

# Shaping the future of mental health

An orientation to Spring Health  
for managers

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# Today we'll review

- Spring Health's mission
- The Spring Health experience
- Bringing Spring Health to your team and into work culture
- Organizational services and crisis support





*Our Mission*

**To help people and organizations *thrive* by eliminating every barrier to mental health.**



*What is mental health?*

“

A state of wellbeing in which every individual realizes their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community.

| World Health Organization

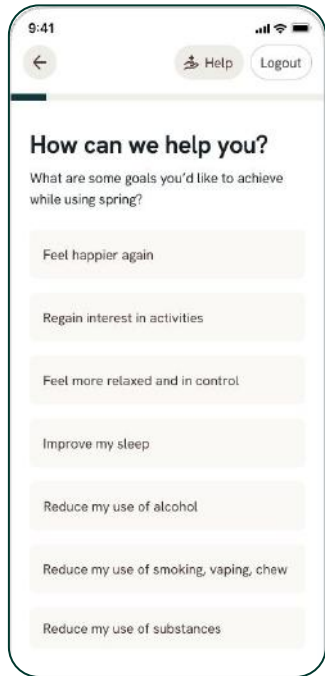


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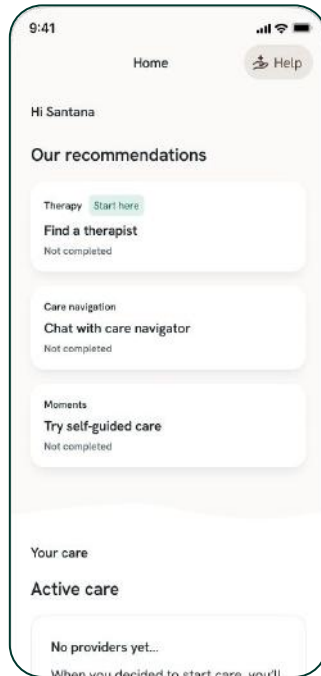
**How can  
Spring Health  
help?**

# Personalized Mental Health Support

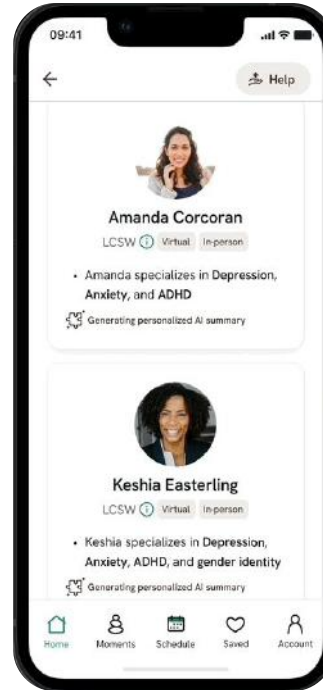
## Dynamic digital assessment



## Personalized care plan



## Provider recommendations



## Full-spectrum support for employees, families, and you

- 8 Free Coaching Sessions
- Self-guided digital exercises
- On-demand learning

- 8 Free Therapy Sessions
- Medication management
- Work-life services
- Care advocacy integration

- Manager guides, trainings, and rapid response toolkits
- Critical incident support and consultations

- Referral concierge
- Higher levels of care (ex: Substance Use Disorder)
- Health plan integration and referrals
- Mandatory referrals and evaluations
- Disability/LOA integration and coordination

# At no cost to you, Spring Health provides you and your eligible dependents:

**Personalized recommendations.** Take a short online assessment and get care recommendations to support your immediate needs and long-term goals.

**Diverse providers.** Choose an experienced therapist you feel comfortable with. Browse recommendations or search by specialty, gender, ethnicity, or language.

**Medication management.** If needed, 2 of your covered therapy sessions can be used for a medication management consultation with a doctor. Easily find a doctor and book online.

**Dedicated guidance.** Your Care Navigator can walk you through your care plan, help you find the right therapist, and provide support whenever you need it.

**Wellness exercises.** Moments is a library of self-guided exercises that can help you manage stress, calm anxiety, beat burnout, improve sleep, and be more mindful.

**Work-life services.** Access expert guidance and resources to navigate legal or financial matters, child care, elder care, pet care, travel, household services, and more.

**Company-sponsored therapy.** Get support when it's convenient for you, either virtually or in person. Each member (age 6+) gets 8 free sessions per year.\*

**Coaching.** Connect with a coach to help you reach goals related to personal development, health and wellness, relationships, or parenting. Each member (age 18+) gets 8 free sessions per year.

**Substance use support.** Get connected with alcohol or substance use support programs that provide the right level of care for your lifestyle and budget.

\*Once you complete their free sessions, all therapist are covered through Regence and services can continue without interruption by applying to their medical deductible.

# Support for Managers and Teams

## Critical incident response (CIR)

When a traumatic event occurs, leaders can request services to help employees process the incident.

Important: Leaders should check in with their benefits team to request these services.

**Call: 1-855-629-0554  
(press 4, then press 1)**

*Critical Incident Response information can also be found in the Crisis Management Policy.*

## Individuals in need of crisis support

Employees and benefits-eligible have access to immediate support any time they need it.

Spring Health crisis support for individuals is available 24/7.

**Individuals can call:  
1-855-629-0554 (press 2)**

## Manager and HR consultations

Spring Health's Management Consultation Team acts as a confidential thought partner to help you navigate sensitive employee challenges. They are there to provide the right guidance to give you the confidence you need to respond to a situation.

**Call: 1-855-629-0554  
(press 4, then press 2)**

**Email:  
managersupport@springhealth.com**



# Will Clyde Companies know about my care?

*No.*

Your care with Spring Health is private and confidential. No information will be shared with Clyde Companies without your written consent, except by court order or as provided by law.



