

Spring Health Benefits Overview Guide



Welcome to Spring Health

Spring Health provides personalized mental health and wellness support designed to help you feel your best.

EMR USA Metal Recycling has partnered with Spring Health to give you and your family access to a suite of personalized mental health support and work-life resources — confidentially and free.

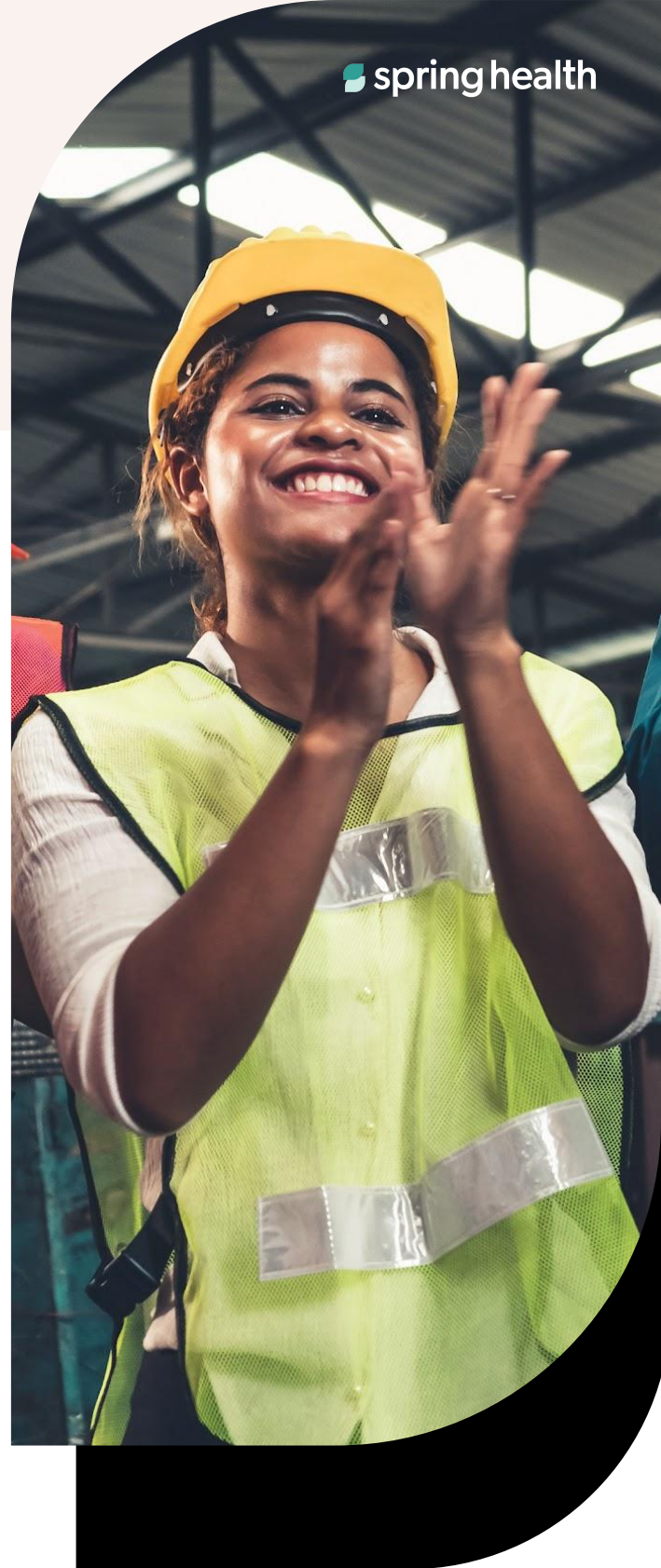
Getting started

To access your mental health benefits:

- Visit emr.springhealth.com
- To activate your mental health benefit click “Create My Account”. You’ll need to enter your first and last name, and date of birth
- Review Spring Health’s Electronic Communication Agreement, and click “Verify Your Benefit”
- You will receive a verification email to your email address. Click “Activate Your Benefit”
- A new window will open in your web browser where you will re-enter your email and click “Activate Your Benefit” to finish account creation
- Take the assessment and review your personalized care plan

To access work-life services:

- Find work-life resources in your care plan, or visit emr.springhealth.com
 - Enter work-life code: **emr**



Having trouble getting signed up?

