

# Headspace

Mental well-being from the palm of your hand.

## Providing more ways to get behavioral health support.

- ✓ Self-help content includes exercises for sleep, meditation, focus, stress, fitness, mental health, strength training, and more for everyday mental well-being
- ✓ Unlimited one-on-one behavioral health coaching available within 2 minutes for on-demand support
- ✓ Video-based therapy and psychiatry for customers within in the U.S.\*
- ✓ There is no additional cost to the employer for this program/provider option
- ✓ There may be a customer cost associated with this provider\*



### Easy access via the Headspace App

Easy access to mental health care and support – no matter where you are, when you need it, or what you're going through.



\* Therapy and psychiatry via the Headspace app are only available to customers when located in the United States. These support services are subject to your plan details including coinsurance, deductible and copay. Costs may vary.

In collaboration with



# Headspace

Providing ways to achieve a healthier, happier mind.

## You and your covered dependents can:

- ✓ Enjoy unlimited one-on-one mental health coaching
- ✓ Explore guided meditation and mindfulness exercises in six languages
- ✓ Discover sleepcasts & focus playlists for better rest
- ✓ Join stress-management & resilience-building programs
- ✓ Access therapy & psychiatry support in the U.S.\* (subject to plan details)



### Easy access via the Headspace App

Mental well-being from the palm of your hand – no matter where you are, when you need it, or what you're going through.



Sign up for  
Headspace



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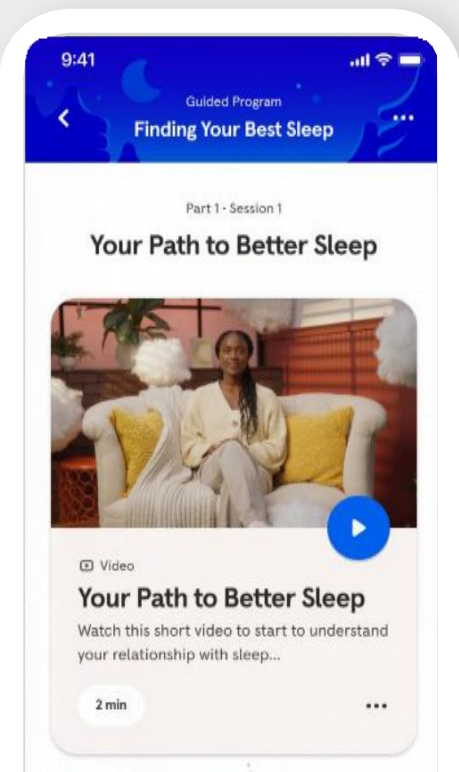
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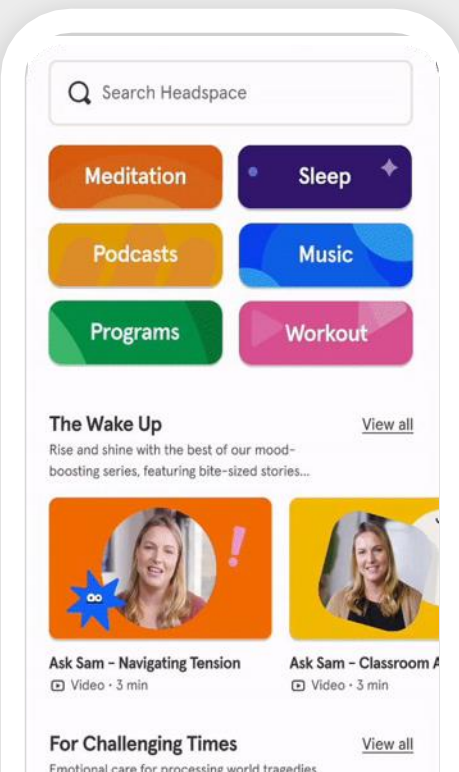
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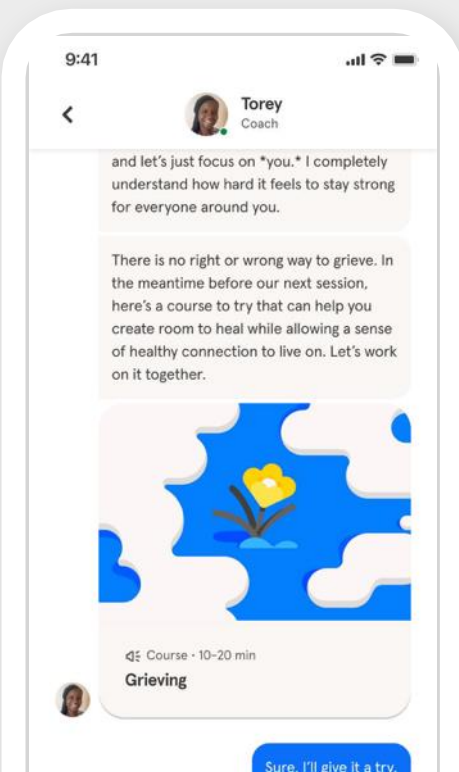
# A single destination for mental health support



