

# Introducing Spring Health



Be Well.  
Be You.

## Frequently Asked Questions (FAQs) about Spring Health

### About Spring Health

Clorox partnered with Spring Health to offer an improved mental well-being and work-life services program that provides you and your household family members with easy access to confidential, no-cost tools and resources. The Spring Health Employee Assistance Program (EAP) offers several benefits, including:

- **Personalized care with a dedicated clinician:** Care Navigators are *real people*—licensed clinicians who take away the guesswork during care. They'll help you find the right therapist and set appointments, give advice and offer emotional support.
- **Confidential therapy:** Meet with a therapist in as soon as two days. You and your household family members will each have eight (8) sessions per person, per year covered by Clorox at no cost. Up to two (2) of those sessions can be used to discuss medication management with a psychiatrist.
- **Coaching and guidance:** Professional coaches can help you set and meet goals around managing stress, relationships, focus and more.
- **Family care:** Therapy and support are available for every household member—from children age 6+ to the elderly.
- **Provider diversity:** The provider network is made to be as diverse as the people it supports. Therapists are available across a multitude of provider categories (including gender, ethnicity, language and sexual orientation) and specialty areas (including divorce, veteran support, and grief).
- **Wellness exercises:** Moments, an on-demand library of self-guided mindfulness and meditation exercises, offers programs for anxiety, burnout, better sleep and more.
- **Work-life services:** Care Navigators work with you to find support for your whole life, including financial services, child and elder care, legal assistance and much more. You can also review Spring Health's online library for thousands of articles about everything from family dynamics to personal and professional relationships.

### 1. Who can use Spring Health?

Spring Health's tools and resources are available to you and your household family members. Therapy appointments are available for anyone age 6+.

Spring Health is a separate offering from medical coverage, so you and your family members have access even if you are not enrolled in a Clorox-sponsored medical plan.

### 2. How much does the program cost?

Spring Health is free for all Clorox teammates. Each year, Clorox covers eight (8) therapy sessions at no cost for you and each of your household family members age 6+. Up to two (2) of these sessions may be used for medication management.

All other resources include Care Navigators, coaching appointments, wellness exercises and assessments, online work-life resources, and access to Moments—are unlimited and also available at no cost.

### 3. Is Spring Health confidential?

Yes, every interaction with Spring Health is confidential. Family members over age 18 will be able to create and access their own separate Spring Health account, so nobody—including Clorox or other household members—will know what is discussed with a Care Navigator or counselor without written consent, except by court order or as required by law.

## Activating and Using Your Spring Health Benefit

### 4. When should I use Spring Health?

Spring Health can assist you across a spectrum of needs—from stress or burnout to clinical support for anxiety or depression. Spring Health Care Navigators and counselors can help you with:

- Prolonged depression, sadness or irritability
- Feelings of highs and lows
- Excessive fears, worries and anxieties
- Strong feelings of anger
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse
- Intense fear of weight gain
- Prolonged negative mood
- Difficulties focusing at work
- Stress management and building resiliency

### 5. What happens after I activate my account?

Our goal in partnering with Spring Health is to give you and your family members a personalized approach to care. After activating your account, you'll be prompted to complete a brief, 3–5 minute assessment. Each question in the assessment is designed for Spring Health to get to know you.

Once you've completed the assessment, you'll receive a tailored care plan with specific recommendations based on your answers. This care plan might include therapy, coaching, self-guided exercises or a combination of activities.

### 6. How to activate my account?

Follow these steps to activate your Spring Health benefit:

- a. Visit [clorox.springhealth.com](https://clorox.springhealth.com).
- b. Click "Create My Account" and enter your Clorox email and personal phone number.
- c. Review the Electronic Communication Agreement and click "Verify Your Benefit."
- d. You'll receive a confirmation in your Clorox e-mail. Open it and click "Activate Your Benefit."
- e. A new window will open; at this time, you may change the e-mail address to your personal e-mail and add any family members to your account, if desired.
- f. Take the assessment. You'll immediately see your results and a personalized plan.

To access work-life services, you don't need to create your account; simply scroll down on the home page and type the access code "clorox" into the box.

## 7. How can I help my household family members get access to Spring Health?

- **For household family members age 18+:** Household family members age 18+ can create their own account. After you create your account, you may send them an “invitation” to create theirs, or they can visit [clorox.springhealth.com](https://clorox.springhealth.com) (access code: clorox) and register using the website. Their account will not be linked to yours, and you will not have access to manage or view their sessions or appointments.
- **For dependents age 6–17:** If you’re seeking care for your child, you may create and manage a Spring Health account on their behalf. After you’ve activated your account, you may add them to your account, which you can use to find a therapist and schedule and manage their appointments.

