

Support for all of life's challenges

Frequently Asked Questions



ABOUT Headspace Care EAP

What is Headspace Care EAP?

US: Paycor provides confidential mental healthcare plus tools, tips, and insights to help you better balance work and life, for you and any dependents aged 13 and older. You have unlimited access to one-on-one coaching via text-based chats as well as support for financial stress, legal assistance, eldercare, and childcare needs at no cost to you. Therapy is offered through a variety of formats with appointments available in days, with weekend and evening hours. Therapy services are covered up to 6 sessions per person, per issue, per year. Psychiatry services are also available, with coverage based on your health plan. Please contact your health plan for more information.

Headspace Care is available in Spanish and French for adults age 18 and older. Counseling services and work & life resources are available in over 200+ countries and territories delivered in the participant's preferred language.

How do I sign up for Headspace Care EAP?

1. Download the [Headspace Care](#) app.
2. In the app, tap "Create account" then "My Organization."
3. Follow the instructions and then you're all set.

If you need immediate support, call 855-420-0734 anytime to be connected with a counselor. Do not attempt to access emergency care through the Headspace Care app.

How do dependents sign up for Headspace Care EAP?

Adults:

Dependents age 18+ get access to Headspace Care from their own, separate accounts.

1. Download the [Headspace Care](#) app.
2. In the app, tap "Create account" then "Sign up as a dependent."
3. Tap "Adult Dependent" and enter the primary member's information.

4. Follow the rest of the instructions and then you're all set.

Teens:

Employees or primary beneficiaries must sign up for Headspace Care before teen dependents aged 13-17 are able to sign up.

1. Download the [Headspace Care](#) app.
2. Tap "My Organization" and complete the registration steps.
3. Once you're in the app, tap "Profile," then "Dependents," and enter your teen's info.
4. Your teen will receive an email with instructions to sign up for Headspace Care.

Note: Adolescents ages 13 - 17 cannot sign up for Headspace Care on their own. They must be referred by their parent/guardian.

Why is my employer offering Headspace Care EAP?

Your organization is committed to providing you and your loved ones with access to best-in-class mental healthcare, plus skill-building resources to help you navigate and manage life's challenges. With Headspace EAP, there's less friction in accessing help than with traditional EAPs. It's easy to use, conveniently available, and offered at no cost to you and your dependents ... coming to you directly from your smartphone.

Who is eligible to use the Headspace Care EAP services?

Employees and their dependents age 13 and older are eligible for Headspace EAP.

How much do the Headspace Care services cost?

There's no cost to use the Headspace Care EAP coaching, therapy, and skill-building resources. You and your dependents aged 13 and older have access to text-based coaching and 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.

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

Which languages are available?

Headspace Care's coaching and in-app resources are available in English, Spanish, and French. To change your app language to Spanish or French, tap "Profile" and then "Account Settings." Therapy as well as the work and life resources are available in over 200+ countries and territories delivered in the participant's preferred language.

Why do I have to enter my work email address to sign up for Headspace Care EAP?

Your work email address is a unique identifier that Headspace Care will only use to confirm you can access Headspace Care EAP as part of your company benefits. When creating a member log-in with Headspace Care, you may use the email address of your choice. You can unsubscribe from communications at any time by using the unsubscribe button located at the bottom of our emails.

Who can I reach out to if I have questions about the Headspace Care EAP program?

The Headspace Care 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@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).

ABOUT HEADSPACE CARE COACHING

What is Headspace Care coaching?

For employees aged 18 and older, Headspace Care offers confidential guidance and support through coaching via text-based chats, in addition to skill-building resources available in-app. Support is available anytime, anywhere, for a variety of challenges you may be struggling with – all from the privacy of your smartphone. Coaching is available in English, Spanish, and French.

What is the Headspace Care Self-Care Library?

