can be any email you'd like. All communications will be sent here.

Password

1 character minimum

Create the account

Create account by entering
personal information
in required fields

EN FR DE ES

Account created

Success! You officially have a Spring Health account. Is this the best contact information for you?

Address

204 NE Wagon Street

City

Portland

State/province

Zip/postal code

Oregon 97211

Phone number

555-555-5555

Confirm

Complete sign-up and
finalize account creation

Dependent account setup, step by step

Members can direct their adult dependents to visit unitedag.springhealth.com to create an individual account

Account type

Dependent would select "I'm a dependent or have no email"

Dependent verification

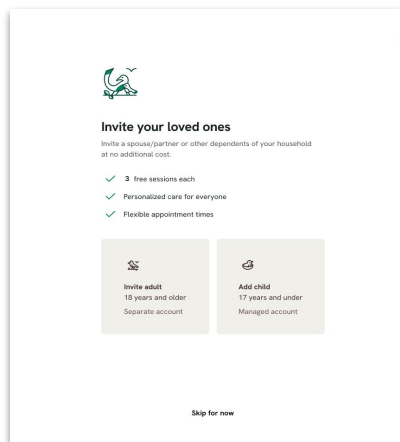
First select "Dependent," then enter personal email address

Extra verification step

Dependents may need to provide the name and work email address of the primary benefit holder to complete verification

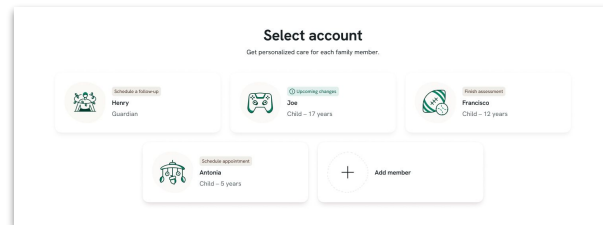
Parents/guardians can add minors to Spring Health

For eligible dependents (ages 0-17*); provides families a safe, streamlined approach to navigate care for children



Set up account for child age 0-17

Add child information

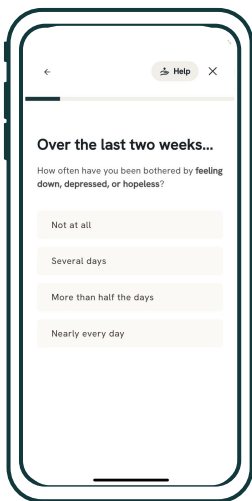


Easily manage care for multiple children

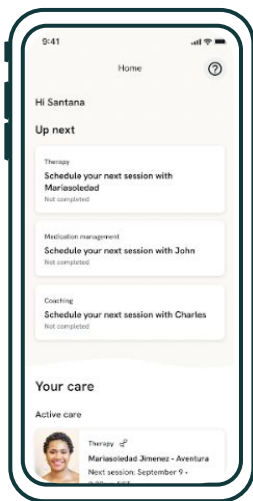
The member journey

4 steps to start feeling their best (Mobile App Experience)

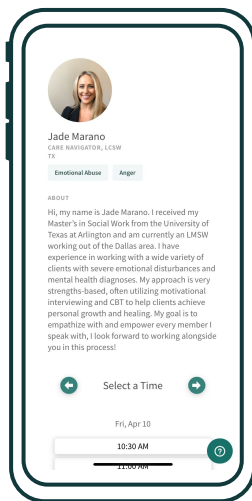
Screening: Members will take a short assessment to pinpoint immediate needs and long-term goals.



Matching: Members will receive a personalized care plan that addresses those needs.



Navigation: Care Navigator, a licensed clinician who can provide extra support to members.



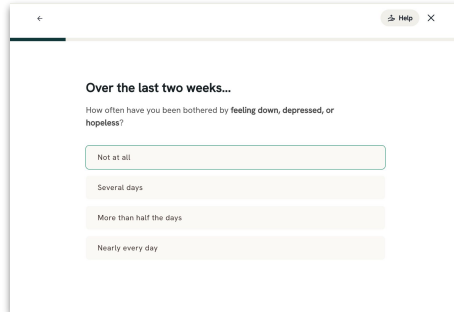
Access: Understand the options available to members and access tools to start feeling better.



