

# Wellness Panel NCCMP

March 2024

# The Spring Health Difference



## Fit

The *right fit* for customers  
and for members



## No Surprises

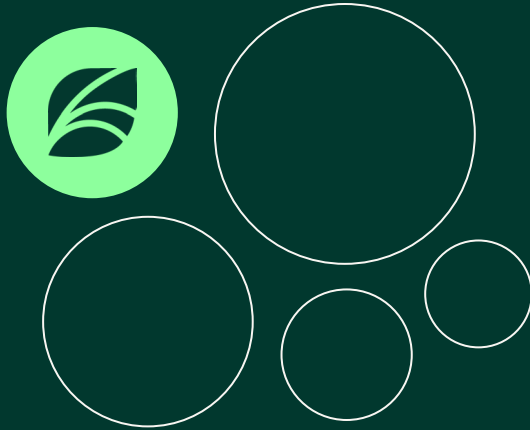
Full *transparency*  
around results, costs,  
engagement, ROI



## ROI

Net positive ROI,  
*guaranteed*

# How **Spring Health** fits into your ecosystem



*Augment your  
current EAP*

OR



*Replace your  
existing EAP*

# Redefining the **future** of mental health

## Traditional Care



× Right care, right time  
× Fast access

## Other Digital Mental Health Solutions



× Right care, right time  
□ Fast access

## Spring Health



□ Precision Fit  
□ Fast access

Individual and family mental health



● → ● Individuals

● → ● Families

● → ● Business Agents

● → ● Organizations

# Mental health support for all

We believe we have a unique opportunity to offer comprehensive support to all facets of your community - which positions us as having a more robust offering, and aligns well with our mental health equity commitment - mental health support for all.

Fund Office Staff &  
Union Leadership



*to champion mental  
health as a top  
workplace priority*

Business Agents



*to proactively support  
their team members'  
well-being*

Members



*to get fast access  
personalized  
care*

Families



*to thrive with  
specialized support  
for all ages*

# Spring Health

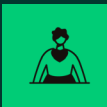
Digital Care  
Discovery



Preventative  
Wellness



Clinical  
Support



Centers of  
Excellence



SpringLife

*Good for  
your members*



SpringWorks

*Good for your union  
organization*



Member  
Empowerment



Operational  
Excellence

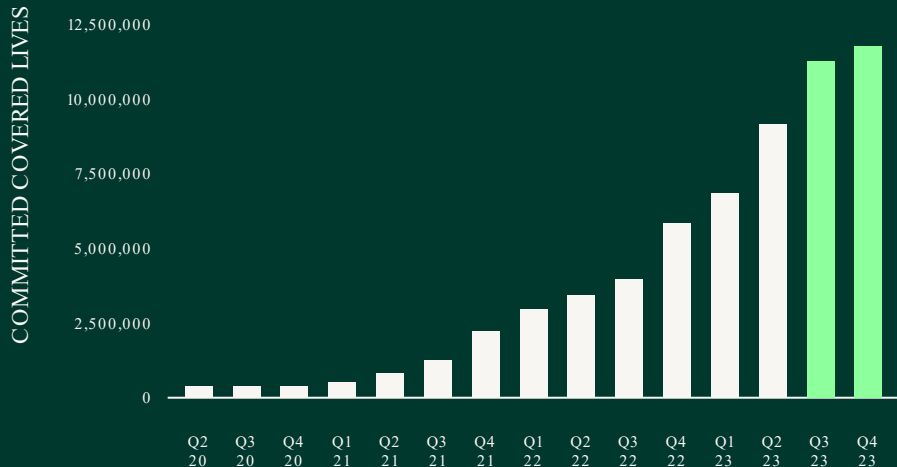


Integrated  
Ecosystem

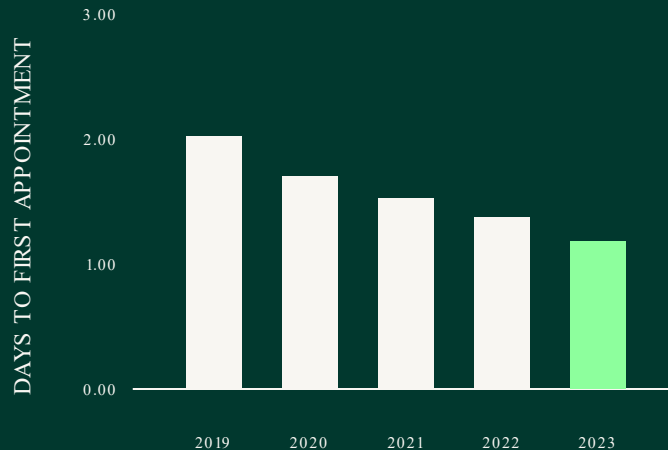


Workplace  
Support

Our average time to appointment has **decreased** as we've scaled exponentially



While adding **over 10M** Covered Lives...



