

Spring Health EAP FAQs

How to contact Spring Health:

- **Online:** adobe.springhealth.com
- **Phone:** (240) 558-5796
- **Mobile App:** Available in the [Apple App Store](#) & [Google Play Store](#)
- **Crisis Support Line:** (240) 558-5796 (Option 2)

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General Information

What is Spring Health?

Adobe has partnered with Spring Health to offer the employee assistance program (EAP), which provides employees and their dependents with easy access to confidential, no-cost mental and emotional care and resources including:

- **Help when you need it most.** Connect with a licensed mental health professional instantly by calling the **24/7 Spring Health Immediate/Crisis Support Line:** (240) 558-5796 (Option 2).
- **Personalized recommendations.** Assessments to identify the right care for your needs, learn more about yourself, and track your progress.
- **Dedicated support.** Receive guidance along your journey from your personal Care Navigator.
- **Therapy.** Book sessions with trusted providers at times that fit your schedule. Costs for the first 10 sessions are fully covered by Adobe.
- **Medication management.** Get personalized treatment and minimize the trial-and-error process of medication with Spring Health's clinically validated algorithms.
- **Coaching.** Receive tips for managing stress, increasing focus, and more.
- **'Moments' in-app wellness exercises.** Support your mental fitness on the go, with on-demand exercises in meditation, better sleep, and more via the Spring Health mobile app.
- **Work/life services.** Access services to help you navigate life's challenges, from legal guidance to financial planning. **Access code: adobe**

Why should I use Spring Health?

Spring Health is the leader in mental and emotional care. We have developed a clinically validated wellness assessment that is tailored to you and scientifically designed to get you the best care. That means we can help reduce the trial-and-error in your treatment to help you get better, faster.

Mental healthcare is not "one size fits all" and Spring Health provides services to address all mental health needs, whatever they may be. Our Care Navigation team is available to coach, guide and help you find the right care plan. If speaking with a provider is what is best for you, we take away the guesswork of determining the type of provider you need and help you make appointments as early as the next day. For needs that don't require seeing a provider, you have access to self-help exercises and a dedicated Care Navigator who can answer your questions and provide coaching. All of Spring Health's Care Navigators are licensed therapists and are trained to help you get the care that you need to start feeling better.

Will you keep my participation confidential?

Absolutely – your privacy and confidentiality are our priority. Adobe will never see your survey responses or whether you use our services. We only use your answers to create a personalized treatment to help you get better – faster.

Who can use Spring Health?

All EAP services are available to employees (full time & part-time), spouses and dependents 13 year or older (even if they are not on Adobe's health plans). Only members 13 years and older will have access to Spring Health's tools and assessment. Parents of children 6-12 years old will work directly with Spring Health to coordinate care telephonically. Interns are only eligible for Spring Health's Work-Life services.

How does it work?

Everyone is different and that's why we take a data-driven, personalized approach to your care. Upon registration with Spring Health you will be prompted to complete a 5-minute wellness assessment, that is clinically designed to assess the type of care you need. If you have any questions or want help with your assessment, you can always reach out to careteam@springhealth.com for assistance. (See the [Registration section](#) for additional information.)

Right after you take the assessment, you will receive your tailored care plan. Your personalized care plan might suggest you need therapy or medication management, coaching, or self-guided exercises. After completing the assessment:

- You may be prompted to make an appointment with your Care Navigator. Your Care Navigator is available to guide you through your care options, check in with you to see how you're feeling, and connect you to care. They can also help connect you to Spring Health's network of doctors and therapists, who have been thoroughly vetted and verified, and even make your first appointment for you. (See the next question for more information on Care Navigators.)

OR

- You can skip that and make an appointment directly with a therapist as early as the next day, with evening and weekend sessions available. To do so, simply click "Schedule" then "Schedule a Therapy Visit" in the top menu bar of the home dashboard.

Prior to booking your first therapy session, you will have the option to enter and confirm your insurance information. An insurance popup will appear where you will enter your Insurance Carrier, Plan Name, Group ID Number, and Member ID. Adobe has provided each employee and dependent with 10 free annual therapy sessions. Spring Health gathers this information at the beginning of your mental health journey to ensure a seamless transition in the case that you want to continue your care.

How much does Spring Health cost?

