

myStrength by Teladoc Q&A Summary

1. To access myStrength, do members use the Teladoc app?

Yes, they can access myStrength through the Teladoc app. It's the same provider network and same way you schedule an appointment.

2. What is the access code for myStrength?

The access code is "UnitedAg."

3. Can you explain PHQ-9, GAD-7, and WHO-5 assessments?

PHQ-9 is a standard depression assessment. GAD-7 is an assessment for anxiety. WHO-5 is an assessment for overall mental wellbeing. These assessments let the app know where you are in your mental health and allows myStrength to recommend different paths of care and different supportive activities.

4. When is myStrength available and is it available to all UnitedAg members?

This is available to UnitedAg members beginning October 1, 2021. However, it's currently not available to HSA plan participants. We're working on making it available starting January 1, 2022. We'll make an announcement as more details become available.

5. Can HSA plan participants use the traditional Teladoc behavioral health benefit (not myStrength)?

No, this is not currently available to HSA plan participants. We are looking to offer the Teladoc benefit and myStrength to HSA plans starting January 1, 2022. We'll make an announcement as more details become available.

6. Will the therapist be able to see the details of a crisis call?

The therapist is not able to access the conversation of the crisis call unless the member approved a release of records. The therapist can see certain details: the member had a crisis call on a specific date, a safety plan was provided to them, and they were recommended to

schedule a therapy appointment immediately.

7. Is myStrength only available for members 18 years and older?

That is correct, this benefit is only available for adults, not adolescents.

8. Is there other mental health support for members under 18 years old?

Yes, they can access UnitedAg's standard mental health benefits through the health plan. Please contact Member Services at 800.223.4590 for assistance.

9. Is this benefit available in Spanish?

Yes, this benefit is available in Spanish. You can change your language setting through your profile menu in the app. Spanish communication materials are not available at this time, but will be in the future.

10. Is there a cap on therapy visits?

There is some medical necessity tied to the number of visits. The therapist will make this determination. We will look further into this and get back to you.

11. When you use the Teladoc app there is a therapy option and plan option. Is the therapy option the same as myStrength?

When go into the Teladoc app you will see the Mental Health Tile. The next screen will give you the option of choosing to schedule a visit or create a personalized plan. The personalized plan will bring you into myStrength Complete. You can always choose to schedule a visit in the myStrength app.

12. Can you always use the same therapist?

Yes, you can stay with the same therapist or pick a new one if you choose.

13. If a controlled-substance medication is needed, would the visits alternate between psychiatry and therapy or monthly only with psychiatry?

You will just stay with the psychiatrist if you select medication support in the app.