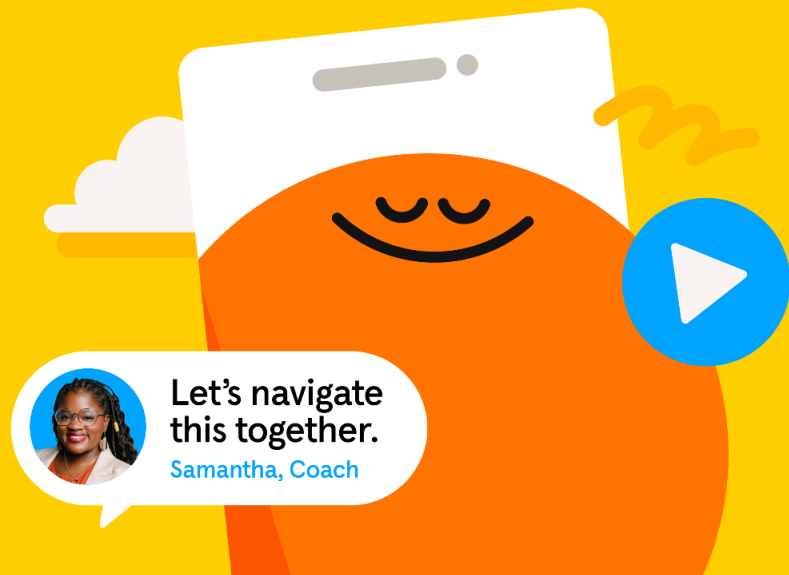




# Mental healthcare for every moment

Frequently Asked Questions



## 1. What is Headspace EAP?

Headspace, your employee assistance program offers convenient and confidential mental health support for you and your family members. Members get unlimited access to 24/7 mental health coaching via text-based chats and hundreds of meditation and mindfulness exercises. If you need a little more support, you can call our 24/7 phone line to speak to a counselor right away, schedule a video or in-person appointment with a therapist (covered up to six (6) therapy sessions per person), or schedule a video-based appointment with a psychiatrist (US only). Our team of clinicians will see you within days, and you can make appointments on weekends and evenings.

We can also connect you with confidential, local resources to help with financial stress, legal assistance, eldercare, and childcare to help you balance work and life.

To get started, visit [work.headspace.com/fisherinvestments/member-enroll](https://work.headspace.com/fisherinvestments/member-enroll)

## 2. What can Headspace EAP support me with?

[“Introduction to Headspace EAP” Video Link](#)

Headspace offers a variety of services designed to help you thrive at work and in your personal life. Headspace will be easily accessible and available to support you with:

- **Therapy Sessions:** Professional short-term or long-term counseling to help you navigate personal and work-related challenges.
- **Resources for work and life:** Confidential, time-saving resources to help with financial stress, legal assistance, child and eldercare needs, and more.
- **Text-based coaching:** Personalized guidance to keep you engaged and proactive in your personal and professional growth.
- **Self-guided support:** A library of self-care content, including programs and exercises for sleep, managing stress or anxiety, and an array of other needs.

For US members, access to **psychiatry appointments** is available and billed through your health plan. (Note that psychiatric services are not part of your EAP-covered therapy sessions.)

## 3. What is inside of Headspace’s Content Library?

#### [“How to Use Headspace’s Library” Video Link](#)

Inside your Headspace app, you’ll find a deep library of courses and single sessions, including:

- Meditation and mindfulness resources for stress, anxiety, relationships, parenting, children, productivity, creativity and more
- Sleepcasts and sleep music, wind downs, help falling back asleep
- At-home workouts, like yoga and stretching, walks, jogs, runs and rest day exercises
- Curated music and mindful activities to increase productivity and boost performance

#### **4. What is mental health coaching?**

##### [“What is Coaching at Headspace?” Video Link](#)

Through Headspace, you have access to unlimited, text-based coaching via chat. Support is available anytime 24/7/365, anywhere, for a variety of mental health challenges you may be struggling with—all from the privacy of your smartphone.

