

Spring Health 

 **NFP**<sup>®</sup>  
An Aon Company



# Spring Health Frequently Asked Questions

Get to know Spring Health, your  
mental health and wellbeing benefit.

## What is Spring Health?

Spring Health is a NFP benefit offering convenient, personalized mental health support to help you navigate any of life's challenges.

## Who can access Spring Health?

Spring Health is available to UHC, Surest, and BCBS CareFirst enrollees & enrolled dependents

## How much does Spring Health cost?

Therapy is available at an in-network rate through the UHC, Surest and BCBS Carefirst medical plans. Our Care Team can help you understand expected costs in advance.

## 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 your employer, 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 can I contact Spring Health?

Get started online at [nfp.springhealth.com](https://nfp.springhealth.com) or download the Spring Health mobile app (available for free from the App Store or Google Play).

If you have questions or need support, visit [springhealth.com/support](https://springhealth.com/support) or 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, 8:00am-11:00pm ET)

## Why should I use Spring Health?

Spring Health takes away the guesswork of mental health care, so you don't have to wonder where to start, how to find care, which provider is right for you, when appointments are available, or whether it's affordable. We provide fast, easy access to care and resources designed to fit your needs, preferences, and schedule.

## When should I use Spring Health?

Spring Health can assist you with a broad range of mental health needs, from daily challenges to clinical support for anxiety or 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

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

That's okay! Your Spring Health benefits include unlimited access to Moments—a digital library of short, self-guided wellness exercises that can help you feel better fast and strengthen your mental health over time. In just a few minutes, Moments can provide relief from emotions and challenges that affect your well-being.

Tap into the Moments library from your computer or the Spring Health mobile app whenever and wherever you need a moment to relax and reset. There are over 150 exercises to support many different areas of your life, including:

- Personal growth
- Relationships
- Parenting
- Career
- Mindfulness
- Sleep
- Stress
- Anxiety
- Focus
- Burnout
- Loneliness
- Substance use

## What if I need help immediately?

Spring Health offers crisis support 24 hours a day, 7 days a week. If you feel like you need to speak with someone now and cannot wait to book an appointment, call 1-855-629-0554 and press 2. A licensed professional will answer your call within 60 seconds. You do not need to activate or log in to your Spring Health account to call. Crisis support is available whenever you need immediate assistance, life-threatening or not.

If you or someone you know is at risk of harm, call 911 immediately. To reach the Suicide and Crisis Lifeline, call or text 988.

## How can Spring Health help?

A variety of valuable services and resource are available through Spring Health. Members have easy access to:

- **Personalized care.** Take a short online assessment to get a care plan designed just for you. Based on your immediate needs and long-term goals, recommendations might include therapy or other care options.
- **In-network therapy.** Get support when it's convenient for you, either virtually or in person. Appointments are available within a few days, even on nights and weekends. Therapy is available at an in-network rate through the UHC, Surest, and BCBS CareFirst medical plans
- **High-quality, diverse providers.** Choose an experienced therapist you feel comfortable with. You will receive recommendations based on your needs and preferences, and you can also search for providers by specialty, gender, ethnicity, or language.
- **Support for your whole family.** Families need mental health support, too, and that's why Spring Health offers fast access to providers who specialize in working with couples, families, children (age 6+), and teenagers.
- **Guidance and support.** Care Navigators are licensed clinicians who ensure you receive the best care for your needs. They can walk you through your recommendations, help you find the right therapist, and provide emotional support.
- **Self-guided wellness exercises.** Get on-demand support from Moments, a library of short, self-guided exercises designed to improve your mental well-being. Moments can help you manage stress, calm anxiety, beat burnout, improve sleep, and be more mindful.

## How does Spring Health personalize my care?

We know that everyone is different, and that's why we take a personalized approach to your care. After registering, you'll be asked to complete a short mental health assessment that 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 personalized care plan. Based on your immediate needs and long-term goals, your plan might include therapy, self-guided exercises, or a combination of care options.

## How can I get started with Spring Health?

Follow these steps to activate your Spring Health account:

- Start at [nfp.springhealth.com](https://nfp.springhealth.com)
- Click "Create My Account," and enter your full name, date of birth, and work 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 complete account creation
- Take the assessment and review your personalized care plan
- You can then book an appointment with a provider or Care Navigator

If you have any trouble signing up, visit [nfp.springhealth.com/support](https://nfp.springhealth.com/support) or call 1-855-629-0554 (Monday-Friday, 8:00am-11:00pm ET).

## How can my household members get started with Spring Health?

If you're seeking support for your child or teen age 17 or younger, you will create and manage a Spring Health account on their behalf. After signing an electronic informed consent, you can then manage their care and get specialized family support, recommendations, and referrals from your Care Navigator.

