Adobe

Spring Health FAQs

China | Hong Kong | Taiwan | Thailand

See Spring Health FAQs for the U.S. or all other countries

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General information

Q: How do I access Spring Health?
A: Access Spring Health the following ways:

- **Web:** Visit **adobe.springhealth.com**; access code: adobe
- **Phone:** Call your country's Spring Health **phone number**; choose option 2 for 24/7 crisis support
- **Mobile app:** Download the Spring Health mobile app (**Apple** | **Google**)

Q: What is Spring Health?
A: Spring Health is a free benefit provided by Adobe that offers easy access to convenient, personalized mental health support. Spring Health services are confidential, and information provided by members is not shared with Adobe without consent unless required by law.

Q: Who is eligible for Spring Health?
A: Free confidential counseling and all other services through Spring Health are available to benefits-eligible Adobe employees, their spouse or domestic partner, and dependents ages 8 and older who reside in their household. Interns outside of EMEA only have access to free work-life resources and 24/7 crisis support.

Q: How much does Spring Health cost?
A: Employees and their eligible dependents can receive up to 12 free therapy sessions every calendar year. Spring Health also provides the following at no cost:

- **24/7 crisis support** – Call your country's Spring Health **phone number**, option 2
- **Work-life services** for legal assistance, financial services, travel, and more
- **Self-guided Exercises** – Wellbeing exercises that help with anxiety, stress, loneliness, and more

Q: Is this benefit taxable?
A: No. Your 12 free therapy sessions with Spring Health are non-taxable.

Q: Will you keep my participation confidential?
A: Absolutely — your privacy and confidentiality are our priority. Spring Health does not share your use of services or assessment responses with Adobe, and will only use your answers to create a personalized care plan to help you get better — faster. Your information is not shared without your consent unless required by law.

Q: When should I use Spring Health?
A: 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

Q: How can Spring Health help?
A: Spring Health provides mental health tools and services to help you feel your best. With Spring Health, you and your household dependents can access:

- **Personalized care.** Take a short telephonic assessment to get a care plan designed just for you. Based on your immediate needs and long-term goals, recommendations might include therapy or a combination of care options.
- **Free therapy.** Get support when it's convenient for you, either virtually or in person. Appointments are typically available in two days or less, even on nights and weekends. Each household member (age 8+) gets 12 therapy sessions per year at no cost.
- **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 (age 8 and older who reside in your household).
- **Self-guided wellness exercises.** Exercises is a library of short, self-guided exercises that can help you manage stress, calm anxiety, beat burnout, improve sleep, and be more mindful.
- **Work-life services.** Talk to experts and find support for legal assistance, financial services, travel, and more. Enter work-life code: adobe.
- **Wellness exercises.** Use Exercises, an on-demand library of self-guided exercises to improve mental wellbeing with programs for anxiety, burnout, better sleep, and more.

- **English and additional languages available.** Find providers and work-life resources in the language of your choice.
- **24/7 crisis line.** Call your country's Spring Health **phone number**, option 2, for free, confidential support.

Q: What if I don't need therapy, or if I'm not ready to talk to someone yet?
A: That's ok. You can access on-demand wellness-focused exercises (called Exercises) from your Spring Health account.

Exercises are designed to give you immediate relief. You'll also pick up long-term skills to improve your mental wellness and resilience. You can use Exercises for help with stress, anxiety, sleep, substance use, relationships, and more.

Q: What can work-life services help with?
A: 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, find household service providers, learn about health and wellbeing, and much more. You can access a list of local resources and referrals or browse a digital content library to learn more about different kinds of support. Visit **adobe.springhealth.com** and scroll down to the banner that says "Work-Life Resources." Enter the code *"adobe"* to access the digital content library and contact information to request support.

Transitioning from GuidanceResources

Q: What if I am already engaged with therapy through GuidanceResources?
A: All GuidanceResources services have ended. If you haven't done so already, see the **Getting Started** section below to activate your Spring Health benefit.

Q: I like the therapist I saw through GuidanceResources; can I continue with them through Spring Health?
A: You're welcome to see if your GuidanceResources therapist will let you continue care by paying out of pocket. Or you can switch your care to a Spring Health provider.

Getting started

Q: As an employee, how do I get started with Spring Health for my own care?
A: Follow these steps to activate your mental health benefit:

- Visit **adobe.springhealth.com**
- To activate your mental health benefits, click "Create My Account" and then enter your full name, date of birth, work email (you can change to your personal email after registering), and home address.
- Click on "Confirm" to create your account.
- Call the **contact number** for your country and take a short telephonic assessment to get a care plan designed just for you. get a care plan designed just for you.

To access work-life resources:

- After you create your account, log in and click on your profile in the top right corner, choose "Your Benefits" and go to the "Work-life support" tab in the "What's available to me?" section.
- You can also visit **adobe.springhealth.com**, and click on the "Access Work-Life Resources" button and enter the code: **adobe**

Q: Having trouble getting signed up?
A: If you are having any trouble signing up, you can reach the Spring Health Care Team by contacting **springhealth.com/support**.

