

# Overview

## What is Modern Health?

Modern Health provides technology and professional support to help people reduce stress, feel more engaged, and be happier.

## Why Modern Health?

Our mission is to change how people think about mental health. We think about mental health the same way as physical health—it impacts all of us. Whether you want to proactively reduce stress or treat depression, we will guide you to the right solution tailored to your needs. As a company, Modern Health aims to solve for the shortage of mental health providers needed to address this.

## What does Modern Health offer?

We're the one-stop shop for all tools related to mental well-being and self-improvement. Members gain access to the following features:

- **Personalized Plan.** Take a well-being assessment and review which tools may be most helpful for you.
- **Professional Support.** Get matched to a dedicated coach who can help you reach your personal and professional goals.
- **Evidence-Based Digital Care.** Develop a toolkit of mental hacks through online courses that take up less than 15 minutes per week.
- **Curated Content Library.** Learn more quick tips and tricks to prevent burnout, manage stress, and cope with anxiety or depression.

If you're still not sure where to get started, we recommend that you 1) take a well-being assessment and 2) get matched to a dedicated coach who can work with you to figure out next steps.

## Which areas does Modern Health support?

Modern Health cultivates the resilience needed to weather the ups and downs of everyday life. Here are the specific areas where we can help:

- **Work Performance:** Productivity, Leadership Skills, Work Relationships, Professional Development
- **Relationships:** Romantic Relationships & Dating, Family, Friends, Breakups

- **Stress & Anxiety:** Anxiety, Depression, Stress, Resilience
- **Healthy Lifestyles:** Sleep, Physical Activity, Eating Well, Habits
- **Financial Well-being:** Goals, Budgeting Savings and Debt, Management, Investing
- **Diversity & Inclusion:** Gender, Equality, Unconscious Bias, LGBTQ
- **Life Challenges:** Pregnancy/Parenting, Elder/Child Care, Loss of a Loved One, Illness
- **Mindfulness & Meditation:** Stress Less, Sleep Better, Focus Better, Meditation for Beginners

\*Note: This list isn't intended to be comprehensive. Please feel free to email us about anything at [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com).

## How does Modern Health think about mental health?

At Modern Health, our philosophy towards mental health comes from the [World Health Organization \(WHO\)](#): “in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

## Is Modern Health backed by science?

Modern Health's model is grounded in evidence-based approaches, primarily Cognitive Behavioral Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, and Mindfulness. Our team is composed of clinical psychologists and neuroscientists.

## Why is my employer offering this to me?

Modern Health partners with employers who care deeply about investing in their team. Our partners prioritize their employees' health and happiness, in and out of the workplace. They recognize that similar to physical health, mental health is foundational to overall employee retention, engagement, and productivity.

## When do my Modern Health benefits reset?

Your benefits reset 1 year from the launch date.

## What languages is Modern Health available in?

Our platform is currently available in English and Spanish. If English or Spanish is not your preferred language, please note Care is provided in most languages. Feel free to email [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com) to find out more.

# Registration

## How do I register?

1. Download the Modern Health app in the Google Play Store (Android) or App Store (iOS). After your download is complete, select “Join Now” from the welcome page of the mobile app.
2. Use the first and last name you have on file with your employer.
3. Verify your date of birth and company code (company name).
4. Enter your company email and password of your choice.
5. Select “Register” on the web or “Agree & Join” on the mobile app to complete registration.

If you have trouble registering for Modern Health, please don't hesitate to reach out to [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com) with a note or screenshot. Our customer support team will verify the information against what we have on file with your employer to provide you the best instructions on how to successfully access Modern Health.

## What is the well-being survey, and why should I take it?

Similar to an annual physical with your primary care physician, Modern Health's well-being survey serves as a check up for your mental health.

Your well-being score empowers experts at Modern Health to provide you the best user experience. It enhances the customization of your personalized wellness plan, which makes it more effective in addressing your specific needs. Although the ups and downs in well-being score are inevitable, our data-driven approach keeps up with how you're doing over time to support you with the tools to improve no matter where your score is at today.

# Care

## What types of providers are in Modern Health's network?

Modern Health has several different types of providers that you can work with. We have both therapists and coaches. Here is a breakdown of the different types of providers.