We reduced time to appointment **every year**.

# 1 Comprehensive screening

Screens for 12+ mental health conditions using clinically validated machine learning technology

**How can we help you?**  
What are some goals you'd like to achieve while using spring?

☐ Feel happier again

☐ Regain interest in activities

☐ Feel more relaxed and in control

☐ Improve my sleep

☐ Reduce my use of alcohol

☐ Reduce my use of smoking, vaping, chew

☐ Reduce my use of substances

Home Journey Schedule Moments

**Main focus**  
These results are screenings only and NOT a diagnosis. They are intended to help guide you and your care team in your care.

Drug Use Problems

Low / Medium level

You may be experiencing Low / Medium levels of Drug Use Problems

Depressive Symptoms

Normal level

You likely do not have elevated Depressive Symptoms

Anxiety Symptoms

Normal level

You likely do not have elevated Anxiety Symptoms

**Additional results**  
These results may not be as relevant as conditions in your focus area.

Alcohol Use Problems

Normal level

Attention Problems

Normal level

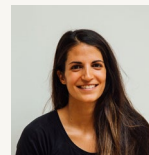
Bipolar Symptoms

Normal level

PTSD Symptoms

Normal level

Assessment results give a clear picture of where members are today.

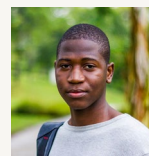


Jessie

LOW ACUITY ○○○

Coaching

Moments digital exercises

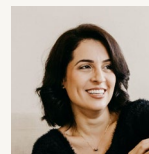


Charles

MED ACUITY ○○○

Therapy

Care Navigator referral to work/life

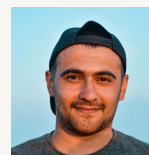


Marley

MED ACUITY ○○○

Therapy

Parent Coaching



Roger

HIGH ACUITY ○○○

Medication management

Substance Use Disorder (SUD) program referral

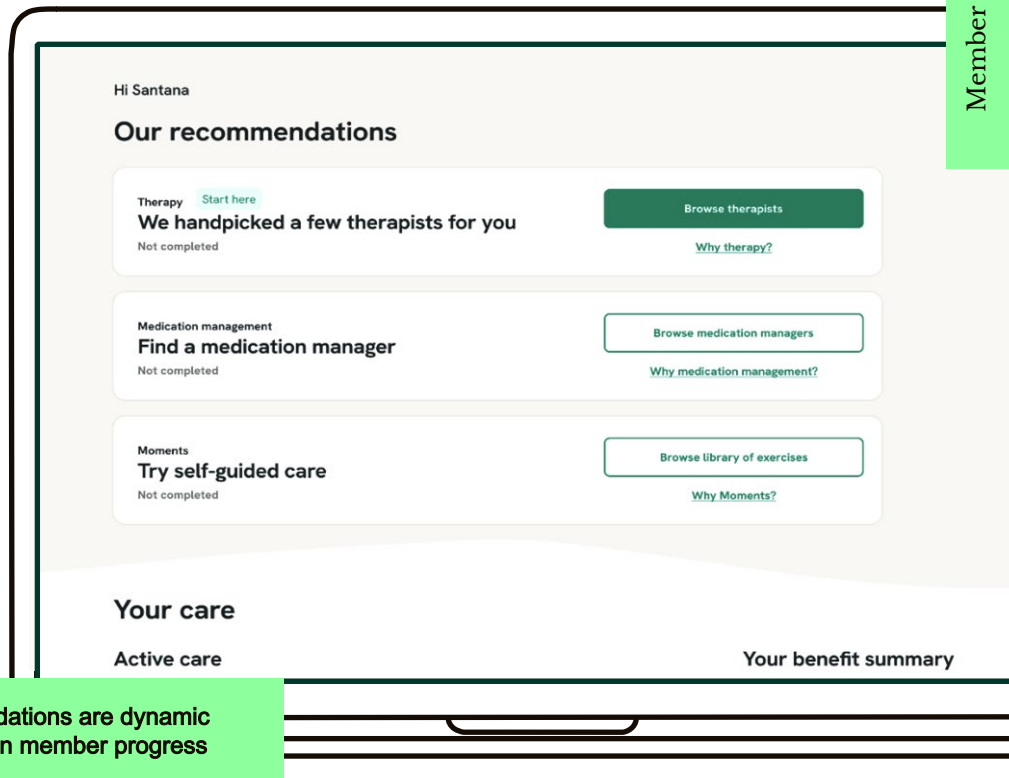
Member Exp.