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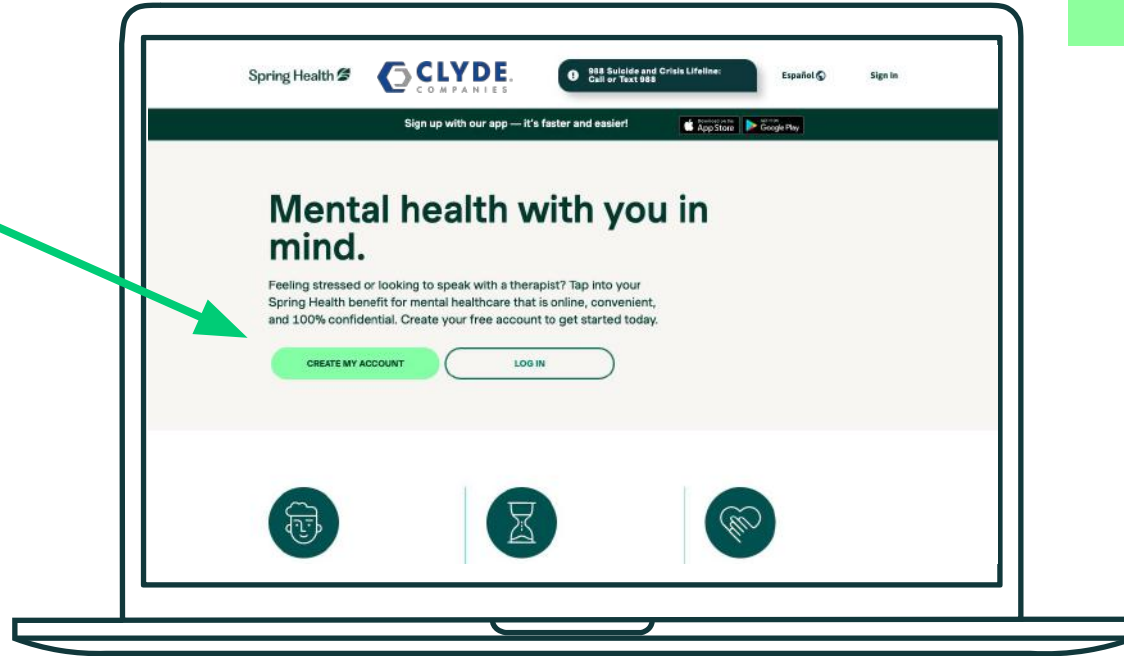
**Spring Health experience**

# Visit the Clyde Companies landing page

Click “Create My Account” at [clyde.springhealth.com](https://clyde.springhealth.com)



Or scan to create your Spring Health account



# Spring Health Mobile App

Access Spring Health services on the go in 3 easy steps

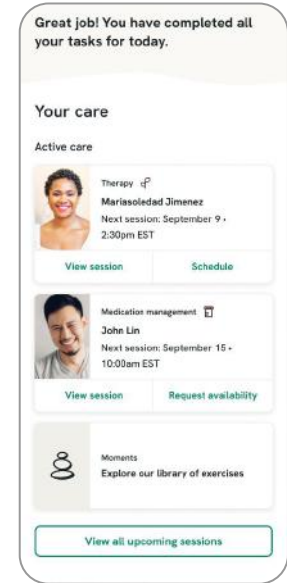
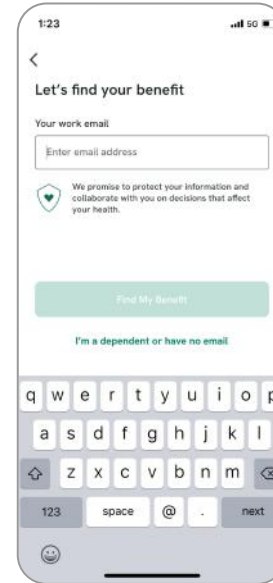
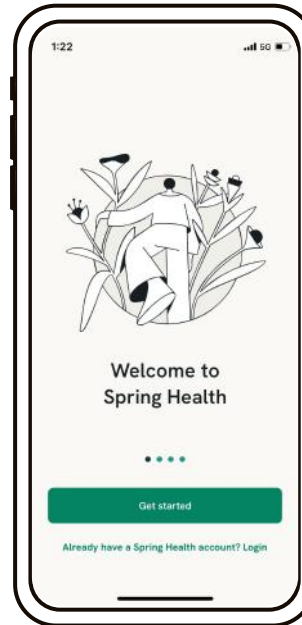
- 1 Scan the QR code or find “Spring Health Mobile” in your app store to download the app.
- 2 Log in or activate your account and take the short assessment.
- 3 Explore care and resources: find a provider, book a Care Navigator or therapy appointment, try a Moments exercise, enable appointment reminders, and more.



Apple App Store



Google Play



# Account Activation

Visit [clyde.springhealth.com](https://clyde.springhealth.com) to set up your account and invite benefits-eligible.

**Welcome to Spring Health**

**We found your benefit**  
We've created your account so it will be easy to take a moment to...

Your legal first name

Your legal last name

Date of birth  
MM DD YYYY

Email

Password

[Privacy policy](#)

## Benefit verification

Enter your Clyde Companies email and click “Find my benefit.” Enter your name, date of birth, preferred email address, and a password.

**Welcome to Spring Health**

**Account created**  
Success! We've officially made a Spring Health account in the best contract information for you!

Address

City

Preferred

State/province

Zip/postal code

Phone number

[Continue](#)

## Complete account

Enter your address and phone number.

**Welcome to Spring Health**

**Add a dependent for free**  
Get on the therapy sessions a year for each of your dependents with their choice of therapist.

Free to use  
Get on the therapy sessions a year for each of your dependents with their choice of therapist.

Fast and flexible  
Easily book therapy sessions and see someone within 2 days, including nights and weekends.

Personalized care  
Customize care for your dependents based on their immediate needs and long-term goals.

**Invite your dependent**  
Dependents 18+ can be included in your Spring Health plan at no additional cost.

Dependent first name

Dependent last name

Dependent date of birth  
MM DD YYYY

Dependent city of residence

State/province

[Send Invite](#)

## Invite a dependent

Add a benefits-eligible's information to share the Spring Health invitation with them via email.

