
Modern Health FAQ

For Rivian Employees



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Modern Health

What is Modern Health?

Modern Health is a mental wellness platform that you and your family members 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.

What do I have access to through Modern Health?

Through Modern Health, you have access to a full spectrum of resources to improve your emotional, professional, social, physical, and financial well-being.

Based on Rivian's plan with Modern Health, this includes access to:

- 8 one-on-one video sessions (per year) with certified mental health, professional, or financial well-being coaches
- 8 one-on-one video or in-person sessions (per year) with licensed clinical therapists
- Unlimited group support sessions (known as Circles), designed to be safe spaces for sharing & learning with others.
- A library of self-serve resources, including guided meditations and digital courses on managing stress related to COVID, management, resilience, parenting, sleep, building healthy habits, communication, and more.
- Ongoing well-being assessments to check-in on your well-being over time

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 & belonging, and more.

Speed to Support

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

Work with Quality Care Professionals

Modern Health recognizes that successful care starts with your trust & comfort. They have a global network of diverse care professionals, including licensed therapists & 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.

How do I get started with Modern Health?



















1. Download the Modern Health app on your mobile device, or go to my.modernhealth.com.
2. Sign up with your work email and **Rivian** as your company name.
3. Answer a few questions about your well-being and preferences for care.
4. 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.

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	 Relationships & Community	 Physical	 Professional	 Financial
Subtopics	Anxiety; Depression; Mindfulness & Meditation; Serious Mental Illness; Spirituality; Obsession & Compulsions; Trauma	Building or Improving Relationships; Navigating Conflict; Parenting, Family, & Caregiving Challenges	Exercise; Healthy Diet; Medical or Health; Sleep; Chronic Conditions	Burnout & Work-life Balance; Management; Career Change or Development	Financial Setbacks or Hardship; Understanding my Financial Well-Being
Digital					
Coaching					
Therapy					

Work Performance

Productivity, Leadership Skills, Work Relationships, Professional Development.

Relationships

Romantic Relationships & Dating, Family, Friends, Breakups.

Stress & Anxiety

Anxiety, Depression, Stress, Resilience.

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.

*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 Rivian's plan with Modern Health, you and each of your family members have access to:

- 8 one-on-one video sessions (per year) with certified mental health, professional, or financial well-being coaches
- 8 one-on-one video or in-person sessions (per year) with licensed clinical therapists
- Unlimited group support sessions (known as Circles), designed to be safe spaces for sharing & learning with others
- A library of self-serve resources, including guided meditations and digital courses on managing stress related to COVID, management, resilience, parenting, sleep, building healthy habits, communication, and more
- Ongoing well-being assessments to check-in on your well-being over time

Are my family members eligible?

Yes, coverage for your family is included in your benefit.

Your family members over the age of 18 have the following complimentary sessions: 8 coaching sessions and 8 therapy sessions. Your family members under the age of 18 have the following complimentary sessions: 8 therapy sessions.

"Family" refers to:

- Your spouse or partner;
- You, your spouse's, or your partner's children;
- Extended family members within your household

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 reset on January 1st

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

Registration

How do I register?

1. Download the Modern Health app onto your mobile device, or go to my.modernhealth.com.
2. Sign up with the first and last name you have on file with your employer, your work email, **Rivian** as your company name, and your password of choice.
3. Select “Register” on the web or “Agree & Join” on the mobile app to complete registration.
4. Answer a few questions about your well-being and preferences for care.
5. 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.

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 family member?

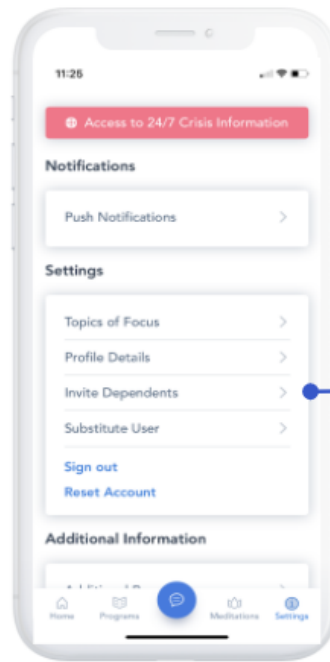
You may invite family members to register for Modern Health only after you've registered yourself. Once you've registered, you will have the option in your user profile to invite adult family members under “Settings.”

