



Spring Health Frequently Asked Questions

Get to know Spring Health, your
mental health and well being benefit.

What is Spring Health?

Spring Health is a Citi benefit offering convenient, personalized mental health support to help you and your family navigate any of life's challenges.

Who can access Spring Health?

You, your spouse/partner, and your children ages 6 through 26 are eligible to use Citi's Be Well Program powered by Spring Health.

How much does Spring Health cost?

Citi offers Spring Health at no cost to you, your spouse/partner, and your children ages 6 through 26. Up to 10 free therapy sessions and coaching sessions per year are available to each member (**Note:** coaching is only available for members ages 13+). Spring Health provides the following with no limit:

- Self-guided exercises, resources, and courses
- 24/7 crisis support
- Work-life services

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 your employer, 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 help you find the right care.

How can I contact Spring Health for questions?

Get started online at livewell.springhealth.com or download the Spring Health mobile app (available for free from the App Store or Google Play). Have questions about your mental health benefit or your account? Click on the help icon in your account to access support center articles. You can also email support@springhealth.com.

When should I use Spring Health?

Spring Health is here for you anytime you or a loved one could use support. We take away the guesswork and make it easy to start - take a quick assessment and get a personalized care plan that connects you to the right support right away.

When should I use Spring Health?

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
- Intense fear of weight gain
- Prolonged negative mood
- Difficulties focusing at work

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

That's okay! You can start with Spring Health's self-care tools anytime - no appointment needed. Explore quick exercises, short videos, and guided courses available in multiple languages for support with stress, anxiety, sleep, and everyday challenges.

What if I need help immediately?

Spring Health offers crisis support 24 hours a day, 7 days a week. If you feel like you need to speak with someone now and cannot wait to book an appointment, call [1-855-629-0554](tel:1-855-629-0554) and press 2. A licensed professional will answer your call within 60 seconds. You do not need to activate or log in to your Spring Health account to call. Crisis support is available whenever you need immediate assistance, life-threatening or not.

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

What is included in my Spring Health benefit?

A variety of valuable services and resources are available through Spring Health. Members have easy access to:

- **Therapy.** Get support when it's convenient for you, either virtually or in person. Appointments are available in as soon as five days, even on nights and weekends. Each member gets 10 therapy per year at no cost.
- **Coaching.** Connect with a coach to help you reach your personal goals. Coaching can support you in personal development, health and wellness, relationships, or parenting. Each member (age 13+) gets 10 coaching sessions per year at no cost.
- **Medication management.** If your care plan recommends medication management, you can easily schedule a consultation with a board-certified doctor who can prescribe as needed. Up to 2 of your covered therapy sessions can be used for medication management.
- **High-quality, diverse providers.** Choose an experienced therapist you feel comfortable with. You will receive recommendations based on your needs and preferences, and you can also search for providers by specialty, gender, ethnicity, or 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.
- **Self-guided wellness exercises.** Get on-demand support from our library of digital exercises, videos, podcast-style audio and courses. These self-care resources can help you manage stress, calm anxiety, improve sleep, boost mindfulness, or tackle other everyday challenges.
- **Work-life services.** Need help managing life outside of work? Access expert guidance and resources to navigate legal or financial matters, child care, elder care, pet care, travel, household services, and more.

How can I get started with Spring Health?

Follow these steps to activate your Spring Health account:

- Start at livewell.springhealth.com
- Click "Create My Account," and enter your full name, date of birth, and work email* [*No authorization code is needed to register]
- 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 complete account creation
- Take the assessment
- You can then schedule care directly with a provider, or schedule time to speak with your Care Navigator for guidance or support.

If you have any trouble signing up, visit springhealth.com/support

How can my household members get started with Spring Health?

If you're seeking support for your child or teen aged 17 or younger, depending on the state where you live, you will create and manage a Spring Health account on their behalf. After signing an electronic informed consent, you can then manage their care.

To add a child to your existing account:

- Log in to your account at livewell.springhealth.com
- Under "Also Available to You," select "Invite a Dependent"

If you haven't activated your account, follow these steps to get started and book care for a child:

- Follow the steps above to create your account
- When asked "Who's Signing Up?" select "Me + Children"
- You will first create your guardian account, and then the child's account (each 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

Family members age 18+ will create and manage their own Spring Health account. You can send them an email invitation from your account, or they can register directly at livewell.springhealth.com. Their account will not be linked to yours, and you will not have access to manage their care.

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

Throughout your care journey, you will be prompted to complete mental health check-ins in the form of a short online assessment. It's important to complete these assessments to track progress and provide feedback on treatment, so we can ensure your care plan is working for you. 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 an appointment?

Once you've completed your assessment, you can schedule and manage an appointment through your Spring Health account on our website and app.

What if I need to reschedule or cancel an appointment?

Spring Health providers require 24-hour notice for cancellations. If you miss an appointment or cancel within 24 hours (one calendar day) of your scheduled appointment, you may be charged a late cancellation fee or forfeit one of your covered sessions, depending on the appointment type.