The member journey

4 steps to start feeling their best (Web Experience)

Screening: Members will take a short assessment to pinpoint immediate needs and long-term goals.



Over the last two weeks...

How often have you been bothered by feeling down, depressed, or hopeless?

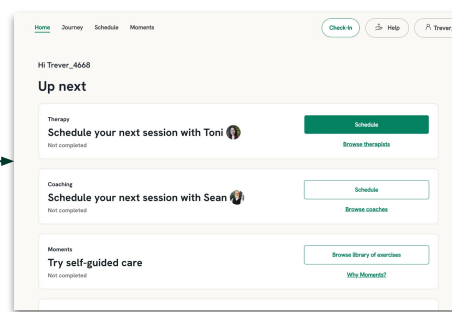
Not at all

Several days

More than half the days

Nearly every day

Matching: Members will receive a personalized care plan that addresses those needs.



Hi Trevor, 4668

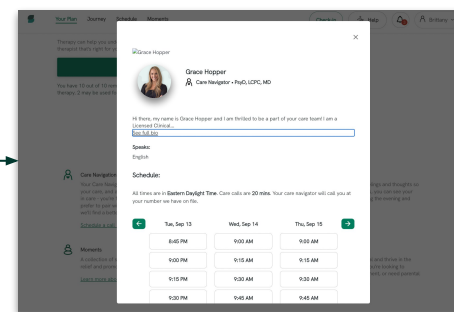
Up next

Therapy
Schedule your next session with Toni
Not completed
Schedule
Browse therapists

Coaching
Schedule your next session with Sean
Not completed
Schedule
Browse coaches

Moments
Try self-guided care
Not completed
Browse library of exercises
Why Moments?

Navigation: Members are paired with a Care Navigator, a licensed clinician who can provide extra support to members.



Grace Hopper
Care Navigator - PhD, LPC, MD

Hi there, my name is Grace Hopper and I am thrilled to be a part of your care team! I am a licensed therapist.

Speaks:
English

Schedule:

Tue, Sep 13	Wed, Sep 14	Thu, Sep 15
8:00 PM	9:00 AM	9:00 AM
9:00 PM	9:15 AM	9:15 AM
9:15 PM	9:30 AM	9:30 AM
9:30 PM	9:45 AM	9:45 AM