The Self-Care Library found in the Headspace Care app contains hundreds of tips, tools, and insights that you can do in your own time, including skill-building resources, videos, podcasts, and more – all designed to help you better navigate everyday life and the challenges it can present. Topics include mindfulness, stress management, self-esteem, sleep, productivity, and career, to name but a few. Coaches may assign resources from the library as part of your experience and can track your progress. In addition, Headspace Care may recommend other resources based on what you shared during the intake process. This library is always open for you to engage with any content, whenever needed.

Are Headspace Care's coaches robots?

No. Our coaches are not robots or droids. You will always have a human-to-human experience, and our coaches are real people with thoughts, feelings, and life experiences. As such, they need breaks too, which is why you might occasionally have a delayed response. Headspace Care carefully vets all coaches before joining the Headspace Care team to ensure we're providing high-quality support for our members.

What are the qualifications of Headspace Care coaches?

Headspace Care coaches have a graduate degree in psychology or a related field and/or a coaching certification. Coaches providing member services are not licensed clinical counselors.

What can Headspace Care coaching help me with?

Typically, our members work with coaches on personal and professional development, relationships, communication, sleep, and overall emotional well-being. Coaches suggest strategies, provide support, and hold you accountable to any goal you're working to achieve. Through text-based conversations, a coach offers ongoing guidance to help you manage everyday stressors before they become bigger issues.

Can Headspace Care coaches recognize suicidal ideation and substance abuse?

Coaches gather information about suicidal ideation using questions based on internal protocols. Based on the information provided by the member, coaches follow a specific protocol to ensure the right level of support is received, including the deployment of emergency services if needed. Coaches are able to assess substance use to understand the frequency, intensity, duration, and onset (FIDO) usage. These results help determine whether the Headspace Care services are right for you or if you need to be evaluated for a higher level of support.

How are coaching services delivered?

Coaching occurs through text-based chats in the Headspace Care App only. Coaches do not talk with members on the phone or over video. If members prefer speaking over typing, they can use the voice-to-text functionality on their Android or iPhone.

How do I schedule an appointment with a Headspace Care coach?

- **First appointment:** You can schedule your first appointment – the initial consult – in the app. Just tap "Chat" or reach out to your assigned coach.
- **Follow-up appointments:** Work with your coach to set up a regular time for ongoing support, or reach out as needed at a time that works best for you.

Would I get support from the same Headspace Care coach all the time?

Headspace Care will assign you a primary coach at your first appointment. You can add up to three coaches to your team who are available at different times, giving you a broader range of coverage. Your coaches work together to ensure a seamless experience. We recommend working with your primary coach to set up your goals and reaching out to the rest of your team for in-the-moment support or questions.

Can I specify the gender/ethnicity/specialty of my coach?

Our coaches are trained to work with people from various backgrounds, including the LGBTQIA+ community and racial and ethnic groups traditionally underserved in the mental health field. Your coaches will provide care that is tailored and relevant to you. If you would like to switch coaches, reach out to Member Support and they will be happy to assist you.

Is my activity in the app and interactions with the Headspace Care team secure?

Information exchanged with the Headspace Care team is confidential. Headspace Care does not share member-level service usage, conversations, or other personal information with your organization. Headspace Care protects your confidential and personal information in accordance with applicable international laws, as described in our [Privacy Policy](#) and [Terms of Service](#). Headspace Care services are provided from the United States. Your information is securely stored in the US subject to the applicable laws of that country. If you have additional questions about privacy or security practices, please email privacy@Headspace Care.com.

Is my personal information and data safe with Headspace Care?

As a fundamental pillar to ensuring trust and providing the best possible support, Headspace Care's information privacy and security governance is aligned with the International Organization for

Standardization (ISO) 27001 and 27002 security standards, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the National Institute of Standards and Technology (NIST) Special Publications 800 Series, the General Data Protection Regulation (GDPR) (EU) 2016/679, and other relevant state and international breach notification and security regulations. Headspace Care has implemented administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of your information. We partner with third parties to provide EAP services. For more information about our third parties privacy practices, contact us at privacy@Headspace Care.com.

