

# Care Connect

Care Connect is a collection of services to make sure you can access the care you need, when you need it. It includes:

- **The Modern Health Helpline** — A 24/7 phone line staffed by licensed counselors for you to call when you need support connecting to care.
- **Care Navigation** — Support identifying care options, understanding benefits, or identifying community mental health resources.
- **EAP Services** — Work-life services, onsite crisis support, manager supervisory services, and more.



# Care Connect

In addition to Modern Health's core one-on-one coaching, therapy, group Circles, and self-paced Courses and programs, you have access to the below services through Modern Health Care Connect.

## Modern Health Helpline

**FOR:** Urgent needs and critical incidents or technical support

**INCLUDES:** Phone line for immediate access to counselors

## Care Navigation

**FOR:** Support understanding care options and navigating your care journey

**INCLUDES:** Help navigating insurance/benefits, identifying community resources

## Work Life Services

**FOR:** Referrals to child care, elder care, adoption, education, and convenience services.\*

**INCLUDES:** Research and referrals through Work-Life specialists

## Managers Supervisory Services

**FOR:** Manager support for workplace concerns

**INCLUDES:** Access to Professional consultants

\*Service offerings vary by country

**Modern Health is your mental wellness benefit.**

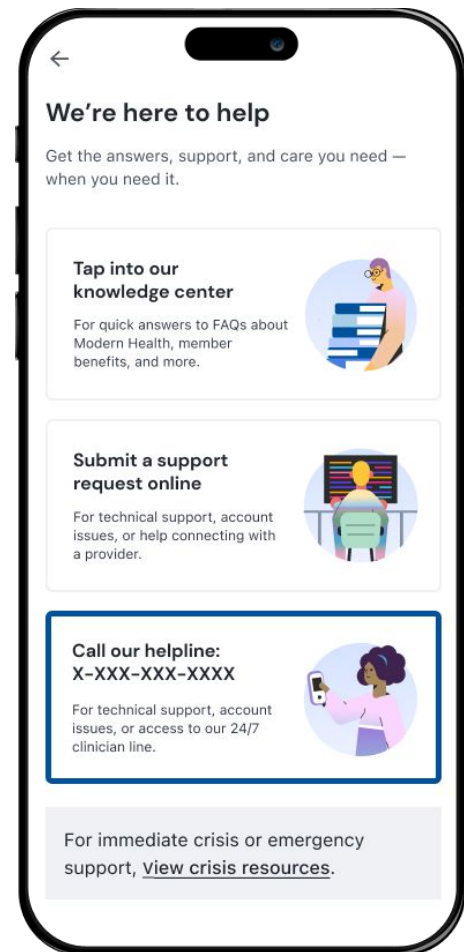
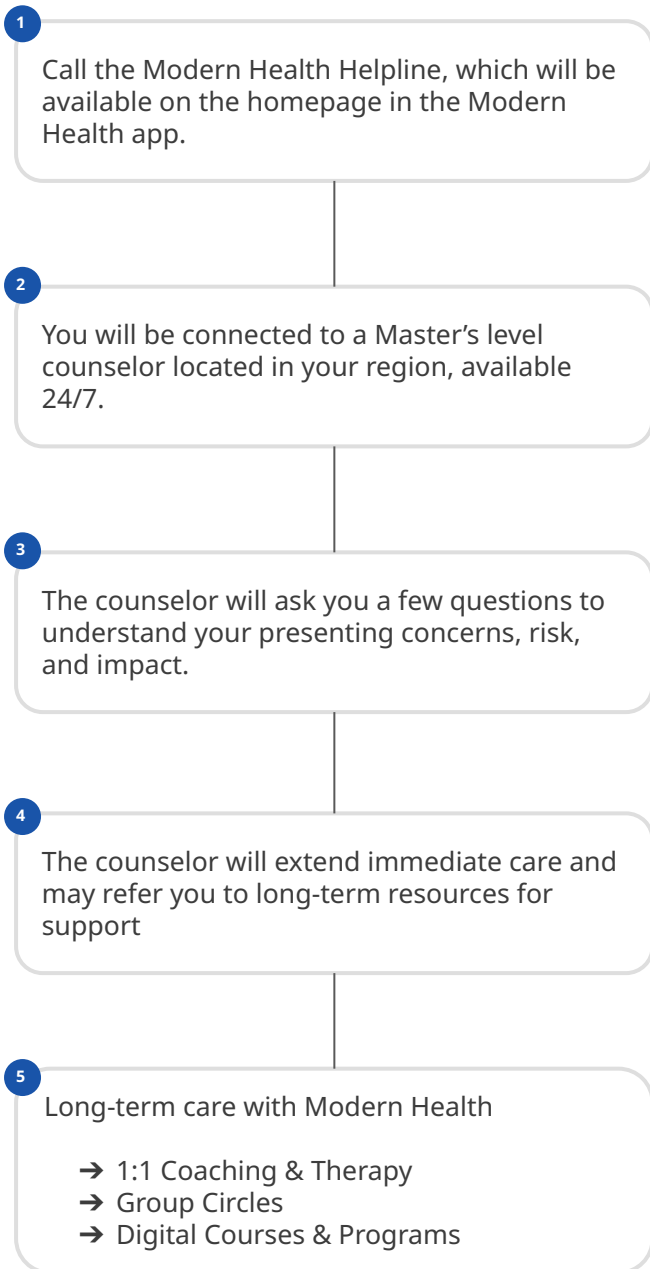
Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).