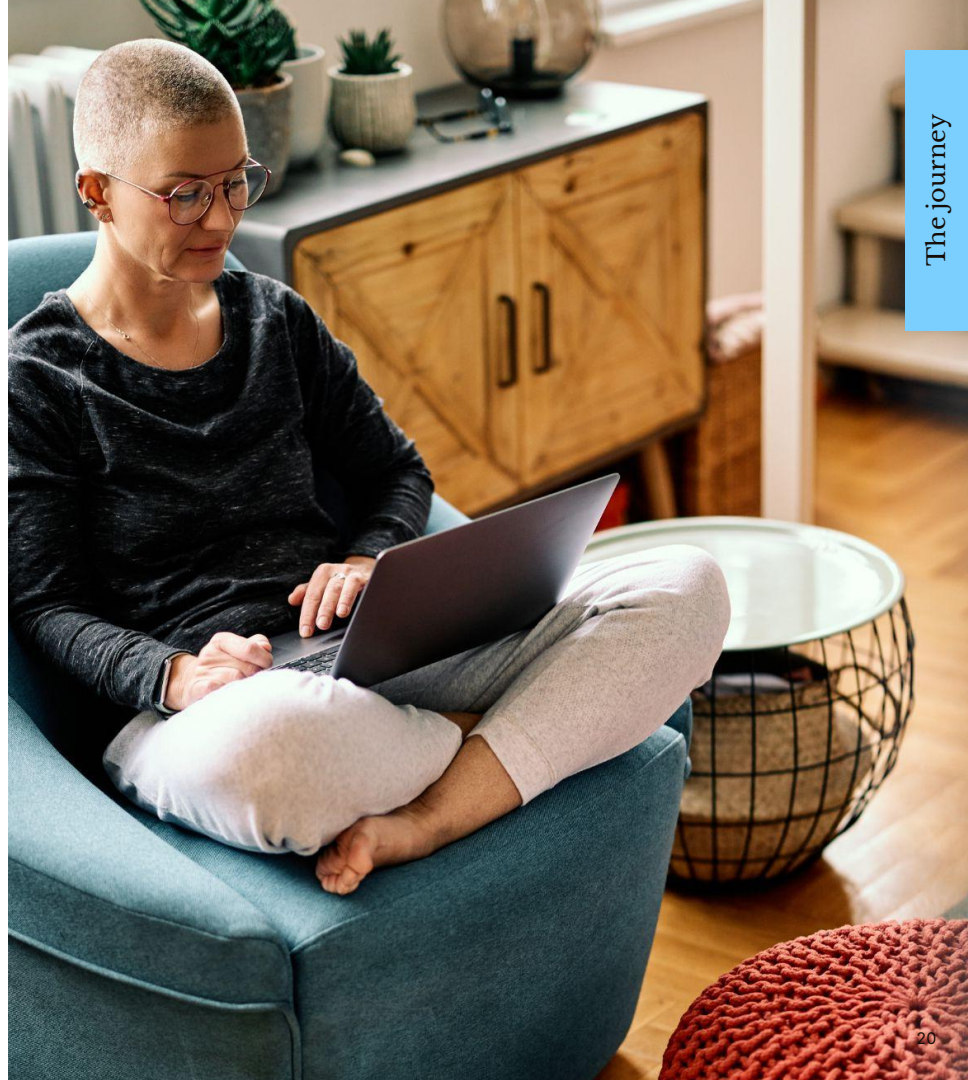
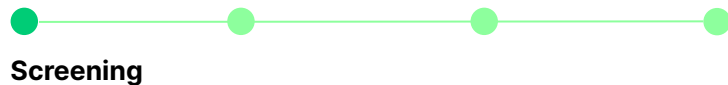
Access: Understand the options available to members and access tools to start feeling better.

The journey: screening – quick assessment

Confidential • Convenient

We screen for:

- Depression
- ADHD
- Eating Disorders
- Postpartum Depression
- PTSD
- Anxiety
- Bipolar Disorders
- Alcohol or Substance Use
- Suicide Risk

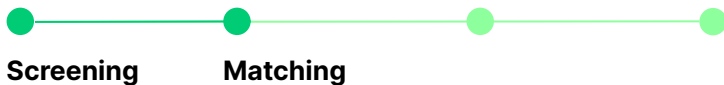
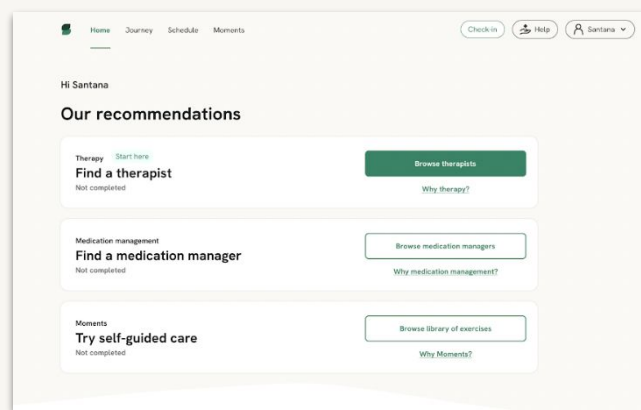
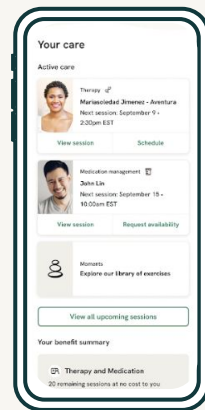


The journey: matching – personalized care plan

After finishing an assessment, members will get a custom care plan designed to address immediate needs and long-term goals.

What to know:

- Personalized, effective treatment plan
- Member's plan may include a variety of tools available to them, such as *Moments* on-demand library of self-guided exercises for mental wellbeing

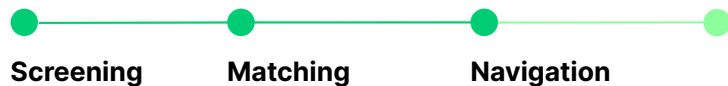


The journey: care navigation – dedicated support

Someone to support every member every step of the way. Booking a 20 minute appointment with the dedicated Care Navigator—a licensed clinician—is a great first step for member's personal journey.

