



Modern Health FAQ

For Rivian Employees



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Modern Health

What does Modern Health offer?

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

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 & Belonging in the Workplace, General Professional Development, Managing My Workload, Recent Promotion, Workforce Reduction, Work-life integration

Relationships & Community

Building New Relationships, Improving Relationships & Communication, Navigating Conflict, Parenting, Caregiving, Family, Supporting Diversity Equity Inclusion & 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 Rivian 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.
- Guided Meditations on managing stress and proactively building resilience.
- Ongoing well-being assessments to check-in on your well-being over time

Through Modern Health Care Connect, you can also access:

- 24/7 counselor phone line for in the moment support on urgent needs
- Work-life services which can be accessed through their website or phone line
- Manager supervisory services which can be accessed through their website or phone line

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 member within your household

What does Modern Health not cover?

Services that are not covered include: psychiatry & medication management, inpatient or residential treatment, hospitalization (including partial), intensive outpatient treatment, emergent care, long-term care or counseling, 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 of each calendar year.

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 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.

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?

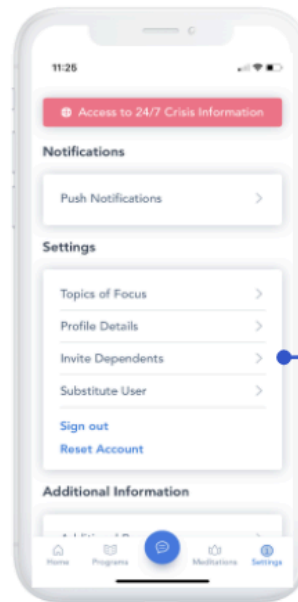
You may invite family members to register for Modern Health only after you've registered yourself. Once you've registered, you will have the option in your user profile to invite adult family members under "Settings."

Adult Family Members

In order to register an adult family member (age 18+), follow the instructions below:

- 1) Once the primary member updates their account and adds the family member either by the app or using help@modernhealth.com, the family member can download the Modern Health App via the email invitation and begin usage.
- 2) The family member will then go through their first wellness check-in and initial intake in order to be provided a personalized wellness care plan and begin their sessions.

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



FIND HERE

Minor Family Members (13-18 Years Old)

App usage is only available for family members 18+. If your family member is between the ages of 13-18 and would like access to sessions, follow the instructions below:

- 1) Register and complete onboarding for your own account.
- 2) From the home screen, click into the "Settings" section.
- 3) Click the "Invite Dependents" button and enter in your family member's full legal name.
- 4) Select the areas of focus and type of support needed.
- 3) After submitting the minor family member via the mobile app or via help@modernhealth.com, our Modern Health Care Team will reach out to the main benefit holder directly via email to confirm the request and initiate the care matching process for the minor.
- 4) Minor family members schedule through their parent/guardian's email outside of the app. Once the primary guardian/parent manual matches with the provider of their choosing, the parent/guardian is introduced to the provider via email.
- 5) Once our Care team introduces the provider and parent/guardian, we then connect both parties within Modern Health's system so our providers can invoice through the Modern Health platform.
- 6) Sessions can be held using your provider's preferred HIPAA-compliant platform.

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 & 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.

Crisis Support

What do I do in a crisis?

If you or a loved one is in crisis, you can call Modern Health's 24/7 counselor phone line to receive immediate support in de-escalating crisis situations. You can find this phone number by selecting "Need Immediate Crisis Support?" on the bottom of your home screen and choosing the country you're located in.

You can also find additional public local and international resources by selecting "Need Immediate Crisis Support?" on the bottom of your home screen.

Care Connect Services (Employee Assistance Program)

What is Modern Health Care Connect?

- Modern Health Care Connect is an Employee Assistance Program services suite which includes crisis phone support, care navigation, work-life services (such as legal and financial consultations, and elder and childcare), and manager supervisory support.. These services are available through the Modern Health app and our 24/7 phone line:

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

How do I access these benefits?

Crisis Support

For urgent needs and critical incidents, Modern Health Care Connect offers access to a 24/7 phone line, where you can get connected to a master's level counselor within seconds for immediate support. You can access the 24/7 counselor phone via the Modern Health homepage, which will show the appropriate number to call based on the country you are located in.