## 2 Personalized care plan

Dynamic recommendations to build a personalized care plan

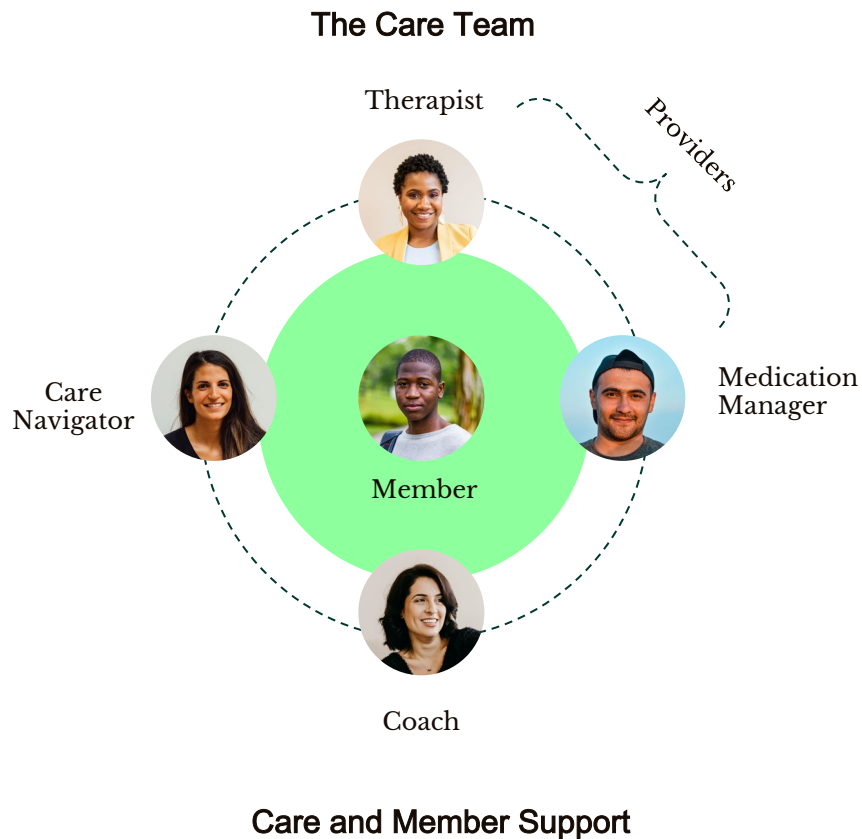
- **Assessment results** and **self-reported goals** inform top actions
- Care plan **dynamically adapts** to member needs
- **Simple action steps** are direct and easy to follow



# The Spring Health Care Network

Skilled, coordinated and empathetic

- As part of the Spring Health Care Network, providers deliver direct care to members. They include:
  - Masters and doctorate therapists
  - Medication Managers such as psychiatrists and psychiatric nurse practitioners

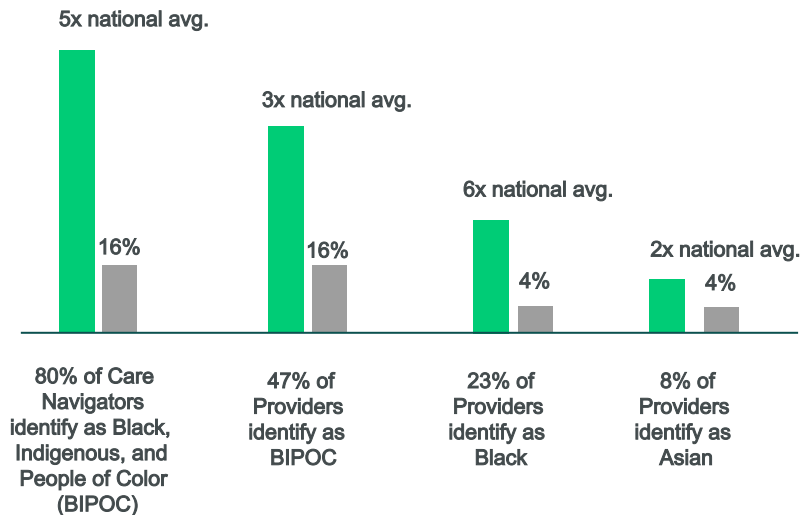


# Fast Access to a High -Quality, Diverse Provider Network

Personalized recommendations, real-time availability,  
and direct scheduling available in-platform and in-  
app.

