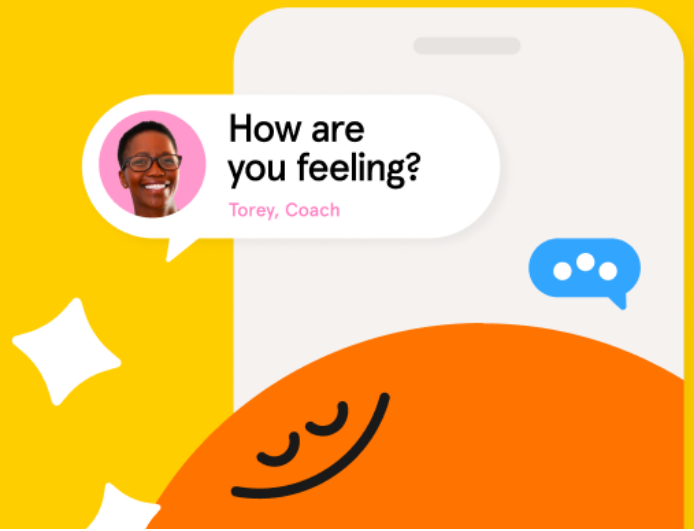


# Support for all of life's challenges

## Frequently Asked Questions



### ABOUT HEADSPACE CARE

#### What is Headspace Care?

You and your dependents age 18+ have access to mental healthcare through the Headspace Care app. 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.

#### Why did Ginger change to Headspace Care?

Headspace and Ginger merged in 2021, and together, our mission is to transform mental health support and well-being. After lots of research and feedback, we made the decision to rename Ginger to Headspace Care as we move forward as one company.

Today, Headspace includes the beloved meditation and mindfulness app, plus coaching, therapy, psychiatry, and self-care activities on the Headspace Care platform. If you already have Ginger, don't worry — the services you receive won't change. Headspace Care will still deliver evidence-based care for every moment. If you don't have the app yet, you can log into your health plan's portal to find and begin your journey with Headspace Care.

#### When will Ginger change to Headspace Care?

Members can expect their Ginger app to update to Headspace Care on October 31, 2023.

#### How will this change affect my experience?

Your experience will stay exactly the same. That means you'll have the same Care Team as you do now, and you'll keep any upcoming appointments you've scheduled. You do not need to download a new app. Your existing app will update on its own. The new app will look different, but all existing services will be waiting for you.

#### Will I have access to the Headspace app now?

At this time, members only have access to resources available through the Headspace Care app.

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

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

## How much do the Headspace Care services cost?

Access to Headspace Care is based on your health plan benefits. Members pay a monthly cost share and get unlimited access for 30 days to behavioral health coaching via text-based chats and access to hundreds of self-guided resources in the Self-Care Library. Therapy and psychiatry services with Headspace Care and out-of-pocket costs are separate and determined by your benefit plan.

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

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

## 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.

## 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. You can access therapy or psychiatry services with costs based on your health plan benefit. We will connect you with a clinical care professional and add them to your care team. Your coach will continue to support you during and after receiving clinical care.

## 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. Beginning October 31, 2023, members can reach out to member support through the app or email [caresupport@headspace.com](mailto:caresupport@headspace.com). Before then, they can still reach our current member support email at [help@ginger.com](mailto:help@ginger.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).