Will Headspace Care use my information to send me communications?

We may use your contact information to inform you of issues with your account, and send you updates and news about Headspace Care. If you'd like to opt-out of emails, click "Unsubscribe" at the bottom of any Headspace Care email. To opt-out of app notification, go to "Settings" on your smartphone. If you choose to opt-out, Headspace Care may still have the right to send you information about your account or services.

Can I request that Headspace Care deletes my personal data?

Headspace Care stores your personal data for as long as Headspace Care needs it to provide the services, to serve the purpose(s) for which your personal data was processed, or as necessary to comply with Headspace Care's contractual and legal obligations, resolve disputes, or enforce our agreements to the extent permitted by law.

If you would like to exercise your data rights or just have questions about how we use your data, please contact Headspace Care at privacy@Headspace Care.com. Note that if you submit a request for erasure, you will no longer have access to the services when we fulfill your request. Your rights are not absolute and we may need to retain your data including, for example, maintaining a medical record or for billing purposes.

ABOUT THERAPY

What is therapy?

Therapy with a licensed clinician involves a deeper dive into ongoing issues or psychological symptoms where you are guided to better understand what lies behind certain thought patterns and behaviors shaped by the past or certain events. A clinician helps us to explore past or present issues so that we are better equipped to make positive changes in our life.

How can I connect with a Headspace Care therapist?

Headspace Care's therapists are available to provide in-the-moment care via phone, video, or in-person visits to members who find themselves in a crisis or require immediate support. Therapists can also provide referrals for external work and life resources. Therapists are available by scheduling a video appointment in app or by calling your EAP hotline via 855-420-0734. Sessions can range in number and frequency, depending on your needs and the EAP plan selected by your employer.

You can also reach out to a Headspace Care coach through the app to express your interest in getting matched with a therapist. In some cases, a Headspace Care coach may notice that you could benefit from therapy and refer you to a therapist. You and your adult dependents (age 18 and older) can receive therapy by following these steps.

1. A Headspace Care coach will connect you to a Headspace Care Referral Coordinator.
2. Then, you'll receive an email from the referral coordinator with an intake form.
 - a. *The purpose of the intake form is to gather your demographic information and provider preferences.*
3. Once you've completed the intake form, the Referral Coordinator will collaborate directly with the therapy team to match you with a therapist.
4. After the matching has been completed, you'll receive another email containing the contact information for your therapist.

To schedule appointments with your therapist:

5. **First appointment:** Reach out to your therapist to schedule your first appointment.
6. **Ongoing appointments.** After your first appointment, you and your therapist will find a time that works best for both of you.

You will continue to receive daily support from a Headspace Care coach and will have access to skill-building resources in-app to supplement progress between coaching and therapy.

What is the difference between coaching & therapy?

Coaching is action-oriented for your personal or professional development, whether that's something challenging you're moving through, some areas of life where you feel stuck, or a future goal you are moving toward. Therapy goes deeper and is oriented around introspection, fostering awareness about past or present events, leading to positive life changes.

Coaching sessions happen through text-based chat, while therapy sessions happen via a variety of formats. To be connected to a therapist, call 855-420-0734.

Can I work with a Headspace Care coach if I'm seeing my own therapist?

Yes. If you're working with a therapist outside of Headspace Care EAP, please let the Headspace Care coach know so they can take this into account when supporting you.

Can I work with a Headspace Care coach if I'm also seeing a Headspace Care therapist?

Absolutely. Headspace Care's text-based coaching is an excellent complement to counseling sessions. In between your counseling appointments, you can check in with a Headspace Care coach anytime via text to keep you on track and get immediate support with challenges that may arise.

Can I work with a Headspace Care therapist without a Headspace Care coach?

At Headspace Care, your experience includes a relationship with a coach and access to the Self-Care Library. If you feel that additional support may be helpful to you, you can call 855-420-0734 or chat with a Headspace Care coach about it during your first session.

How do I change the time and date of my therapy appointment?