## Browse and filter by:

- Provider Specialty
- Racial/ethnic background
- Gender identity
- Location & cultural competency



## Our network goes the extra mile for your team



Less than 2  
days to  
appointment



Virtual or in-  
person



Night & weekend  
availability



Performance  
guarantees  
on availability

## Conditions treated (but not limited to):

- PTSD
- ADHD
- Bipolar disorders
- Alcohol abuse
- Suicide risk
- Depression
- Anxiety
- Eating disorders
- Postpartum depression

# A provider fit members can count on

Data-driven provider-member matching drives therapeutic alliance

Less indecision, more confidence in care

Shortlist of curated provider recommendations based on a detailed matching algorithm

## Provider Inputs

Specialty  
Demographic Data  
Candela Score  
Availability

## Member Inputs

Assessment Results  
Condition Severity  
Demographic Data  
Personal Goals

High Provider - Member Match

Therapy [Start here](#)

We handpicked a few therapists for you


Not completed

[Browse therapists](#)

[Why therapy?](#)

### Your recommendations

We handpicked these therapists for you based on their quality and compatibility. They have built strong relationships with other members with similar goals. We'll update your recommendations regularly to reflect the latest therapist availability.



**Jacob Studio**  
Therapist • LCSW

I believe in a person's innate ability to find meaningful change and growth in their lives. Sometimes this... [See full bio](#)

Speaks:  
English

Can help you with:

ADHD

Adolescents (13-17 years old)

Adults

Bipolar Spectrum Disorders

Couples

Depression

Generalized Anxiety

Grief

Relationship Issues

[Schedule](#)

Monday, July 31 - 9:00 AM

Monday, July 31 - 11:00 AM

Monday, July 31 - 2:00 PM

[See more times](#)

[Top match](#)

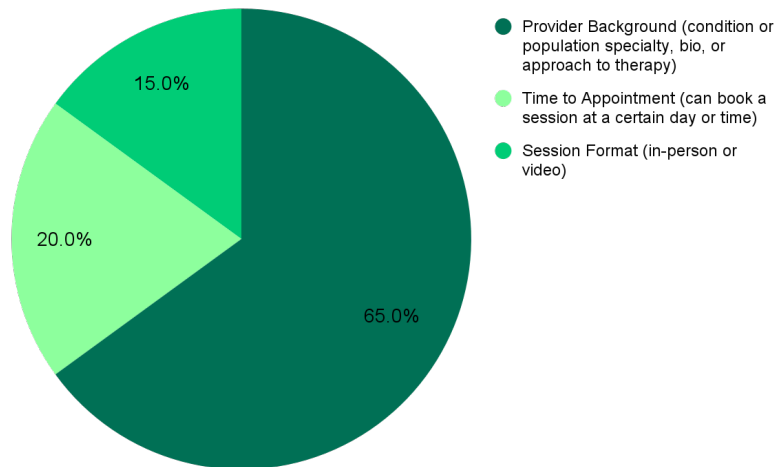
TIME-TO-APPOINTMENT  
<2 days  
for adults, adolescents, and kids

Member Exp.

# What makes a great care experience?

## Members say...

Provider Background <sup>1</sup>



## Organizations say...

Timely access to care

56%

Said their networks did not have enough *available* mental health care providers to provide sufficient access to services <sup>2</sup>

## Researchers say...

Therapeutic alliance

45%

Of outcomes are determined by the provider - patient relationship (how well they work together, address mutually agreed upon goals, and agree on treatment approach) <sup>3</sup>

(1) Spring Health Member Booking Preferences Survey, July 2022

(2) Health Affairs, October 2022, (3) Lambert & Barley (2001)

# Creating deeper connections for every member

## 1. Precise Network Access

Do we have enough available providers in our network to ensure member choice in <2 days to appointment?

## 2. Personalized Data -Driven Matching

Can we effectively match the right providers to a member every time?

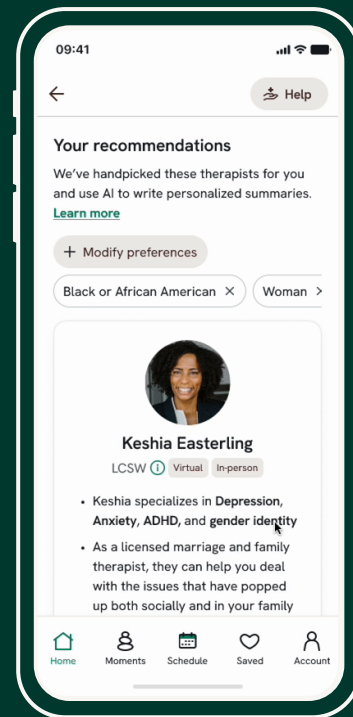
## 3. Raising the Bar on Provider Quality

How does investing in our network and tools translate to better member outcomes?



