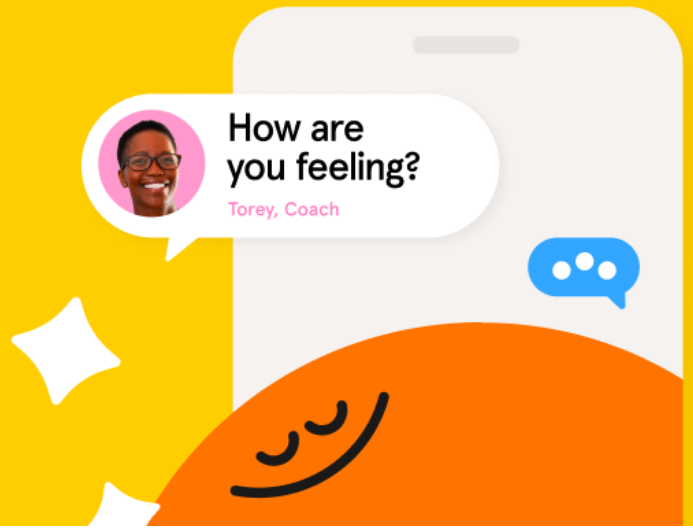


# Support for all of life's challenges

## Frequently Asked Questions



### ABOUT HEADSPACE CARE

#### What is Headspace Care?

UCSF provides mental healthcare through the Headspace Care app, to you and your dependents age 18 and older. We offer confidential support and guidance via coaches working directly with members using text-based chats, alongside skill-building resources in-app, and video appointments with clinical care professionals—all from the privacy of your smartphone. [\[Available in Spanish and French for adults age 18 and older.\]](#)

#### Why is my employer offering Headspace Care?

Your organization is committed to providing you and your loved ones with access to best-in-class mental healthcare. With Headspace Care, there's less friction in accessing help; it's easy to use and immediate support is available. Our virtual healthcare system delivers the right level of support, at the right time, through the convenience of the app.

#### Who is eligible to use the Headspace Care services?

Employees and their dependents, who are age 18 and older, are eligible for Headspace Care.

#### How much do the Headspace Care services cost?

There's no cost to use the coaching and skill-building resources. You and your dependents, age 18 and older, have unlimited access to coaches via text-based chats and also to the tools, tips, and insights in-app. Video-based appointments with therapists and psychiatrists may be available based on your health plan or provider. Please get in touch with our member support team to help you understand coverage and options.

#### How do I sign-up for Headspace Care?

1. Download the [Headspace Care app](#).
2. Create an account.
3. Follow the instructions, choose your language preference, and you're all set!

## Why do I have to enter my work email address to sign up for Headspace Care?

Your work email address is a unique identifier that Headspace Care will only use to confirm that you have access to our services as part of your company benefits. When creating a member log-in, you may use the email address of your choice. You can unsubscribe from Headspace Care communications at any time by using the unsubscribe button located at the bottom of our emails.

## How do dependents sign-up for Headspace Care?

Dependents age 18+ get access to from their own, separate accounts.

1. Download the Headspace Care app.
2. Create an account as a dependent.
3. Follow the rest of the instructions to complete sign-up.\*

## Is Headspace Care available in a language other than English?

Yes. Headspace Care is also available in Spanish and French for adults age 18 and older. To change your app language to Spanish or French, tap "Profile" and then "Account Settings."

## What happens to my Headspace Care account if I leave my employer?

You don't have to part ways with Headspace Care even if you part ways with your employer. You can contact member support to learn about your options.

## Who can I reach out to if I have questions?

The Headspace Care Member Support team is available to answer any questions you may have. Members can reach out to member support through the app or email [caresupport@headspace.com](mailto:caresupport@headspace.com). Our hours of operation are Monday through Friday from 5:00 AM to 11:00 PM, Saturday and Sunday from 6:00 AM to 7:00 PM (Pacific Standard Time).

## **ABOUT COACHING**

### What is the Self-Care Library?

The Self-Care Library contains more than 200 tips, tools, and insights, including skill-building resources, articles, videos, and podcasts to help you practice well-being techniques that you can do on your own. There's a wide range of topics, from mindfulness, stress, relationships, self-esteem, personal identity, career, and more.

Coaches may assign resources from the library as part of your care plan. In addition to those recommendations, Headspace Care may recommend other resources based on what you shared during the intake process. The library is always open for you to engage with any content whenever you need it.

