
Modern Health FAQ

For ACWA JPIA Plan Participants



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Modern Health

What does Modern Health offer?

Modern Health is a mental wellness platform that employees enrolled in ACWA JPIA medical plans and their eligible dependents have access to, as a benefit offered by your employer. Modern Health believes that quick access to personalized mental health support can have a profound impact on your day-to-day -- whether that's at home, at work, or in your relationships.

How can Modern Health help me?

Get Care that's Personalized to You

Modern Health makes it simple for you to get support in the areas that matter to you, in the way that works best for you. Once you answer a few questions about your well-being and your preferences for type of care, Modern Health will develop a personalized care plan for you that recommends a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus. This includes topics like burnout, relationships, work performance, healthy habits, challenging life events, financial well-being, inclusion and belonging, and more.

Speed to Support

Modern Health helps you get connected to resources and care professionals who have availability to meet with you in a matter of hours and days, not weeks and months.

Work with Quality Care Professionals

Modern Health recognizes that successful care starts with your trust and comfort. They have a global network of diverse care professionals, including licensed therapists and certified coaches, who use proven evidence-based methods, and have expertise working with people from all walks of life.

Why is my employer offering this to me?

Modern Health partners with employers who care deeply about investing in their team and prioritizing their employees' health and happiness, in and out of the workplace. They recognize that similar to

physical health, mental health is foundational to overall employee retention, engagement, and productivity.

Is Modern Health backed by science?

Modern Health's model is grounded in evidence-based approaches, including Cognitive Behavioral Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, and Mindfulness.

What areas does Modern Health support?

Modern Health helps you cultivate the resilience needed to weather the ups and downs of everyday life by proactively offering support in the below areas.

Emotional Well-being

Anxiety, Attention or Hyperactivity Concerns, Autism Spectrum, Depressed or Low Mood, Disordered Eating, Grief, Mindfulness and Meditation, Obsessions and Compulsions, Serious Mental Illness, Significant or Chronic Stressor(s), Spirituality or Religion, Substance and Alcohol Abuse Concerns, Trauma, Well-being Related to My Cultural Identities

Professional Well-being

Burnout, Career Change, Diversity Equity Inclusion and Belonging in the Workplace, General Professional Development, Managing My Workload, Recent Promotion, Workforce Reduction, Work-life integration

Relationships and Community

Building New Relationships, Improving Relationships and Communication, Navigating Conflict, Parenting, Caregiving, Family, Supporting Diversity Equity Inclusion and Belonging in Your Community

Physical Well-being

Sleep, Exercise, Healthy Diet, Medical or Health.

Financial Well-being

Financial Setbacks or Hardships, Understanding Your Financial Well-being, Financial Goals

*Note: This list isn't intended to be comprehensive. Please feel free to write to Modern Health about other areas of focus at help@modernhealth.com

What are my benefits?

What benefits am I eligible for?

Based on our plan with Modern Health, employees enrolled in ACWA JPIA medical plans and their eligible dependents have access to:

- 8 one-on-one video sessions (per calendar year) with certified mental health, professional, or financial well-being coaches*
- 8 one-on-one video or in-person sessions (per calendar year) with licensed clinical therapists*
- Unlimited group support sessions (known as Circles), designed to be safe spaces for sharing and learning with others. (Note: Circles currently offered in English only.)
- Guided Meditations on managing stress and proactively building resilience.
- Ongoing well-being assessments to check-in on your well-being over time

* See "When do my benefits reset?" below for number of sessions available between 9/1/21 and 12/31/22

Are my dependents eligible?

Yes, coverage for dependents is included in your benefit. Your dependent does not need to be enrolled in your medical plan to be eligible for Modern Health. Dependents each have the same number of sessions available to employees. "Dependents" refers to:

- Your legal spouse or registered domestic partner; and
- You, your spouse's, or your registered domestic partner's children under the age of 26.

What does Modern Health not cover?

Services that are not covered include: psychiatry, inpatient or residential treatment, hospitalization (including partial), intensive outpatient treatment, emergent care, long-term care or counseling, prescription medication, services for remedial education, and nonevidence-based behavioral healthcare. Please check with your health plan or benefits portal for coverage of these excluded services.

When do my benefits reset?

Your benefits will reset on Jan 1, 2023. During the 16 months, from September 2021 through December 2022, the number of sessions will be prorated and combined across calendar years. You and your dependents will each be eligible for 11 coaching sessions and 11 therapy sessions. Thereafter, each calendar year, participants and their dependents will each be eligible for 8 coaching sessions and 8 therapy sessions.

Note: Unused sessions do not rollover when your benefits reset.

Registration

How do I register?

1. Download the Modern Health mobile app on your mobile device.
2. Sign up using **ACWA JPIA** as your company name.
3. Enter your full name as listed on your medical benefits enrollment.
4. Use either your work or personal email to register, your choice.
5. Answer a few questions about your well-being and preferences for care.
6. Get your personalized care plan, which includes a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus.

Note: If you would like to access Modern Health in English, you can do so on either your mobile device or desktop. You can access the desktop app in English here at my.modernhealth.com.