“ Spring [Health] has been an organization that drives me personally to give 110%. I am happy to give Spring [Health] and my clients my very best.

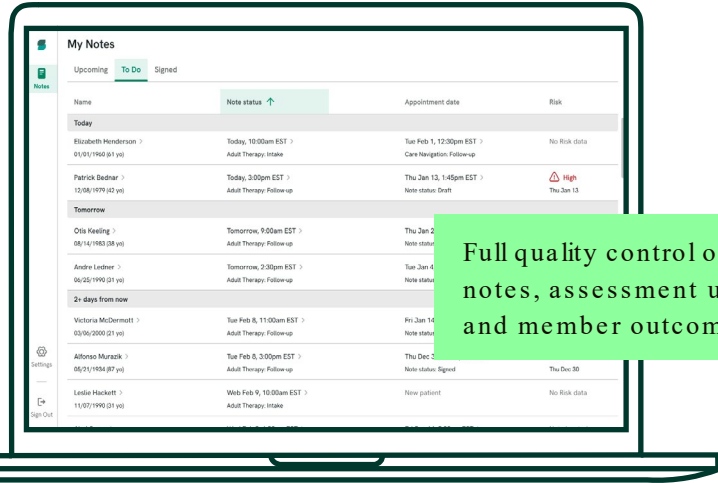
— D. Massey, LMHC, LPC, LPCC, Spring Health Provider since October 2019



9.4/10 Average provider rating

# Proven Provider Quality

This digital trifecta builds community, reduces churn, and makes fast recovery the gold standard



 **spring**connect

## Drives Satisfaction

A community space for personal and professional growth

 **compass**  
by Spring Health

## Drives Efficiency

An electronic health record that enables precision and high-quality care decisions

 **CANDELA**

## Drives Performance

The first value based, pay-for-performance system in mental health care

# Driving industry leading outcomes

The *only behavioral health solution* **proven** to deliver validated clinical improvements and financial savings



8 wks

Faster recovery  
than traditional  
care options\*



6 visits

Visits on avg  
per patient per year with  
measurably better  
outcomes



69.3%

"Reliable Improvement"  
PHQ-9



68.7%

"Reliable Improvement"  
GAD-7

JAMA  
Network | Open™

"Reliable Improvement" is 5+ point improvement GAD/PHQ

\* Results from the 2022 JAMA study

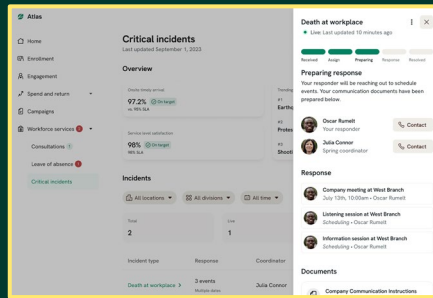


# Together , we build inclusive , mentally healthy work cultures

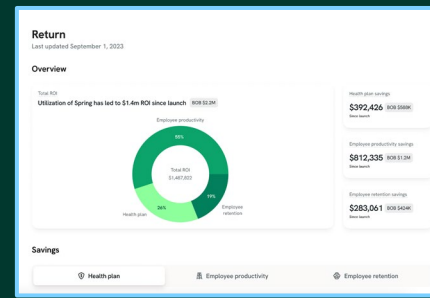
Deep partnership integration  
and seamless launch



Population insights  
and strategy



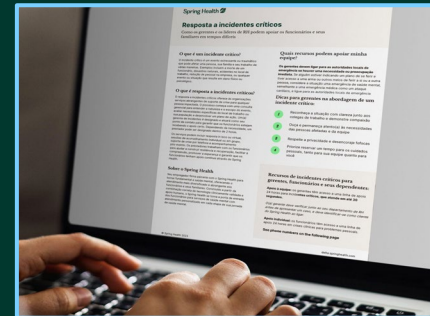
Proving ROI and VOI



Network and culture assessment  
Diverse member engagement strategy  
Business agent and union leadership training  
Dedicated account management

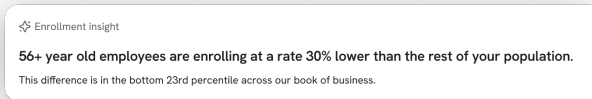
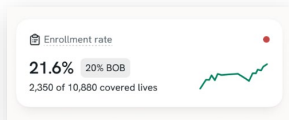
Union Leader platform  
Ongoing awareness campaigns  
Business agent consultations  
Critical incident response