# The Most Comprehensive Mental Health Assessment

Our precision mental healthcare technology combines the world's leading mental health assessments to screen for every condition an individual may be facing, including:

- Depression
- Alcohol use
- Anxiety
- Bipolar spectrum disorders
- Eating disorders
- Drug use
- PTSD
- ADHD
- Postnatal depression
- Functional impairment
- Self-reported issues
- Suicide risk

## Our proprietary assessment includes:

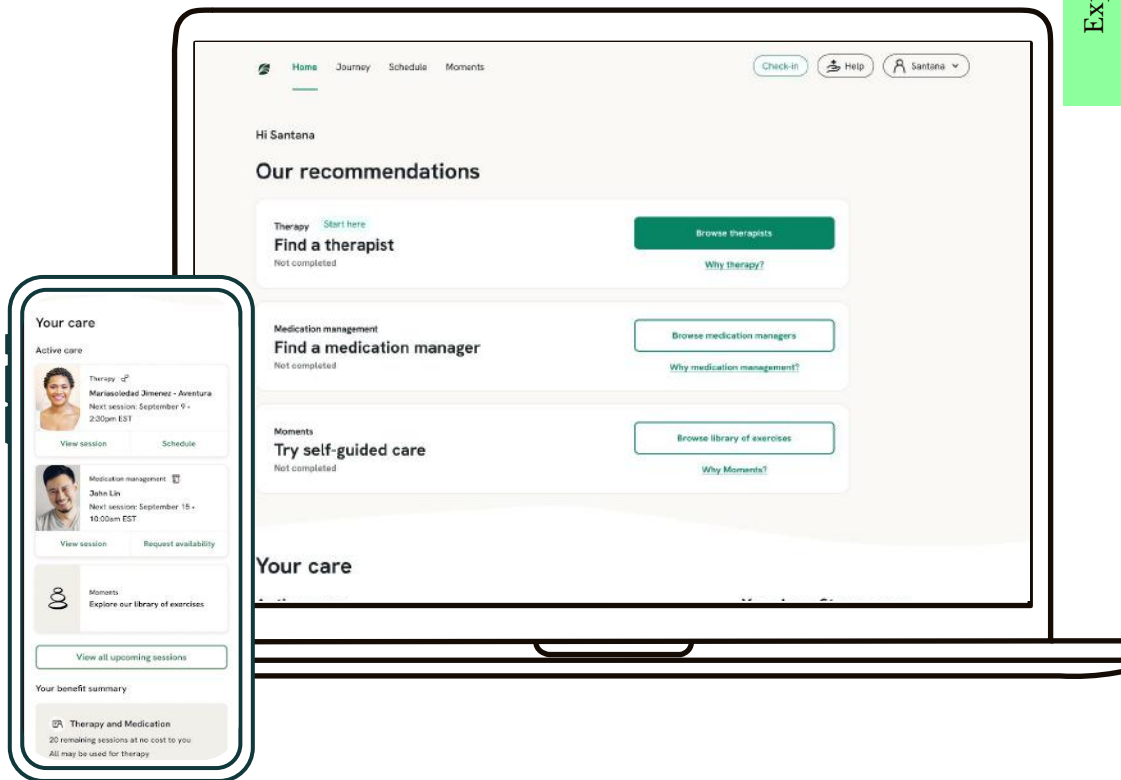
- Patient Health Questionnaire (PHQ-9)**
- Alcohol Use Disorders Identification Test (AUDIT)**
- Generalized Anxiety Disorders Identification Test (GAD-7)**
- Mood Disorders Questionnaire (MDQ)**
- SCOFF**
- Primary Care Post-Traumatic Stress Disorder Screen (PC-PTSD)**
- Adult-ADHD Self-Report Scale (ASRS)**
- Edinburgh Postnatal Depression Scale (EPDS)**
- Quick Inventory of Depressive Symptomatology (QIDS-SR-16)**
- Sheehan Disability Scale (SDS)**
- Bipolar Disorder Prescreen (BIP-STEM)**
- Issues Self Report Questionnaire**
- Columbia-Suicide Severity Rating Scale (CSSRS)**
- Spring Depression Assessment (SPRASS)**
- Drug Abuse Screening Test (DAST)**

# Personalized Care Plan

After you complete your assessment, you'll get a personalized care plan designed to address your immediate needs and long-term goals.

## What to know:

- Assessment results and self-reported goals inform care recommendations
- Personalized, effective treatment plan
- Your plan may include a variety of tools available to you, such as Moments, coaching, or therapy



# Provider Recommendations

Finding the right therapist can be difficult, so Spring Health recommends your top therapists based on compatibility and quality.

Members can easily find experienced providers who meet their needs and preferences.