Full time and part-time Adobe employees in the U.S., plus their spouses and dependents over the age of 6 (even if they are not on Adobe's health plans), can receive 10 free therapy sessions through Spring Health per calendar year. Any unused sessions do not carry over into the following year.

Coaching and wellness assessments or "check-ins" are unlimited, available at no cost, and do not count towards your 10 annual therapy sessions.

All U.S. Adobe employees, dependents over the age of 13, and interns, are eligible for Spring Health's work-life services at no cost.

How will I be billed after the 10 annual sessions provided by Adobe?

Once you schedule your first session with a provider, our Member Benefits Coordinator will reach out to you via email and provide your benefits information.

Aetna: After 10 sessions, additional sessions will be covered under the health plan and employees will be responsible for any unmet deductibles.

Kaiser: After 10 sessions, Kaiser members will be referred to the Kaiser's EAP liaison to coordinate additional services through your Kaiser benefits.

Employees not enrolled in Adobe Medical Plans: You will be responsible for any costs out of pocket after 10 sessions.

What behavioral health conditions are covered by Spring Health providers?

All Spring Health providers can assist you with general mental health questions and conditions such as Anxiety, Depression, ADHD, and PTSD.

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 and we will refer you to resources or providers that can help.

What are the differences between a coaching session, check-in, therapy, and a medication management appointment?

Coaching sessions are appointments you set with your Care Navigator and typically last about 20 minutes. Throughout your care journey you will have check-ins. These can either be a quick session with your Care Navigator or a short assessment to let us know how you are doing. Therapy appointments are when you meet with a therapist for about 50 minutes to have deeper discussions and set up for longer-term care. In a Medication Management appointment, you will meet with a physician and the length of time is determined by your individual need.

How can I schedule appointments?

When you sign up with Spring Health, you'll be assigned a dedicated Care Navigator to help you pick a therapist or physician who is right for you and schedule your appointments. We believe the most effective treatment includes regular check-ins with your Care Navigator and/or follow-up assessments to track progress and provide feedback on treatment. You also have the ability to schedule appointments yourself by accessing your account online or using the Spring Health mobile app. (See the [Registration section](#) for additional information.)

What if I don't need therapy or a coach, or if I'm not ready to talk to someone yet?

That's ok and we have a plan for you. Within the Spring Health mobile app (available for free by searching "Spring Health Mobile" in the [Apple App Store](#) and [Google Play Store](#)), you can access on-demand self-help exercises called Moments. (*You must first complete the initial assessment within Spring Health to access Moments.*) Whether you're practicing mindfulness at home or looking to reduce your anxiety on your commute to work, Moments exercises are designed to give you immediate relief and long-term skills to improve your mental wellbeing. You can use Moments for hundreds of exercises that will help with stress, finding calm, anxiety, sleep, substance use, relationships, and more.

How do I attend my appointments with my provider?

To ensure the safety of Spring Health members during the COVID-19 pandemic, all of your appointments with your provider will be over video conference from your computer or smartphone. That means you can attend your appointment from the comfort of your own home, while out of town, or even when you have a break at work. We use a secure, HIPAA-compliant video platform for your appointments that is easy to use.

At this time, in-person sessions with providers are only available when medically necessary. Spring Health is closely monitoring progress with COVID-19 to determine when it will be safe to reinstate in-person visits in all situations. Your Care Navigator is available to answer any questions that you may have and assist with booking sessions with providers.

What do I do if I need help immediately?

Spring Health Immediate/Crisis Support line provides instant, confidential support at no cost to you. **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 the Spring Health Immediate/Crisis Support Line: (240) 558-5796 (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.

If you or someone you know is at risk of danger, **call 911 immediately**. If you need to speak with a licensed professional, call the Spring Health Immediate/Crisis Support Line or the other resources listed below. You do **not** need to activate or log in to your Spring Health account to access the following:

- Emergencies: 911
- Spring Health Crisis Support Line: (240) 558-5796 (Option 2)
- National Suicide Prevention Lifeline: 1-800-273-8255 (TALK)
- Prefer to text? National Crisis Text Line: Text "NOW" to 741-741

As an employee, how do I get started with Spring Health for my own care?

