

Spring Health vs Traditional EAPs



From Checking the Box, to Raising the Bar

Traditional approaches to mental health benefits are often difficult to navigate and one size fits all—resulting in organizations investing in a benefit that is underutilized. Spring Health is designed to enhance, or replace, traditional EAPs by unlocking access to quality mental health care and work/life resources for organizations of any size. Learn how Spring Health compares to more traditional approaches.

	Traditional EAP	Spring Health
TRIAGE + EVALUATION	Members self-serve based on their understanding and self-diagnosis of their symptoms. Services are primarily telephonic.	A clinically validated assessment screens for 12+ clinical conditions and generates a personalized care plan. Services are telephonic and web based including proactive outreach by clinicians.
NAVIGATING CARE	Non-clinical, service representatives help members navigate care options. Typically, members speak to a different representative each time.	Dedicated Care Navigators (<i>licensed, master's level clinicians</i>) provide support throughout the care journey, including proactive outreach to high-risk members.
SCHEDULING	Service representatives search for providers taking new patients. Provider calendars are not typically integrated and scheduling cannot be done directly with providers.	Members book directly with providers/coaches via a mobile app or website. Provider's calendars are integrated, guaranteeing real-time, accurate availability.
ACCESS	<ul style="list-style-type: none"> • ~21 days for any appointment ¹ • 42 days for medication management ¹ • 53 days for child therapy ² 	<ul style="list-style-type: none"> • <2 days to first and third appointment • 9% of appointments happen on weekends • 68% of appointments happen at night (5pm-2am)
ENGAGEMENT	Average EAP utilization is 2-3% ³	30% average engagement, across our book of business, as of December 2022 ⁵
CARE OPTIONS	Coaching and medication management are not typically available. Members are triaged to their health plan.	Therapy, coaching, and medication management appointments available for members and their families/dependents in <2 days. There are no prerequisites to booking therapy appointments other than the digital intake assessment.
ORGANIZATIONAL SUPPORT	Ancillary EAP services include work/life, critical incident response (CIR), training, etc. Limited customization and integrations available.	In addition to traditional EAP's ancillary services, Spring Health provides: <ul style="list-style-type: none"> • Resources and evidence-based interventions for people leaders • Specialized consultants and resources on subjects like adoption, estate planning, elderly care, and more. • CIR + customized trainings
ON-DEMAND RESOURCES	Self-service articles and resources in a library. Nothing is recommended based on the member's needs or results.	<i>Moments</i> ; a library of 150+ on-demand, digital, Cognitive Behavioral Therapy exercises that are recommended based on the member's care plan.

(1) National Council of Mental Wellbeing, 2021

(2) The Lancet, 2020

(3) Gallup

(4) American Psychiatric Association, 2021

(5) Spring Health clinical outcomes validated and published by JAMA. Financial outcomes Independently validated by third party actuarial firm, SBA (Santa Barbara Actuaries)

	Traditional EAP	Spring Health
NETWORK DIVERSITY	Active psychologists in the US: 16% BIPOC ⁴	Spring Health providers: 47% BIPOC * Additional ability to filter by specialty, language, ethnicity, etc.
QUALITY + OUTCOMES	Tracking is the responsibility of the provider. Limited ability to aggregate outcome data to determine provider or program effectiveness	Regular member check-in assessments along with proactive monitoring of provider performance via Spring Health's EHR and outcomes based programs (<i>Candela and Compass</i>) provide accurate reporting on quality of care and program effectiveness
ONGOING CARE MANAGEMENT	Varies by provider. It is their responsibility to monitor patients	Automated, continuous follow-up via check-in assessments. Proactive outreach from Care Navigators if conditions don't improve as expected.
CONTINUITY OF CARE	Service representatives check to see if the provider is in-network with the health plan. If not, the member may pay out-of-pocket rates or find a new provider in-network	Customer-specific networks (CSNs) allow members to continue care with Spring Health at in-network rates. Care Navigators help answer questions and support members throughout the process
REPORTING	Limited ability to hone in on cohorts of the population and no deep clinical insights. Reporting is primarily focused on utilization and top clinical conditions	In-depth reporting across key cohorts of the population including utilization, engagement, and clinical outcomes to identify trends and inform future engagement strategy
MEMBER ACTIVATION + ENGAGEMENT	Topical resources are shared monthly for employers to disseminate across employees	Ongoing outreach campaigns to members and non-enrolled employees – proven to drive utilization. Interactive, small group sessions and webinars on anxiety, disordered eating, stress, and more.

(4) American Psychiatric Association, 2021

(5) Clinical outcomes: JAMA, 2022. Financial outcomes: SBA (Santa Barbara Actuaries).

(6) CBIZ, 2021

* As of January 2023

The Spring Health difference

We're on a mission to eliminate every barrier to mental health. More than 4,500 organizations trust us to support employees and their families while lowering the direct and indirect costs of mental health.

FASTER RECOVERY

8 wks on average to recovery, with **70%** of employees showing improvement ⁵

REDUCED HEALTHCARE COSTS

12% reduction in total claims cost per Spring Health participant (*net Spring Health cost*) ⁵

INCREASED PRODUCTIVITY

25% fewer days missed and a **24%** increase in productivity ⁵

INCREASED UTILIZATION

5-10X Higher engagement than traditional EAPs ⁶



Spring Health has helped me make receiving mental health support faster, more effective, and more sustainable than my past EAP experiences. My new therapist has helped me not only supplement but enhance the spiritual and personal tools that are already working for me. I am grateful for Spring Health's proactive design in making mental health care more accessible. [My provider] is amazing. One of the best therapists I've worked with. She has been through what I'm working through, follows up regularly with me between sessions, and makes sure I have homework that is helping me in my addiction recovery and healing from childhood trauma. - **Clorox Member, September 2022**