

Get To Know Spring Health, Your Mental Health Benefit

What is Spring Health?

Spring Health provides personalized mental healthcare support designed to help you feel your best. Smith+Nephew 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?

Smith+Nephew employees and their household members age 6+ are eligible for Spring Health.

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 household members. Therapy sessions beyond the initial 6 will be subject to costs.

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

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

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 short 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.

How do I contact Spring Health?

Visit: smith-nephew.springhealth.com

Download: **Spring Health Mobile App**

Email: careteam@springhealth.com

Call: **1-855-629-0554**

- Press 1 for support in Spanish
- Press 2 for crisis support
(available 24 hours a day, 7 days a week)
- Press 3 for general questions/support
(available Monday–Friday, 8:00 am–11:00 pm ET)

Get To Know Spring Health, Your Mental Health Benefit

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.** Meet with a mental health provider at times that fit your 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 you need it, or you can see a therapist 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 health care, too, and that's why your benefits include fast access to child therapists for household members age 6+.
- **Dedicated navigation support.** Your Care Navigator is a licensed clinician who can help you find the right therapist, schedule appointments, and check in with you 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, sleep hygiene, mindfulness, and more.
- **Coaching.** You can also connect with a professional coach to help you set and achieve tangible goals, build new skills, and develop healthier habits for your health, career, or parenting skills.

- **Medication management.** Meet with prescribers who can manage many of your medications during care when needed.
- **Work-life services.** Talk to experts and find resources for legal assistance, financial services, child and elder care, travel, and more.

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 get better, faster.

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 wellbeing exercises, or a combination of care pathways.

Get To Know Spring Health, Your Mental Health Benefit

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

Follow these steps to activate your mental health benefits:

- Start at **smith-nephew.springhealth.com**
- Click “Create My Account,” and enter your full name, date of birth, and Smith+Nephew email.
- Review Spring Health’s Electronic Communication Agreement, and click “Verify Your Benefit”
- Click “Activate Your Benefit” from the verification email
- A new window will open in your web browser where you will re-enter your email and click “Activate Your Benefit” to finish account creation
- 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 **smith-nephew.springhealth.com** or your care plan in your account, and enter work-life code: **smithnephew**

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).

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 6–17, you will create and manage a Spring Health account on their behalf using their full name, email address, and date of birth. After signing an electronic informed consent, you can then find a therapist and schedule and manage their appointments.

To add a child to your existing account:

- Log in to your account
- Click on “Things to Do,” and select “Get Care for Your Family”

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

- Start at **smith-nephew.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 **smith-nephew.springhealth.com**
- Their account 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 Benefit

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

Spring Health's Care Team can answer questions about your mental health 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 smith-nephew.springhealth.com or the Spring Health app.

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 smith-nephew.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.

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.

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**

Get To Know Spring Health, Your Mental Health Benefit

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 okay! 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 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.

What happens after I (or my household members) complete 6 covered therapy sessions?

Connect with your Spring Health Care Navigator to discuss how you can continue to see your same therapist at an in-network cost using your Cigna medical insurance.

Get To Know Spring Health, Your Mental Health Benefit

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 medical plans

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

Our providers include master's 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'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.

Get To Know Spring Health, Your Mental Health Benefit

What is a medication management appointment?

Medication management is available through Spring Health. Spring Health doctors can prescribe many medications (excluding controlled substances such as stimulants, benzodiazepines, and some sleep medications). 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 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.

What is a coaching session?

As part of your Spring Health benefits, you can receive coaching from a 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 by your employer. You have up to 6 free coaching sessions per year. Spring Health coaches are Coaching Federation (ICF)-accredited 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.

How is coaching different from therapy?

Coaching isn't therapy and isn't a substitute for therapy. Therapists diagnose and treat mental health conditions and promote healthy functioning. 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.