

Frequently asked questions

Is Spring Health confidential?

Yes. Using Spring Health is confidential and your information is not shared with your employer.

How can I get started with Spring Health?

Go to guardianbenefits.springhealth.com to create your account. Then, take a quick online assessment that helps Spring Health understand your needs to help you find the right care options for you.

Spring Health is available on desktop and mobile via the Spring Health Mobile app from the App Store or Google Play.

How much does Spring Health cost?

As an employee, **you**

have access to a total of

covered therapy visits every year, at no cost to you.

You also have unlimited access to your Spring Health Care Navigator, who is there to provide support and assist you throughout your journey, at no additional cost to you.

What is a Care Navigator and how can they help me?

Spring Health Care Navigators are licensed, masters-level educated mental health professionals. Your Care Navigator is your personal guide to discuss your assessment results, walk you through your care options, or provide support for stressful situations and your everyday mental health needs. They can help you find and book an appointment with a Spring Health provider for therapy. If you are hesitant about seeing a provider, sometimes it helps to just check in with your Care Navigator periodically — that's what they are here for. You can reach the Spring Health Care Navigation team at **855-629-0554**, Monday–Friday, 8am–8pm ET.