45%

providers identify as BIPOC

80+

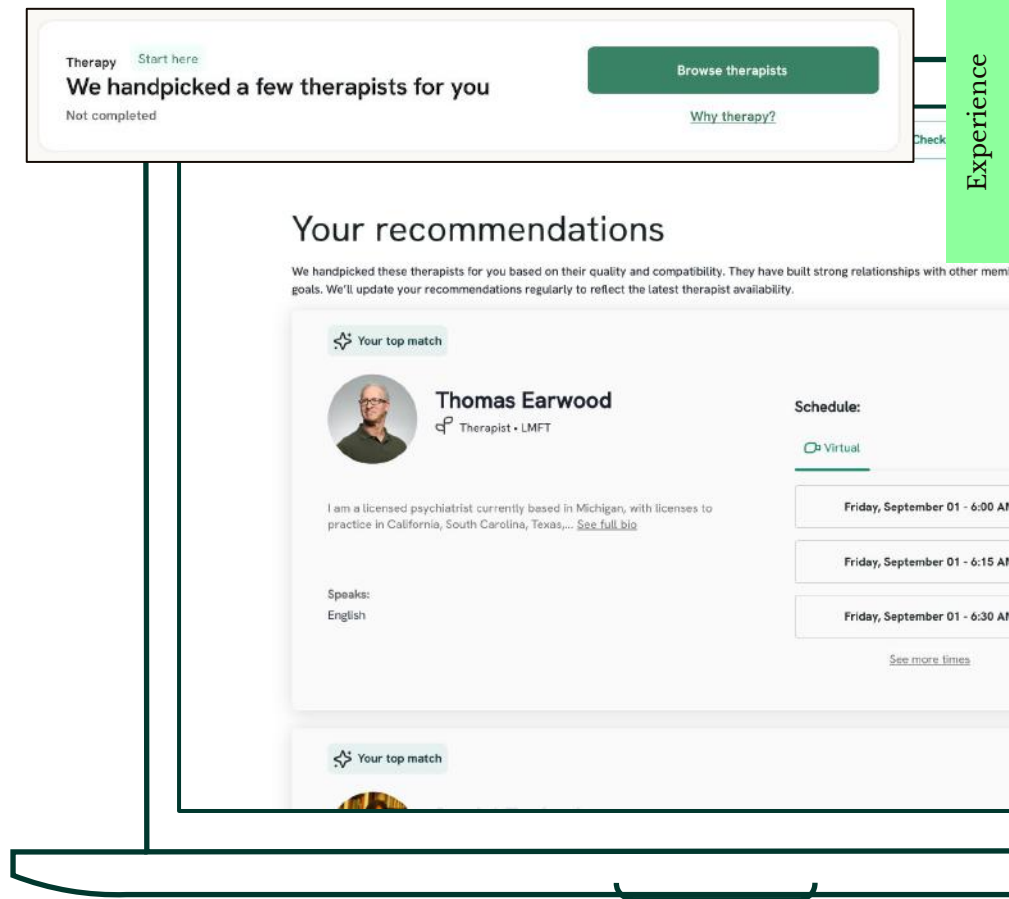
languages spoken fluently

25+

unique treatment modalities

34%

specialize in LGBTQIA+ issues





# Care Navigation

Spring Health Care Navigators help take the guesswork out of mental healthcare

“

Trying to find a trauma-focused therapist has been difficult, and **my Care Navigator has been a huge help**. Knowing I have an advocate for my care is a major benefit of Spring Health.

Spring Health member

Navigating mental healthcare on your own can be overwhelming. With Spring Health, you have access to a **Care Navigator** — a licensed clinician who acts as a personal guide for your mental health journey.

Your Care Navigator can support you by:

- Providing emotional support
- Explaining your personalized care plan
- Finding the right provider for your needs
- Scheduling appointments
- Making referrals
- Assisting in making provider changes
- Checking in with you throughout care

# Access Care for Your Family

## 18+ years old

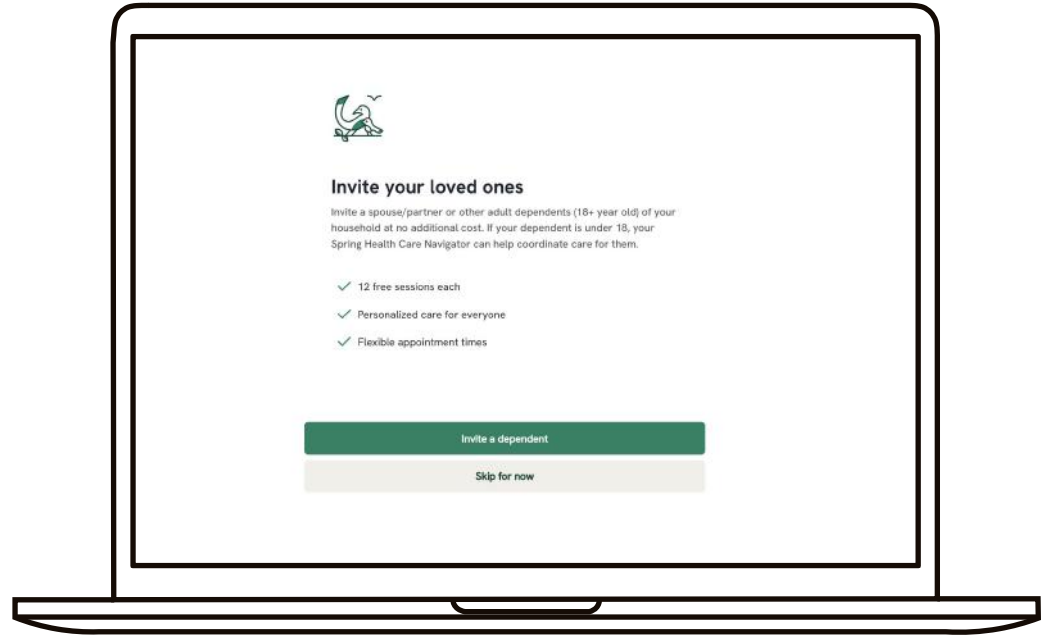
Invite adult benefits-eligible to activate their account independently

## 6-17 years old

Directly schedule care or meet with your Care Navigator to match your minor benefits-eligible to the care that's right for them

## <6 years old

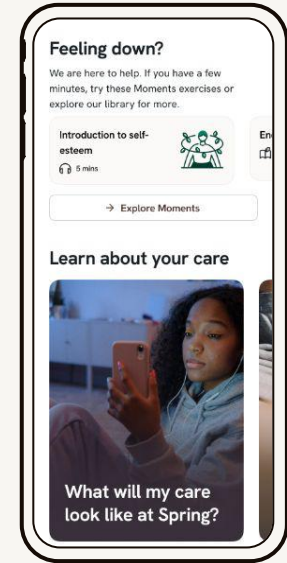
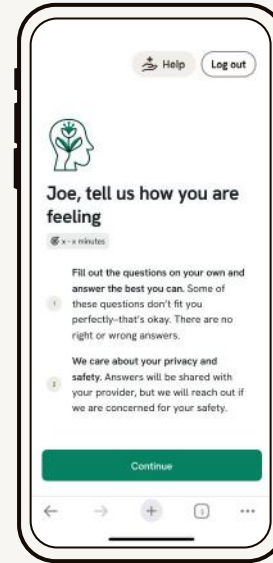
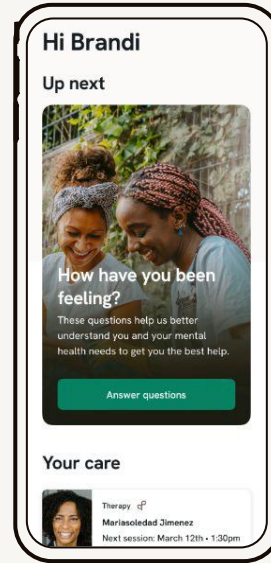
Parents/guardians can create an account for their child and connect with their Care Navigator for specialized support



# Simplified, Personalized Experience for Teenagers

Empowering teens with a special care dashboard designed for their needs

- Teens can schedule care and access on-demand Moments exercises and educational content
- Age-specific assessment informs care recommendations
- Teens can manage their account independently and/or with support from parents/caregivers





