



# Ginger EAP: Around-the-clock access, tailored around you

## Frequently Asked Questions

### ABOUT GINGER

#### **What is Ginger EAP?**

The Ginger Employee Assistance Program (EAP) provides on-demand mental healthcare and work-life assistance to help you handle life's challenges. Beginning January 1, 2023 Paycor is offering Ginger EAP at no cost to you.

Ginger EAP members receive 24/7 access to care through text-based behavioral health coaching, or by phone with a counselor. Ginger therapy is offered through video, phone, and in-person visits, with weekend and evening hours. Counselors can also connect you to local resources that offer support for everyday concerns that impact mental health, such as financial stress, legal assistance, eldercare, and childcare needs. Ginger psychiatry is available with coverage based on your health plan.

#### **Why is my employer offering Ginger EAP?**

Your organization is committed to providing you and your loved ones with access to best-in-class mental healthcare and work-life assistance to help you handle life's challenges. With Ginger EAP, there's less friction in accessing help than with traditional EAPs. It's easy to use, available 24/7, and offered at no cost to you and your household members.

#### **How much do the Ginger services cost?**

There's no cost to use the Ginger EAP coaching, therapy, and work-life services. Beginning January 1, 2023, you and your household members age 13 and older have access to on-demand text-based coaching, self-care activities, and work-life resources that offer support for everyday concerns such as financial stress, legal assistance, eldercare, and childcare needs. Therapy services through video, phone, and in-person visits are also covered up to 6 sessions per person, per issue, per year.

Ginger psychiatry is available to EAP members with coverage based on your health plan. Please note that you may be subject to out-of-pocket costs, co-pays or deductibles based on your health plan.

## **Who is eligible to use the Ginger EAP services?**

Employees, their spouse/partner, and dependents age 13 and older, are eligible for Ginger EAP.

## **How do I sign up for Ginger EAP?**

1. Beginning on January 1, 2023, you can download the [Ginger Emotional Support app](#).
2. In the app, tap "Create Account," then "My Organization."
3. Follow the instructions to complete sign-up.

If you need immediate support, or are in crisis, call 855-420-0734 anytime to be connected with a counselor.

## **Is Ginger EAP available in a language other than English?**

Ginger EAP is also available in Spanish for adults age 18 and older. To change your app language to Spanish, tap "Profile" and then "Account Settings."

## **Are all the Ginger services also available outside of the United States?**

If you reside outside of the United States, you have access to Ginger EAP counselors and are eligible for phone, video, and in-person therapy sessions. Coaching services through the Ginger app are available in some countries outside of the United States.

## **Who can I reach out to if I have questions about the Ginger EAP program?**

The Ginger EAP Member Support team is available to answer any questions you may have. Members can reach out to Member Support through the app or email [help@ginger.com](mailto:help@ginger.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).

If you need immediate support, or find yourself in crisis, call 855-420-0734 to be connected with a counselor at any time.

## **ABOUT COACHING & COUNSELING**

### **What is the difference between coaching & counseling**

Coaching is offered through text-based conversations in the Ginger app. Coaching is a collaborative process where you and your coach work together over an extended period of time to create an action-oriented plan to focus on the present and align on what you want to accomplish in the future. Coaches listen with compassion and empower you to discover your full potential by encouraging you to identify small steps you can take to work towards your goals. Your coach will help you make adjustments as needed to keep you on track.

Counselors are available via phone to members who find themselves in a crisis or require immediate support. To be connected to a counselor, call 855-420-0734.

## ABOUT GINGER THERAPY

### **What is Ginger therapy?**

Ginger therapy consists of sessions with a licensed clinician to help you address ongoing psychological symptoms, patterns of thought, behavior, or emotion that no longer serve you. Therapy allows you to dive deeper into past or present issues to make positive changes in your life.

### **How are Ginger's therapy services delivered?**

Therapy sessions can happen in-person, via phone, or via video chat right from the Ginger app—which means you can have your session anywhere you'd like. You can also access digital appointments through your computer using [Zoom](#). We recommend finding a quiet, private place where you feel comfortable. Sessions can range in number and frequency, depending on your needs and the EAP plan design selected by your employer..

### **What happens if I run out of Ginger EAP sessions?**

In most situations, Ginger therapists are in-network with your company's health plan. If you exceed your allocated sessions, you can remain with your therapist and the additional sessions will be covered by your insurance. Please note that you may be subject to co-pays or deductibles associated with your coverage.

As a reminder, therapy services through video, phone, and in-person visits are also covered up to six (6) sessions per person, per issue, per year.

### **Can members access couples therapy or family therapy?**

In-person couples and family therapy sessions are available as part of the Ginger EAP. Video appointments for couples and family therapy sessions through the Ginger app are not offered at this time. To schedule an in-person couple or family therapy session, call 855-420-0734.

### **Does Ginger EAP offer psychiatry services?**

Ginger EAP does not include psychiatry services as part of your EAP benefits package. However, Ginger EAP members may have access to Ginger psychiatry services through your health plan. Please note that you may be subject to co-pays or deductibles associated with your coverage.

## ABOUT WORK-LIFE RESOURCES

### **What work-life resources are provided as part of the Ginger EAP?**

In addition to providing in-the-moment support, counselors can connect you to local resources that can offer support for everyday concerns that impact mental health, such as financial stress, legal assistance, eldercare, and childcare needs.

## PRIVACY, SECURITY, AND SUPPORT

### **Will my employer and peers I work with know that I am using Ginger EAP?**

No. Ginger does not share any individual-level service usage or other private data with your employer. Ginger only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell your employer anything about your interaction with your coach or even that you use Ginger. We only share "big picture" information, such as the total number of employees using Ginger. Ginger 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](#).

### **Will my Ginger activity and information be private?**

Yes and yes. Ginger does not and will not share anything about your individual activity, sign-up information, or private data, with your employer. We only provide summarized reports that are aggregated and anonymized to preserve the privacy of our members. Ginger is a healthcare provider and 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. Additional questions about our privacy or security practices can be directed to: [privacy@ginger.io](mailto:privacy@ginger.io).

U.S. Members: [U.S. Privacy Statement](#) and Medical [Terms of Service](#).

International Members: [International Privacy Statement](#) and Coaching [Terms of Service](#).