Ongoing reporting  
Real-time insights  
Workplace recommendation engine  
Claims-based ROI analyses  
Embedded Workplace Care Team



# Atlas Product Vision

A command center empowering fund office staff & union leadership to optimize behavioral health programs and maximize ROI\*

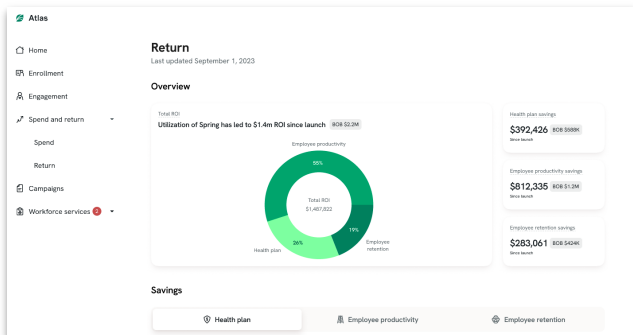


Data

Insights

Outcomes

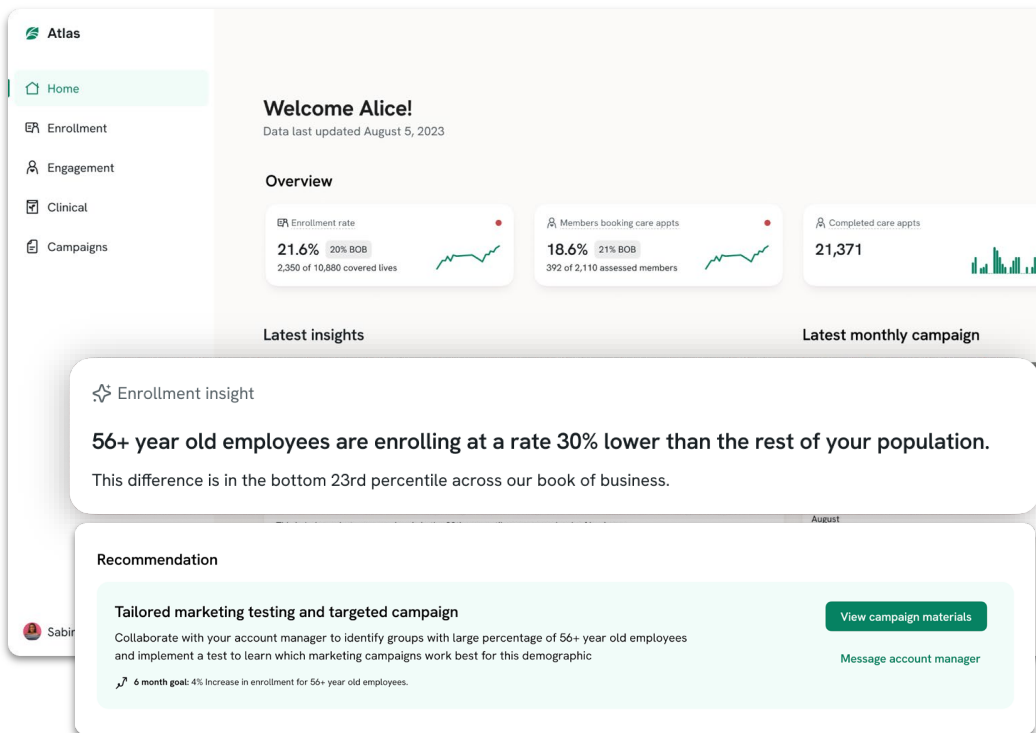
Actions



\*Screenshots are illustrative - final design subject to change

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# Atlas Product Overview



- Initial launch Q1 2024
- Take an **organizational pulse** with **approachable analytics**, on your schedule.
- **Act on insights** with proven strategies, in collaboration with your CSM.
- Connecting *data* -> *insights* -> *actions* → *outcomes* to drive ROI.

\*Screenshots are illustrative - final design subject to change

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# The Silent Struggle

Substance Use Disorder is one of the greatest challenges facing American companies today



*48.7m*

US adults struggle with  
alcohol or drug use <sup>1</sup>



*50%*

struggle with another  
mental health disorder <sup>2</sup>



*75%*

are employed full-time,  
but majority are unaware  
they need help, or are  
reluctant to seek support<sup>2</sup>

# Current SUD solutions **fall short**



## Late detection

Stigma, distrust, or denial cause many cases to go undiagnosed and untreated until they become critical.



## Minimal personalization

Processes are cumbersome and one-size-fits-all solutions often miss the mark.



## Poor access

Long wait times, extended travel, and high costs defer members from enrolling in care.