Once you call the number, you will be connected to a Master's level counselor located in your region. The counselor will ask you a few questions to understand your presenting concerns, risk, and impact. The counselor will extend immediate care and may refer you to longer-term resources for support.

Care Navigation via the 24/7 Helpline

If you need support understanding your benefits, navigating insurance, or identifying community mental health resources, you can dial the [24/7 Helpline](#) to connect with a clinician who can help with the following:

- Identifying Community Resources: Support 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

Work-Life Services

In addition to Modern Health's core one-on-one coaching, therapy, 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 across the below areas. Typically, three referrals will be provided

Child Care:

- Nanny agencies or after-school care
- Child care centers and camps
- Back-up care options

- Adoption agency information

Example Scenario:

A participant works outside of the home and with summer approaching, is unsure how to entertain their children while they are working. The participant contacts the Child Care research team who are able to locate local summer camps that are age appropriate and provide transportation to and from the daily activities. The referrals, including cost of each program, are delivered to the participant via email and the participant sees that the local recreation center near their home offers all day summer camp with hours that allow the participant to drop off and pick up their children while commuting to and from work.

Elder Care:

- Senior housing & transportation
- Assisted living facilities
- Skilled nursing facilities
- Geriatric care management
- Community resources such as meal programs and respite care

Example Scenario:

A participant has moved their elderly father into their home as he is no longer able to live alone. The participant works outside of the house leaving their father alone for over 8 hours a day. They rely on neighbors to check in, but are concerned about him falling, getting proper nutrition, and maintaining social connection to stave off loneliness. The participant contacts the Elder Care research team and explains the situation. The Elder Care team puts together referrals for Meals on Wheels, Adult Day Care, and local Senior Centers, all of which can provide the peace of mind the participant needs while they are at work.

Financial & Legal Support:

- Referrals to financial support for budgeting and planning
- Referrals of attorneys
- Identity theft
- Will/Estate planning
- Tenancy

- Bankruptcy
- Foreclosure

Note: These services may vary by country

Legal Example Scenario:

A participant was bitten by a neighbor's dog and would like to explore their legal options to get medical bills paid for. The participant contacts the Legal research team requesting local attorneys specializing in personal injury cases. The participant selects an attorney close to them and goes into their office for their free, 30 minute consultation (this can also be done over the phone). When the participant decides to proceed with legal action, they hire the referred attorney for (up to) a 25% discount.

Financial Example Scenario:

A participant has a child graduating from high school next year and is concerned about paying for the price of college. The participant reaches out to the Financial Consultant and explains their concerns. The Financial Consultant who specializes in financing education gathers the details of the cost of each college the child is interested in, then compiles a list of scholarships that the child is eligible for. The details are provided to the participant who can apply for financial aid for their child's tuition without having to do their research themselves, saving time and stress.

Convenience Services:

- Pet Services including pet sitting, obedience training, adoption
- Travel services
- Wedding Planners
- Plumbers
- Caterers
- Consumer purchases

- Tutoring & financial aid guidance
- Information on schools

Note: These services may vary by country

Example Scenario:

A participant wants to get reservations for their anniversary at a restaurant that only opens reservations once a month, but knows they will be at work when reservations are open. The participant contacts the Daily Living specialists and provides the restaurant detail as well as details of dates, times, and the anniversary detail. The Daily Living specialist contacts the restaurant when reservations are opened and is able to secure a table for the participant. The restaurant is also informed of the special occasion and makes a note in the reservation to ensure the experience is specialized.

Manager Supervisory Services

In addition to Modern Health's core one-on-one coaching, therapy, 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 challenges, team or work group conflicts, and workplace crises.

These services are for:

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

These 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

How the 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 these Supervisory Services:

- Call the [24/7 Phone Line](#)
- 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..."

These services can be accessed through the Modern Health platform. From the Modern Health app home screen, scroll to the bottom and either select "Explore your benefits" to view Work-Life services. Alternatively, you can call the [24/7 Phone Line](#).