Adobe

Spring Health FAQs

APAC | EMEA | LATAM | Canada

See U.S. Spring Health FAQs

See Spring Health FAQs for China, Hong Kong, Taiwan, and Thailand

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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 mental health benefit provided by Adobe. Complete a short mental health assessment, and Spring Health will recommend a care plan specific to your needs. Spring Health also provides each member with a dedicated Care Navigator to review care options, discuss preferences, and answer any questions. 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:

- **Care Navigator appointments** for care guidance, check-ins, emotional support, and more
- **Self-guided Exercises** – Wellbeing exercises that help with anxiety, stress, loneliness, and more
- **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

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 plans.** Take an online mental health assessment designed to find the right care for your needs and help track your progress.
- **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 (ages 8 and older) gets 12 therapy sessions per year at no cost.
- **Dedicated support.** Your Care Navigator is a licensed clinician who takes away the guesswork during care. They help find the right therapist, set appointments, provide guidance, and offer emotional support.

- **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.
- **Diverse providers.** You have choices in a provider network made to be as diverse as the people they support. Find a therapist across condition, specialty, gender, race, LGBTQIA+, and 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 (age 8 and older who reside in your household).
- **Work-life services.** Talk to experts and find support for legal assistance, financial services, travel, and more. Enter work-life code: adobe.
- **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 is a Care Navigator and how can they help?
A: Your Care Navigator is your personal guide to discuss your assessment results, walk you through your care options, and provide support. Care Navigators are licensed, masters-level mental health professionals, so if you have questions about therapy, any part of your care plan, or you just need some advice, your Care Navigator will be able to help. For assistance, you can reach the Spring Health Care Team by emailing **careteam@springhealth.com**.

Q: What is the difference between a check-in and therapy?
A: Throughout your time with Spring Health, you will be prompted to complete mental wellness check-ins. These can either be short online assessments or quick phone sessions with your dedicated Spring Health Care Navigator. Be sure to complete your assessments, as they help us track progress and adjust treatment.

Therapy appointments involve meeting with a therapist for about 50 minutes to have deeper discussions and set up for longer-term care.

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: First, determine if they are a part of the Spring Health network by speaking with your previous provider directly or ask your Care Navigator to look them up by name. Either one will be able to confirm if the provider is in the Spring Health network.

If your current provider is not already part of the Spring Health Network, you can refer them to **springhealth.com/our-providers** where they should 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 they join our network, you will be able to schedule through Spring Health and use your free sessions with this provider.

Alternatively, you can find a Spring Health provider that meets your needs. Reach out to your Care Navigator for help, or simply click "Schedule" then "Schedule a Therapy Visit" in the top menu bar of the home dashboard and add your search parameters to be matched.

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 work email and personal phone number to get started. (You can change your email after registering.)
- Review Spring Health's Electronic Communication Agreement, and click "Verify Your Benefit"
- You will receive a verification email to your email address — click "Activate Your Benefit"
- A new window will open in your web browser where you will re-enter your email and click "Activate Your Benefit" to finish account creation
- Take the assessment and review your personalized care plan

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: What can I expect upon registering?
A: After registering, you'll be asked to complete a short assessment. Your answers will help us get to know your immediate needs and long-term goals. After the assessment, you will receive your custom care plan. This might include therapy, self-guided wellbeing exercises, or a combination of care.

After the assessment you can:

- **Meet your Care Navigator.** Based on your assessment results, you may be prompted to make an appointment with your dedicated Care Navigator. They can walk you through your care plan, explain your options, and answer any questions you have. They can also help connect you to Spring Health's diverse network of doctors and therapists.

Or:

- **Schedule care directly.** You can skip that and make an appointment directly with a therapist, with sessions typically available in two days or less. To do so, simply click "Schedule" then "Schedule a Therapy Visit" in the top menu bar of the home dashboard.