If you have trouble registering for Modern Health, please don't hesitate to reach out to help@modernhealth.com with a note or screenshot. The Modern Health customer support team will verify the information against what they have on file with your employer to provide you the best instructions on how to successfully access Modern Health.

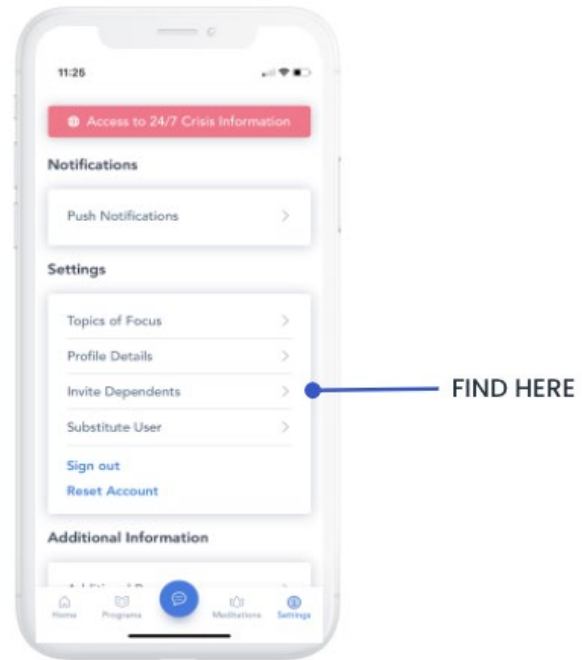
How do I register a dependent?

Using the app (only), you may invite eligible dependents to register for Modern Health only after you've registered yourself. Once you've registered, you will have the option in your user profile to invite adult dependents under "Settings."

Adult Dependents

To register an adult dependent (age 18+), follow the instructions below, and a registration link will be emailed to your adult dependent:

- 01 Log into the app
- 02 Select "Settings"
- 03 Choose "Invite Dependents"
- 04 Enter requested information



Minor Dependents

App usage and coaching is only available for dependents 18+. If your dependent under the age of 18 would like access to therapy sessions, follow the instructions below:

- 1) In the Modern Health app, click into the "Information" section.
- 2) Click the "invite dependents" button and enter in your dependent's full legal name and an appropriate parent/guardian email for coordination and communication.
- 3) Enter the dependent's email address for registration.
- 4) Modern Health will email you at your own email address to find an appropriate provider and connect you directly with the provider.

What is the well-being assessment and why should I take it?

Similar to regular physicals with your primary care physician, Modern Health's well-being assessment serves as a checkup for your mental health.

Your well-being assessment empowers experts at Modern Health to provide you with the best user experience. It enhances the customization of your personalized wellness plan, which makes it more effective in addressing your specific needs. Although ups and downs in well-being are inevitable, Modern Health's data-driven approach keeps up with how you're doing over time to support you.

Types of Care

What types of care does Modern Health offer?

Modern Health makes it easy for you to access care in the way you prefer. During the assessment we'll ask you how you prefer to receive care. Based on your needs and preferences, we'll guide you to the level of care that's right for you, whether that's:

- One-on-One: Coaching and Therapy
- In a Group: Live, Specialist-led Group Support Sessions called Circles
- On your own: Self-serve Digital Meditations.

Confidentiality and Security

Does my employer know if I'm using Modern Health?

All information submitted through the Modern Health application is kept confidential and used to deliver a more personalized experience. No individual usage data will ever be shared back with your employer.

How does Modern Health report on employee usage?

Our engagement reports are aggregate and by default reported at the company level, which provides a strong foundation for ensuring confidentiality. For companies that request more granular reporting we will assess each data set to ensure compliance for the unique population.

In general, smaller sample sizes (such as fewer than ten people) might reveal insights about individual activity and other information correlated with changes in reported averages over time. As such, we continually assess both the numerator and denominator for the population we're reporting on. While there is no official national standard, small numerators are of increasing concern for confidentiality, so

our compliance team actively assesses scenarios where there are small numbers of individuals with reported characteristic(s) in the population to ensure confidentiality is maintained.

Is what I discuss with my coach or therapist confidential?

All information between you and your coach or therapist is confidential, except in the following cases:

- You are at risk of harming themselves and/or others
- Child, elder adult, or dependent adult abuse
- Court subpoenas

How do you protect my information?

Hypertext Transfer Protocol Secure (HTTPS) encryption measures are used for all data exchanged between our members and our application. Both chat and video use end-to-end encryption. For chat messages with providers, conversations are encrypted in transit via SSL (TLS v1.2). Each conversation (between a member and a provider) has its own encryption key and the keys are stored in a separate, secure secrets management system (Hashicorp Vault). Message contents are encrypted upon receipt by our web server and are transported and stored encrypted in our internal systems.

For more information, please refer to our [Privacy Policy](#).

General Support

Who can I reach out to if I have questions?

The quickest way to get support will be through the Contact Us section within the mobile app. Or you can email help@modernhealth.com. You can also visit our [Member Support](#) page for more FAQs.

