

Spring Health Frequently Asked Questions

Get to know your mental well-being benefit
powered by Spring Health.



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What is Spring Health?

Spring Health is a personalized mental well-being benefit designed to help you feel your best. Trinity Health offers Spring Health to ensure you have convenient access to resources and care to help you manage any challenges you may experience in life.

Who can access Spring Health?

Spring Health is available to all Trinity Health colleagues and their household members (age 6+).

How much does Spring Health cost?

Spring Health is provided at no cost to you. Up to six (6) free therapy sessions and six (6) coaching sessions per calendar year are available to Trinity Health colleagues and each of their household members. Your Care Navigator can explain how additional sessions integrate with your medical plan.

Spring Health provides the following with no limit:

- Care Navigator appointments for care guidance, check-ins, emotional support, and more
- Self-guided Moments exercises to help you improve your mental well-being
- Work-life services for legal assistance, financial services, service referrals, travel, and more
- 24/7 crisis support

Is my participation confidential?

Your care with Spring Health is private and confidential. We take our responsibility to protect your privacy very seriously and do not share individual data with Trinity Health, unless requested by you or required by law. For more information about the types of information we collect and/or share, please see our [privacy policy and HIPAA notice](#). Spring Health does not share your assessment responses or whether you use any of our services with your employer. We only use your answers to create a personalized care plan to help you get better, faster.

How can I contact Spring Health?

Get started online at trinityhealth.springhealth.com or with the **Spring Health Mobile App**.

For questions or support, email careteam@springhealth.com or call **1-855-629-0554**.

- Option 1 for support in Spanish
- Option 2 for crisis support (available 24 hours a day, 7 days a week)
- Option 3 for general questions/support (available Monday-Friday, 8:00am-11:00pm ET)

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Why should I use Spring Health?

Figuring out where to start with caring for your mental well-being can be overwhelming. Spring Health takes away the guesswork with a short assessment that evaluates where you are today and creates a care plan based on your needs. You'll receive feedback on your results, along with recommended next steps. To help you get started, Spring Health assigns every member a Care Navigator, a licensed clinician who is trained to help you get the care you need.

When should I use Spring Health?

Spring Health can assist you with a broad range of mental well-being 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

What if I need help immediately?

Crisis support is available 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 Spring Health at **1-855-629-0554 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.

If you or someone you know is at risk of harm, call 911 immediately. Call or text 988 to reach the Suicide & Crisis Lifeline.

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How can Spring Health help?

A variety of mental well-being resources are available through Spring Health. Members have access to:

- **Convenient therapy.** Confidential support whenever and wherever it's needed most, either virtually or in person, including access to medication management support. Appointments will generally be available within two days, including nights and weekends. Colleagues and their household members each have access to six (6) free sessions per calendar year.
 - In addition, and where applicable, colleagues who are enrolled in a Trinity Health medical plan and choose to continue using a Spring Health provider may do so at the Tier 1 level of benefit.
- **Personalized care.** Confidential online assessment to get a personalized care plan based on current needs and get established with a care navigator to support care plan.
- **Dedicated support.** Access to a licensed clinical Care Navigator who can provide guidance, help find the right licensed clinician, schedule appointments, and check in along the way.
- **Diverse providers.** Access to a large and diverse provider network with the ability to select a provider that aligns with member preferences and unique needs such as specialty, gender, race, language, and other filters.
- **Mental well-being exercises.** On-demand access to Moments, a digital library of self-guided exercises focused on managing mental well-being and building healthy habits. Topics include stress, anxiety, loneliness, sleep problems, and more.
- **Coaching.** Access to a professional coach to help set and achieve personal goals, build new skills, and develop healthier habits to improve health, career, or parenting skills. Up to six (6) coaching sessions per calendar year are available at no cost.
- **Work-life services.** Expert assistance in finding resources for legal assistance, financial services, child or elder care, travel, and more.

How does Spring Health personalize my care?

We know that everyone is different, and that's why we take a data-driven, personalized approach to your care. After registering, you'll be asked to complete a short mental well-being assessment. This clinically designed assessment will make precise care recommendations based on your answers. All of our questions are designed to get to know you, so we can work together and help you stay healthy.

After the assessment, you will receive your personalized care plan. This might include therapy, coaching, self-guided exercises, or a combination of care pathways.

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How do I get started with Spring Health for my own care?