To reschedule your upcoming Headspace Care therapy session, please tap the Video option at the bottom of your app **at least 48 hours before your scheduled session**. You can then cancel and reschedule your appointment, however please be advised that any sessions canceled less than 48 hours may result in a late cancellation fee. If for some reason you are not seeing this self schedule option, we recommend uninstalling the Headspace Care app completely, then reinstalling and logging back in to ensure that your app is up to date.

If you need additional support, please message Member Support directly in the app or email help@headspace.com for assistance.

What happens if I run out of Headspace Care EAP therapy sessions?

In most situations, Headspace Care EAP therapists are in-network with your company's health plan. If you exceed your allocated sessions, you can remain with your counselors 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. Contact your health plan for more information.

What are the qualifications of therapists/counselors?

Headspace Care therapists are state-licensed healthcare professionals trained in various evidence-based therapeutic approaches and have either a master's or doctoral degree.

Can therapists provide care in Spanish?

We have a diverse workforce that can provide the best possible care to our members. Many therapists speak Spanish and have experience working with Spanish speaking populations across the world. If Spanish speaking providers are not in your area, interpreters can be provided.

In addition, Headspace Care EAP therapists are located in over 200+ countries and territories, majority of which speak the participants preferred language.

Can therapists provide care in French?

Therapy services are delivered through a French interpreter via private video sessions.

Do therapists specialize in specific areas?

Therapists/counselors are healthcare professionals who receive extensive training to treat various issues and work with a broad group of individuals. This training enables them to provide members with a level of care that is highly tailored, relevant, and based on empirical evidence. Members can discuss their specific needs with their clinicians.

Can I be matched with a counselor with a certain specialty?

The provider network is designed to support the diverse needs, and cultural/experiential backgrounds of those participating in the service. Participants can be matched to a provider using multiple criteria, including gender, language, culture, and sexual orientation. Providers complete an extensive application that includes identifying the following:

- Languages spoken
- Treatment specialties (e.g., stress management, grief/loss, anger management)
- Treatment approach (e.g., group, family systems, mindfulness, biofeedback)
- Client demographics (e.g., children, military, LGBTQ, geriatric)

How long are clinical appointments?

The duration of therapy sessions may vary depending on your needs. The average length of a therapy session is typically 45-50 minutes. For psychiatry, the first appointment is usually 45 minutes, and follow-ups are 20 minutes.

Can my dependents receive counseling as well?

Dependents age 13+ can receive counseling. They can either download the Headspace Care Emotional Support app to chat with a coach or Member Support. Or, they can call 855-420-0734 to schedule sessions via phone, video, or in-person visits.

Does Headspace Care EAP offer psychiatry services?

Headspace Care EAP does not include psychiatry services as part of your EAP benefits package. However, Headspace Care psychiatry is available to EAP members with claims applied to your health plan. Please note that you may be subject to out-of-pocket costs, co-pays or deductibles based on your health plan.

Reach out to Member Support within the Headspace Care app or email help@Headspace.Care.com to confirm whether Headspace Care psychiatry services are covered by your insurance plan.

How do I schedule an in-person appointment with a therapist/counselor?

If you are looking for an in-person therapy appointment, call our counselors at 855-420-0734 to schedule your appointment.

How do I access my video-based therapy/counseling appointment?

You can access your video-based therapy from your smartphone or your computer.

- **If you're on your smartphone:** Open the Headspace Care app and tap "Video" at the date and time of your appointment to access it.
 - If you have trouble, close the Headspace Care app entirely and reopen it. If that doesn't work, turn your phone off completely and turn it back on.
- **If you're on your computer:** Download Zoom using this link <https://zoom.us/download>. Search your inbox for an email confirmation containing your appointment details. Then, click "Start session" in the email at the date and time of your appointment. If you have trouble, try entering the appointment link in the confirmation email in your browser instead.