## 8. How often should I complete an assessment?

Mental health and well-being can shift and change daily, weekly, monthly, or quarterly, it’s important to continue to check-in. The assessment is a helpful tool to help you understand how you are feeling and what type of support you may need. You can take the assessment as frequently as you need, and we recommend taking it *at least* once a quarter.

## 9. What if I am having trouble signing up for Spring Health?

If you are having any trouble with the activation or registration process, contact the Spring Health Care Navigation team by e-mailing [careteam@springhealth.com](mailto:careteam@springhealth.com) or calling 1-855-629-0554, Monday–Friday, 8am–8pm EST.

## 10. What happens if I need more than eight (8) therapy sessions?

First, remember the eight (8) sessions are **per person in your household**, so you don’t need to worry about “taking” free sessions from your household family members.

After the eight (8) no-cost therapy sessions are complete, you may choose to continue counseling with your provider through your medical plan’s Behavioral Health benefit.

Please note that when transitioning coverage to the medical plan, costs such as deductibles, copays and coinsurance may apply:

- If you are covered under a **UnitedHealthcare medical plan through Clorox**, your Spring Health provider will be considered in-network. You can continue seeing the same provider by paying the in-network costs associated with your plan’s Behavioral Health benefit.
- If you are covered under a **Kaiser medical plan through Clorox**, or **if you are not enrolled in a Clorox-sponsored medical plan**, your Spring Health provider may be out-of-network. In this case, you have two options:
  1. A Care Navigator can help find another high-quality, in-network provider.
  2. You can continue seeing your Spring Health provider, although your out-of-pocket costs may be significantly higher.

## 11. What mental well-being needs are covered by Spring Health providers?

All Spring Health providers can assist with concerns and conditions such as anxiety, depression, ADHD and PTSD. Therapists are available across a multitude of provider categories (including gender, ethnicity, language and sexual orientation) and specialty areas (including divorce, veteran support and grief).

Conditions not covered by Spring Health include those that require long-term open-ended psychotherapy, chemical dependency and autism spectrum disorder.

If you need care for a condition not covered by Spring Health, a Care Navigator will refer you to resources or providers that can help.

## 12. What personalized support is available with Spring Health?

There are two types of personalized support available through Spring Health:

**Care Navigators.** Each Clorox teammate and household family member receives their own Care Navigator, who acts as a personal guide to discuss assessment results, care options or coaching through stress management, time management, resiliency, relaxation and everyday mental well-being needs. Care Navigators are licensed, Masters-level educated mental health professionals, who can also help find and book therapy appointments with a Spring Health provider.

**Therapists.** Therapists include licensed psychotherapists, psychologists, psychiatrists, internists and family practitioners. They are available across a multitude of provider categories (including gender, ethnicity, language, and sexual orientation) and specialty areas (including divorce, veteran support and grief).

## 13. What if I don't need therapy or a coach, or if I'm not ready to talk to someone yet?

That's ok! You can access on-demand self-help exercises called Moments from the Spring Health app or through your web account. The mobile app is available for free by searching "Spring Health Mobile" in the Apple App Store and Google Play Store.

Whether you're practicing mindfulness at home or looking to reduce your anxiety on your commute to work, Moments exercises are designed to give you immediate relief. You can use Moments for exercises that will help with stress, finding calm, anxiety, sleep, substance use, relationships and more. You'll also pick up long-term skills to improve your mental well-being.

## 14. Are therapy appointments available virtually or in person, and how soon are they available?

Spring Health offers therapy visits in both in-person and virtual formats. When you search for a provider on [clorox.springhealth.com](https://clorox.springhealth.com), the list will show whether the available appointments are in-person or virtual meetings. In most cases, appointments are available in 1-3 days.

As we continue to navigate the COVID-19 pandemic, in-person sessions may be limited in your area. Currently about 30% of available appointments are in-person. Because of this, if you'd prefer an in-person session, you may have to wait longer for an appointment or travel further. Please know, however, that Spring Health is working with its provider network to add more in-person appointments to meet our teammates' needs.

## 15. What should I do if I need immediate help?

The crisis support line provides instant, confidential support at no cost, 24-7, 365 days a year. If you need to speak with a licensed professional now and cannot wait to book an appointment, call the **Spring Health Crisis Support Line: 1-240-558-5796 (option 2)**. A licensed professional will answer within 60 seconds. You *do not* need to activate or log in to your account to call.

If you are in immediate danger, **call 911**. You may also call the National Suicide Prevention Lifeline at 1-800-273-8255 (TALK) or contact the National Crisis Text Line by texting "NOW" to 741-741.