Follow these steps to activate your benefits:

- Start at trinityhealth.springhealth.com
- Click “Create My Account,” and enter your full name, date of birth, and Trinity Health email
- Review Spring Health’s Electronic Communication Agreement, and click “Verify Your Benefit”
- Click “Activate Your Benefit” from the verification email
- 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
- You can choose to schedule care directly with a therapist, or meet your dedicated Care Navigator to discuss your care plan or ask questions

To access work-life services:

- Visit trinityhealth.springhealth.com or your care plan and enter work-life code: *trinityhealth*

If you have any trouble signing up, email careteam@springhealth.com or call **1-855-629-0554** (Monday-Friday, 8:00am-11:00pm ET).

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How can my household members get access to care?

If you're seeking care for your child or teen between the ages of 6-17, you will create and manage a Spring Health account on their behalf using their full name, email address, and date of birth. After signing an electronic informed consent, you can then find a therapist and schedule and manage their appointments.

To add a child to your existing account:

- Log in to your account
- Click on "Things to Do," and select "Get Care for Your Family"

If you don't have an account, follow these steps to get started and book care for a child.

- Start at trinityhealth.springhealth.com
- Click "Create My Account," and enter your information for verification
- Click "Activate Your Benefit" from the verification email to finish account creation
- When asked "Who's Signing Up?" select "Me + Children"
- You will first create your guardian account, and then the child account; each child's account will require a separate email from your own (we recommend creating a new email for them)
- Confirm the child's email address, and sign the electronic consent form on their behalf

To help your partner, spouse, or adult household member get access to care independently:

- If your household member is over 18 years old, they will be able to create their own Spring Health account, either by email invitation sent from your account or directly at trinityhealth.springhealth.com
- Their account will not be linked to yours, and you will not have access to manage their sessions or appointments

If you have any trouble signing up, email careteam@springhealth.com or call **1-855-629-0554** (Monday-Friday, 8:00am-11:00pm ET).

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What is the Care Team, and how can they help?

Spring Health's Care Team can answer questions about your mental well-being benefits, assist with account activation, and more. Access to the Care Team is unlimited and available Monday-Friday, 8:00am-11:00pm ET. To reach the Care Team, email careteam@springhealth.com or call **1-855-629-0554 and select option 3**.

What is a Care Navigator, and how can they help?

Spring Health's Care Navigators are licensed mental well-being professionals who serve as the main point of contact throughout each step of your journey. They serve as a personal guides, ensuring you are connected to the best possible care for your specific needs. Your dedicated Care Navigator is available to discuss your assessment results, walk you through your care options, book appointments, and provide emotional support. If you have questions about therapy or any part of your care plan, your Care Navigator will let you know what to expect. Care Navigator appointments can be scheduled through your account at trinityhealth.springhealth.com or the Spring Health Mobile App.

What is the difference between a check-in and a therapy appointment?

Throughout your care journey, you will be prompted to complete mental well-being check-ins. These will either be a short online assessment or a quick call with your Care Navigator. To get better faster and feel your best, be sure to complete your assessments to track progress and provide feedback on treatment.

Therapy appointments are when you meet with a therapist for about 50 minutes to have deeper discussions around thoughts, feelings, and behaviors, and work on long-term strategies to help improve your well-being.

How can I schedule therapy appointments?

You can schedule and manage appointments by accessing your Spring Health account at trinityhealth.springhealth.com or with the Spring Health mobile app. To schedule a therapy appointment, click "Schedule," then "Schedule a Therapy Visit" in the top menu bar of the home dashboard. Your Care Navigator can also help you schedule your therapy appointments.

What happens if I miss an appointment?

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 covered annually by Trinity Health and/or be subject to a cancellation fee.

Can I message with my provider?

You can send non-urgent messages through your account at trinityhealth.springhealth.com.

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What is a coaching session?

As part of your benefits, you can work with a Spring Health coach who can help you set and achieve personal goals related to your health, career, parenting skills, and more. Spring Health coaches are Coaching Federation (ICF)-accredited with a minimum of 100 hours of post-training coaching experience.

Up to 6 coaching sessions per year are available at no cost to you. Coaching sessions are separate from, and do not count against, your covered therapy sessions.

How is coaching different from therapy?

Coaching isn't therapy and isn't a substitute for therapy. Therapists diagnose and treat conditions and promote healthy functioning. A coach partners with you to help you set and achieve personal goals, build new skills, and develop healthier habits. Unlike a close friend or a family member, coaches bring a fresh, unbiased, and science-backed perspective to help you reset, get unstuck, and create the life you want.

