



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. XP Power offers Spring Health to support you through any of life's challenges.

Who can access Spring Health?

Spring Health is available to XP Power employees and their dependents.

How much does Spring Health cost?

XP Power offers Spring Health at no cost to you. Up to 16 free therapy sessions and access to 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
- Work-life services

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 xppower.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 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 16 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.
- **Care guidance and support.** Spring Health's Care Navigators are licensed clinicians who can help you understand your care plan and find the right provider, offering recommendations and emotional support along the way.
- **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 18+) gets access to coaching sessions per year at no cost.
- **Medication management.** If your care plan recommends medication management, you can easily schedule a consultation with a board-certified doctor who can prescribe as needed. Up to 2 of your covered therapy sessions can be used for medication management.
- **Work-life services.** Need help managing life outside of work? Access expert guidance and resources to navigate legal or financial matters, child care, elder care, pet care, travel, household services, and more. Enter work-life code: .
- **Substance use support.** Members (age 18+) can get support to cut down or quit alcohol or drug use. Your specialized Care Navigator can connect you with best-in-class resources and programs offering the right level of care and treatment for your lifestyle and budget.

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 xppower.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 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 xppower.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 xppower.springhealth.com. 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. 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 or call 1-855-629-0554 and press 3.

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 first step or next step 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 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 xppower.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 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 access to 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.

What is a medication management appointment?

According to your needs, Spring Health may recommend connecting with a board-certified physician or psychiatrist for a medication consultation. If medication management is part of your care plan, you can find and book an appointment through your account at xppower.springhealth.com or with the Spring Health mobile app. Your Care Navigator can also help you make an appointment. Up to 2 of your covered therapy sessions can be used for medication management.

What happens during a medication management appointment?

Medication management appointments are straightforward and simple. During your first appointment, your doctor will ask questions about your treatment history and current symptoms, and then discuss treatment options and recommendations. If your doctor determines you need a prescription, they will help you understand how the medication works and answer any questions you have. Your next session will be a shorter follow-up to make sure your medication is working and to make any necessary adjustments.

What medications can be prescribed?

Spring Health physicians 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 these needs, Spring Health physicians may be able to make a prescription recommendation that you can discuss with your primary care or another doctor.

What can work-life services help with?

Spring Health can connect you with experts and resources to help you manage day-to-day life. Work-life services are available to help you navigate legal or financial matters, get care for any member of your family, find household service providers, learn about health and wellbeing, and much more. You can connect with a dedicated consultant for a curated list of local resources and referrals, or browse a digital content library to learn more about different kinds of support.

- **Family care.** Parents and caregivers can use work-life services to find prenatal care, child care, back-up care, play groups, schools, volunteer opportunities, or support for children with special needs. There is also information available to help you learn about parenting, adoption, child development, and children's health.
- **Elder care.** Spring Health has a range of resources for seniors, caregivers, adults with disabilities, or anyone planning for the future. Experts can connect you with elder/respite care services, support groups, organizations that help individuals with a certain disease, and tips to stay mentally and physically fit as you age. Caregivers can get information about caregiver support groups, geriatric care managers for long-distance care, and disease symptoms/progression.
- **Daily living.** There are a variety of ways work-life services can help you manage day-to-day responsibilities, including assistance with finding apartments, house cleaners, consumer comparisons, emergency services, entertainment services, event planning, volunteer opportunities, moving/relocation services, fitness centers, wellness programs, home repair services, and travel/transportation services. If you need help finding care for your pets, you can get information about veterinarians, obedience training, and sitters/kennels.
- **Legal assistance.** Legal consultations are available for matters involving divorce, custody, criminal charges, personal injury/malpractice, debtor/creditor, estate planning, real estate, adoption, probate, landlord/tenant, or bankruptcy. Often, concerns can be resolved through a free phone consultation with an attorney, but those who require in-person legal consultation can choose to be connected with a local lawyer.
- **Financial assistance.** Qualified financial consultants and counselors are available to help you navigate bankruptcy, foreclosure prevention, buying a home for the first time, major life-event planning, college-fund planning, retirement planning, credit card debt, identity theft prevention, and budgeting.

How can I access work-life services?

Visit xppower.springhealth.com and scroll down to the banner that says "Work-Life Resources." Enter code to access the digital content library and contact information to request support.