## What is Headspace Care coaching?

Coaching is a collaborative process where you and your coach work together to create an action-oriented plan to focus on the present, help you navigate challenging situations, and align on what you wish to accomplish in the future. Coaches empower you to tap into your full potential by identifying the steps you can take to achieve your goals. Your coach will help you make adjustments as needed to keep you on track. Guidance is provided via private, in-app, text-based chats with your coach.

## How is Headspace Care coaching different from therapy?

Coaching is a collaborative process focused on where you are in the present and your goals for the future. You and your coach work together to identify the steps you can take to achieve your goals, making adjustments along the way to keep you on track. Therapy consists of sessions with a licensed clinician to help you address deeper, ongoing issues or symptoms, bringing awareness to patterns of thought and certain behaviors that no longer serve you. Therapy allows you to explore past or present issues so that you are better equipped to make positive changes in your life. Coaching sessions happen through text-based chat. Therapy sessions happen via live video chats.

## What are the qualifications of Headspace Care coaches?

Coaches have a graduate degree in psychology or a related field and/or a coaching certification.

## What can Headspace Care coaching help me with?

Typically, our members work with coaches via text-based conversations on personal and professional development, relationships, communication, sleep, and overall emotional and mental well-being. Coaches suggest techniques and strategies, provide support, and hold you accountable for any goal you're working toward. Your coach is on hand to help you manage everyday stressors before they become bigger issues.

## Can Headspace Care coaches recognize suicidal ideation and substance abuse?

Coaches gather information about suicidal ideation using questions based on internal protocols. Information provided by the member allows coaches to follow a specific protocol to ensure the member receives the right level of support, including the possible deployment of emergency services if needed. Coaches are able to assess substance use to understand the frequency, intensity, duration, and onset (FIDO) usage. These results help determine whether the Headspace Care services are right for you or if you need to be evaluated for a higher level of support. Please note, if you are having thoughts of suicide or self-harm, please call or text 988, the Suicide and Crisis Lifeline. If you are in immediate danger, please contact 911 or go to the nearest emergency room. Do not attempt to access emergency care through the Headspace Care app.

## How are Headspace Care coaching services delivered?

Coaching occurs through text-based chats in the Headspace Care app only. Coaches do not talk with members on the phone or over video.

## How do I schedule an appointment with a coach?

- **First appointment:** You can schedule your first appointment (the initial consult) in the app. Just tap "Chat" or reach out to your assigned coach.
- **Follow-up appointments:** Work with your coach to set up a regular time for ongoing support, or reach out as needed at a time that works best for you.

## Would I get support from the same Headspace Care coach all the time?

Headspace Care assigns you a primary coach at your first appointment. You can add up to three coaches to your care team, each one available at different times, giving you expanded coverage. Your coaches work together to ensure a seamless experience. We recommend working with your primary coach to establish your goals, and then reach out to the rest of your team for in-the-moment support or questions. [\[French speaking coaches are available by scheduled appointment only and subject to limited availability.\]](#)

## Can I specify the gender/ethnicity/specialty of my coach?

Our coaches are trained to work with people from various backgrounds, including the LGBTQIA+ community and racial and ethnic groups traditionally underserved in the mental health field. Your coaches will provide care that is tailored and relevant to you. If you would like to switch coaches, a Member Support team specialist can help you by reaching out to them through the app.

## ABOUT THERAPY AND PSYCHIATRY

### How do therapy and psychiatry differ?

Therapy consists of sessions with a licensed clinician to help you address ongoing psychological symptoms or patterns of thought, behavior, or emotion that no longer serve you. Therapy allows you to dive deeper into past or present issues to make positive changes in your life. Psychiatry sessions are focused on prescription and medication management. Psychiatrists are medical doctors who can prescribe medication to manage more severe or enduring symptoms.

### What are the qualifications of the therapists and psychiatrists?

Therapists are state-licensed healthcare professionals trained in various evidence-based therapeutic approaches and have either a master's or doctoral degree. The psychiatrists are medical doctors with four additional years of psychiatric training. They're state-licensed to prescribe medication and monitor its effects on your health.

### Can therapists and psychiatrists provide care in Spanish?

We have a diverse workforce that can provide the best possible care to our members. Many therapists and psychiatrists speak Spanish and have experience working with Spanish speaking populations across the world. If Spanish speaking providers are not in your area, interpreters can be provided.

## Can therapists and psychiatrists provide care in French?

Therapy and psychiatry services are delivered through a French interpreter via private video sessions.

## Are Headspace Care's coaches, therapists, and psychiatrists robots?

No. You will receive a human-to-human experience, rooted in expertise and years of experience. Your coaches or clinical care professionals are real people on the other end of the phone or video line. And just like the rest of us, they need breaks too – which is why you might occasionally have a delayed response. Headspace Care carefully vets all their providers to ensure we're providing high-quality care for our members.