Clinically-validated  
evidence-based programs



Self-guided mindfulness,  
sleep content & course



Unlimited on-demand  
+ scheduled coaching



Video therapy  
and psychiatry

2 mins

Avg time  
to connect with  
a mental health  
coach 24/7 via chat

Available to 18+ customers (13+ inside the U.S.)

U.S. Only (18+)



# Mental health coaching

Support for everyday mental health and wellness topics like managing stress, anxiety, and burnout, coping with life transitions and relationships, overcoming procrastination, building healthy routines, developing self-compassion, and more.

60

countries and regions covered  
for mental health coaching.

24/7

unlimited, in-the-moment support  
provided by trained coaches.



## Coaching available in:



### North America

- United States
- Canada
- Barbados
- Costa Rica
- Dominican Republic
- Mexico
- Panama
- Puerto Rico
- St. Kitts and Nevis
- St. Maarten



### South America

- Argentina
- Brazil
- Chile
- Colombia
- El Salvador
- Peru
- Uruguay



### Africa

- South Africa



### Asia Pacific

- American Samoa
- Australia
- Guam
- Hong Kong
- India
- Japan
- Malaysia
- Micronesia
- New Zealand
- Northern Mariana Islands
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam



### Middle East

- Israel
- Saudi Arabia
- Turkey
- United Arab Emirates



### Europe

- Belgium
- Czech Republic
- Denmark
- Finland
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Serbia
- Slovakia
- Spain
- Sweden
- Switzerland
- United Kingdom

**Coaching can be delivered in English, Spanish, and French.**

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# How to enroll

- ✓ Member will see the Headspace tile and enrollment link in the Health and Wellness section of [Cigna Envoy](#).
- ✓ Member visits their enrollment page where they can verify eligibility by inputting their credentials.
- ✓ Enrollment URL: <https://work.headspace.com/CignaInternational/member-enroll>
- ✓ After the member enters their Member ID\*. They then will be prompted to enter their date of birth and country.



## Sign up for Headspace

### From Cigna Global Health Benefits®

Proven to help you stress less, focus more, and sleep soundly with hundreds of guided meditation and mindfulness exercises alongside one-on-one guidance from mental health coaches to help you navigate life's everyday stressors, all from the privacy of your smartphone, and all included with your health plan. Still curious? [Learn more](#)

### Mental Wellbeing Coaching & Support



**Headspace** helps you stress less, focus more, and sleep soundly with guided meditation and mindfulness exercises, and one-on-one guidance from coaches to help you navigate life's stressors - all from your smartphone, included with your benefits.

[Enroll now](#)

### Let's make sure you're eligible

Enter your last name and Member ID below to confirm it's you.

name

Member ID

**Verify**

By continuing, you agree to our [Terms & Conditions](#) and [Privacy Policy](#).  
If you experience any issues, check out our [FAQ](#).



\* The ID will be verified in the eligibility file.