To access EAP services directly, go to [modernhealth.helpwhereyouare.com](https://modernhealth.helpwhereyouare.com) and enter your company code: Rivan



# Modern Health Helpline

For urgent needs and critical incidents, Modern Health offers access to a 24/7 phone line, where you can get connected to a master's level counselor within seconds for immediate support.



**Note:** The 24/7 Phone Line will depend on your country or region. Once you select which country you are located in on the screen above within the Modern Health app, you will see the appropriate number for your region. Otherwise, please refer to the Phone Lines by Country list on the following page.



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# Modern Health Helplines by Country

Country or Region	Toll-Free Number	Out of Country Number
Belgium	080081905	+32-27006351
Canada	8778474525	+1-4169562979
France	0800914821	+33-142918533
Germany	08007237177	+49-8920194054
Ireland	1800490390	+353-12612700
Mexico	8006811529	+52-5585264935
Netherlands	08000222285	+31-207038360
Serbia	0800191017	+1-9193410256
Sweden	020980730	+46-775757455
Switzerland	0800802481	+41-445112462
United Kingdom	0800243458	+44-2089876230



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# Care Navigation

Care Navigation is designed to help you understand your care options and support you navigating your mental health journey.



## Access EAP Services

Connect to other EAP services, including work-life, supervisory, & more.



## Community Resources

Help identifying resources like local support groups or community clinics



## Insurance & Benefits Navigation

Support navigating insurance or other benefits in order to access higher levels of care

## How to Access Care Navigation

- 1 Call the number provided to you in the Modern Health app.
- 2 Share a little bit about your situation and what you need support with.
- 3 Work with your Care Navigator to determine the right resources for your specific needs.

\*\*Modern Health does not guarantee placement in a program. Care Navigators will provide navigation support to the best of their ability.



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# Work-Life Services

## What are Work Life Services?

To help you balance the competing demands of work and family life, You have access to Work Life Services through Modern Health), where you can meet with an expert consultant who can help you find resources that make it easier to manage life's ups and downs. Work-life experts can research local services that are matched to your unique needs and provide you with a comprehensive list of potential matches with confirmed vacancies and availability.

### How it works

- Intake: an in depth consultation with a work-life professional will help to best understand the nuances and details of your needs.
- Confirmed and matched to your unique needs: each provider researched for quality, and is called to confirm services and vacancies
- Referral to local providers and national services: Detailed information on services offered and fees are delivered, on average, within 12 business hours. Delivered by email, fax, mail—your choice.

