



# Spring Health Frequently Asked Questions

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

## What is Spring Health?

Spring Health is a free benefit offering easy access to convenient, personalized mental health support. Hewlett Foundation offers Spring Health to support you through any of life's challenges.

## Who can access Spring Health?

Spring Health is available to Hewlett Foundation employees and their benefits-eligible dependentss.

## How much does Spring Health cost?

Hewlett Foundation offers Spring Health at no cost to you. Up to 8 free therapy sessions and 8 free coaching sessions per year are available to each member. Spring Health provides the following with no limit:

- Care Navigator appointments
- Self-guided Moments exercises
- 24/7 crisis support

## 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 [care.springhealth.com](https://care.springhealth.com) or download the Spring Health mobile app (available for free from the App Store or Google Play). For questions or 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?

Figuring out where to start with mental healthcare can be overwhelming. Spring Health takes away the guesswork with a short assessment that evaluates where you are today and creates a care plan based on your needs and preferences. You will receive feedback on your results, along with recommended next steps. To help you get started, Spring Health connects every member with a Care Navigator – a licensed clinician who will act as your personal guide to ensure you receive the best care for your needs.

## 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! You can always access Moments, a digital library of self-guided exercises designed to improve your mental wellbeing. Moments exercises are short (3-5 minutes) and available in both English and Spanish through your Spring Health account. Use Moments to get on-demand support for however you're feeling, whether you need help managing stress, calming anxiety, beating burnout, improving sleep, being more mindful, or facing other challenges.

## 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](tel: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. 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)

## 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, coaching, self-guided exercises, or a combination of care options.
- **Free therapy.** Get support when it's convenient for you, either virtually or in person. Appointments are available in as soon as two days, even on nights and weekends. Each member (age 6+) gets 8 therapy sessions per year at no cost.
- **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.
- **Care 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, and teenagers.
- **Dedicated guidance and support.** Your Care Navigator – a licensed clinician – will act as your personal guide to ensure you receive the best care for your needs. They can walk you through your recommendations, help you find the right therapist, and provide unlimited support.
- **Self-guided wellness exercises.** Get on-demand support from Moments, a library of short, self-guided exercises designed to improve your mental wellbeing. Moments can help you manage stress, calm anxiety, beat burnout, improve sleep, and be more mindful.
- **Free coaching.** Connect with a coach to help you reach your personal goals. Coaching can support you in personal development, health and wellness, relationships, or parenting. Each member (age 13+) gets 8 coaching sessions per year at no cost. .

## 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 [care.springhealth.com](https://care.springhealth.com)
- Click “Create My Account,” and enter your full name, date of birth, and work email\* [\*No authorization code is needed to register]
- 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 schedule care directly with a provider, or schedule time to speak with your Care Navigator for guidance or support.

If you have any trouble signing up, visit [springhealth.com/support](https://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 [care.springhealth.com](https://care.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 directly at [care.springhealth.com](https://care.springhealth.com). Their account will not be linked to

## 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. Access to the Care Team is unlimited and available Monday-Friday, 8:00am-11:00pm ET. To reach the Care Team, visit [springhealth.com/support](https://springhealth.com/support) or call 1-855-629-0554 and press 3.

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

Spring Health's Care Navigators are licensed mental health professionals who serve as the main point of contact throughout each step of your journey. They serve as a personal guides, ensuring you are connected to the best possible care for your 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. Care Navigator appointments can be scheduled through your account at [care.springhealth.com](https://care.springhealth.com) or the Spring Health mobile app.

## 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 your 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 wellbeing.

## How can I schedule therapy appointments?

You can schedule and manage appointments by accessing your Spring Health account at [care.springhealth.com](https://care.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. 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 (one calendar day) of your scheduled appointment, you may be charged a late cancellation fee or forfeit one of your covered sessions, depending on the appointment type.

## 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 questions 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 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](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 your Care Navigator. As a licensed mental health professional, they can answer questions and help you find the best path forward for your child.



## What is a coaching session?

As part of your benefits, you can work with a Spring Health coach who can help you set and achieve personal goals related to your health, career, parenting skills, and more. Spring Health coaches are International Coaching Federation (ICF) accredited with a minimum of 100 hours of post-training coaching experience. Up to 8 coaching sessions per year are available at no cost to you. Coaching sessions are separate from, and do not count against, your covered therapy sessions.

## How is coaching different from therapy?

Coaching isn't therapy and isn't a substitute for therapy. Therapists diagnose and treat conditions and promote healthy functioning. A coach partners with you to help you set and achieve personal goals, build new skills, and develop healthier habits. 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 wellbeing (nutrition, physical activity, stress management and resiliency, sleep, mindfulness, self-care). If coaching is part of your care plan, you can work with your Care Navigator to find and schedule an appointment with a coach.