All coaching services are provided by NBHWC certified or Masters-level educated coaches. Coaches partner with members to create a personalized plan with SMART (i.e., Specific, Measurable, Achievable, Realistic, Timely) goals, establish a regular rhythm of check-ins, and act as a guide. Coaches are trained to recognize when a member requires therapy or psychiatry support and may recommend a therapist be added to your Care team.

If members are looking for treatment for an active diagnosis or a higher level of care than coaching, they can contact Member Support to schedule an appointment with a Headspace therapist or psychiatrist by emailing [caresupport@headspace.com](mailto:caresupport@headspace.com). See further information about therapy and psychiatry, including eligibility and payment information, below.

#### **5. What is therapy?**

##### [“What is Therapy at Headspace?” Video Link](#)

Fisher Investments covers six (6) no cost therapy sessions per person, per issue, per year for full time employees and up to 5 dependents. After the allotted six covered EAP sessions (per person, per issue, per year) are used, virtual and in person therapy visits may be billed as in-network claims with members responsible for coinsurance/deductibles (if applicable). For US members, psychiatry sessions are available through the Headspace app but are not included in the six covered EAP sessions and will be billed to your medical plan.

Therapists and psychiatrists are state-licensed health care professionals trained in a variety of evidence-based therapeutic approaches and have either a master's or doctoral degree.

If you’d like to schedule an in-person therapy appointment through Headspace, call the phone line to speak to an intake counselor who can help you find a provider in your area.

#### **6. What does 6 sessions “per issue, per year” mean?**

All full-time employees and their dependents are allotted up to 6 covered sessions per issue, per year, meaning they are eligible to receive a fresh set of six (6) EAP sessions for a new presenting issue. For example, if a member was seeing a therapist for stress due to a work-related issue and was able to successfully manage their challenges using their 6 sessions, but a few months later this same member experienced the loss of a close relative and needed to see a therapist to navigate their experience - Because this was a totally separate issue, they would receive another set of 6 sessions within the same year.

## 7. What happens when I use all of my 6 sessions?

Therapy sessions through an EAP are designed to help resolve short-term work or personal concerns or issues. With your EAP benefit, you will receive six free in-person or virtual counseling sessions per year for each individual personal or work-related issue you experience.

If you need therapy to address longer-term concerns or more complex issues, you can seek additional support, including through Headspace, that would be billed through your health plan if applicable. If you use an in-person EAP provider, Headspace will use best efforts to refer you to a provider who is also in your US medical plan. Any copays, coinsurance or deductibles would apply according to the terms of your health plan.

## 8. Who is eligible to use the Headspace services?

Employees and their family members ages 18+ (13+ for US) have access to the Headspace app for meditation and mindfulness exercises, text-based mental health coaching, and video-based therapy and psychiatry (US only). Additional Headspace resources include in-person therapy and work-life assistance.

Children ages 6-12 can attend in-person therapy. We'll work with you to find a therapist who can help with what your child is going through. To speak to a clinician who can help you get started, please visit [headspace.helpwhereyouare.com](https://headspace.helpwhereyouare.com), and use company code **Fisher Investments** to find your country specific number.

## 9. How do I sign up for my Headspace benefit?

Signing up is easy! Visit [work.headspace.com/fisherinvestments/member-enroll](https://work.headspace.com/fisherinvestments/member-enroll) to get started.

For general questions about your Headspace benefit including how to get started, visit [help.headspace.com](https://help.headspace.com) or email [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

## 10. How do I add my family members/dependents to this benefit?

You may refer a dependent (**ages 13+**) through the Headspace app by tapping the "Profile" tab, then "Dependents", and then "Invite a Dependent." You will need to enter the dependent's information, tap "Next", and they will then receive a magic link to register.