Adult Family members

In order to register an adult family member (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 emailed to your dependent

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



FIND HERE

Minor Family Members

App usage and coaching is only available for family members 18+. If your family member is under the age of 18 and would like access to 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.
- 4) We will email you at the provided email address to 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.

Types of Care

What is coaching?

Coaching is a collaborative process to help you make important changes in your personal and professional life. Modern Health has a network of certified mental health, professional, and financial coaches, who are trained to support you with your mental well-being, work-related needs, and financial well-being, respectively.

At Modern Health, coaching is designed to help you find immediate ways to reduce stress and improve wellness across different areas in your life. Your coach's job is to listen, help you organize your thoughts, and give you actionable steps to help you create forward movement and growth. You'll be in the driver seat for these sessions, and your coach is there to provide reflection, clarity, and accountability.

Modern Health coaches are certified, heavily vetted, and trained by experts in many of the same principles that therapists rely on. Modern Health members work with coaches for support with navigating burnout, relationships, building healthy habits, and more.

What is therapy?

Therapy is a treatment in which a therapist and their client work together to understand mental health concerns and develop a plan for treating them. Therapy is appropriate if there's a clinical concern, like depression or anxiety, as defined by the duration of symptoms and their severity (for example, if the symptoms are interfering with someone's ability to function in an important area of life for an extended period of time). A standard therapy session is 45-60 minutes in length and is conducted by a licensed mental health professional.

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. At Modern Health, coaches are rigorously vetted, certified, and trained in evidence-based approaches.

Mental Health Coaches

Mental Health coaches are trained in evidence-based approaches to support you in navigating non-clinical levels of stress & anxiety, and helping you proactively improve your well-being.

Professional Coaches

Professional coaches can support you to navigate work-related stressors, including burnout, career development/changes, management, executive decision-making, communication, confidence-building, and more.

Financial Well-being Coaches

Financial well-being coaches specialize in helping you take the stress out of budgeting. They help you identify your goals, and create healthy habits to feel in control when it comes to your financial well-being.

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 masters 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.

What are Modern Health Circles?

Circles are live, video-based therapist- or coach-led group sessions that are designed to help you improve your well-being. At Modern Health, these sessions are intended to be safe, intimate spaces for participants to collectively share, listen, and learn. As a Modern Health member, you have access to unlimited Circle sessions as part of your covered benefit.

Modern Health has recurring Circles series for Foundations of Wellbeing and Healing Racial Trauma.

- Foundations of Wellbeing includes sessions for topics like: Quieting Your Negative Thoughts, Emotional Resilience, Social Connection, and more.
- Healing Racial Trauma Circles are safe spaces for BIPOC communities to collectively discuss issues that impact them and heal.
- Modern Health also conducts rotating Circle Series around topics relevant to current events.

You can view and sign up for upcoming Circle sessions [here at circles.modernhealth.com](https://circles.modernhealth.com) . Modern Health is currently working on integrating Circles into their app.

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.

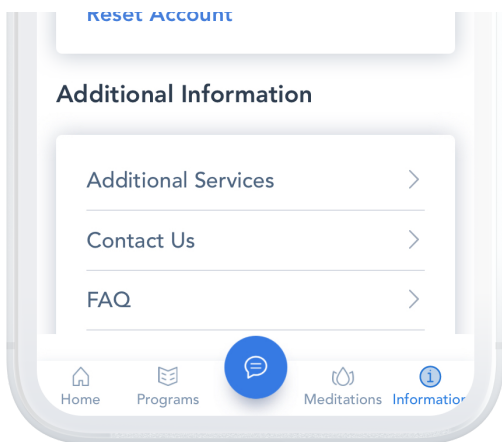
How do you match me to a provider?