# 3

## Care and Resources

# Spring Health Care Network

Members can access a variety of quality care options

	COACHES	THERAPISTS**	MEDICATION MANAGERS
<b>Credentials</b>	International Coaching Federation (ICF) or National Board Certified	Licensed therapists and psychologists	Licensed psychiatric nurse practitioners and physicians
<b>How to Get Care</b>	Virtual sessions 30-45 minutes	Virtual or in-person sessions 55 minutes	Virtual sessions 45 minutes for evaluation and 15 minutes for follow-up
<b>Eligibility</b>	Employees and benefits-eligible 18+ years old	Employees and benefits-eligible 0+ years old*	Employees and benefits-eligible 18+ years old
<b>Member Experience</b>	Short-term goal setting and planning  Support for personal development, parenting skills, or overall well-being	Understand feelings, thoughts, and behaviors  Reduce symptoms and increase healthy functioning	An evaluation and if appropriate, a medication prescription  Attend follow-up visits and get medication adjustments

\*For ages 0-5, care is available through Referral Concierge

\*\*Once you complete their free sessions, all therapist are covered through Regence and services can continue without interruption by applying to their medical deductible.

# Family Care

Fast access to quality care for families at all stages

## Care for the whole family

Comprehensive care and resources, including parent coaching, therapy for ages 6+, Referral Concierge, and Family Navigation

## Family resources

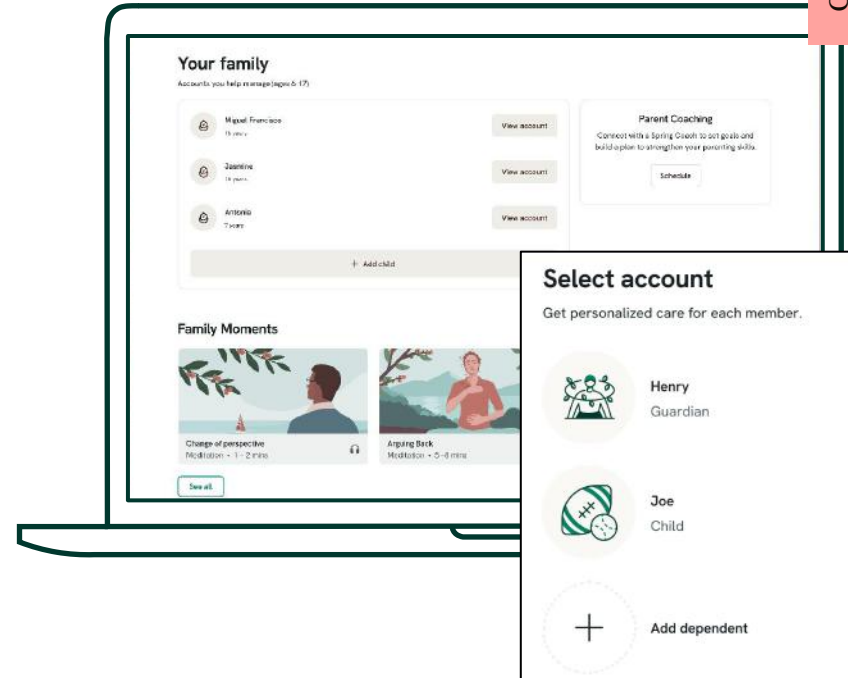
Moments exercises for parents, family-focused webinars and WellSprings, and tools for children's learning and development

## Dedicated teen experience

Mobile-optimized dashboard for teenagers, where they can easily access specialized care and on-demand content independently

## Streamlined account management

A single view for parents to easily manage and view care for family members under 17, access Moments, and more



# Moments Wellness Exercises

Access to Moments is unlimited and free for all Spring Health members. Available in English or Spanish on any device.

Moments offers **150** self-guided digital exercises to support growth in a variety of areas, including:

- Anxiety
- Depression
- Emotions
- Burnout
- Breakups
- Focus
- Sleep
- Loneliness
- Eating
- Parenting
- Personal growth
- Relationships
- Substance use
- Mindfulness
- Career