Q: Having trouble getting signed up?
A: If you are having any trouble signing up, you can reach the Spring Health Care Team by emailing careteam@springhealth.com.

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 (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." Another option is to meet with your Care Navigator, who can assess the child's needs and preferences to match them with a provider. After signing an electronic informed consent, you can then manage their care and get specialized family support, recommendations, and referrals from your Care Navigator. A parent or guardian will attend the first therapy session with their child.

Q: How do I manage my minor dependent's account?
A: Log into your Spring Health account and select "Manage Dependents" from your profile to view the Family Care Dashboard, a single view tailored for parents to easily manage and view care, use on-demand parenting wellness exercises, and create accounts for family members 17 years old and younger.

Q: How do teens interact with Spring?
A: During registration, you will be asked to provide an email address for teens ages 13-17. Teens are then able to manage their care from their own Spring account. Through the mobile-first **teen experience**, they can schedule therapy appointments (which parents can view from their own dependent dashboard) and access teen-specific educational resources, on-demand, self-guided Exercises, and 24/7 crisis support.

Q: How do I know if my child needs mental healthcare?
A: If you're unsure about where to start, reach out to your Spring Health Care Navigator first. As a clinically licensed mental health professional, they're well-equipped to help you find the best path forward. If you haven't worked with a Care Navigator before, schedule an appointment through your Spring Health account, or get in touch by emailing **careteam@springhealth.com**.

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: You can schedule and manage appointments while logged in to your account from the Spring Health app or on the Spring Health platform. If you'd like help scheduling an appointment or picking the right therapist, your Care Navigator can provide guidance.

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. Please contact a Care Navigator for more information: **careteam@springhealth.com.**

Q: Can I message with my provider?
A: You can send non-urgent messages to your provider through your secure patient portal. If you need help signing into your account, reach out to us: **careteam@springhealth.com.**
Q: How can I find out if my current provider is in the Spring Health network?
A: Speak with your provider directly or ask your Care Navigator to look them up by name. Either one will be able 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: **careteam@springhealth.com**.

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: How does Spring qualify providers who join their network?
A: Our providers go through a rigorous, multi-step vetting process to ensure that they meet our qualifications for delivering high-quality care:

- **Initial screening:** A recruiter reviews each provider's resume to confirm if their experience and licensure meet our requirements.
- **Interview assessment:** Providers participate in a Zoom interview to evaluate their clinical expertise.
- **Credential submission and review:** Following the interview, providers submit their credentialing materials, which are carefully reviewed by the recruiter.
- **Onboarding and background check:** During onboarding, providers undergo a comprehensive background check, and their credentials are meticulously verified by our credentialing team.

Q: How diverse is the Spring Health provider network?
A: The lack of diversity in mental health provider networks has been a barrier to care for many individuals for a long time. One of the biggest factors in the success of a person's mental healthcare is their level of comfort with their provider – not just in setting, but in the provider's ability to truly understand their experience. Spring Health has one of the most diverse provider networks in the mental health care industry.

Spring Health provides members with access to a diverse network of providers with different backgrounds in training, language, gender, race, and sexual orientation. Our approach to diversity encompasses background, capabilities, and specialties.

Q: When booking an appointment, how can I request a provider of a particular background?
A: You can select providers based on their specialties, the conditions they treat, and whether they offer in-person or virtual care. In their biographies, providers also describe their background. If you need assistance, you can also book a phone session with your Care Navigator.

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, talk to your Care Navigator to be referred to resources or providers who can help.

Q: What happens after I use my 12 free sessions?
A: After using half of your sponsored therapy sessions, you will receive a message from your Care Navigator with options for continuing care with your Spring Health provider once all sponsored sessions have been used.

If you or an eligible dependent would like to continue to see your therapist after your 12 free therapy sessions expire with Spring Health, you do have that option. You would work directly with that provider to arrange ongoing care and be responsible to pay the provider directly or submit claims to your health plan for reimbursement, if applicable.

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.