Alternatively, **dependents ages 18+** may also download the Headspace app, tap "Create account", "Sign up as a dependent" and fill out the required information.

**Children ages 6-12** can attend in-person therapy. We'll work with you to find a therapist who can help with what your child is going through. To speak to a clinician who can help you get started, please visit [headspace.helpwhereyouare.com](https://headspace.helpwhereyouare.com), and use company code **Fisher Investments** to find your country specific number.

For any additional questions or information, please chat with the Headspace Member

Support team via the Headspace app or email [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

### **11. Where can I find details on all of the Headspace EAP services available to me and my family?**

As a Headspace member, you'll have access to the Headspace Hub, our web-based resource center that includes details on all available Headspace services and how to access support.

To access the Headspace hub, visit [work.headspace.com/fisherinvestments/member-enroll](https://work.headspace.com/fisherinvestments/member-enroll) to create your Headspace account. Once you've enrolled in the program, you can access the Headspace Hub by navigating to the Care tab in your app.

Already a Headspace member? You can access the headspace hub at [work.headspace.com/hub](https://work.headspace.com/hub).

### **12. How do I access immediate support?**

Need help right away? visit [headspace.helpwhereyouare.com](https://headspace.helpwhereyouare.com), and use company code **Fisher Investments** to find your country specific number to call the 24/7 phone line and get support during a crisis, access resources for everyday challenges, or to schedule an in-person therapy appointment for you or your family members.

For general questions about your Headspace benefit including how to get started, visit [help.headspace.com](https://help.headspace.com) or email [teamsupport@headspace.com](mailto:teamsupport@headspace.com).

### **13. How do I access in-person care?**

You can request in-person care for yourself and family members through the following ways:

- 1. 24/7 phone line:** Call the 24/7 Headspace EAP phone line to discuss your needs with a resource specialist. Visit [headspace.helpwhereyouare.com](https://headspace.helpwhereyouare.com), and use company code **Fisher Investments** to find your country specific number.
- 2. Online Form:** Visit the Care tab in the Headspace App or [work.headspace.com/hub](https://work.headspace.com/hub) and select "In-person therapy". Fill out a form to let us know what you're looking for, and when you'd like to start. We'll find a therapist in your area who can help with what you're going through. You'll hear back from us within 1-2 business days.
- 3. Talk to your Headspace coach:** Your coach will direct you to fill out a form with a couple details related to the care you seek. We'll find a therapist in your area who can help with what you're going through. We'll find a therapist in your area who can help with what you're going through. You'll hear back from us within 1-2 business days.

### **14. Which languages are available?**

Headspace's guided mindfulness and meditation programs are Available in English, Spanish, French, German, and Portuguese. Specific content may vary by language. Text-based mental health coaching and video-based therapy and psychiatry resources are available in English, Spanish, and French. To change your app language, tap "Profile" and then "Account Settings."

In-person therapy as well as the work and life resources are available in multiple languages.

### **15. What happens if I am already seeing a counselor or therapist outside of Headspace?**

You may continue seeing your existing provider if you choose to. However, your covered sessions cannot be applied to your existing provider outside of Headspace. If you decide to continue sessions with a Headspace provider, you may choose to share your current medical history and notes from your previous sessions to a Headspace provider.

### **16. Who can I reach out to if I have questions about the Headspace program?**

The Headspace Member Support team is available to answer any questions you may have. Members can reach out to Member Support through the app or email [teamsupport@headspace.com](mailto:teamsupport@headspace.com). Member Support teams are available through the app or email 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).

For more questions, please check out [Headspace Help Center](#)

### **17. Will my employer or people I work with know that I'm using Headspace?**

Definitely not. Headspace does not share any individual-level service usage or other private data with your employer. Headspace only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell your employers anything about your interaction with your coach or even that you use Headspace. We only share "big picture" information, such as the total number of employees using Headspace. Headspace 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.