Managing my family's care

Q: How can my spouse, domestic partner, or adult household dependents (ages 18+) get care?
A: Your spouse or domestic partner and adult household dependents (ages 18 and older) can access care independently by creating their own Spring Health account. You can send them an email invitation from your account, or they can register directly at **adobe.springhealth.com**. Their account will not be linked to yours, and you will not have access to manage their care. You can also call your country's Spring Health **phone number** for support. Log into your Spring Health account and select "Manage Dependents" from your profile to view invitations you've sent to adult dependents (ages 18+).

Q: How can I help my minor dependents get care?
A: You can add minor dependents (ages 8-17 who reside in your household) during registration or, on your profile under **"**Also Available to You**,"** selecting **"**Invite a Dependent." Call the **contact number** for your country to have your child's needs and preferences evaluated and receive a list of providers. A parent or guardian will attend the first therapy session with their child.

Q: How much will it cost for my dependent member?
A: Setting up an account through Spring Health is free. Additionally, you and each of your household dependents get 12 free therapy sessions per calendar year.

Q: Can I use Spring for couples and family counseling?
A: Yes! Therapy with couples or families can be coordinated using your Care Navigator, who will help you find the best specialist for your needs. Each family or couple's therapy session will only count toward one member's session count.

Provider information

Q: How can I schedule appointments?
A: Visit **adobe.springhealth.com** or sign in to your Spring Health account. Once you've dialed the number provided, a clinician will ask you a few short questions about how you're doing, as well as ask if you have any specific preferences surrounding a counselor. Within 3 business days, you will hear back from the clinician with contact information for a counselor with whom you can begin booking appointments. Appointments are typically available in two days or less.

Q: What happens if I miss an appointment?
A: 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

Adobe and/or be subject to a cancellation fee. Contact **support@resourcesforyourlife.com** for more information.

Q: How can I find out if my current provider is in the Spring Health network?
A: Speak with your provider directly or call the **contact number** for your country to confirm whether or not the provider is in the Spring Health network.

Q: I already have a provider I'm happy with, do I have to switch?
A: You do not need to switch providers. However, they may not be covered in the Spring Health network as part of this benefit.

You can refer your therapist to **springhealth.com/our-providers** and click "Apply Today" to be a part of the Spring Health provider network. In the **application form**, the Source field asks "How did you hear about Spring Health?" The provider should select "Other" and type "Patient referral."
If you have questions, reach out to the Spring Health Care Team at **springhealth.com/support**.

Q: What if I need help immediately?
A: Spring Health Crisis Support line provides free, confidential support. **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 your country's Spring Health Crisis Support **phone number** and select 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.

Q: What kind of providers are available with Spring Health?
A: Our providers include masters- and doctorate-level therapists. Our Care Navigators are all master-level clinicians who are trained to support your mental wellness needs. We built Spring Health knowing that one size doesn't fit all, so we provide something for everyone. Whether you benefit most from self-guided care, therapy, or a combination of care types, we've got you covered.

Q: Can you tell me more about Spring Health's therapists?
A: Every therapist in Spring Health's network:

- Is licensed with professional credentials in their respective country
- Delivers virtual care
- Delivers standardized assessments
- Practices evidence-based therapies
- Is carefully vetted to ensure good standing and expertise

Q: Where is the therapist located?
A: While the top priority is finding a therapist who speaks your language, we also try to ensure the therapist is in your region for better alignment of schedules and to ensure cultural competency. Most sessions are performed remotely via video chat, but if you'd like an in-person therapy session, please indicate this to your clinician during the intake call.

Q: What language will the therapist speak?
A: The therapist will speak your language. You should make it clear to the clinician during your initial call if you have any specific language requirements.

Q: How can I request a provider of a particular background or specialty?
A: You should make it clear to the clinician during your initial call if you have any specific requests.

Q: What kinds of mental health conditions are covered by Spring Health?
A: All Spring Health providers can assist you with general mental health questions, and are trained to treat conditions such as 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.

Conditions that are not covered by Spring Health include those that require long-term open-ended psychotherapy, chemical dependency, and autism spectrum disorder.

If you need care for a condition not covered by Spring Health, seek assistance through your local healthcare system.

Q: What happens after I use my 12 free sessions?
A: If you use all 12 covered therapy sessions, you can choose to continue care with the same provider at your own cost. Additional sessions may be billed directly to you. You can contact our care support team to explore your options further at **springhealth.com/support**.

Q: Can I still use Spring Health's services if I leave Adobe?
A: If you leave Adobe, Spring Health will be accessible to you and your registered dependents for 30 days past your separation date. The 30-day grace period only applies if you have an existing Spring Health account at the time of separation.

Visit **Inside Adobe** for additional mental health resources and programs provided by Adobe.