What is the substance use support program?

If you're struggling with alcohol or drug use, Spring Health makes it easy to get help quickly. We offer a broad range of support options designed to meet the needs of you or a loved one, including:

- Self-help tools
- Therapy
- Prevention and education
- Focused webinars, trainings, and peer forums
- Recovery support
- Outpatient treatment
- Intensive outpatient treatment
- Residential care
- Recovery support

Your dedicated Care Navigator – a licensed clinician with a background in substance use support – is available to answer questions, provide guidance, and help you decide on a program that's right for you.

How do I enroll in the substance use support program?

Visit xppower.springhealth.com to sign up or sign in to your Spring Health account, and complete a short assessment. (If you've already taken the assessment and have questions, reach out to your Care Navigator or visit springhealth.com/support.) A Care Navigator will reach out to you and schedule a time to meet. You and your Care Navigator will decide on a care plan together, and they will connect you to the right support and/or resources. You can schedule additional appointments with your Care Navigator through your account under "Your Plan."

If you have an urgent need, call 1-855-629-0554, and we'll connect you right away.

Who is eligible for the substance use support program?

employees and dependents (age 18+) who are enrolled in the XP Power medical plan are eligible to participate in Spring Health's substance use support program. If you or your dependent are not enrolled in the medical plan, you can still meet with a Care Navigator about your questions and to discuss care options for free. If you would like to participate in one of our partner alcohol and drug support programs, you would need to work with your current insurance provider to enroll or self-pay.

Are my spouse or dependents eligible for the substance use support program?

Yes. Household members (age 18+) who are enrolled in the XP Power medical plan are eligible to participate in Spring Health's substance use support program.

How much does the substance use support program cost?

We offer a range of support and treatment options, from online-only programs to residential care. Costs for these programs will vary based on your medical plan. Your Care Navigator can review the options with you and help you determine any associated costs. You have unlimited access to your Care Navigator.

Will my employer find out that I am in the substance use support program?

No. Your care with Spring Health is private and confidential, and we take our responsibility to protect your privacy very seriously. We don't share your assessment answers or whether you use any of our services with your employer.

Is the substance use support program only available if I want to quit completely?

No. Our support programs are tailored to the goals that you have for yourself. Whether you're simply curious to learn more about your substance use or need more immediate support, Spring Health can help you find a support program that's right for you.

Can I use the substance use support program if I am already seeing a Spring Health therapist?

Yes. All Spring Health services are available to you while participating in the substance use support program. Patients can see their Spring Health therapist while also working with their specialized support program. Your Care Navigator can help you determine the care plan that is right for you. If you are currently working with a Spring Health therapist, you can let them know you'd like to speak to a Care Navigator about alcohol and drug support, and they can help set up an appointment for you.

How do I know if my or my loved one's alcohol or drug use is a problem?

If you are concerned about your or your loved one's alcohol or drug usage, we encourage you to reach out to Spring Health to discuss your situation and which options may be a good fit for your needs. If you would answer 'yes' to one or more of the below questions, you can talk to a Care Navigator about those concerns.

- Have you been worried about whether you or a loved one is drinking too much?
- Are you wondering if you or your loved one's alcohol or drug use is risky to your health?
- Have you or a loved one thought about quitting or cutting back?
- Have other people suggested that you/they quit or cut back?
- Is your or a loved one's alcohol or drug use getting in the way of living in the way you/they would like to?
- Have alcohol or drugs caused problems in your or your loved one's life?

Privacy notice

Confidentiality is our priority

Care with Spring Health is private and confidential, so what you (and your colleagues) say will not be shared with your employer. We take our responsibility to protect your privacy very seriously, and all services are confidential in accordance with federal and state laws.

However, in your role as manager, it's important to understand that there are some exceptions:

- When required by law, such as by court order
- When the law requires suspected child or elder abuse to be reported to the proper authorities
- Concern that an individual may harm themselves
- If an individual threatens to hurt someone
- Medical emergencies
- When an individual is gravely disabled to the point of threatening their well-being
- When an individual gives written consent (mandatory and formal referrals)
- Periodic quality assurance testing

For more information about the types of information we collect and/or share, please see our [privacy policy](#) and [HIPAA notice](#).