

Spring Health FAQs Canada

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General information

Q: How do I access Spring Health?

A: Access Spring Health the following ways:

- Web: adobe.springhealth.com; access code: adobe
- Phone: 1-855-673-1194; choose option 2 for 24/7 crisis support
- Mobile app: Search for “Spring Health Mobile” in the App Store or Google Play Store

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: In Canada, free confidential counseling and all other services through Spring Health are available to benefits-eligible Adobe employees, their spouse or domestic partner, and their dependents (ages 8-17). Interns in Canada 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
- On-demand “Moments” – wellbeing exercises that help with anxiety, stress, loneliness, and more
- 24/7 crisis support – call 1-855-673-1194, option 2
- Work-life services for legal assistance, financial services, service referrals, 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 your employer 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 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 available in as soon as two days, even on nights and weekends. Each member (ages 8-17) 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 Moments, 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 8-17).
- **Work-life services.** Talk to experts and find support for legal assistance, financial services, child or elder care, travel, and more.
- **English and Canadian French.** Find providers and work-life resources in the language of your choice.
- **24/7 crisis line.** Call 1-855-673-1194, 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 Moments) from your Spring Health account.

Moments 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 Moments for help with stress, anxiety, sleep, substance use, relationships, and more.

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. These sessions will count as one therapy session for any member who attends.

Transitioning from GuidanceResources

Q: What if I am already engaged with therapy through GuidanceResources?

A: You have until June 30, 2024, to use your sessions with a GuidanceResources provider.

Q: How is Spring different from GuidanceResources?

A: As Adobe transitions to Spring Health from GuidanceResources, there are a few important differences to note.

1. Eligibility: With GuidanceResources, all members of your household were eligible to receive care. With Spring Health, you, your spouse or domestic partner, and your dependents ages 8-17 are eligible.
2. Session limits: With GuidanceResources, you and each qualifying member had 12 sessions *per issue*, per year. With Spring Health, you and your qualifying family members each have 12 free sessions, regardless of issue, to use each calendar year.
3. Time-to-care and personalized experience: With Spring, you should be able to find available therapy appointments within just 2-3 days, shortening your time to care. Also, Spring's science-backed approach and assistance from a dedicated Care Navigator means your family will receive personalized care and easier access to support and resources that are right for you.

Q: I like my current GuidanceResources therapist; can I continue with them through Spring?

A: First, determine if they are a part of the Spring Health network by speaking with your 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/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 services:

- Find work-life access is available in your care plan after you create your account
- You can also visit adobe.springhealth.com, scroll down 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 available in as little as three days. 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 or domestic partner get care?

A: Your spouse or domestic partner get access to care independently by creating their own Spring Health account by email invitation sent from your Spring Health account or by calling Spring Health Support (1 - 855-673-1194).

The option to invite a spouse or domestic partner to join Spring Health will be presented to you during the account registration process. You can also find the link on your Account page, then selecting 'Manage Dependents.'

Their account will not be linked to yours and you will not have access to manage their sessions or appointments.

Q: How can I help my minor dependents get care?

A: You can add a dependent (ages 8-17) during registration, or by clicking on your profile and choosing 'Manage Dependents' and following the prompts. You may then schedule an appointment with a provider for them from the 'Manage Dependents' page, or you can meet with your Care Navigator, who can assess the child's needs and preferences to match them with a provider. A parent or guardian will attend the first therapy session with their child.

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 Moments exercises, and 24/7 crisis support.

Q: What about my dependents ages 18+?

A: Eligible dependents age 18+ can leverage mental health services through the [Canada Life Medical Plan](#).

Q: How do I manage my dependent's account?

A: You can manage your dependents' account by logging into your Spring Health account & selecting 'Manage Dependents' from your profile.

Q: How do I know if my child needs mental healthcare?

A: If you're unsure 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 dependents get 12 free therapy sessions per calendar year.

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 your employer 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/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 the Spring Health Crisis Support Line at 1-855-673-1194 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 (LMFT, LPC, LCSW, LMHC, PsyD, PhD etc.)
- Delivers virtual care
- Delivers standardized assessments
- Practices evidence-based therapies
- Is carefully vetted to ensure good standing and expertise

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 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 and we will refer you 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 Canada Life for reimbursement, up to a maximum of \$2,000 per calendar year.

Claims can be submitted a few ways:

- Paper claims can be submitted via the [Canada Life Claims Portal](#)
- Sign into [GroupNet](#) for plan members to complete an online claim
- The provider can submit the claim on behalf of the employee/dependent