Modern Health matches you to appropriate providers based on a proprietary algorithm that takes into account your well-being assessment, your preferred areas of focus, and your preferences for care.

I was recommended 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 of 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 selecting "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 few options that may be a good fit.



How often should I meet with my coach or therapist?

How often you meet with your coach or therapist depends on your personal needs, goals, and covered sessions through your employer's plan. 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 every other month.

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

Yes, you are able to 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?

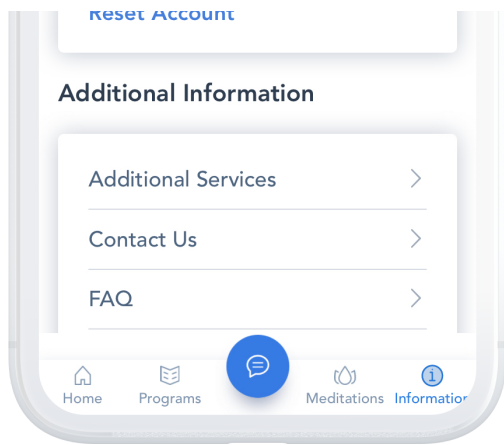
- 01** Come prepared
- 02** Prioritize
- 03** Think about desired outcomes
- 04** Find a quiet space
- 05** Keep an open mind
- 06** Take action



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

The Modern Health team is committed to finding you a care professional who you feel comfortable with. Your trust & comfort is Modern Health's priority, and they recognize that having a provider of a certain characteristic, specialization, or demographic factor may help you feel more comfortable seeking support.

If you don't initially see a provider option who aligns with your preferences, you can just let the Modern Health team know by selecting "Contact Us" within the app or reaching out at help@modernhealth.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 eight 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 (8 coaching, and 8 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@modernhealth.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?

Modern Health works hard to curate a diverse, dynamic, and evidenced-based global provider network to support our members. While we can't guarantee that all members will be able to continue working with their existing providers through Modern Health, members with existing provider relationships will have the option to request continuity of care.

To do so, please register your account on the Modern Health app, take your wellbeing survey, and receive a care recommendation. If you would prefer continuing with your existing provider instead of your curated care recommendation, please ask your provider to apply to the Modern Health network through our [Provider Application](#). If it is a mutual fit and your provider confirms they have joined Modern Health, please contact us through the app or send an email to help@modernhealth.com with your provider's name. From there, the Modern Health team can match you and your provider in our system, which enables you to continue working with your provider via your Modern Health covered sessions.

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 or they do not meet our evidence-based criteria, 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 new provider aligns with your goals and values. Please reach out to help@modernhealth.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.

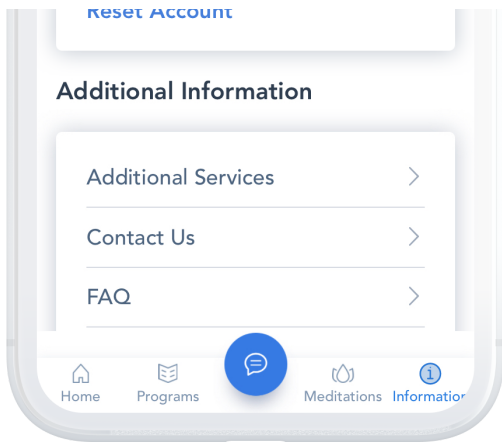
For chat messages with providers, conversations are encrypted in transit via SSL (TLS v1.2). Each conversation (between a member and a provider) has its own encryption key and the keys are stored in a separate, secure secrets management system (Hashicorp Vault). Message contents are encrypted upon receipt 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?

The quickest way to get support will be through the Contact Us section within the mobile app. Or you can email help@modernhealth.com



Crisis Support

What do I do in a crisis?

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 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.