
Modern Health FAQ

For Marvell Employees



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Modern Health

What is Modern Health?

Modern Health is the only holistic mental health, well-being and resiliency platform that meets people where they are and trains them to be less stressed, more engaged, and happier through evidence-based technology and professional support. There is no one-size-fits-all solution for mental health, and that's why Modern Health strives to cover an employee's every personal and professional need.

Why Modern Health?

Modern Health aims to help people get easier access to relevant mental health care. Our mission is to change how people think about mental health: just like physical health, mental health impacts us all. Whether you want to proactively reduce stress or treat depression, Modern Health will guide you to the right solution tailored to your needs.

What does Modern Health offer?

Modern Health is the one-stop shop for all tools related to mental well-being and self-improvement. Members gain access to the following features:

Personalized Plan

Take a well-being assessment and review which tools may be most helpful for you.

Professional Support

Get matched to a dedicated professional who can help you reach your goals. As a Marvell employee, you have access to 6 sessions each year.

Curated Content Library

Learn quick tips and tricks to prevent burnout, manage stress, and cope with anxiety or depression based on our evidence-based digital programs. You can use these digital programs for in-the-moment support or to build your own toolkit of techniques to improve your mental well-being.

If you're still not sure where to get started, Modern Health recommends that you 1) download our app and register your account, 2) take a well-being assessment, and 3) get matched to a dedicated coach who can work with you to figure out next steps.

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.

Stress & Anxiety: Anxiety, Depression, Stress, Resilience.

Relationships: Romantic Relationships & Dating, Family, Friends, Breakups.

Healthy Lifestyles: Sleep, Physical Activity, Eating Well, Habits.

Financial Well-being: Goals, Budgeting, Savings & Debt, Management, Investing.

Diversity & Inclusion: Gender, Equality, Unconscious Bias, LGBTQ, General Belonging

Life Challenges: Pregnancy/Parenting, Elder/Child Care, Loss of a Loved One, Illness.

Mindfulness & Meditation: Stress Less, Sleep Better, Focus Better, Meditation for Beginners.

Work Performance: Productivity, Leadership Skills, Work Relationships, Professional Development.

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

How does Modern Health think about mental health?

At Modern Health, the philosophy towards mental health comes from the World Health Organization (WHO), which defines mental health as a state "in which every individual's potential is realized, every individual can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to the community." The Modern Health platform reflects this holistic approach to mental health, triaging users to the proper level of care: self-paced digital resources, coaches, and clinical therapists, each of which targets the specific needs of individuals at any given point in time.

Is Modern Health backed by science?

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

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.

What are my benefits?

What benefits am I eligible for?

As a Marvell employee, you are eligible for the following complimentary sessions each year: 6 coaching sessions and 6 therapy sessions. Additionally, you are eligible for complimentary access to Modern Health's curated content library.

Are my dependents eligible?

Yes, coverage for dependents is included in your benefit.

Dependents have the following complimentary sessions each year: 6 coaching sessions and 6 therapy sessions.

"Dependents" refers to:

- Your legal spouse or registered domestic partner;
- You, your spouse's, or your registered domestic partner's children under the age of 26;
- A child age 13 -17 for whom you, your spouse or your registered domestic partner is a court appointed guardian; and
- A child for whom you have a Qualified Medical Child Support Order.

Coaching is available only to dependents 18+ while therapy is available to all dependents. If your dependent is under the age of 18 and would like access to sessions, please email help@joinmodernhealth.com. We will work to find an appropriate provider and connect you directly with the provider.

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 January 1, 2022.

Upon logging in for the first time, you may see that you have 8 sessions available, which reflects a combined allotment for 2020 and 2021. If you exhaust your 8 sessions, an additional 4 will be granted to you in 2021.

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

Registration

How do I register?

1. Download the Modern Health app in the Google Play Store (Android) or App Store (iOS). After your download is complete, select "Join Now" from the welcome page of the mobile app.
2. Use the first and last name you have on file with your employer.
3. Enter your company email and password of your choice.
4. Select "Register" on the web or "Agree & Join" on the mobile app to complete registration.

If you have trouble registering for Modern Health, please don't hesitate to reach out to help@joinmodernhealth.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?

You may invite 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

In order to register an adult dependent (age 18+), 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 preferred email
- 3) A registration link will be sent to your dependent

Minor Dependents

App usage and coaching is only available for dependents 18+. If your dependent is under the age of 18 and would like access to therapy sessions, please email help@joinmodernhealth.com. We will work 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.

Care

What is coaching?

Coaching is a collaborative process to help you make important changes in your personal and professional life. Your coach will work with you to create a personalized plan.