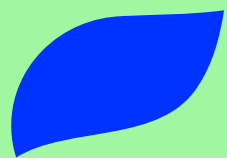
# Your mental health, your way

	Headspace			IEAP		Outpatient mental health provider
	Self-Care Content	Coaching	Therapy & Psychiatry	Coaching	Therapy	Therapy & Psychiatry
Availability	24/7/365	24/7 in-the-moment coach support and scheduled sessions with a dedicated coach	Scheduled Sessions	M-F 8am – 9pm ET	24/7/365	Scheduled Sessions
Customer Location	Global	Global	U.S. only	Global	Global	Global
Time to receive care	n/a	2-minute after contacting	Less than 5 days	Schedule in 5 days	Immediate telephonic counseling, Referrals in 2 days	Dependent upon clinician's availability
Access	Via app	Via app - text-based chat	Via app - video	Telephone, video	Telephone, video, face-to-face	Face-to-Face, some may offer video
Care Providers	n/a	Behavioral coaches	Licensed therapists and psychiatrists	Behavioral coaches	Licensed Therapists	Licensed therapists and psychiatrists
Number of Sessions	n/a	Unlimited	As many as medically necessary	6 sessions per issue/yr	6 sessions per issue/yr, not suited for long-term support	As many as medically necessary
Cost to Customer	\$0	\$0	INN U.S. tier – Deductible, coinsurance, and copays apply	\$0	\$0	U.S. or Intl tier Deductible, coinsurance, and copays apply
Integrated Support	n/a	Steer customers to IEAP services (if eligible) or to Cigna for INN provider	U.S. INN Provider	Elevated needs referred internally within IEAP services	Referred to Cigna for INN Provider	n/a



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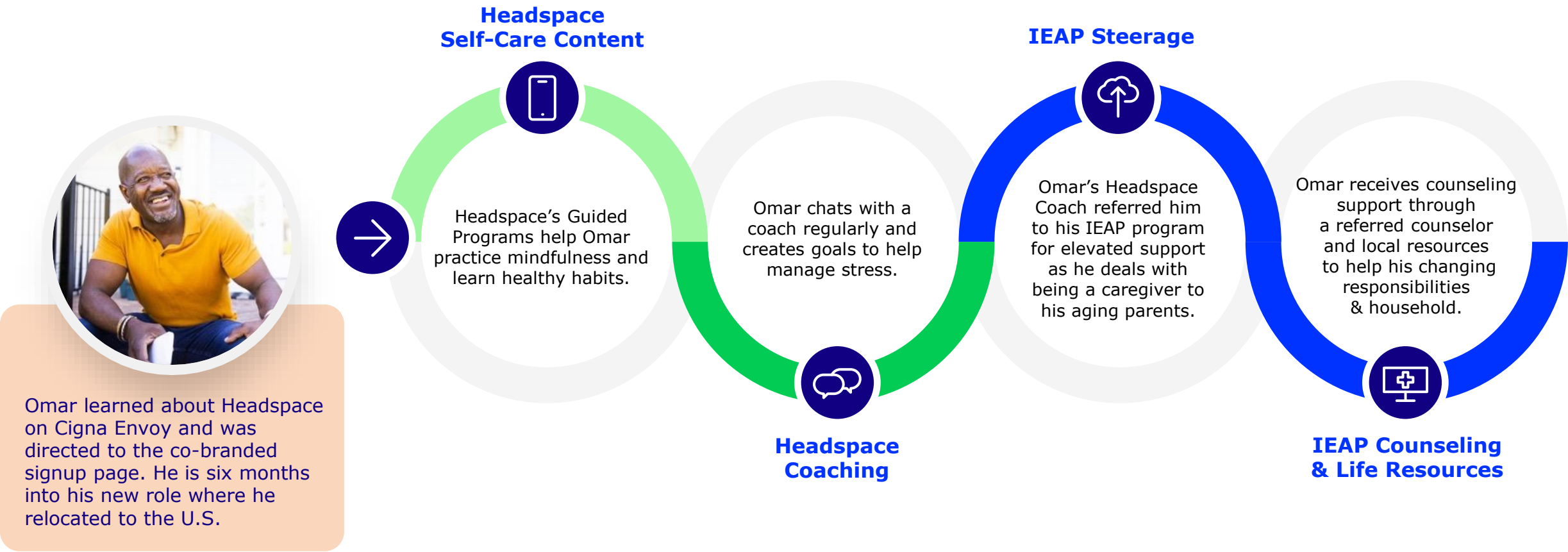


# Appendix



# Customer journey

## Headspace to IEAP support



### Determining Counseling Needs

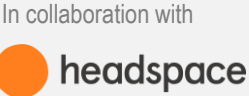


#### Short-term counseling (IEAP)

Short-term counseling uses a solution-focused model- which is to work on finding solutions to current problems and enhancing coping skills. Customers work with their counselors to identify reasonable & achievable goals that can be implemented within a set timeframe. If risk is present, it should be mild in nature (non-imminent).