87%

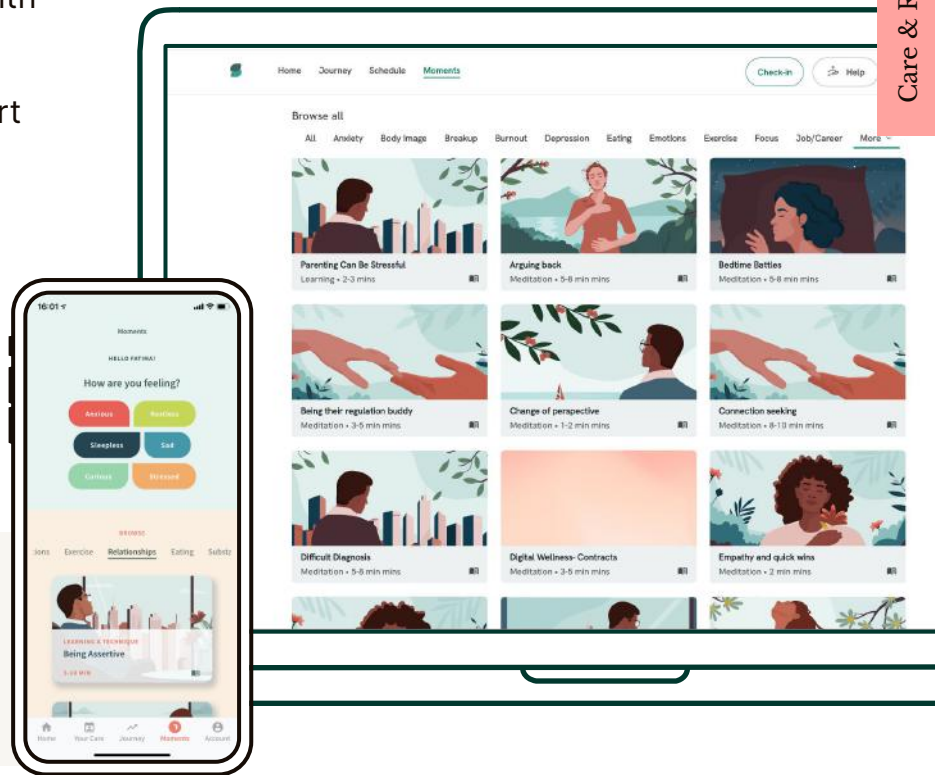
Report reduction in anxiety symptoms

40%

Report reduction in eating disorder symptoms

30%

Report immediate symptom reduction across conditions



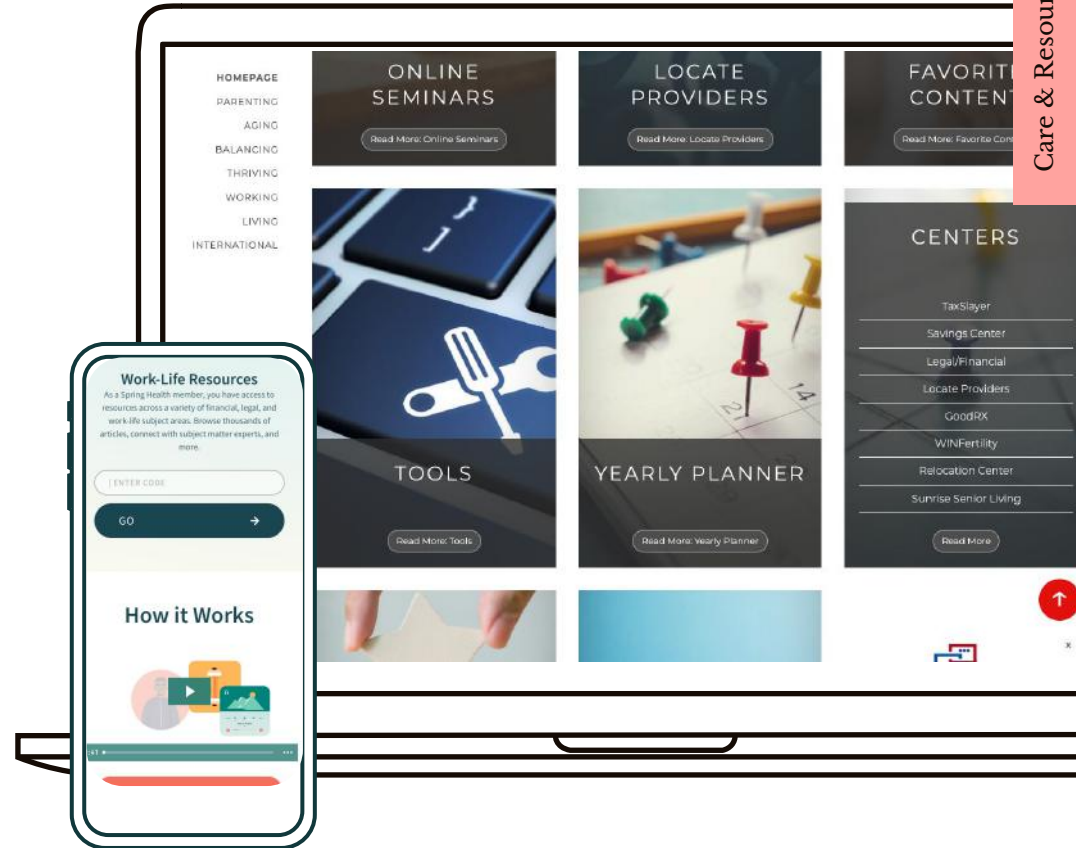
# Work-Life Services

Connect with experts and resources to make managing your day-to-day life easier.

Browse thousands of articles online or connect with subject matter experts to get support for:

- Financial services
- Legal assistance
- Major life events
- Health and wellness
- Home improvement
- Child/elder/pet care
- Parenting
- Adoption
- Education
- Travel

Access work-life resources by entering code **clyde** at **[clyde.springhealth.com](https://clyde.springhealth.com)**



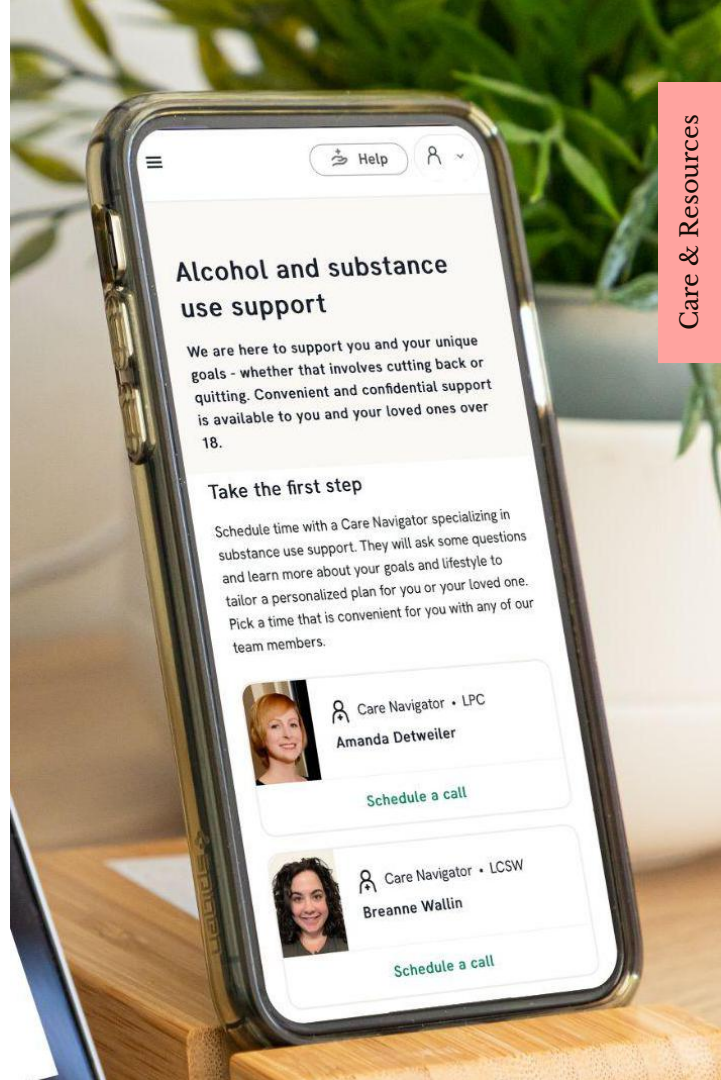


# Substance and Alcohol Use Support

Whether you want to cut back or quit, we make it easier to get convenient, effective substance or alcohol use support when it's needed most. A specialized Care Navigator can connect you with best-in-class resources and programs offering the right level of care and treatment for your needs and lifestyle.