To add a child to your existing account:

- Log in to your account at [nfp.springhealth.com](https://nfp.springhealth.com)
- Under "Also Available to You," select "Invite a Dependent"

If you haven't activated your account, follow these steps to get started and book care for a child:

- Follow the steps above to create your account
- When asked "Who's Signing Up?" select "Me + Children"
- You will first create your guardian account, and then the child's account (each 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

Family members age 18+ will create and manage their own Spring Health account. You can send them an email invitation from your account, or they can register independently. Their account will not be linked to yours, and you will not have access to manage their care.

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

Spring Health's Care Team can answer questions about your mental health benefits, assist with account activation, and more. For support, visit [springhealth.com/support](https://springhealth.com/support) or call 1-855-629-0554 and press 3. The Care Team is available Monday-Friday, 8:00am-11:00pm ET.

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

Navigating mental healthcare on your own can be overwhelming. Spring Health's Care Navigators are licensed clinicians who give you the guidance you need to take your next steps with confidence. A Care Navigator ensures you're connected to the best care and resources for your unique needs. They will help you understand your care plan and find the right provider, offering personalized recommendations and emotional support along the way. Schedule an appointment to speak with a Care Navigator through your Spring Health account.

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

Throughout your care journey, you will be prompted to complete mental health check-ins in the form of a short online assessment or a quick call with a Care Navigator. It's important to complete these assessments to track progress and provide feedback on treatment, so we can ensure your care plan is working for you.

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 well-being.

## How can I schedule therapy appointments?

Once you've completed your assessment, you can schedule and manage appointments through your Spring Health account on our website or app. Simply log in to your Spring Health account and click the "Schedule" tab on the left side of the page.

## What if I need to reschedule or cancel an appointment?

We understand that life can be unpredictable, but it's important to provide at least 24 hours' notice if you can no longer attend a scheduled appointment. You may be charged a missed appointment fee if you miss, cancel, or reschedule an appointment less than one calendar day prior.

To reschedule or cancel an appointment through our website or app:

- Log in to your Spring Health account and click the "Schedule" tab on the left side of the page
- Find your appointment and click "View Session"
- Select the appropriate option under your provider's photo, and click "Reschedule" or "Cancel" to confirm

## How can I contact my provider?

You can send your provider a direct message through your Spring Health account. Sending a message is a fast, secure way to communicate about your care, whether you're running late to your session, having connection issues, or want to ask a scheduling question. Simply log in and click the "Messages" button to contact your provider.

## What conditions are covered by Spring Health?

All Spring Health providers can assist you with general mental health support and conditions like anxiety, depression, ADHD, and PTSD. You will also see tags listed under each provider noting their specialty areas, such as divorce, grief, LGBTQ+, 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.

## What types of providers are available with Spring Health?

Our providers include masters 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 masters-level clinicians. Every provider in Spring Health's network is licensed with professional credentials, delivers virtual care, delivers standardized assessments, and practices evidence-based therapies..

## What is the difference between a psychiatrist, physician, and therapist?

Psychiatrists are medical doctors (i.e., physicians) who can prescribe medications to treat a condition. Similarly, internal medicine (i.e., internists) and family medicine physicians are trained to address mild to moderate conditions with medications.

Therapists do not utilize medications in their practice. Instead, they are highly trained in assessing and treating conditions with talk-based treatments, like cognitive behavioral therapy or interpersonal therapy.

## What's your process of finding and onboarding your physicians?

Our physicians are vetted through a rigorous interview and credentialing process and must meet the following criteria:

- Completed residency training in psychiatry, internal medicine, or family medicine
- Board-eligible or board-certified
- Unrestricted licenses in states where they practice
- No active malpractice claims or disciplinary actions

## How diverse is the Spring Health provider network?

One of the biggest success factors in the journey to mental health is feeling comfortable with your therapist. Spring Health has one of the most diverse provider networks in the mental health industry to ensure that you can find experienced therapists you can relate to.

- 45% of Spring Health providers identify as BIPOC
- 9% identify as Asian
- 29% identify as Black
- 15% identify as Latinx
- 10% identify as Multi-racial
- 2% identify as Native American
- 16 racial groups represented
- 48 languages spoken
- 34% specialize in LGBTQ+ issues
- 27% specialize in racial identity
- 21% specialize in children
- 26% specialize in gender identity
- 69% specialize in trauma
- 38% specialize in substance abuse
- 28% specialize in military/veterans

## How can I request a provider with a particular specialty or background?

We will make recommendations based on your needs and preferences. You can also search for someone to talk to by specialty, gender, ethnicity, language, and other filters, such as the conditions they treat or whether they offer in-person or virtual care. Providers will describe their background in their biography.

If you need assistance, your Care Navigator can help match you with a provider that meets your needs.

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

You do not need 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](https://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.

## How do I know if my child needs mental health support?

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