How can a coach help me?

A coach can help with personal development (life transitions, identity, relationships, communication skills, self-development, work-life balance, time management), parenting (quality time, identity support, parenting best practices, developmental activities, behavioral concerns, family contributions), and health and well-being (nutrition, physical activity, stress management and resiliency, sleep, mindfulness, self-care).

If coaching is part of your care plan, you can work with your Care Navigator to find and schedule an appointment with a coach.

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What is a medication management appointment?

Spring Health physicians can prescribe many medications (excluding controlled substances such as stimulants, benzodiazepines, and some sleep medications). If medication management is part of your care plan, you can find and book an appointment through your account at trinityhealth.springhealth.com or with the Spring Health mobile app. Your Care Navigator can also help you make an appointment. Up to 2 of your covered sessions can be used for medication management.

What happens during a medication management appointment?

Medication management appointments are simple and straightforward. During your first medication management session, the physician will ask you questions about your treatment history and current symptoms, and will then discuss treatment options and recommendations. If medication is prescribed, the physician will help you understand how it works and answer any questions. Your next session will be a shorter follow-up to make sure your medication is working and make adjustments if necessary.

What medications can be prescribed?

Spring Health physicians are able to prescribe many different types of medication for your care as needed.

Spring Health physicians do not prescribe medications that are considered controlled substances. Medications classified as controlled substances are sometimes utilized with anxiety and ADHD diagnoses. For these needs, Spring Health physicians may be able to make a prescription recommendation that you can discuss with your primary care or another doctor.

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What conditions are covered by Spring Health?

All Spring Health providers can assist you with general mental well-being questions and conditions like 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.

Spring Health does not cover autism spectrum disorder and long-term, open-ended psychotherapy. If you need care for a condition not covered by Spring Health, talk to your Care Navigator, who can refer you to resources or providers who can help.

What types of providers are available with Spring Health?

Our providers include masters and doctorate level therapists (LCSW, LMFT, LPC, LPA, ANP, PhD, PsyD), psychiatrists, and other physicians, including internists and family practitioners. Our Care Navigators are all masters level clinicians.

Every provider in Spring Health's network:

- is licensed with professional credentials
- delivers virtual care
- delivers standardized assessments
- practices evidence-based therapies

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

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

What's your process of finding and onboarding your physicians?

Our physicians are vetted through a rigorous interview and credentialing process:

- Completed residency training in psychiatry, internal medicine, or family medicine
- Board-eligible / board-certified
- Unrestricted licenses in states where they practice
- No active malpractice claims or disciplinary actions

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How diverse is the Spring Health provider network?

One of the biggest factors in the success of the journey to mental well-being is being able to relate to — and be comfortable with — a provider. Spring Health has one of the most diverse provider networks in the mental well-being industry.

Spring Health offers 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.

- 45% of Spring Health providers identify as BIPOC
- 6% identify as Asian
- 24% identify as Black
- 13% identify as Latinx
- 8% identify as Multi-racial
- 1% identify as Native American
- 15 racial groups represented
- 34 languages spoken
- 30% specialize in LGBTQ+ issues
- 18+ specialties and focus areas

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

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, your Care Navigator can help match you with a provider that meets your needs.

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I already have a provider I'm happy with. Do I have to switch?

You do not need to switch providers; however, they may not be covered in the Spring Health network as part of this benefit. To confirm, you can speak with them directly or ask your Care Navigator to look them up by name.

If your current provider is not part of the Spring Health network, they can visit springhealth.com/providers and click "Apply Today" to join. When applying, the provider should select "Other" and type "Patient Referral" when asked how they heard about Spring Health.

Even if you are engaged with a provider outside of the Spring Health network, you are welcome to use the benefit as additional guidance to better inform your current treatment.

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

That's okay! You can always access Moments, a digital library of self-guided exercises focused on managing mental well-being and building healthy habits. Moments exercises are designed to give you immediate relief and build skills to improve your long-term mental well-being and resilience. You can use Moments for help with stress, anxiety, loneliness, sleep problems, and other challenges.

How do I know if my child needs mental well-being support?

If you are unsure where to start, reach out to your Care Navigator. As a licensed mental well-being professional, they can answer questions and help you find the best path forward for your child.