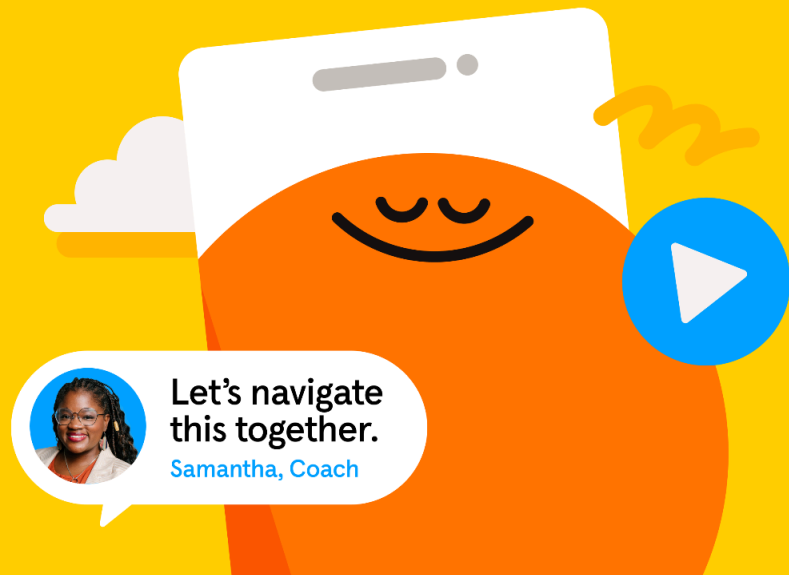




# Mental healthcare for every moment

Frequently Asked Questions



**Let's navigate this together.**  
Samantha, Coach

## 1. What is Headspace EAP?

Headspace, your employee assistance program offers convenient and confidential mental health support for you and up to 5 family members. Members get unlimited access to 24/7 mental health coaching via text-based chats and hundreds of meditation and mindfulness exercises at no cost. If you need a little more support, you can call our 24/7 phone line (855-420-0734) to speak to a counselor right away or visit [headspace.com/worklife](https://www.headspace.com/worklife) and log in with your company code *uncblueridge* to schedule a video or in-person appointment with a therapist, or schedule a video-based appointment with a psychiatrist. Our team of therapists and psychiatrists will see you within days, and you can make appointments on weekends and evenings. UNC Blue Ridge covers up to eight (8) therapy sessions per person, per issue, per year. Psychiatry services are covered through your health plan benefits.

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.

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

Employees and up to 5 family members ages 18 and older have access to the Headspace app for meditation and mindfulness exercises. Employees and dependents ages 13 and older have access to text-based mental health coaching, and video-based therapy and psychiatry through the Headspace Care app. Additional Headspace EAP resources include in-person therapy and work-life assistance for ages 13+.

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

Signing up is easy! To get started, visit <https://work.headspace.com/uncblueridge/member-enroll> verify eligibility by inputting your employee ID and Last Name. You will only need to enroll once to access both Headspace and Headspace Care. Once enrolled, download the Headspace and

Headspace Care apps from the Apple or Google Play store and log in using the same username and password for both to start accessing your benefit!

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).

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

Need help right away? Call the 24/7 phone line (855-420-0734) to get support during a crisis, access resources for everyday challenges, or to schedule an in-person therapy appointment for you or your family members.

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

For Headspace:

After enrolling in Headspace, you will be prompted to invite family members ages 18+ to join your plan. If you are already enrolled in Headspace, please follow these steps:

- Visit <https://www.headspace.com/family/manage> (You may be asked to log in)
- Enter your family member's email address and click send

For Headspace Care:

After you have enrolled, you may refer a dependent (**ages 13+**) through the Headspace Care 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 Care app, tap "Create an account", "Sign up as an adult dependent" and enter the primary member's information.

For any additional questions or information, please chat with the Headspace Member Support team via the Headspace app.

#### **6. 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.

## **7. 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).

## **8. 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.