Contact the Spring Health Care Team

Email: careteam@springhealth.com
Call: 1-855-629-0554, oprima 2 para español.
Monday-Friday 8am-8pm ET.

Mental Health and Wellness Support

Personalized mental healthcare for you and your dependents.

With **Spring Health**, you can quickly access mental health solutions for yourself and your dependents at no cost.

Common mental health challenges

If you or a dependent are struggling with any of the following concerns, or others, contact Spring Health for support.

- Relationship issues
- Depression
- Anxiety
- Prolonged depression, sadness, or irritability
- Excessive fears, worries, or anxieties
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Substance use
- Prolonged negative mood
- Difficulty with focusing at work

Dedicated support and fast access

Spring Health offers a robust Care Navigation system with licensed mental health clinicians ready to help you.

- **Unlimited clinical support** – Get unlimited access to a Care Navigator, a dedicated licensed clinician who can help guide you through your care plan, find a provider, set the appointments and even provide emotional support.

Easy and personalized

Spring Health takes the guesswork out of care with easy to follow care plans made for you

- **A personalized care plan** – Take a quick assessment to get a care plan tailored to you. Your plan might include therapy, coaching, Moments (a library of self-guided exercises to improve mental wellbeing) or a combination of care recommendations.
- **Care anywhere** – Access support at home or on the go through web or app. Meet with our trusted providers at times that work for you—including evenings and weekends.

Free therapy with quality providers

Our provider network is made up of licensed therapists, psychiatrists, and internists, many of whom operate their own private practices.

- **Confidential and free** – Up to 6 therapy sessions per year are covered by EMR USA Metal Recycling at no cost to you. Use them anytime you'd like—they renew every year.
- **Quick appointments** – Therapy sessions are available in as soon as two days at times that work with your schedule, including nights and weekends. Find and schedule directly with providers right from your account.
- **Providers you can relate to** – You have choices in a provider network made to be as diverse as the people we support. Find a therapist you can relate to across specialty, gender, race, language, and more. Spring Health providers have an average 9.4 rating (out of 10) among members.

On-demand support with Moments

- **Self-guided Moments exercises** – Get in-the-moment support with Moments, a library of self-guided exercises to improve mental wellbeing. Topics include anxiety, depression, emotions, burnout, breakups, focus, sleep, loneliness, eating, parenting, personal growth, relationships, substance use, mindfulness, and career.
 - Anxiety
 - Depression
 - Relationships
 - Burnouts
 - Sleep
 - Eating
 - Focus
 - Emotions
 - Substance Use
 - Personal Growth
 - Exercise
 - Mindfulness



Work–Life Resources

Getting started with work–life resources

Our services go well beyond locating providers in your area. For those who choose to utilize our work–life specialists, the process begins with a consultation over the phone to get a clear understanding of what you’re looking for. Because our consultants are specialists, not work–life generalists, they can often help uncover new questions or offer additional support.

During the initial consultation, the work–life specialist will offer suggestions and ideas to consider when and where appropriate, and answer questions about resources or support. Our consultants commonly provide guidance around various care options (e.g., day care centers vs. family day care homes), the most cost–effective options, and how to evaluate providers.

To access your work–life services:

Visit emr.springhealth.com, scroll down, and enter your work–life code: **emr**

Or access your work–life resources from your care plan in your Spring Health account.

Child Care Resources

Our child care consultants can offer resources for parents and children around:

- Care for mildly ill children
- Emergency back–up care
- Summer volunteering for teens
- Play groups for mothers and their infant/toddler
- Preschools and Montessori schools
- Prenatal care
- In-home caregivers
- Financial guidance
- Testing and assessment resources
- Education programs
- Schools for exceptional children
- Residential programs.

In addition, our website includes information for parents of all different experience levels, and child age. It offers advice on everything from raising your child’s self–esteem to keeping backseat chaos to a minimum. The *Adoption* section provides helpful information on the process of adoption. Whether you are “just thinking about it,” trying to maneuver the legal and financial aspects, or considering the special parenting needs of adopted children, the *Adoption* module offers tips and information for all stages of the process.

Elder Care Resources

If you are asking about caregiver support, we have a variety of resources available; caregiver support groups, respite care (in-home or in a facility), and national organizations or organizations dedicated to help individuals with a certain disease. Additionally, consultants can research information on specific topics if the caregiver is inquiring about symptoms or the progression of a particular disease. In these types of cases, we include websites, articles, and/or book titles applicable to the request. Any applicable literature about caregiving that is available through the fulfillment department would be sent to the caregiver.