### Example searches

- Natalie is looking for a summer camp for her children ages 5 and 10 within 10 minutes of their home. One of her children has a nut allergy so the facility must be allergen free. Her budget is \$400. A research specialist is able to look for local providers that meet her specifications.
- Miguel has an elderly mother he is taking care of and is also returning to in-person work. He is looking for an in-home caregiver that can arrive at 7am and depart at 5pm. He is also feeling overwhelmed and looking for a support program for caregivers of aging adults in his area. A researcher will search for providers that meet his criteria and also provide him a list of local support groups.
- Dev is hoping to buy a home for the first time and needs help understanding his finances and creating a savings plan. A provider will connect him to a financial advisor that specializes in his area of need.

## How to Access Work Life Services

- **Modern Health mobile app:** Call the Modern Health Helpline accessible via Settings **or** select "Explore your Benefits" from the Modern Health home screen to browse the services most relevant to your needs.
- **Modern Health web app:** Call the Modern Health Helpline accessible by selecting your name in the top right corner and selecting "Crisis Information" **or** select "Explore your Benefits" from your Modern Health home page to browse the services most relevant to your needs.
- **Go directly to our website:** [modernhealth.helpwhereyouare.com](https://modernhealth.helpwhereyouare.com) and enter your **Rivian** to view services available to you.

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# Work-Life Services

In addition to Modern Health’s core one-on-one coaching, therapy, group Circles, and self-paced Courses and programs, you have complimentary access to Work-Life specialists who can help with customized research and referrals for your needs.

**How to access:** There are 3 ways to access

- 1) Select “Explore your benefits” from the Modern Health home screen
- 2) Go to [modernhealth.helpwhereyouare.com](https://modernhealth.helpwhereyouare.com) and enter your company code: **Rivian**
- 3) Directly call the 24/7 phone line for your region to speak to a counselor for support..

## What are some areas that Work Life Service Professionals can help you with?

Area	Consultation and Research for:
<b>Childcare</b>	<ul style="list-style-type: none"> <li>Day Care Centers</li> <li>Sick Child Care</li> <li>Nanny Agencies</li> <li>Lactation Support</li> <li>Summer Camps</li> <li>Adoption</li> <li>Public and Private Schools</li> <li>Tutors and much more</li> </ul>
<b>Eldercare</b>	<ul style="list-style-type: none"> <li>Assisted Living Facilities</li> <li>Nursing Homes</li> <li>Adult Day Care Programs</li> <li>Caregiver Support</li> <li>Retirement Communities</li> <li>Hospice and much more</li> </ul>
<b>Financial &amp; Legal Support**</b>	<ul style="list-style-type: none"> <li>Budgeting</li> <li>Buying a home</li> <li>Managing credit</li> <li>Saving for a life event</li> <li>Referral to attorneys</li> </ul>
<b>Education Support</b>	<ul style="list-style-type: none"> <li>Preschools</li> <li>Public and Private Schools</li> <li>Tutors</li> <li>Colleges and Universities</li> <li>Technical Schools</li> <li>Continuing Education</li> <li>Adult Education Classes and much more</li> </ul>
<b>Convenience Services**</b>	<ul style="list-style-type: none"> <li>Pet Sitters</li> <li>Moving Support</li> <li>Travel Information</li> <li>Cleaners</li> <li>Plumbers and much more</li> </ul>



\* Please be advised all assistance provided is meant to be informational and not a referral or recommendation. It is the employee’s responsibility to pay for any services provided by the included information, and fees may vary based on the services provided.

\*\* Services may vary by country



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# Manager Supervisory Services

In addition to Modern Health's core one-on-one coaching, therapy, group Circles, and self-paced Courses and programs, you have complimentary access to professional consultants that can help managers and leaders navigate employee performance and personal problems, team or work group conflicts, and workplace crises.