- Available to loved ones age 18+
- Support from a specialized Care Navigator
- Convenient, affordable options
- Confidential support

Visit [firststep.springhealth.com](https://firststep.springhealth.com) for more information.



# Crisis Support

Compassionate, immediate support when it's needed most

Spring Health offers **24/7 crisis support** for situations where you feel like you need to speak with someone right away and cannot wait to book an appointment. Crisis support is available whenever you need immediate assistance, life-threatening or not.

You do not need to activate or log in to your Spring Health account to call. A licensed professional will answer your call within 60 seconds.



**Spring Health crisis support:**  
Call 1-855-629-0554, press 2  
Available 24/7 at no cost

**Emergencies:**  
Call 911

**988 Suicide & Crisis Lifeline:**  
Call or text 988



# 4

## Supporting Your Team

# When Should I Recommend Spring Health?

There is never a wrong time to seek support

Some signs you may notice in others:

- ✓ Confused thinking
- ✓ Trouble focusing at work
- ✓ Prolonged depression, sadness, or irritability
- ✓ Feelings of extreme highs and lows
- ✓ Excessive fears, worries, and anxieties
- ✓ Social withdrawal
- ✓ Changes in eating or sleeping habits
- ✓ Strong feelings of anger
- ✓ Inability to cope with daily problems or activities
- ✓ Suicidal thoughts
- ✓ Denial of obvious problems
- ✓ Numerous unexplained physical ailments
- ✓ Alcohol and/or drug use
- ✓ Intense fear of weight gain
- ✓ Prolonged negative mood

# Building Awareness and Reducing Stigma

A difficult part of being a leader is knowing how to help employees who may be struggling.

Using Spring Health to start regular conversations about mental wellness can help to normalize mental health, reduce stigma, and inspire employees to seek support.

- If you're comfortable doing so, share your own positive experiences with finding support
- Promote Spring Health registration at launch and throughout the year during team meetings or shift announcements
- Emphasize that Spring Health is confidential, and that personal information is not shared without their consent



# Management Consultations

Spring Health services available to you as leaders

1

Discussing different approaches to help address an employee situation

2

Teaching you a variety of communication techniques

3

Practicing role-playing various scenarios

4

Providing you with coping strategies and skills to support employees

5

Teaching you how to position Spring Health as a mental health and well-being service that is within reach for employees and their mental health

**To speak with the  
Management  
Consultation Team**

Email [managersupport@springhealth.com](mailto:managersupport@springhealth.com) or call  
**1-855-629-0554** (press 4, then press 2).  
The manager consultation line is available from 8am-8pm ET.

# Types of Management Consultations

## General Consults

Support around topics such as individual and team work performance, organizational change, crisis, and more

## Informal Referral

Support around how to refer an employee to Spring when an employee is experiencing challenges that impact their health, wellness, and/ or work performance

## Critical Incident Response Coordination

1. Offer of in the moment support to the requester
2. Collaboration with the requester to design the critical incident response
3. Sharing of supportive resources
4. Coordination of the logistics of the event(s)
5. Notification to the CSM of the event

# Equipping Leaders to Respond with Confidence

Call Spring Health's Management Consultation Team to initiate support



## High Performance

After a grueling quarter and a 25% staff reduction, Kim wants guidance on how to boost team morale.

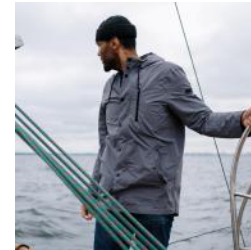
**General Consultation**



## Behavior Change

Rose notices her star employee is more withdrawn and appears disheveled at work. She asks the employee to connect to care through Spring Health.

**Informal Referral**



## Death of an employee

Joe, a leader, unexpectedly passed away. The benefits team worked with with Spring Health to set up Educational Group Briefings to support the team..