If you are a long-distance caregiver, we offer a similar search to that described above. One exception is that we give the individual the option of locating resources near the caregiver or near the family member who is in need of the care. An additional suggestion for a long-distance caregiving situation is a geriatric care manager. The care manager can help the dependent maintain a daily schedule and can put the long-distance family member at ease knowing that the dependent is being cared for by a professional. Any literature items found to be applicable would again be sent to the caregiver in this type of situation.

Our website also includes a number of resources related to aging and adult care for caregivers, seniors, adults with disabilities, and everyone who is proactively planning for the future. Information about *Government Programs* for the elderly is included, as well as the essentials regarding *Housing Options and Home Care*. The *Health* module takes a look at some of the common side effects of growing older and what one can do to minimize his or her impact. *Aging Well* focuses on the positive with suggestions for seniors about keeping mentally and physically fit and having fun.

The website also offers a self-search locator for elder care services.



Daily Living Resources

The range of lifestyle issues included under the daily living category is vast. Consultants can assist you with endless resources such as finding care for pets and managing your day-to-day responsibilities at home, and work. The list below details just a few of the topics for which our daily living team can provide resource services:

- Adoption
- Apartment
- Chore services/house cleaners
- Consumer comparisons
- Emergency services
- Entertainment services
- Event planning
- Veterinarians
- Volunteer opportunities
- Moving/relocation services
- Pet obedience training
- Pet sitters/kennels
- Fitness and wellness centers/programs
- Home repair (e.g., handymen, plumbers, contractors, etc.)
- Transportation and travel services

Our website also offers insight on a variety of issues our Daily Living team can address, including wellness resources. For example, a number of health and fitness resources are available in the Thriving division of the website. The *Live Healthy* module challenges you to objectively assess your health, and then take action with preventative screenings, and healthy lifestyle changes.

Healthy Eating and *Medical Care* provide additional focus on two important aspects of a healthy lifestyle. Particular health concerns of different age groups are addressed in *Infants' and Toddlers' Health*, *Children's Health*, *Adolescents' Health*, *Seniors' Health*, *Women's Health*, and *Men's Health*. Information and resources for specific, common conditions and diseases can be found under *Health Challenges*. A similar wealth of resources is available for topics covered within the Aging, Balancing, Living, Thriving, and Working website divisions.



Legal Assistance

We contract with an extensive network of attorneys to provide consultation regarding legal concerns. You can obtain consultation for any legal matter, with the exception of those involving disputes or actions between you/dependent and your employer or for business issues.

Top matters for legal service consultations are:

- Divorce/Custody
- Criminal
- Estate planning/Wills/Trusts
- Real estate
- Landlord/Tenant
- Personal injury/Malpractice
- Debtor/Creditor
- Adoption
- Probate
- Bankruptcy

Legal Assist offers access to participating attorneys who can provide telephonic or in-person consultations to address employees' legal needs. Consults are free, but may be referred if more specialized support is required.

- **Telephonic Consultation:** If you require legal assistance and do not want or need to retain a lawyer, your concerns may be addressed through a free telephonic consultation. In these situations, we can connect you to a participating attorney for a consultation.
- **In-Person Consultation:** If you have an immediate need for in-person legal consultation, we can connect you to a participating lawyer in your area. These local lawyers provide a free, up-to 30-minute consultation, and, in most instances, agree to discount their hourly fees by 25% (or 10% off of a flat fee) if additional assistance is required.

Financial Assistance

If you require financial services, you can start by completing an intake with a financial consultant. In many cases, the consultant can provide issue resolution assistance on the spot. Financial consultants are available Monday through Friday from 8:00 a.m. to 12:00 a.m. EST. If you are requesting financial assist services outside of those hours, you will receive a follow-up call from a financial consultant the next business day.

The most common financial issues addressed include:

- Bankruptcy
- Buying a home for the first time
- College fund planning
- Credit card debt (lowering rates; consolidating debt)
- Identity theft prevention
- Foreclosure prevention
- Major life event planning
- Retirement planning
- Budgeting (to cope with reduction in household earnings; to reduce debt; to save; household budgeting)