## Do therapists and psychiatrists specialize in specific areas?

Therapists and psychiatrists are state-licensed healthcare professionals who receive extensive training to treat various issues and work with a broad group of individuals. This training enables them to provide members with a level of care that is highly tailored, relevant, and based on empirical evidence. Members can discuss their specific needs with their clinicians.

## Can psychiatrists prescribe medication?

Psychiatrists can prescribe psychotropic drugs – medications that target the reduction of mental health symptoms. Examples include certain antidepressants, antipsychotics, and anti-anxiety medication. Psychiatrists are not permitted to prescribe controlled substances, including stimulants, benzodiazepines, or opiates, as they require in-person visits for a prescription. In fact, most issues can be treated without the use of controlled substances.

## How will my psychiatrist manage prescribed medication?

If you are undergoing psychiatric treatment, your psychiatrist will meet with you every 4-8 weeks to evaluate how your prescribed medication(s) affects you. Depending on their evaluation, they might increase or decrease the dosage or prescribe a different medication.

## What does "higher level of care" mean, and how does my coach know when I need it?

At Headspace Care, we refer to therapy and psychiatry as "higher level of care." Coaches receive training to recognize when a member requires this additional support. In addition to conducting a professional assessment, they use technology to help them understand your clinical needs and to ensure you receive the right level of care when needed.

## What happens if my Headspace Care coach refers me to a "higher level of care"?

If your coach believes you may benefit from therapy or psychiatry, our member support team will step in to help you understand your options for coverage. If therapy and psychiatry services are available through your employer, EAP, or health plan, we will connect you with a clinical care professional and add them to your care team. If the clinical services are not available, our member support team can help you understand

other options that might be available. Your coach will continue to support you during and after receiving clinical care.

## How are Headspace Care's therapy and psychiatry services delivered?

Therapy and psychiatry sessions happen via video chat right from the Headspace Care app—which means you can have your session anywhere you'd like. You can also access your appointment through your computer using [Zoom](#). We recommend finding a quiet, private place where you feel comfortable. Sessions can range in number and frequency, depending on your needs.

## How much time do therapy and psychiatry appointments take?

The duration of therapy sessions may vary depending on your needs. The average duration of a therapy session is typically 45-50 minutes. For psychiatry, the first appointment is usually 45 minutes, and follow-ups are 20 minutes.

## Can I work with a coach if I'm also seeing a therapist or psychiatrist?

Absolutely. Text-based coaching is an excellent complement to video-based therapy and psychiatry sessions. In between your clinical appointments, you can check in with your coach anytime via text to keep you on track and get immediate support with challenges that may arise.

## Can I work with a coach if I'm seeing a non-Headspace Care therapist or psychiatrist?

Yes. If you're working with a therapist or psychiatrist outside our system, please let your coach know so they can take this into account when developing your care plan and supporting you.

## Can I work with a Headspace Care therapist or psychiatrist without a coach?

At Headspace Care, your care always includes a relationship with a trained behavioral health coach. However, your coach may expand your care team to include a licensed therapist or psychiatrist. Your therapist or psychiatrist will provide support for deeper emotional challenges via video-based appointments. If you feel that clinical care may be helpful to you, chat with your coach about it during your first session. Your coach can connect you to Member Support to help you get started with a clinician.

To chat with Member Support, you must complete the onboarding process, including scheduling a chat with a coach. Then, someone will work with you to schedule your appointment and answer any questions you may have about next steps. After you meet with a clinical care professional, we recommend chatting with your coach, who can help you make progress between therapy or psychiatry appointments. Your coach will also be able to support you when you step down from clinical services.

## How can I get started with therapy or psychiatry?

Your coach can help determine whether you should start working with a therapist or psychiatrist. From there, your coach can connect you with a member support specialist who can help get you started. A member support specialist can also tell you if your employer's plan or health plan covers therapy and psychiatry.

## How do I schedule an appointment with a therapist or psychiatrist?

Once you have chatted with your coach, they can connect you with Member Support to schedule your first appointment with a therapist or psychiatrist. You will be asked to fill out an intake form and provide payment information. Once a member support specialist schedules your session, you'll be able to see and access your appointment in the video tab in the app or through the confirmation email sent.

To schedule follow-up therapy or psychiatry appointments, tap the "Video" tab in the app to chat with the member support team and someone will help you find a time that works for both you and your therapist or psychiatrist. To schedule a time to chat via text with a coach, tap "Chat."

## How do I access video for my therapy or psychiatry appointment?

You can access your video-based therapy or psychiatry appointment from your smartphone or your computer.

