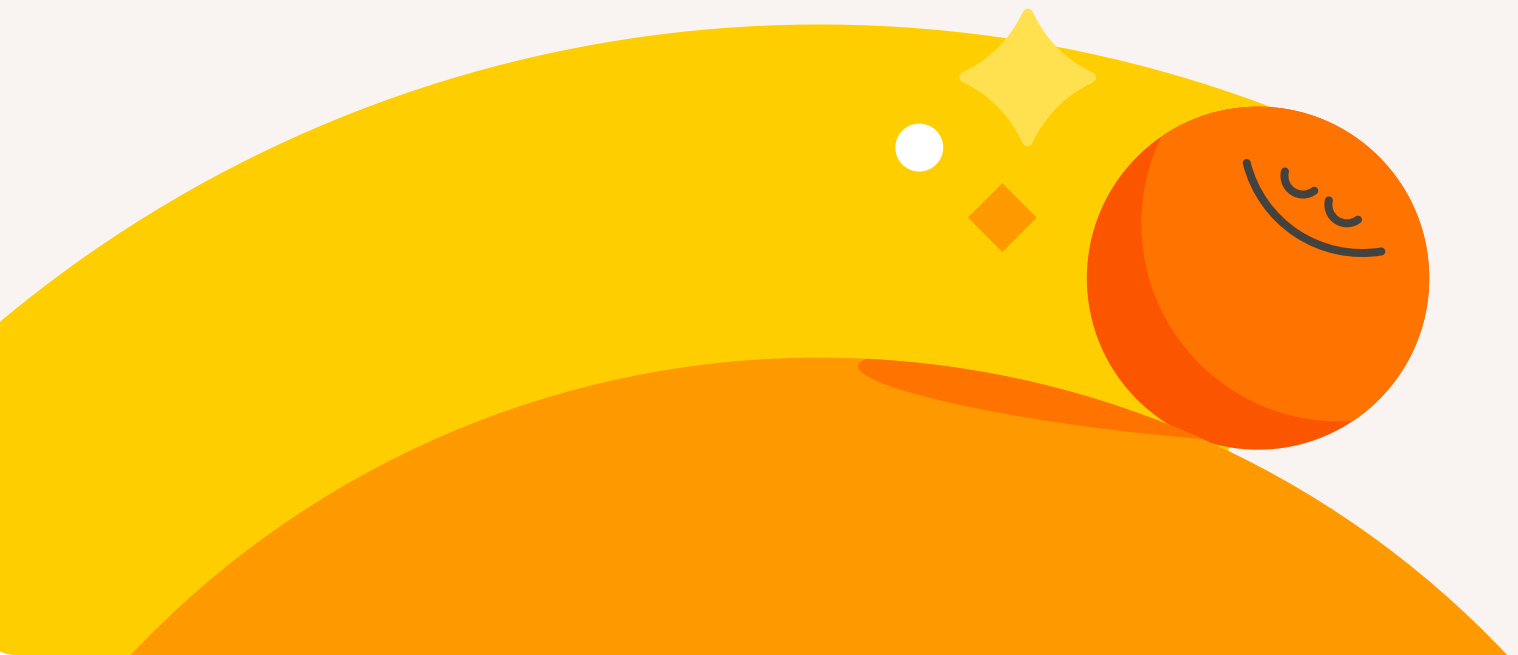


# How Headspace Care Works With You

Headspace Care offers effective, convenient, and affordable mental health support from the privacy of your smartphone.

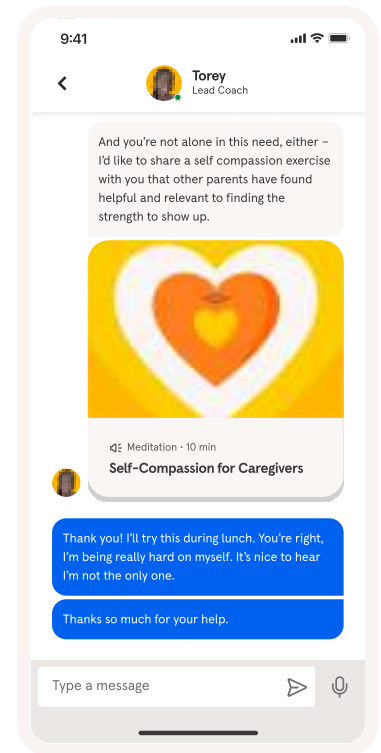
Qualified coaches provide care through text-based chat alongside other tools and guidance. If you're in need of extra support, coaches collaborate with licensed therapists and psychiatrists to provide personalized care that meets you where you are, for whatever you are going through.