## Lack of longitudinal support

Inadequate case management and post-treatment support leads to high rates of dropoff and relapse.



# The Spring Center of Excellence difference



## Reach

*Proactive outreach* based on multiple pathways catches *more at-risk members, earlier*



## Retain

*Guiding members* into right-sized care and regular follow-ups *keeps members engaged*



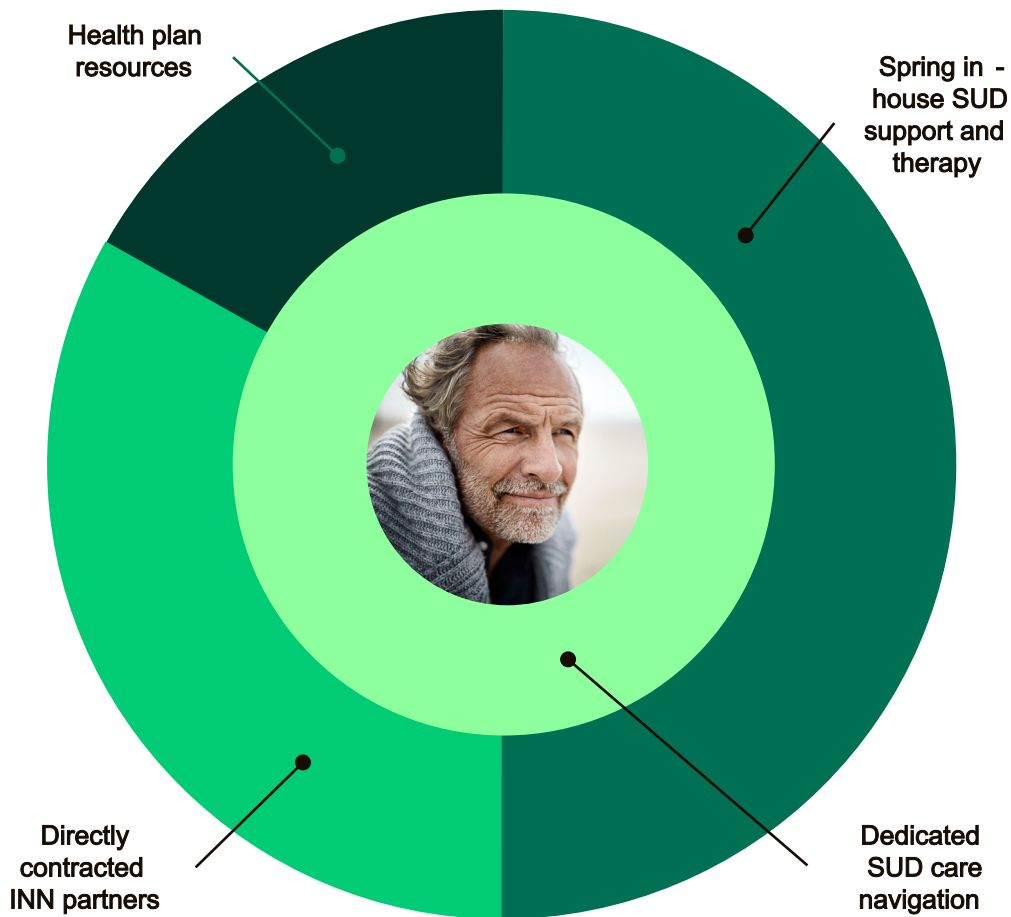
## Recover

*Evidence-based interventions* and aftercare mean *members get better, and stay better*