- Coach
  - Coaches work with individuals to help them have the kind of lives they want. While there is no specific degree or license required to practice as a coach, all

Modern Health coaches are rigorously vetted, certified, and trained in evidence-based approaches.

- Therapist
  - Therapists can have a variety of titles (counselors, therapists, clinicians, etc.). What they have in common is a masters degree (M.A., or M.S.) in clinical psychology or a related field and are licensed in the state in which they practice. Common licenses include Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), and Licensed Professional Counselor (LPC). These therapists are also trained in the assessment and treatment of mental health concerns.
- Psychologist
  - Psychologists have a doctoral degree (Ph.D., or Psy.D.) in clinical psychology or a related field such as counseling psychology or education and are licensed in the state in which they practice. They are trained in the assessment and treatment of mental health concerns.

## What is the difference between coaching and therapy?

- The primary difference between coaching and therapy is that therapy is conducted by licensed mental health professionals who are trained to treat clinical difficulties (e.g., depression, anxiety) whereas coaches work on non-clinical issues (e.g, personal growth and professional development).
- Modern Health's belief is that anyone can benefit from working with a coach, and some people need therapy in addition to or instead of coaching. If you are experiencing a clinical need Modern Health will recommend a therapist. You can also work with your dedicated coach to determine if you would benefit from therapy.

## How do you match me to a provider?

- Modern Health matches you to a provider based on a proprietary algorithm that weights goodness of fit, including your well-being score and areas you want to work on.

## Can I complete sessions with my partner or a family member?

- You are able to complete sessions with your partner or family member, however in most cases this will count as extra sessions (e.g, 1 session with a partner is equivalent to 2 sessions with you alone). Please discuss this directly with your coach.

## What happens if my provider isn't a good fit?

- Our goal at Modern Health is to find someone that you feel you can do good work with and who can do good work with you! If you think the first person you meet with doesn't seem like a good fit, just let us know and we will connect you with someone new.

## What is coaching?

- Coaching is a collaborative process to help you make important changes in your personal and professional life. Your coach is there to help you figure out how you want to change and the steps you need to take to do so. Your coach's job is to help you organize your thoughts, emotions, and goals and break things down into smaller steps that create forward movement and growth. The client is the driver of these sessions, the coach is there to provide reflection, clarity, and accountability.

## How often should I meet my coach?

- How often you meet with your coach depends on your personal situation. Some people like to meet weekly, whereas others meet every month or two. Usually people will meet with their coach every two weeks.

## Logistics

- If you are experiencing a clinical need Modern Health will recommend a therapist to work with in addition to/instead of your coach at a Modern Health negotiated rate. You can also work with your dedicated coach to determine if you would benefit from therapy.
- You have unlimited access to your coach over text and/or email.
- Sessions are held over video/phone.
- Cancellation/No Show
  - If you need to miss a scheduled session please let your coach/therapist know at least 24 hours before your appointment. If you cancel after that time, or miss the session, it will count towards your total covered sessions.

## What happens when I finish my covered Modern Health sessions?

- As you are approaching the end of your covered Modern Health sessions, we encourage you and your coach to have a discussion about whether you want to wrap up after the covered sessions, or if you want to continue. If you choose to continue, please contact [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com) so Modern Health can help facilitate next steps.

# Confidentiality

## What do you do with my information?

All information submitted through the Modern Health application is kept confidential and used to deliver a more personalized experience. Anonymized group aggregate information is served back to the employer for additional insights to improve a tailored care plan.

## How do you keep my information secure?

Modern Health employs industry-standard [Secure Socket Layer \(SSL\)](#) and [Hypertext Transfer Protocol Secure \(HTTPS\)](#) encryption measures for all data exchanged between our members and our application. For more information, please refer to our Privacy Policy.

# Customer Support

## Who can I reach out to if I have questions?

Please email [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com).

# Crisis Support

## What do I do in a crisis?

If you are experiencing a crisis (e.g., thoughts about suicide, thoughts about harming yourself or others, medical crisis, or in a dangerous situation) please call emergency responders (911), crisis support (<https://suicidepreventionlifeline.org/> or 1-800-273-8255), or head to the nearest emergency room.