# Working with a coach

For those little annoyances that might seem silly to stress about, for those overwhelming feelings, for the life changes you wish to make, and for everything else in between, our coaches are on hand to help you navigate it all. Using text-based conversations, your coach can help you manage everyday stressors before they become bigger issues.

In the same way you would get a regular tune-up for your car, view this as an opportunity to fine-tune yourself. Coaches will work with you to build skills that allow you to stay on track and cope with any difficulties or challenging situations. One of the most convenient features is that it's all done through text messages, so you can chat on your own time without worrying about anyone listening in. Coaches get you back to feeling like yourself so you can focus on what matters to you most.



## Coaching In Action: A (Fictional) Member's Story

Katie (she/her) has been feeling overwhelmed by work piling up. It's getting to the point where she's constantly stressed and is losing sleep. She checks her work email and learns that she has access to Headspace Care as part of her company's benefits, so she decides to give it a try, downloading the app during her lunch break.

- 1 Two minutes into using the app, Katie **schedules her first 1:1 text-based session** with her coach, Joe, for later that evening after she puts her kids to bed.
- 2 In her first session, Katie tells Joe about the stress she's been experiencing. **Joe creates a personalized plan, which includes weekly scheduled coaching sessions and assignments from the Self-Care Library** to help her manage the stress and improve her sleep.
- 3 During each weekly coaching session, **Coach Joe checks in on her progress** to ensure her care plan is still the right fit. When something isn't working for Katie, Joe adjusts it. Together, they come up with specific, measurable, and attainable goals for Katie to work toward, with Joe's support.
- 4 **In between sessions, Katie browses the library and chooses activities based on Joe's suggestions.** He is able to see which activities she followed through with, so that he can recommend others tools and guidance in the interests of her progress and needs. Katie marks her favorites so that she can return to them at any time.
- 5 After three months, Katie feels more in control of her emotions. She's less stressed and is sleeping better. **She decides to stop her weekly sessions with Joe and now only checks in occasionally.**
- 6 **Every other month, Katie attends Headspace's live workshops** to hear from other coaches and get refreshers on tips for managing different challenges.

4.8/5 ★

Average Headspace Care satisfaction rating

85%

of members (approximately) have their needs met by coaching alone

50+

Countries where coaching is available to millions of people

# Mental Health Coaching



## Text-based chats

Coaching happens through text messages in the Headspace Care app. Texting lets you access mental health support privately, conveniently, and without the worry of anyone overhearing your conversation.



## Confidential

Headspace Care is a healthcare provider and, as such, we keep your health information secure. Your activity is never shared with your company, and privacy of data is protected by law.



## Scheduled sessions & immediate support

Schedule regular sessions with your coach when it's convenient for you. When you need immediate support, coaches are available within minutes.



## Real people, experienced professionals

Coaches either have a graduate degree in psychology or a related field, and/or a coaching certification. Coaches have at least two years of professional work experience, and undergo 200+ hours of training a year.

## Working with your coach

Our research shows that coaching is most effective when done regularly. We recommend scheduling sessions weekly or every other week. In your first session, your coach will do an initial consultation to learn about you and what you're going through and will work with you on creating a care plan. In follow-up sessions, your coach will check in to see how the plan is going for you and will make adjustments if necessary. Some of the issues a coach can help you with include relationships, sleep, feelings of anxiety, productivity, career, confidence, self-esteem, grief and loss, and mindfulness.

### When you need immediate support

We understand that sometimes you need in-the-moment support. Maybe you're panicking before a presentation, or you've been lying awake for hours and could use help quieting your mind. Coaches are available when you need immediate care and can work with you to develop skills so you can handle the challenge if it arises again.\*

### How coaching, therapy, & psychiatry work together

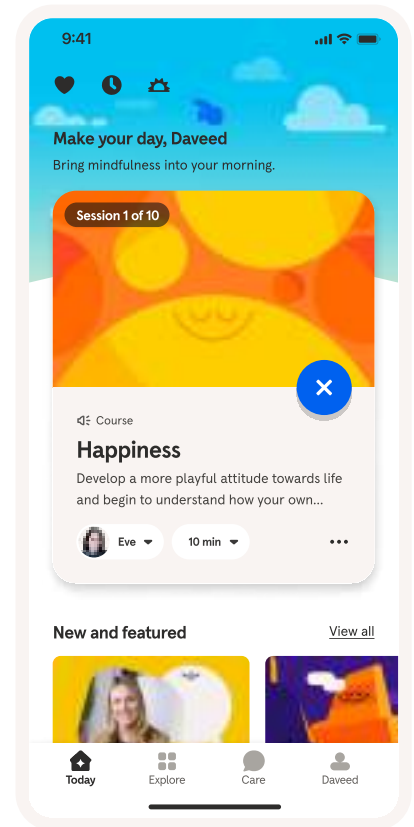
Your coach may determine that you could benefit from additional support from a therapist. Coaching is an excellent complement to clinical care, regardless of whether you work with one of our therapists or a non-Headspace Care therapist. Coaches can support you in between clinical appointments to answer questions and help you stay on track.