What to expect:

- Supports members on their personalized treatment plan
- Ongoing follow-up appointments to track progress
- Unlimited check-ins
- Guides members through all Spring Health services available
- Will assist members in finding a provider if they can't find one that meets their needs



The journey: access – care anywhere

Convenient access to care when and where it's needed. Meeting your members wherever they are with a member-first approach.

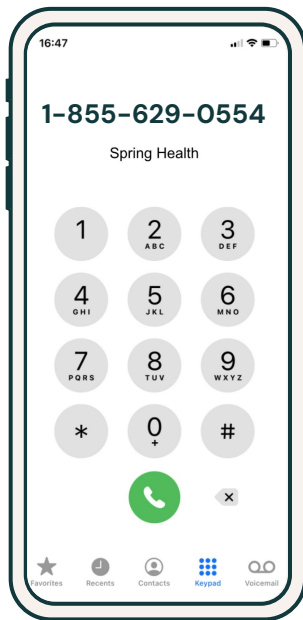
Variety of care available to members:

- Therapy sessions available in an average of 2 days (including evenings and weekends)
- Diverse network of trusted providers
- Unlimited check-ins with the dedicated Care Navigator
- *Moments* on-demand library of self-guided exercises for mental wellbeing



Spring Health care team

General support and guidance



Phone: +1-855-629-0554

Available Monday - Friday
8am - 11pm EST

- *Spanish support, press 1*
- *Scheduling support, press 3*

Contact us: springhealth.com/support | 24/7

Live Chat: Monday - Friday, 8am-11pm EST

Language support

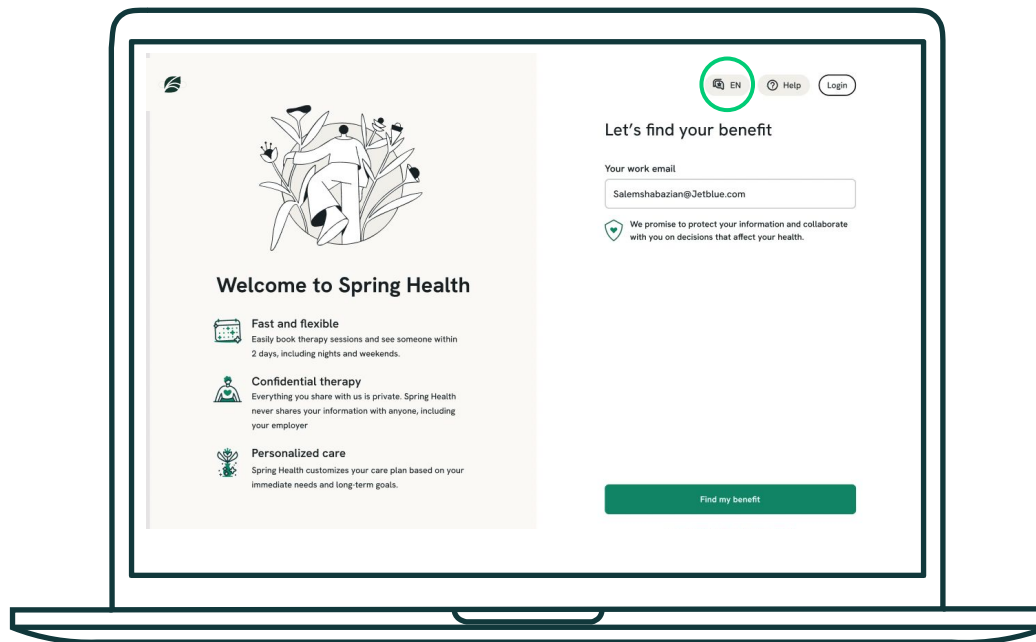
Select language at sign-up, or any time, from within a member's account.

Language selection:

- Update the platform language and care emails at any time.

Care Team Support:

- Monday-Friday, 8am-11pm ET
- 1-855-629-0554, press 1 for Spanish.