- Visit adobe.springhealth.com and click “Employees Click Here”.
- Enter your work email address. This form instructs you to use your “Work Email” as this the email provided to Spring Health from Adobe. Once you register with your Adobe work email address, you have the option to update your Spring Health log-in email address to your personal email address.
- Enter your personal phone number.
- Review Spring Health’s Electronic Communication Agreement, and then click “Verify Your Benefit”.
- You will receive a verification email to your work email address.
- In the verification email, click “Activate Your Benefit”.
- A new window will open in your web browser where you will re-enter your preferred email address, and then click “Activate Your Benefit”.
- Follow the instructions to create an account and complete a 5-minute online mental health assessment.
- You will also have the option to enroll your dependents age 13 and up. You can simply enter their first and last name, date of birth, city, phone, and an email address. Each email address must be unique for each dependent. The dependent will then receive an email invitation with instructions.
- At the end of your assessment, you’ll immediately see your results and a personalized treatment plan, including a recommendation to meet with your dedicated Care Navigator. Your Care Navigator will walk you through your results and care options and answer any questions you might have.

How do spouses and adult dependents get started with Spring Health?

- Members can invite dependents using the option located in their account settings page. New members will also see the option to add dependents upon registering for their benefit.
 - Click ‘Invite Dependents’
 - Provide details for the dependent: Name, date of birth, city of residence, email address, and phone number
 - Once a member clicks ‘send invite,’ their dependent will receive a personalized invitation email to activate their Spring Health benefit.
- Dependents 18 years and older can enrolled themselves by visiting adobe.springhealth.com and clicking “Dependents Click Here”.
 - Select “I want to create a dependent account for myself” and click “Next”.
 - Complete the required verification information.
 - Review and confirm you read and agree to Spring Health’s terms and click “Submit”. Within 1 business day, the dependent will receive a verification email to the email address provided.
 - In the verification email, click “Activate Your Benefit”.
 - A new window will open in their web browser where they will re-enter their personal email address, and then click “Activate Your Benefit”.
 - Follow the instructions to create an account and complete a 5-minute online mental health assessment.
 - At the end of your assessment, you’ll immediately see your results and a personalized treatment plan, including a recommendation to meet with your dedicated Care Navigator. Your Care Navigator will walk you through your results and care options and answer any questions you might have.

How do I get started with Spring Health for my child?

- Visit adobe.springhealth.com and click “Dependents Click Here”.
- Select “I want to sign up someone other than myself” and click “Next”.
- Click “Yes” for dependents younger than 13 years old.

OR

- Click “No” for dependents 13-17 years old.
- Complete the required verification information.
- Review and confirm you read and agree to Spring Health’s terms and click “Submit”.
- Once the parent or legal guardian submits the child's information, a member of our Care Navigation team will reach out within 1 business day to help coordinate any care needs.
 - For dependents between the ages of 13 and 17, the Care Navigator will walk the parent or legal guardian through creating an account for the dependent. After the account has been created, the dependent will be able to then complete the 5-minute online health assessment. Once the assessment is completed, the Care Navigator will reach out to the legal guardian to find an appropriate care provider and book sessions as needed.
 - For those under age 13, there will not be a need to create an account or do the online assessment. Your Care Navigator will reach out to discuss your current concerns and connect your child with the appropriate resource. If connected with a provider, the provider will then do a clinical evaluation to determine what care is needed.

What if I have trouble signing in?

Member support is available by phone, Monday-Friday 7am-7pm CST, at (240) 558-5796 (Option 1) if you have any trouble signing up.

Provider Information

What is a Care Navigator and how can they help?

Your Care Navigator is your personal guide to discuss your assessment results, walk you through your care options or provide coaching for stressful situations and your everyday mental health needs. Spring Health Care Navigators are licensed, masters-level educated mental health professionals, and they can also help you find and book therapy appointments with a Spring Health provider. If you are hesitant about seeing a provider, sometimes it helps to just check in with your Care Navigator periodically – that’s what they are there for. Your Care Navigator can help you with stress management, time management, resiliency, and more.

You can reach the Spring Health Care Navigation team at (240) 558-5796 (Option 1) Monday-Friday 7am-7pm CST.

What kinds of providers are available with Spring Health? Therapists? Psychiatrists? Both?