- **If you're on your smartphone:** Open the app and tap "Video" at the date and time of your appointment to access it.
  - If you have trouble, close the app entirely and reopen it. If that doesn't work, turn your phone off completely and turn it back on.
- **If you're on your computer:** Download Zoom using this link <https://zoom.us/download>. Search your inbox for an email confirmation containing your appointment details. Then, click "Start session" in the email at the date and time of your appointment. If you have trouble, try entering the appointment link in the confirmation email in your browser instead.

If you have other issues, please reach out to Member Support for help with troubleshooting, and please notify your therapist or psychiatrist that you are having trouble accessing your appointment.

## How do I change the time and date of my appointment?

To change your appointment, contact the Member Support team in the app or by email [caresupport@headspace.com](mailto:caresupport@headspace.com) at least 48 hours before your scheduled session. To change your French care appointment, please reach out directly via email [caresupport@headspace.com](mailto:caresupport@headspace.com) at least 48 hours prior to your appointment.

## PAYMENT & CANCELLATION POLICY

### Why do I need to provide my payment information if my employer offers Headspace Care as a company benefit?

We ask for your credit card information to keep on file because having this information on file from the start makes it easier for you to pay later. We will charge your credit card only if:

1. There's an amount your medical plan doesn't cover, like copays or deductibles.
2. If your employer doesn't cover therapy and psychiatry appointments.

3. If you cancel an appointment with less than 48 hours' notice.

### What forms of payment are accepted?

We only accept all major debit and credit cards.

### How can I change or update my credit card information?

Go to the payment tab in the app, select "Payment Method," and enter your updated credit card information.

### How is credit card information protected?

Your security is a top priority for us. Headspace Care doesn't store credit card information. Instead, Headspace Care uses a payment processor, Stripe, which secures all credit card information. To learn more about Stripe, visit <https://stripe.com/privacy>.

### What's Headspace Care's cancellation and no-show policy for therapy and psychiatry appointments?

If you need to cancel an appointment with a therapist or psychiatrist, we ask that you do so at least 48 hours in advance. This policy helps us ensure all of our members can receive timely care, as we cannot frequently fill slots canceled within 48 hours. For appointments canceled with less than 48 hours notice of your scheduled appointment, you will incur a fee of \$125, based on your employer or plan benefit. Please let the Member Support know as soon as possible if you need to reschedule.

### What's Headspace Care's refund policy?

If you don't show up or cancel within 48 hours of your appointment, we cannot refund the cancellation fee. Our clinicians are unable to schedule new appointments with less than 48 hours' notice. However, please let us know if unique circumstances (disability, court orders, death, etc.) require you to miss your session. We will review your particular situation on a case-by-case basis to make refund decisions.

### Is my activity in the app, interactions with the care team, and personal information secure?

Yes. Headspace Care does not share app activity, sign-up information, or personal information with employers. We only provides summarized and aggregated reports to preserve the privacy of our members. We is a healthcare provider and protects your confidential health and personal information in accordance with state, federal, and international law as described in our [Privacy Statement](#) and [Terms of Service](#).

If you have additional questions about privacy or security practices, please email [caresupport@headspace.com](mailto:caresupport@headspace.com).



## PRIVACY, SECURITY, AND SUPPORT

### Is my personal information and data safe with Headspace Care?

As a fundamental pillar to ensuring trust and providing the best possible support and care, 's information privacy and security governance is aligned with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the National Institute of Standards and Technology (NIST) Special Publications 800 Series, the General Data Protection Regulation (GDPR) (EU) 2016/679, and other relevant state and international breach notification and security regulations. has implemented administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of your information. Please refer to the "What is WPO's approach to security and privacy?" question for additional information about our partner, WPO.

### Will Headspace Care use my information to send me communications?

We may use your contact information to inform you of issues with your account, to deliver our services to you, and send you updates, news, and other information about . If you'd like to opt-out of emails, click "Unsubscribe" at the bottom of any email. Note that unsubscribing does not opt you out of any communications we are required to send you such as for legal or security notices. To opt-out of app notifications, go to "Settings" on your smartphone.

### Can I request that my personal data is deleted?

Headspace Care stores your personal data for as long as we need it to provide the services, to serve the purpose(s) for which your personal data was processed, or as necessary to comply with 's contractual and legal obligations, resolve disputes, or enforce our agreements to the extent permitted by law.

If you would like to exercise your data rights or just have questions about how we use your data, please contact at [privacy@ginger.com](mailto:privacy@ginger.com). Note that if you submit a request for erasure, you will no longer have access to the services when we fulfill your request. Your rights are not absolute and we may need to retain your data including, for example, maintaining a medical record or for billing purposes.