Coaches are professionals trained to help you make progress on your goals, both personal and professional. They can support lower-level mental well-being needs like stress and anxiety, and are also experienced in working on topics that therapists might not be - like leadership, career changes, etc. Your coach’s job is to help you organize your thoughts, emotions, and goals and break things down into smaller steps that create forward movement and growth. The client is the driver of these sessions, while the coach is there to provide reflection, clarity, and accountability.

What is therapy?

Therapy is talk-based mental health treatment delivered by licensed clinicians to help with mental health needs. Therapy is appropriate if there is a clinical concern, as defined by the duration of symptoms (e.g., most of the time for two weeks) and their severity (e.g., interfering with someone’s

ability to function in an important area of life). Those with a clinical need essentially experience symptoms (e.g., depression, anxiety) that are strong, last a long time, and impact the ability to function.

What is the difference between coaching and therapy?

Modern Health's belief is that anyone can benefit from working with a coach, and some people need therapy in addition to or instead of coaching. The primary difference between coaching and therapy is that therapy is conducted by licensed mental health professionals who are trained to treat clinical difficulties (e.g., depression, anxiety), whereas coaches work on non-clinical issues (e.g., personal growth, financial well-being, and professional development).

You can maybe think about it as the difference between seeing an orthopedic surgeon and a physical therapist. If you have broken your leg, you should see a surgeon since they are uniquely qualified to support you. But if you've sprained your ankle, a physical therapist is a much better fit. Not only would seeing a surgeon be more intense than you need, but physical therapists are better trained to help you gain strength. In this metaphor, therapists serve as the surgeon and coaches serve as the physical therapist.

Here is a breakdown of the different types of providers in our coaching and therapy networks:

Coaching

Coaches work with individuals to help them have the kind of lives they want. While there is no specific degree or license required to practice as a coach, all Modern Health coaches are rigorously vetted, certified, and trained in evidence-based approaches.

Therapy

Therapy can be provided by therapists or psychologists.

Therapists can have a variety of titles (counselors, therapists, clinicians, etc.). What they have in common is a master's degree (M.A., or M.S.) in clinical psychology or a related field and are licensed in the state in which they practice. Common licenses include Licensed Marriage and Family Therapist (LMFT),

Licensed Clinical Social Worker (LCSW), and Licensed Professional Counselor (LPC). These therapists are also trained in the assessment and treatment of mental health concerns.

Psychologists have a doctoral degree (Ph.D., or Psy.D.) in clinical psychology or a related field such as counseling psychology or education and are licensed in the state in which they practice. They are trained in the assessment and treatment of mental health concerns.

Why do I only see coaching as an option?

Based on your answers to the well-being survey, Modern Health will determine the appropriate care for your level of well-being needs and direct you to match with either a coach and/or a therapist. We believe that everyone can benefit from working with a coach and some people can benefit from working with a therapist if they have a clinical need.

How do you match me to a provider?

Modern Health matches you to appropriate providers based on a proprietary algorithm that considers your well-being assessment and areas you want to focus on.

I was matched to coaching, but I think I need a therapist. How can I utilize my therapy sessions?

If you're interested in working with a therapist and would like more clarity as to whether therapy better fits your needs, we recommend chatting with your coach first to determine the best course of action. All our coaches are trained to recognize clinical needs and refer you to an appropriate therapist through Modern Health.

If you know that therapy is the best fit for your needs, you can also request to be matched with a therapist directly in the mobile app by clicking the "Information" section on the bottom right of your home screen in the mobile app, then "Contact Us". Let us know what you're looking for in a therapist (i.e. areas of expertise), and we'll get back to you with a good match.

How often should I meet with my coach or therapist?

How often you meet with your coach or therapist depends on your personal needs and goals. On average people meet with their provider every two to three weeks. However, this is highly dependent on your preferences and can range from weekly sessions to sessions every other month.

Can I complete sessions with my partner or a family member?

Yes, you can use your sessions with your partner or a family member. If you choose to do so, each completed session will count as one of your covered sessions. Please discuss this directly with your coach or therapist.

What can I expect during my first coaching session?

During the first session, your coach will kick things off with an introduction to what coaching is and what you can expect during the session, including reviewing confidentiality (nothing you discuss is shared with Modern Health or your employer unless you request more support or need crisis resources). They will then ask you a few questions to better understand what you hope to get out of the coaching experience and what a successful experience would be for you. By setting expectations up front, the coach will be able to better help you identify personal goals and take steps towards achieving them.

In subsequent sessions, the coach will follow up on any action items to understand their impact and you will together come up with next steps.