How can I contact my provider?

You can send your provider a direct message through your Spring Health account. Sending a message is a fast, secure way to communicate about your care, whether you're running late to your session, having connection issues, or want to ask a scheduling question. Simply log in and click the "Messages" button to contact your provider.

What conditions are covered by Spring Health?

All Spring Health providers can assist you with general mental health questions and conditions like anxiety, depression, ADHD, and PTSD. You will also see tags listed under each provider noting their specialty areas, such as divorce, grief, LGBTQ+, 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 master's 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 master's-level clinicians. Every provider in Spring Health's network is licensed with professional credentials, delivers virtual care, delivers standardized assessments, and 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 for finding and on-boarding your physicians?

Our physicians are vetted through a rigorous interview and credentialing process and must meet the following criteria:

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

How diverse is the Spring Health provider network?

One of the biggest success factors in the journey to mental health is feeling comfortable with your therapist. Spring Health has one of the most diverse provider networks in the mental health industry to ensure that you can find experienced therapists you can relate to.

- 59.6% of Spring Health providers identify as BIPOC
- 9% identify as Asian
- 20% identify as Black
- 10% identify as Latinx
- 10% identify as multiracial
- 2% identify as Native American
- 19 racial groups represented
- 115 languages spoken
- 39% specialize in LGBTQ+ issues
- 32% specialize in racial identity
- 20% specialize in children
- 31% specialize in gender identity
- 79% specialize in trauma
- 37% specialize in substance abuse
- 32% specialize in military/veterans

How can I request a provider with a particular specialty or background?

We will make recommendations based on your needs and preferences. You can also search for someone to talk to by specialty, gender, ethnicity, language, and other filters, such as the conditions they treat or whether they offer in-person or virtual care. Providers will describe their background in their biography.

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. 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 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 International Coaching Federation (ICF) accredited with a minimum of 100 hours of post-training coaching experience. Up to 10 coaching sessions per year are available at no cost to you, your spouse/partner, and your child age 13+.

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), professional development (work-life balance, time management, career growth, leadership support, productivity), 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).

What can work-life services help with?

Spring Health can connect you with experts and resources to help you manage day-to-day life, including support to navigate legal or financial matters, get care for any member of your family, find household service providers, learn about health and well being, and much more. Start by exploring self-serve tools and resources in your Spring Health account. If you need more help, our team can connect you with additional local resources and referrals.

- **Family care.** Parents and caregivers can use work-life services to find prenatal care, child care, back-up care, play groups, schools, volunteer opportunities, or support for children with special needs. There is also information available to help you learn about parenting, adoption, child development, and children's health.
- **Elder care.** Spring Health has a range of resources for seniors, caregivers, adults with disabilities, or anyone planning for the future. Experts can connect you with elder/respite care services, support groups, organizations that help individuals with a certain disease, and tips to stay mentally and physically fit as you age. Caregivers can get information about caregiver support groups, geriatric care managers for long-distance care, and disease symptoms/progression.
- **Daily living.** There are a variety of ways work-life services can help you manage day-to-day responsibilities, including assistance with finding apartments, house cleaners, consumer comparisons, emergency services, entertainment services, event planning, volunteer opportunities, moving/relocation services, fitness centers, wellness programs, home repair services, and travel/transportation services. If you need help finding care for your pets, you can get information about veterinarians, obedience training, and sitters/kennels.
- **Legal assistance.** Legal consultations are available for matters involving divorce, custody, criminal charges, personal injury/malpractice, debtor/creditor, estate planning, real estate, adoption, probate, landlord/tenant, or bankruptcy. Often, concerns can be resolved through a free phone consultation with an attorney, but those who require in-person legal consultation can choose to be connected with a local lawyer.
- **Financial assistance.** Qualified financial consultants and counselors are available to help you navigate bankruptcy, foreclosure prevention, buying a home for the first time, major life-event planning, college-fund planning, retirement planning, credit card debt, identity theft prevention, and budgeting.

How can I access work-life services?

Go to livewell.springhealth.com to sign up or sign in, then navigate to the "Work-Life Resources" section in your account.

Privacy notice: Confidentiality is our priority

Care with Spring Health is private and confidential, so what you (and your colleagues) say will not be shared with your employer. We take our responsibility to protect your privacy very seriously, and all services are confidential in accordance with federal and state laws.

However, in your role as manager, it's important to understand that there are some exceptions:

- When required by law, such as by court order
- When the law requires suspected child or elder abuse to be reported to the proper authorities
- Concern that an individual may harm themselves
- If an individual threatens to hurt someone
- Medical emergencies
- When an individual is gravely disabled to the point of threatening their well being
- When an individual gives written consent (mandatory and formal referrals)
- Periodic quality assurance testing

For more information about the types of information we collect and/or share, please see our [privacy policy](#) and [HIPAA notice](#).