**Critical Incident  
Response Coordination**



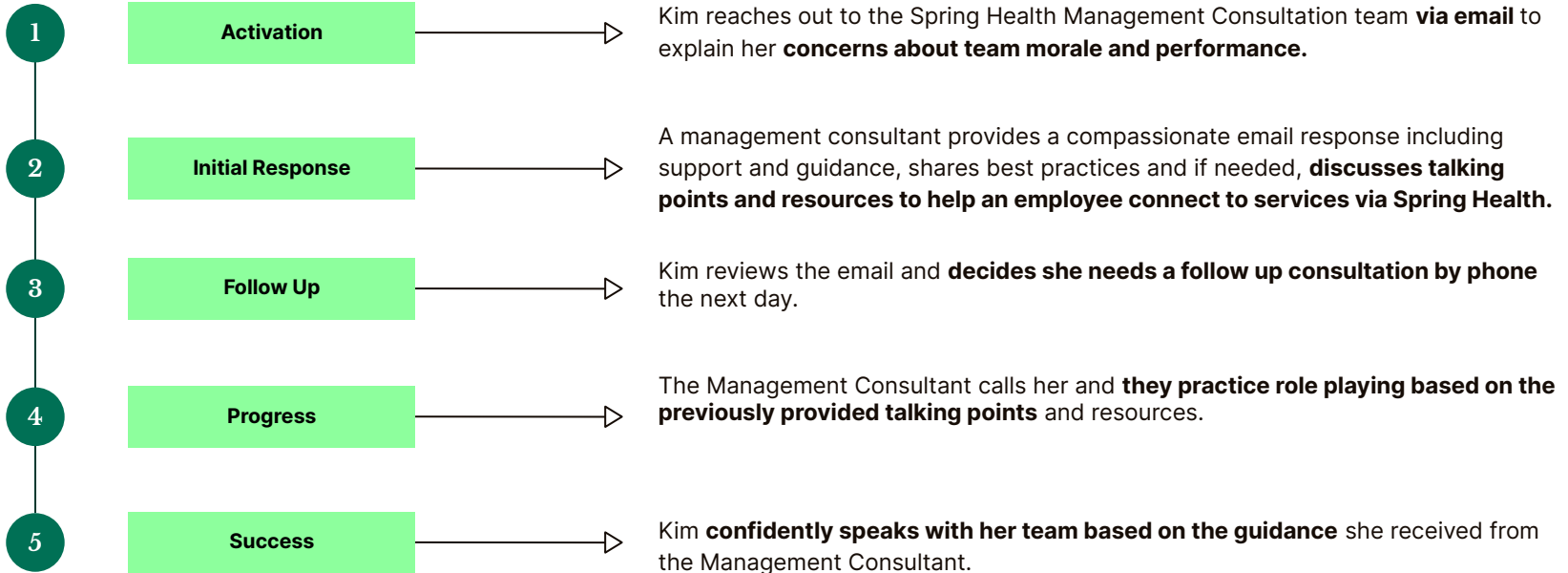
# General Consultation Workflow

## Manager Wants to Build Team Resilience

**Kim**

Team Lead, 42

After a grueling few months and a 25% staff reduction, Kim wants guidance on how to boost team morale.

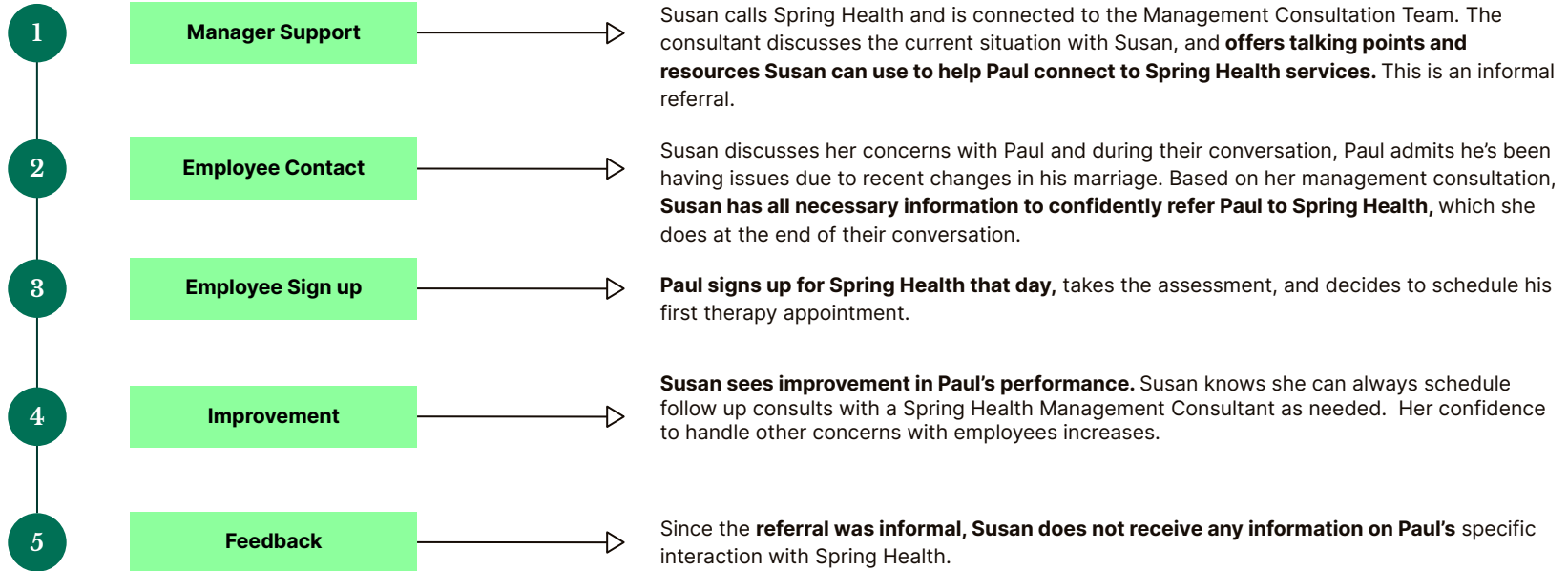


# Informal Referral Workflow

## Manager Wants to Start a Supportive Conversation with an Employee

**Susan**  
Manager, 39

Usually outgoing, over the last month Paul has been withdrawn, is always tired, and seems sad. Susan, his manager, is concerned.



## Post-Crisis:

# Reset with Critical Incident Response\*

### Service when you need it, where you need it

Wherever an incident happens, whether in an urban or rural setting, timely response is our top priority.

“

I didn't have to do any work really, Spring Health handled it all.

### Licensed professionals

Responders are licensed mental health clinicians with specialized training in critical incident response.

“

The speed with which the entire [critical incident response] process moved was amazing!

### Onsite or virtual

We deliver support in your preferred setting. In or out of the office, both in-person or virtually.

## Available

## 24/7/365

### IMMEDIATE

Response within 2 hrs of request

### SAME DAY

response more than 2 hrs after initial request, but occurring on the same day as the request

### STANDARD

Response scheduled for a day or more post the day the request was submitted

\*Refer to the Crisis Management procedure for specific instructions!

# Support your team by supporting yourself.

Get started with Spring Health today, so you can support your colleagues when they need it most.

## Here's what to do:

- Go directly to [clyde.springhealth.com](https://clyde.springhealth.com)
- Create your account
- Take the mental health assessment and review your results
- View your care recommendations
- Book your first therapy session
- Try out self-guided Moments wellness exercises
- Explore available work-life resources





*Questions?*

Visit: **springhealth.com/support**

Call: **1-855-629-0554**

General support available Monday-Friday, 8:00am-11:00pm ET (*press 3*)

Crisis support available 24/7 (*press 2*)

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Get started online at **clyde.springhealth.com**

To access the work-life portal, enter the code ***clyde***.

Complete your assessment to receive your personalized care plan.

Access up to 8 free therapy sessions (fully covered by Clyde Companies), self-guided wellness exercises, and more.



Scan to activate  
your account

*Have any questions?*

[clyde.springhealth.com](http://clyde.springhealth.com)

*Thank you*

Spring Health 