The standard coaching session is 30 minutes and takes place over video, usually every two weeks or once a month. In between sessions, you are encouraged to reach out to your coach with any follow up questions or advice via Modern Health's digital messaging tool in the app as well as utilize the digital CBT and meditation programs.

What can I expect during my first therapy session?

Similar to coaching, therapists will start each session with an introduction and review of expectations and confidentiality to make sure that you feel comfortable with them and the process. They will then ask you a series of questions to get a better understanding of your symptoms and background to best identify how you can work together to achieve your goals.

After this initial assessment, they will work collaboratively with you to formulate a treatment plan and review different methods to help you address your needs (e.g. Cognitive Behavioral Therapy, Acceptance and Commitment Therapy, Dialectical Behavior Therapy). They will likely give you some follow up action items that you can take away from the session.

In follow up sessions they will review specific action items and alter your treatment plan based on your needs. Typically, therapist visits will be 45-50 minutes in length and occur in person or via video, often weekly.

How should I prepare for my first session?

Before your first session, we encourage you to ask yourself a few questions. As with many other aspects of your life, the more effort you put into your coaching and/or therapy experience, the more you'll get out of it. These can help guide your initial conversations with your coach or therapist.

- Where do you want to start?
 - You might have a lot of areas of interest (e.g., you want to learn mindfulness, and work on your finances). Spend some time thinking about where you want to get started before your first visit. What is most on your mind or stressing you out?
- Do you know what your goals are, or do you need help figuring that out?
- What do you want to get out of coaching or therapy?
- What do you want your coach or therapist to be like? Do you want someone who holds you accountable, who is a cheerleader, who challenges you?
- How do you want your life to look when you are done? What does success look like?

What happens if my provider isn't a good fit?

Our goal at Modern Health is to find someone that you feel you can do good work with and who can do good work with you! If you think the first person you meet with doesn't seem like a good fit, just let the Modern Health team know (help@joinmodernhealth.com) and they will connect you with someone new.

Logistics

- If you are experiencing a clinical need, Modern Health will recommend a therapist to work with in addition to/instead of your coach for up to 6 sessions. You can also work with your dedicated coach to determine if you would benefit from therapy.
- You have unlimited access to your coach over text and/or email.
- Coaching sessions are held over video/phone.
- Therapy sessions are available in person or virtually.
- If you need to miss a scheduled session, please let your coach/therapist know at least 24 hours before your appointment. If you cancel after that time, or miss the session, it will count towards your total covered sessions.

What do I do if I need support in between sessions?

Beyond sessions, your coach is available through chat to check in on your progress toward your goals, provide ad hoc support as follow-up to previous conversations, and to provide suggestions relating to a problem or difficulty area discussed in a prior session. To chat with your coach, click the blue text bubble on the bottom center of the mobile app. Your coach will respond to you within 24 hours.

*Note: Modern Health is not a crisis resource. If you are experiencing a mental health emergency, please go to the nearest emergency room or contact a local emergency response line. You can find local and international resources by selecting "Information" on the bottom right of your mobile app, and then clicking the red "Access to 24/7 Crisis Information" banner at the top of the screen.

What happens when I finish my covered Modern Health sessions?

As you are approaching the end of your covered Modern Health sessions (6 coaching, and 6 therapy sessions as needed), Modern Health encourages you and your provider to have a discussion about whether you want to wrap up after the covered sessions, or if you want to continue. If you choose to continue, please contact help@joinmodernhealth.com so Modern Health can help facilitate next steps.

Continuity of Care with an Existing Provider

What happens if I'd like to request continuity of care with my existing provider?

Those with existing provider relationships will have the option to request continuity of care. To do so, please submit your provider's information by emailing help@joinmodernhealth.com and our Care Team will reach out to invite them to become a Modern Health provider. We will email you with an update and next steps shortly after.

What happens if my provider doesn't want to join Modern Health?

In the case that your existing provider would not like to join the Modern Health network, you may be asked to work with a new provider by getting matched in the app. It is our goal to find you the best possible match and we will work with you to ensure your provider meets your needs. Please reach out to help@joinmodernhealth.com if you have questions or concerns about your new provider.

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?

Please email help@joinmodernhealth.com.

Crisis Support

What do I do in a crisis?

FOR U.S. ONLY COMPANIES: Modern Health is not a crisis resource. If you are experiencing a mental health emergency, (e.g., thoughts about suicide, thoughts about harming yourself or others, medical crisis, or in a dangerous situation), please call emergency responders (911), crisis support (<https://suicidepreventionlifeline.org/> or 1-800-273-8255), or head to the nearest emergency room.

You can find local and international resources by selecting "Information" on the bottom right of your mobile app, and then clicking the red "Access to 24/7 Crisis Information" banner at the top of the screen.