# Skill-building resources

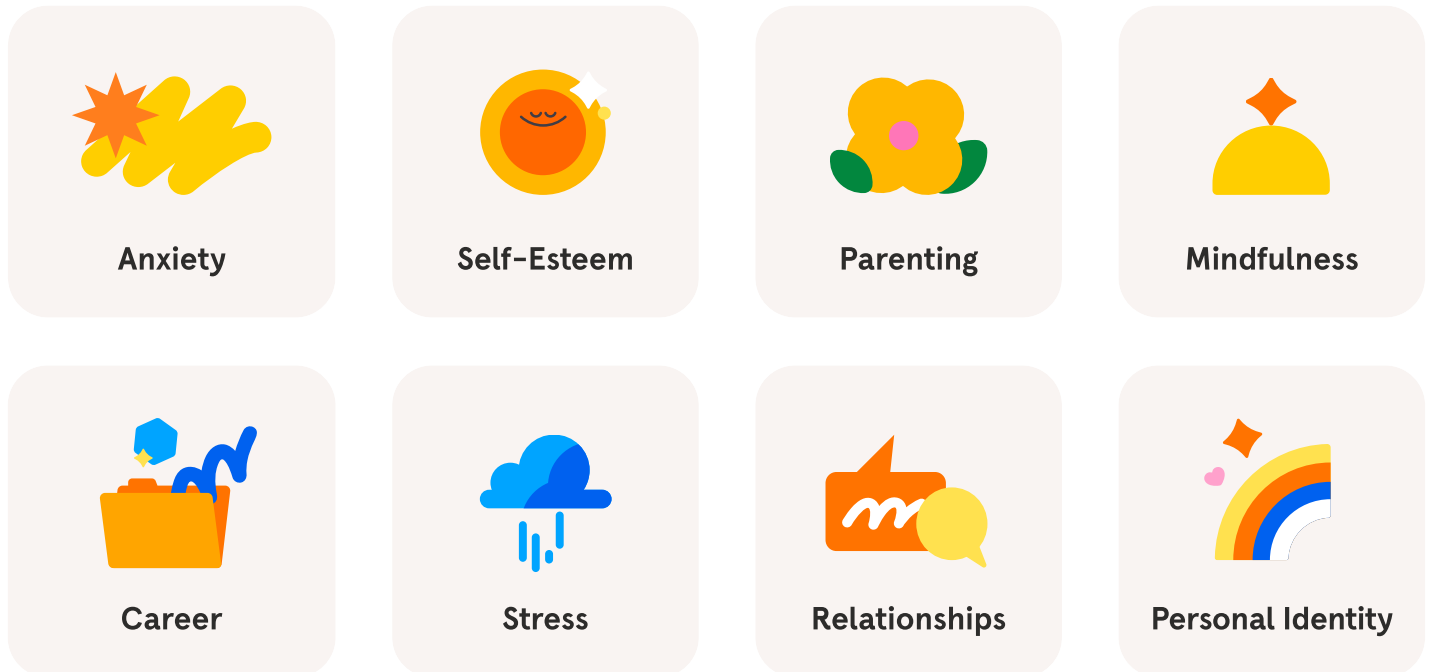
Headspace Care has a library of more than 200 evidence-based, skill-building resources offering tips, tools, and guidance – activities, articles, videos, and podcasts to help you develop new life skills to maintain good mental health.

Each activity takes an average of five minutes to complete and topics include productivity, mindfulness, stress, relationships, self-esteem, personal identity, career, and more.

Coaches may assign you activities as part of your care plan and can track your progress. Along with your coach's suggestions, Headspace Care may recommend content based on what you share during your intake process. The library is always open for you to engage with any content whenever you need it.



## Explore the library



## 200+ activities & growing

Our team of coaches and clinicians constantly adds new, relevant content that supports a variety of needs.