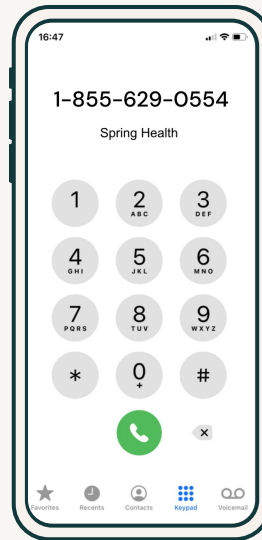


Crisis support

Support when members need it most

Crisis Support is there for members **if they feel like they need to speak with a licensed professional now** and **cannot wait** to book an appointment.

Support from Spring Health is available when members need immediate assistance and they do not need to activate or log in to their Spring Health account to call.



Spring Health crisis support:

1-855-629-0554

Option 2: Available 24/7 at no cost.

Emergencies:

Call 911

988 Suicide & Crisis Lifeline:

Call or text 988

When should I recommend Spring Health?

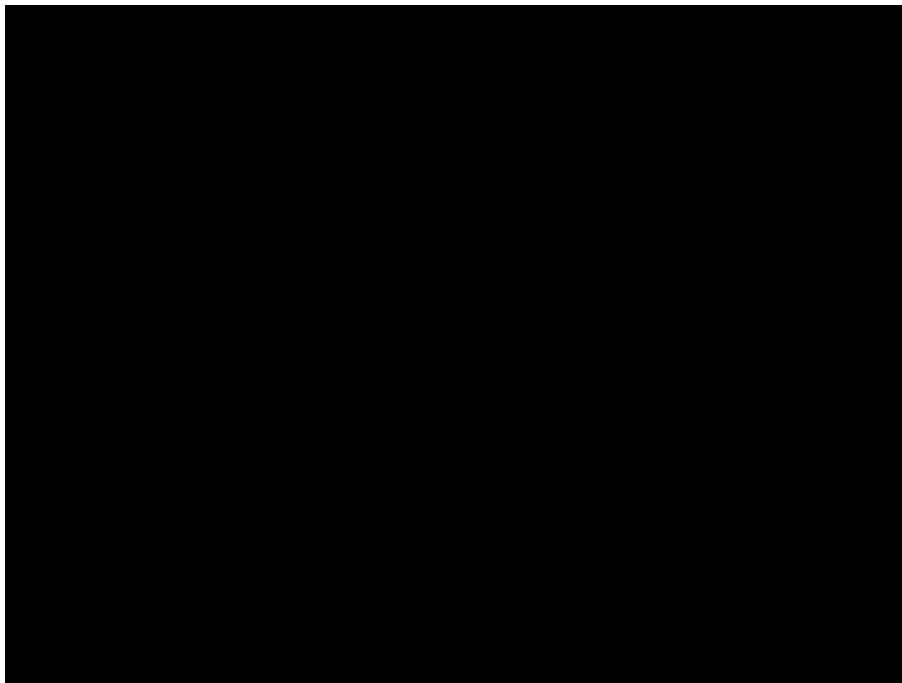
There is never a wrong time to seek help

Some signs you may notice in others:

- ✓ Confused thinking
- ✓ Trouble focusing at work
- ✓ Prolonged depression, sadness, or irritability
- ✓ Feelings of extreme highs and lows
- ✓ Excessive fears, worries, and anxieties
- ✓ Social withdrawal
- ✓ Changes in eating or sleeping habits
- ✓ Strong feelings of anger
- ✓ Inability to cope with daily problems or activities
- ✓ Suicidal thoughts
- ✓ Denial of obvious problems
- ✓ Numerous unexplained physical ailments
- ✓ Alcohol and/or drug use
- ✓ Intense fear of weight gain
- ✓ Prolonged negative mood

Spring Health and UnitedAg

Personalized mental health support





Questions?

unitedag.springhealth.com

Phone: +1-855-629-0554

Monday-Friday 8am-11pm ET

Email: springhealth.com/support

**Members will complete their assessment to receive
their personalized care plan.**

Access to therapy sessions, self-guided wellness exercises, and more.

Thank you

Spring Health 