## Who these services are for:

- Supervisors and managers
- Human Resources staff
- Benefits personnel
- Company medical staff

## How professional consultants will work with you:

1. Help define the employee or workplace problem
2. Suggest options for how to address the difficulty
3. Assist with developing a plan of action
4. Refer you to Modern Health or other resources
5. Provide ongoing coaching as needed

## How to access services:

- Call the Modern Health Helpline
- Share your company name and that you'd like to connect with manager supervisory services
- Give a brief description for your call. "I would like support with a challenge I'm experiencing with an employee..."

## What professional consultants can help you with:

- Confronting an employee about performance issues
- Employee personal problem
- Suspected drug or alcohol use on the job
- Interpersonal conflicts between team members
- Establishing clear, attainable expectations for performance
- Addressing crisis situations, such as a violent incident, the death of an employee, or a natural disaster



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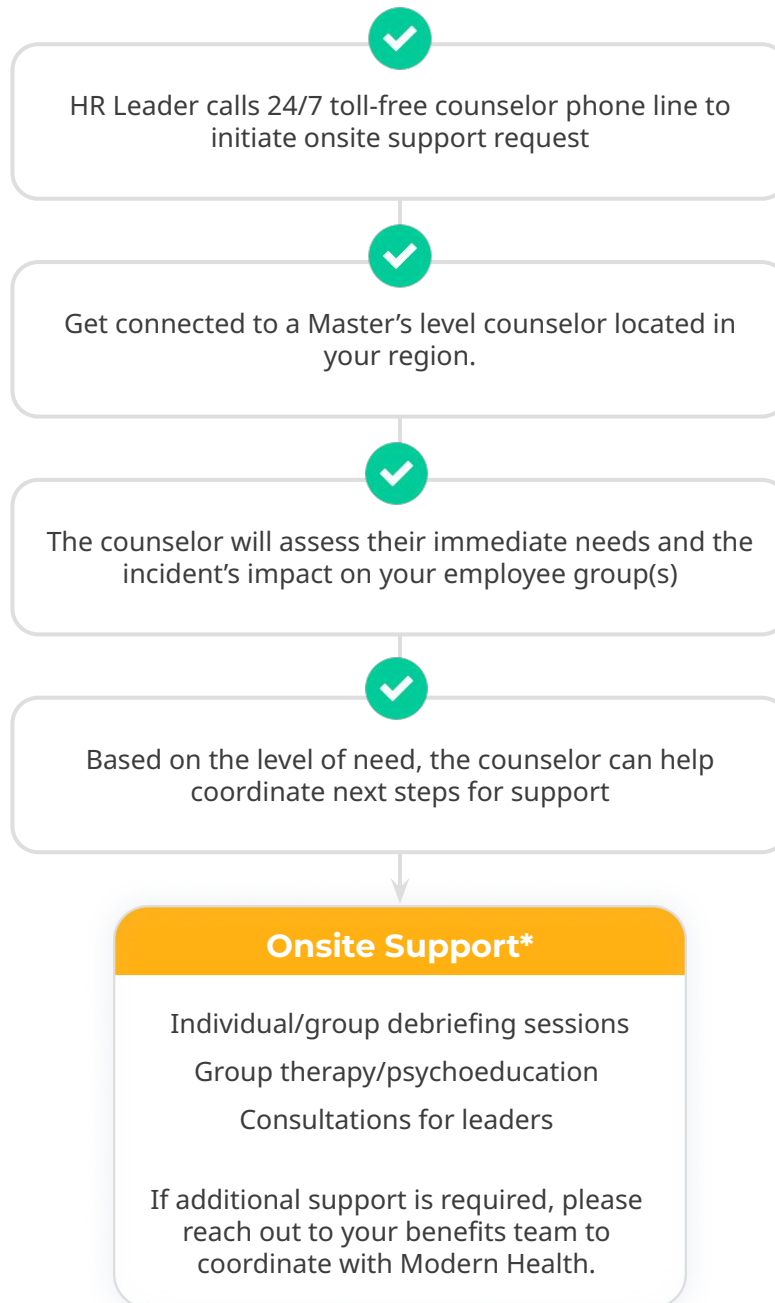
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# Onsite Crisis Support

In the event of a traumatic incident or crisis situation — like a workplace injury/death or civil unrest — Modern Health offers HR leaders and managers the ability to request onsite counselor support. Organization leaders may call the Modern Health Helpline and coordinate onsite support within 1 business day of notification.



