



# Frequently asked questions

## General

### What is myStrength?

MyStrength is a flexible and comprehensive digital program for emotional health to help with life's evolving challenges. From learning activities and guided meditations to skill-building courses][ to working with a licensed therapist, with myStrength, you get personalized support to build a healthier mind for a stronger you.

### How much does it cost?

As long as you're eligible through your employer or health plan, myStrength is available at **no cost to you**. Your employer or health plan pays for the program on your behalf through a partnership with Livongo.

For teletherapy services through myStrength, you may have to pay for a portion of the cost of a visit with a licensed therapist. Call Livongo Member Support at 800-945-4355 (TTY: 711) to confirm pricing.

### How do I know if I'm eligible?

You must be at least 18 years of age and enrolled in a qualifying provider benefit through your employer or health plan.

Questions about your enrollment status? Call Livongo Member Support at 800-945-4355 (TTY: 711).

### How do I enroll?

You can enroll online, by phone or by mail.

- **Online:** Visit [myStrength.com/start](https://myStrength.com/start) and answer a few questions about yourself and your health to register with Livongo. Then, download the myStrength app to log in and get started.
- **Phone:** Call Livongo Member Support at 800-945-4355 (TTY: 711).
- **Mail:** Mail your registration form in the prepaid envelope provided.

### How can I access myStrength?

You can access myStrength through your private online account or via the mobile app.

Downloading the mobile app helps you get the most out of the program.

### Will my health information be safe?

Yes. We take your privacy seriously. Your health information is protected through federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA).

### Can I cancel my membership?

Yes. You can cancel at any time for any reason. Simply call Livongo Member Support at 800-945-4355 (TTY: 711).

## What types of resources does myStrength offer?

MyStrength offers evidence-based support for many types of emotional and physical challenges: Stress. Sleep. Depression. Anxiety. Relationships. Pregnancy and early parenting. Chronic pain. And more.

Answer a series of clinically validated questions, and myStrength will create a plan designed just for you. Choose what to focus on in your own time, at your own pace. Learn from hundreds of activities, articles and videos. Access skill-building courses. Practice mindfulness and meditation techniques. Get in-the-moment tools. Track your sleep and mood. It's all accessible 24/7 through your private online account or via the mobile app.

With myStrength, you can also connect with a licensed therapist of your choice seven days a week from the comfort of home.

# Teletherapy and 1:1 care

## Does myStrength offer teletherapy services?

Yes. With myStrength, you get mental health support based on your needs.

Looking for support, accountability and motivation? Message with our engagement guides—real people who care about helping you

succeed. A guide will respond to your questions within 24 hours, Monday through Friday.

Looking for something more? Access care by licensed therapists (psychologists or social workers or psychiatrists (MDs or nurse practitioners from the comfort of home. Schedule an appointment and talk by phone or video seven days a week, 7 a.m. to 9 p.m. local time. Get help if you're:

- Overwhelmed, stressed or anxious
- Feeling down, depressed or lonely
- Having negative thoughts
- Struggling with a personal issue

## How does myStrength match me with a licensed therapist?

You'll first complete a brief questionnaire about your preferences for your therapist, as well as what your specific needs are.

You can then choose the licensed therapist who best fits your needs from a list of recommended profiles. The profiles include information such as gender, language(s) and specialties.

## How do I schedule a visit with a licensed therapist?

You can schedule a visit through your private online account or via the mobile app.

Choose the licensed therapist who best fits your needs from a list of recommended profiles, and propose some dates and times that work for you.

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## Join myStrength today: [strength.livongo.com](https://strength.livongo.com)

Mental health consultations provided under the myStrength product are performed by licensed mental health professionals employed by or contracted with Teladoc Health Medical Group, PA. See the myStrength Terms of Service for more information.