If you need support, please message Member Support in the app or email [help@Headspace Care.io](mailto:help@HeadspaceCare.io), and they can notify your therapist that you are having trouble accessing your appointment.

ABOUT WORK-LIFE RESOURCES

What work-life resources are provided as part of the Headspace Care 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.

All members also have access to our comprehensive Headspace Care EAP website that offers an extensive range of content including 2,000+ articles, searchable databases, webinars, and interactive tools to support you and your family.

How do I access Headspace Care EAP work-life resources?

To get connected to local resources, call 855-420-0734 to speak with a counselor.

Self-service online resources are also available to you on the Headspace Care EAP website. Visit [www.Headspace Careeap.com](http://www.HeadspaceCareeap.com) and log in with your company code listed at the top of the FAQ.

PAYMENT & CANCELLATION POLICY

Why do I need to provide my payment information if my employer offers Headspace Care as a company benefit?

We ask for your credit card information to keep on file as having this information from the start makes it easier for you to pay later. We will charge your credit card only if:

1. In the event of a late cancellation or no-show (see policy below)
2. If you exceed your employer provided number of therapy sessions and future sessions require you to pay an amount your medical plan doesn't cover, like copays or deductibles.
3. If your medical plan doesn't cover Headspace Care psychiatry appointments, or requires you to pay a copay or deductible.
4. If you cancel a psychiatry appointment with less than 48 hours' notice.

We'll always let you know before we charge you.

What's the cancellation and no-show policy for therapy/counseling appointments?

If you need to cancel an appointment with a therapist, we ask that you do so at least 48 hours in advance. This policy helps us ensure all of our members can receive timely care, as we cannot frequently fill slots canceled within 48 hours. For appointments canceled with less than 48 hours notice of your scheduled appointment, you will be charged a no show/cancelation fee.

How does Headspace Care protect my credit card information?

Your security is a top priority for us. Headspace Care doesn't store credit card information. Instead, Headspace Care uses a payment processor, Stripe, which secures all credit card information. To learn more about Stripe, visit <https://stripe.com/privacy>.

Headspace Care - PRIVACY, SECURITY, AND SUPPORT

Will my employer and peers I work with know that I am using Headspace Care EAP?

No. Headspace Care does not share any individual-level service usage with your employer. Headspace Care 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 Headspace Care. We share "big picture" information, such as the total number of employees using the services. Headspace Care 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 linked below.

Will my Headspace Care activity and information be private?

Yes and yes. Headspace Care does not and will not share anything identifiable 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. Headspace Care 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@Headspace Care.com.

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

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

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

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

How do I know that all my information and data shared with Headspace Care are in safe digital hands?

As a fundamental pillar to ensuring trust and providing the best possible support and care, Headspace Care's information privacy and security governance is aligned with the International Organization for Standardization (ISO) 27001 and 27002 security standards, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the National Institute of Standards and Technology (NIST) Special Publications 800 Series, the General Data Protection Regulation (GDPR) (EU) 2016/679, and other relevant state and international breach notification and security regulations. Headspace Care has implemented administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of your information.

Can I request that Headspace Care deletes my personal information and data?

Headspace Care stores your account data and personal information for as long as Headspace Care needs it to provide the services, to serve the purpose(s) for which your personal information was processed, or as necessary to comply with Headspace Care's contractual and legal obligations, resolve disputes, or enforce our agreements to the extent permitted by law.

If you would like your account data or other personal information permanently removed from Headspace Care's database, please contact Headspace Care at privacy@Headspace Care.com. Once your Identifying Personal Information is deleted from Headspace Care's records, you will no longer have access to the services, nor will you receive emails from Headspace Care. Subject to applicable law and necessary record retention requirements, Headspace Care will retain certain information for recordkeeping purposes, complete any transactions you began before your request, and for other purposes as required or authorized by law.

Will my dependents know that I am using Headspace Care, and will I be notified of their usage?

No, Headspace Care will not share usage information with family members, dependents, or primary benefit recipients, unless specifically provided for under our Privacy Policies.