#### Long-term counseling

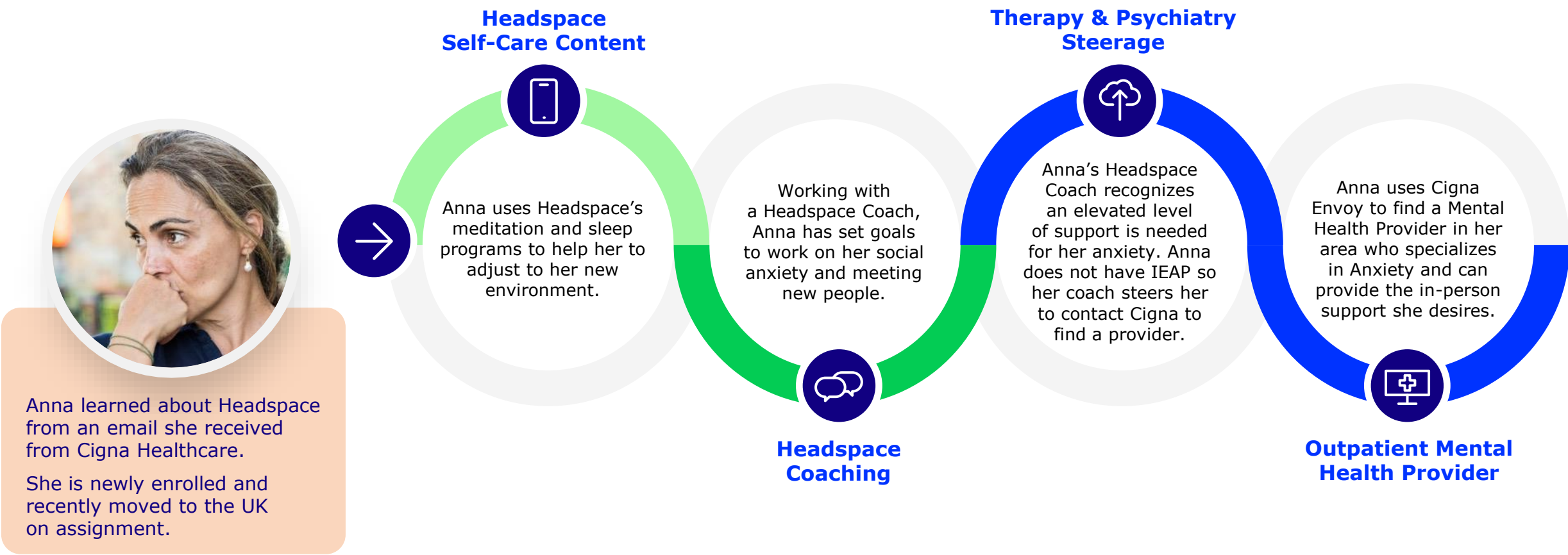
If a customer's presenting issue cannot be addressed in a time-limited format, a traditional therapy arrangement is best suited. Indicators for long-term support include the presenting issue has been in existence for a long time, their functioning is severely compromised, previous short-term counseling has failed, or an abrupt ending of sessions could be detrimental to the customer.





# Customer journey

## Headspace to therapy support



### Accessing Therapy & Psychiatry Support



#### Inside the U.S.

Headspace Care is an In-Network behavioral health provider and can provide Therapy and Psychiatric support directly through the Headspace app. Alternately, customers can use Cigna Envoy to find other In-Network providers for elevated mental health support.

#### Outside the U.S.

Therapy and Psychiatry support through Headspace Care is not available. Customers can use Cigna Envoy to find Mental Health Providers for therapy & psychiatry support. If short-term counseling is needed, customers may be able to use their IEAP benefit for support.

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