\*2 hour minimum for virtual events & 4 hour minimum for onsite events



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# Mental Health & Well-Being Resources

Rivian offers you and your dependents access to Modern Health — a personalized mental health & well-being platform that meets you where you are on your unique mental health journey. Complete an initial assessment to share your needs and preferences, and Modern Health will guide you to one-on-one, self-guided, and community-based resources that can support you in your areas of focus. Here's a quick guide on how Modern Health can support you, and how to access these resources.

I want to work on...	Care Resources	Employee Assistance Resources
<b>My emotions</b> <ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> <li>Grief</li> </ul>	<ul style="list-style-type: none"> <li> 1:1 video sessions and messaging with mental health coaches &amp; therapists</li> <li> Live Community Circles led by mental health coaches and therapists on mindfulness, self-compassion, and more</li> <li> Self-Guided Courses on Managing Stress and Navigating Intense Emotions, as well as meditations &amp; programs</li> </ul>	Modern Health Helpline
<b>My performance at work</b> <ul style="list-style-type: none"> <li>Burnout</li> <li>Managing my team</li> <li>Navigating career/team changes</li> <li>Performance reviews</li> </ul>	<ul style="list-style-type: none"> <li> 1:1 video sessions and messaging with career &amp; leadership coaches</li> <li> Live Community Circles led by coaches and therapist on stress and burnout</li> <li> Self-Guided Courses on Burnout, Work Performance, and Manager Mental Health</li> </ul>	Manager Supervisory Services
<b>My family, relationships, or community</b> <ul style="list-style-type: none"> <li>Parenting &amp; Caregiving</li> <li>Relationships</li> <li>Improving communication</li> <li>Navigating conflict</li> <li>Supporting DEI in my community</li> </ul>	<ul style="list-style-type: none"> <li> 1:1 video sessions and messaging with coaches and therapists who specialize in relationships, parenting, inclusion</li> <li> Live Community Circles led by coaches and therapist on relationships, communication, social justice issues, and more</li> <li> Self-Guided digital resources on compassion, parenting, and inclusion &amp; belonging</li> </ul>	<ul style="list-style-type: none"> <li>Child care resources</li> <li>Elder care resources</li> <li>Education resources</li> <li>Adoption resources</li> </ul>
<b>My healthy habits</b> <ul style="list-style-type: none"> <li>Setting goals</li> <li>Building a routine</li> <li>Better Sleep</li> <li>Exercise</li> </ul>	<ul style="list-style-type: none"> <li> 1:1 video sessions and messaging with coaches and therapists who specialize in goal-setting, habits, and sleep</li> <li> Live Community Circles led by coaches and therapist on sleep and building healthy habits</li> <li> Self-guided digital resources on sleep and healthy habits</li> </ul>	<ul style="list-style-type: none"> <li>Home maintenance resources</li> <li>Travel services &amp; pet care</li> <li>Community resources (religious, recreation)</li> </ul>
<b>My financial well-being</b> <ul style="list-style-type: none"> <li>Financial setbacks</li> <li>Understanding my finances</li> </ul>	<ul style="list-style-type: none"> <li> 1:1 video sessions and messaging with financial well-being Coaches</li> <li> Self-guided digital resources on personal finance</li> </ul>	<ul style="list-style-type: none"> <li>Legal consultations &amp; resources</li> <li>Personal finance resources</li> </ul>



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