### In which legal jurisdiction is the member data stored?

All data is stored in the United States.

### Will my employer and peers know that I am using Headspace Care?

No. Headspace Care does not share any individual-level service usage or other private data with your employer. only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell your employer anything about your interaction with your coach or even that you use . We only share "big picture" information, such as the total number of employees using . protects your confidential health and personal information in accordance with state, federal, and international law as described in our [Privacy Statement](#) and [Terms of Service](#). Please note that we may need to disclose information, including identifiable information, to fulfill a legal requirement such as responding to a court order.

Will my adult dependents (age 18 and above) know that I am using Headspace Care, and will I be notified of their usage?

No. Your usage, data, and conversations will not be shared with your adult dependent, subject to our [Notice of Privacy Practices](#). Dependents get access to from their own separate account. Generally, does not share confidential information with the member or the dependent. is authorized to share limited information with a dependent who is directly involved in the member's care or responsible for the payment of the member's care.

## ABOUT AUTH0 MIGRATION

What is Auth0?

Auth0 is a third-party identity management platform. Headspace Care has partnered with Auth0 to securely authenticate member identity and create a frictionless login experience for members to access .

Who is impacted by the migration to Auth0?

Action needed by all existing members (registered and enrolled), as they will need to migrate to Auth0. No action needed by any new members. These are members who have enrolled before 1/1/23.

How will a member be alerted to add a new login method?

Starting on 1/3/23, members will be prompted within the app to add a new login method. Of note, members will be able to excuse the prompt. Until they have added a new login method, members will receive friendly reminders in the form of emails, push notifications, and an in-app modal prompting them to create a profile.

If a member hasn't added a new login method, will the member still be able to login to ?

Members will be able to keep accessing by confirming their identity via email until 9/30/23.

How long does a member have to add their new login method?

Members have from 1/3/23 to 9/30/23 to add a new login method. After this date, members would be blocked from accessing the rest of the app until they add a new login method.

Do the credentials (email address + password) need to be different from a member's existing credentials?

If the member chooses to login via an email and password. The **email address will remain the same** as their existing account and the **password will need to be different**, and follow our password requirements.

What happens if a member does not add their new login method by 9/30/23?

Members will have until 9/30/23 to add a new login method. After this date, members would be blocked

from accessing the rest of the app until they add a new login method.

## IN FRENCH MEMBER EXPERIENCE

### What is Care in French?

Headspace Care now offers adult (>18 years old) French-speaking members with confidential and convenient access to our comprehensive care system, entirely in French. French language care will include text-based coaching, skill-building resources, therapy, and psychiatry.

### What features and services are available in French?

You will have access to text-based coaching with a French-speaking coach, all our skill building exercises, therapy, and psychiatry - all in French. Therapy and psychiatry are available with licensed clinicians via interpreter services by scheduled appointment through private video and in-person sessions.

### Where are French care services available?

French services will be available in all 50 U.S. states.

### What dialect of French will coaches and care providers speak?

The French experience and care from coaches and providers will be delivered in International French.

### What challenges can we help French-speaking members with?

Our French care system is able to support you with a wide range of concerns, including but not limited to:

- Stress
- Workplace concerns
- Loneliness
- Sleep
- Grief
- Anxiety (including OCD, GAD, PTSD and social anxiety)
- Depressed mood and mood disorders (including major depression and bipolar disorder)
- Relationship and interpersonal issues
- Caregiver-related issues
- Psychological concerns related to medical comorbidities and chronic conditions

### When are French-speaking coaches available?

Coaches are available by scheduled appointment only. Coaching sessions in French are limited and subject to availability. Coaches will work with you to schedule ongoing appointments as needed.

### Can you text chat with a coach on-demand in French?

Coaching in French will be available by scheduled appointment only and subject to availability.

### What are the hours that therapists & psychiatrists are available?

Therapists and psychiatrists have flexible availability to work with your schedule. Generally, there are more available appointments during standard business hours locally, but many providers offer night and weekend appointments as well.

### How are therapy and psychiatry delivered?

Therapy and psychiatry are delivered via private video session with one of our clinicians through a French interpreter.

### How do I change the time and date of a therapy or psychiatry appointment?

To reschedule or cancel a virtual therapy or psychiatry appointment, you can reach out to the Member Support team by chat or by emailing [caresupport@headspace.com](mailto:caresupport@headspace.com) at least 48 hours before the scheduled session, or view the appointment on the Video tab, and then tap Reschedule or Cancel.