## Easy to use

Resources can be accessed any time, anywhere. They are quick to complete, averaging 5 minutes per activity.

# Therapy & Psychiatry

When you need extra support for more in-depth work, your coach may suggest you consult with a clinician who will become an integral part of your care team. You'll meet with your therapist or psychiatrist on video during regularly scheduled sessions.

Typically, members work with their clinician over eight sessions. Your clinicians then communicate and collaborate with each other to ensure you're getting the right care every step of the way.



## Coaching, Therapy, & Psychiatry In Action: A (Fictional) Member's Story

James (they/them) has been feeling down lately. Worried about finances, work performance, and family obligations, they have been having frequent panic attacks and struggling with their mood. James sees a company email about a live Headspace Care workshop on anxiety and decides to check it out. After learning some new coping strategies, James decides to download the app to get personalized support.

- 1 James begins their first 1:1 text-based session** with their coach, Kim. James texts with Kim during the day in between meetings when convenient.
- 2 Kim suggests that therapy may benefit James.** Coach Kim works with James on skills to help James feel more grounded. In working together, Kim learns that James' anxiety and low mood seem to be rooted in long-standing issues from their past. James decides to give therapy a go.
- 3 Coach Kim adds a Member Support specialist to James' care team. The MS specialist helps James schedule an appointment with a therapist.** At the time of the appointment, James meets with their therapist on video through their phone.
- 4 James' therapist, psychiatrist, and coach work collaboratively to create a care plan for James.** After getting to know the issues at hand, James' therapist determines that James might benefit from medication and refers James to a psychiatrist. James meets with their clinicians twice a week.
- 5 In between clinical sessions, James continues to meet with coach Kim** who helps James incorporate the learnings and insight into their daily life. Kim also assigns James activities from the Self-Care Library of resources to support the work with their therapist.
- 6 After eight sessions in four months, James feels more in control of their emotions and has more self-confidence.** James and their therapist decide that James is ready to move on from therapy and to continue working with their coach for biweekly check-ins to keep them on track.

**4.9/5**  
★★★★★  
Average  
Headspace Care  
satisfaction rating

**83%**  
of members with  
moderate to severe  
anxiety see symptom  
improvement after  
6-16 weeks\*

# Therapy & Psychiatry

## Our therapists

Therapists are state-licensed healthcare professionals trained in a variety of evidence-based therapeutic approaches, and have either a master's or doctoral degree. They help you understand why psychological symptoms or patterns of thought, behavior, or emotion develop, and how to create positive change. Therapists use measurement-based care protocols to determine the right number of sessions to best serve your needs.

## Our psychiatrists

Psychiatrists are medical doctors who are able to prescribe and manage medication. They evaluate members to see if medication is psychologically and medically indicated as well as manage medication prescriptions, dosage, and side effects, and in some cases, tapering off medications. Psychiatrists do not prescribe controlled substances.

## Video-based

Therapy and psychiatry sessions happen on video. You can choose to use your computer or the Headspace Care app. We recommend finding a quiet, private spot where you're able to focus. Our video service is secure and is HIPAA compliant. Your activity is never shared with your company and privacy of data is protected by law.

## Collaborative care with coaches

Together, your coach, therapist, and/or psychiatrist make up your care team and collaborate so you receive effective and seamless care. In between your clinical sessions, coaches can support you with challenges that may arise and help you practice skills. Coaches can also continue supporting you after you complete all your therapy and/or psychiatry sessions.

## Starting with a therapist or psychiatrist

### When and why you might start working with a therapist or psychiatrist:

- ➔ Your coach recommends you could benefit from working with a clinician. Coaches are trained to assess when extra support is needed. Your care team also uses technology to help them better assess the right level of care.
- ➔ You decide to work with a therapist or psychiatrist. Maybe you've received a referral from your primary care provider or you'd like to switch from your non-Headspace Care therapist or psychiatrist, or you simply want to talk to a therapist or psychiatrist.

## How to connect with a therapist or psychiatrist

- 1 **First, ask your coach about therapy and/or psychiatry.** Your coach may conduct an assessment to determine if clinical support is right for you.
- 2 **Next, your coach will add a Member Support specialist to your care team.** The MS specialist will help you schedule a time with a clinician who meets your needs. Your coach will continue to support you in between clinical sessions and after you've stopped working with your therapist or psychiatrist.

# Ready to get started with Headspace Care?

Just follow these simple steps.



- 1 Download the Headspace Care app.
- 2 Set up your account.
- 3 Follow the instructions and you're all set!



Questions?

Visit us at <https://help.headspace.com>