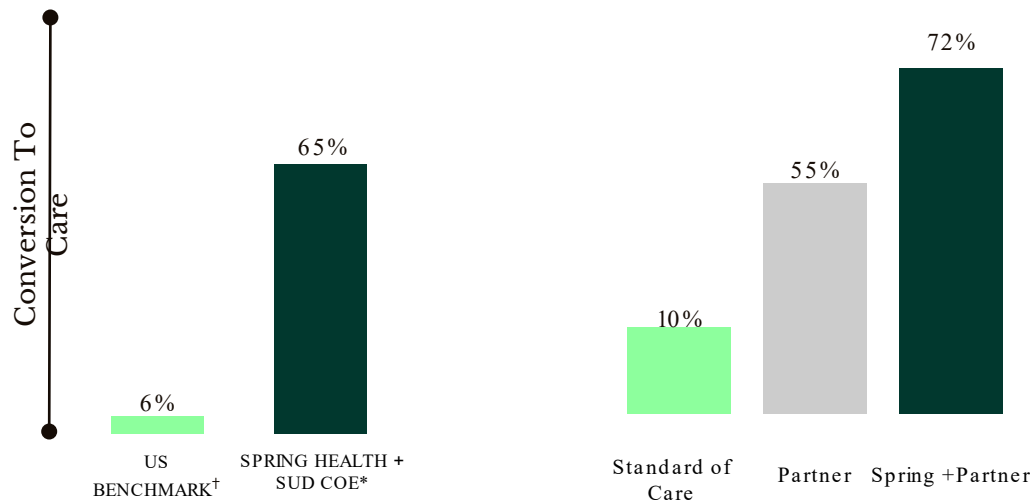
# Spring's SUD Center of Excellence

Meeting unique needs  
with the right level of care

- **Proactive outreach** to members based on risk-level
- **Dedicated SUD care navigator** develops individualized care plan
- **Highly vetted COE network** expands care options and equity of access
- **Longitudinal support** keeps members engaged and leads to lasting outcomes



# The Spring Center of Excellence difference



## Reach

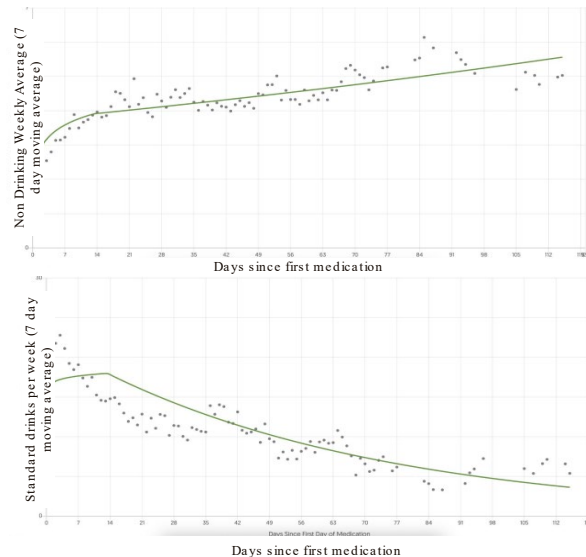
*65% of members with elevated SUD risk start care with Spring, compared to the 6% US benchmark*

## Retain

*72% of Spring members on Medication Assisted Treatment (MAT) remain engaged at month 6 compared to only 10% among standard of care*

## Recover

*Spring Health patients reported **more non-drinking** days per week, and **fewer drinks** overall per week*





# Demonstrated improvements in both substance use and mental health

Amongst members enrolled in the SUD CoE that completed 3+ appointments or engaged in a SUD partner program

## Decreased substance use

78%

Reduced drug use

81%

Reduced alcohol use

## Improved depression & anxiety

84%

Decreased Depression  
scores

76%

Decreased Anxiety  
scores

## Increased Function

68%

Recovering 1+ day in  
productivity

All improvement outcomes evaluated amongst individuals with elevated symptoms at baseline.

# How Do We Calculate Your Total ROI with Spring Health?



Total  
ROI



Health Plan Cost  
Savings



Productivity  
Savings



Retention Savings

Health Plan ROI

Validation Institute

Medical claims  
Pharmacy claims  
BH claims



Workplace ROI

JAMA Study

Productivity  
Retention



Presenteeism  
Absenteeism  
Burnout  
Turnover



# The first and only mental health solution to achieve net - positive ROI

Validation Institute certifies Spring Health for demonstrating *lower total health plan spend by \$2,430 per participant* in the first six months of engagement.

---

2.2x

ROI on Health Plan Spend

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4.1x

Total ROI  
(Health plan and Workplace)

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22%

Reduction in Turnover

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12%

Fewer Days Missed

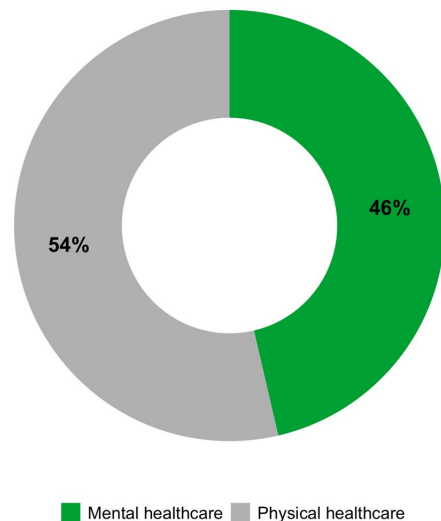


ValidationInstitute

Results from the 2023 Validation Institute study

# Savings are driven by cost reductions for physical healthcare across all levels of risk

More than half of gross savings comes from physical healthcare spend



Spring Health saves on physical and mental health costs for patients with chronic conditions