Our providers include licensed psychotherapists, psychologists, psychiatrists, internists, and family practitioners. Our Care Navigators are all masters-level clinicians ready to support all your coaching needs. We built Spring Health knowing that one size doesn’t fit all in mental health care. Some patients respond best to therapy. Some patients respond well to medication and high quality, evidence-based medication management. Some patients need both. You will see green tags listed under each provider noting their specialty areas, such as Divorce, LGBTQ, Grief, Veterans, and more.

Because Spring Health’s machine-learning technology and predictive algorithms enhance clinical decision-making, we are also able to use primary care doctors — also known as internists — for psychotropic medication management as well. Most antidepressants are in fact prescribed by internists today. Using highly qualified internists for mild and less complex cases, we can increase access to medication management.

What is the difference between a psychiatrist, general physician, and a therapist?

Psychiatrists are medical doctors (i.e. physicians) who can prescribe medications to treat your mental health condition. Similarly, internal medicine (i.e. internists) and family medicine physicians are trained to address mild to moderate mental health conditions with medications. Therapists do not utilize medications in their practice. Instead, they are highly trained in assessing and treating mental health conditions with talk-based treatments like cognitive behavioral therapy or interpersonal therapy.

Tell me more about Spring Health’s therapists.

We work with only world-class therapists. Every therapist in Spring Health’s network:

- Is licensed with professional credentials (LMFT, LPC, LCSW, LMHC)
- Delivers virtual and/or in-person care
- Delivers standardized assessments
- Practice evidence-based therapies

Tell me more about Spring Health’s physicians.

We work with only the best physicians, and we vet them through a rigorous interview and credentialing process.

- Completed residency training in psychiatry (child, adolescent, or adult), internal medicine, and family medicine
- Board-eligible / board-certified
- Unrestricted licenses in states where they practice
- No active malpractice claims or disciplinary actions
- Verified DEA, State License, and CME credentials
- Undergo training and onboarding as above

What is your process of finding and onboarding your providers like?

- Each provider goes through a stringent interview process
- Each provider goes through a full credentialing package and background check
- And once selected, each provider is trained in:
 - Clinical guidelines
 - Measurement-based care
 - Video etiquette
 - Spring Health technology

How diverse is the Spring Health provider network?

Diversity in mental health provider networks has been a long-standing barrier to care for many individuals. One of the biggest factors in the success of one's mental health journey is their level of comfort with their provider - not just in setting, but in their ability to relate to their provider and have the provider truly understand their experience.

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 not only who the care provider is, but also what they do best.

When booking an appointment, how can I request a provider of a particular background?

If you want to request a provider of a particular background, let your Care Navigator know. Your Care Navigator will assist you in finding a provider that is the best fit for you. Simply tell your Care Navigator your preferences in a therapist or physician, and they will provide you with options to choose from for your appointment.

Can I contact my therapist through text?

You can send non-urgent messages to your provider through your secure patient portal. If you need help logging into your account or sending your message, please contact a Care Navigator at careteam@springhealth.com.

I already have a provider I'm happy with, do I have to switch?

You do not need to switch to a new provider but your care sessions would not be covered by your Spring Health benefit. However, you're welcome to use Spring Health as additional guidance to better inform your current treatment. We have clinically validated algorithms that personalize your treatment and minimize the trial-and-error process of medication. If you feel like you are going through some trial-and-error, we encourage you to give Spring Health a try.

How can I find out if my current provider is in the Spring Health network?

Speak with your provider directly or ask your Care Navigator to look them up by name to confirm if they are already a part of Spring Health's network.

If the provider is already a part of our network, then your Care Navigator will be able to coordinate continuity of care with the provider.

Can my provider join the Spring Network?

We are always looking for quality providers to add to our network. If you already have a therapist that is outside of the Spring Health network, you can encourage them to apply as an independent contractor.

If you would like to pass along resources for your provider to apply to be part of the Spring Health network, please direct them [here](#) for more information.

What happens if I miss an appointment?

Spring Health providers require 24 hours' notice for cancellations. If you miss an appointment or cancel within 24 hours of your scheduled appointment, it will count as one of your 10 free annual sessions provided by Adobe. If you have already used your 10 free annual sessions, you will be subject to a cancellation fee. Please contact a Care Navigator for more information at careteam@springhealth.com.