

The Spring Health Advantage

A data-driven approach to optimize engagement, drive outcomes, and help members improve their mental health twice as fast as other solutions



Background

Over the past several years, employee assistance programs (EAPs) have become a critical resource to help employees maintain wellness. As the pandemic creates an even larger mental health need, it is even more important now to ensure employers offer a well-functioning EAP. Traditional EAPs tend to be reactive. Spring Health has created a more proactive approach to providing EAP services while using data to help drive precise guidance to the right care at the right time.



Problem

Traditional workplace mental health programs suffer from low sign-ups, poor access to care, and a lack of care outcome tracking. It takes weeks for those lucky enough to find any care and no one is helping members ensure they receive the right type of care at the right time. Programs typically cannot measure whether their offering works because outcomes of care are rarely tracked. At Spring Health, we believe a disruption of the traditional care model is needed.



Solution

Spring Health leverages a unique combination of precision mental health technology and human clinical care navigation to deliver fast access to the right care, at the right time. We screen for over 10 conditions with our clinically-validated, dynamic assessment, and each member receives a personalized care plan that is customized to their immediate needs. Members have access to a spectrum of support, including therapy, self-guided digital exercises, coaching, and more, to prevent and treat a range of conditions from sub-clinical concerns to high-acuity issues.



Outcomes & Value

We have proven that our solution drives world-class clinical outcomes and a compelling return on investment for employers. Our members can see a provider in less than two days and they stay engaged for an average 5.5 appointments. 72% and 74% of members achieved a significant improvement in depression and anxiety, respectively. **Compared to typical care, members see improvement in half the time.** These outcomes drive a return on investment of at least \$225 per employee per year just from productivity and retention savings alone.

Study Results

1.6
days to
next available
appointment

34%
average
customer
engagement
rate

72%
depression
improvement
in treated
members

74%
anxiety
improvement
in treated
members

\$225
productivity
savings per
employee
per year

42%
of members
non-white

16
industries

137
employers

How do we do this?

At Spring Health, we work with employers to fundamentally change how they can support the emotional wellbeing of their workforce. Employers are now demanding improved access to care, a delightful member experience, and more insight into the return on investment of their limited benefit budgets. The following 6 pillars are key to building a full solution that works for all employees.



1

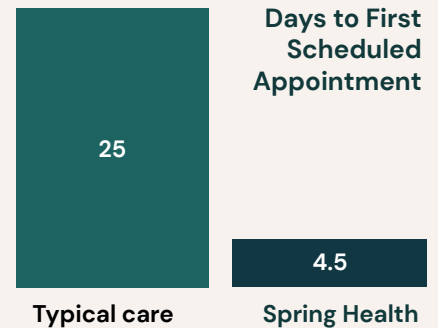
Market leader in employee engagement

We have developed proven multi-channel engagement strategies that have led some companies to achieve over 45% employee engagement. A large employer who launched in 2021 had more member sign-ups with Spring Health in the first 30 days than they had in 5 years with their previous EAP. Across all types of employer partners, our employers have averaged 34% employee engagement with Spring Health vs. 3-5% with traditional EAPs.

2

True access to care, not just access to a list of providers

Finding a provider can be confusing and wait times are simply too long. Typical health insurance wait times for a first appointment can be more than 25 days¹. At Spring Health, we integrate our providers' calendars into our system to provide members the ability to directly book an appointment without wasting time calling around to multiple providers. Our average time to the next available appointment is 1.6 days and the average time to the first scheduled appointment is 4.5 days.



3

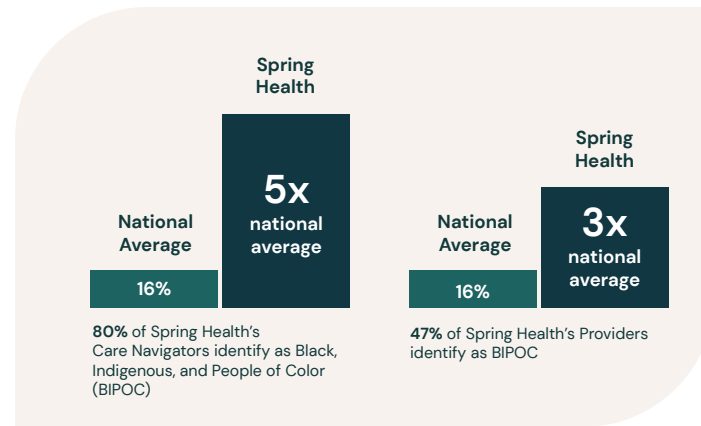
Dedicated licensed clinical Care Navigators ensure no member is alone in their journey

Every member is assigned a single Care Navigator to help in their wellness journey. Spring Health Care Navigators are licensed therapists who help each member find the right type of care for them. Care Navigators are there to answer questions, make recommendations and referrals, and lend emotional support. They also monitor the member's progress and reach out to help them stay on track or adjust their care when needed. The average time to speak with a Care Navigator is less than 1 day.

4

High quality, diverse provider network

80% of our care navigation team identifies as Black, Indigenous, or a Person of Color (BIPOC) – 5 times the national average¹. 47% of our provider network also identifies as BIPOC. Our network percentage of Black providers is 6 times the national average and our Asian provider percentage is two times the national average. This effort has led to 83% of our members sticking with their initial therapist despite having an easy path to switch providers when needed.



¹Lin, L., et al., 2018

5

Integrated solutions decrease confusion

Too many point solutions create confusion for members and become barriers to finding the right solution. We offer digital self-help tools and coaching for those who want to build skills on their own or work toward specific goals. For those with more significant clinical needs, we offer therapy, medication treatment, substance use support and other specialized programs. We also offer a single place for family mental healthcare: parents can schedule and manage care on behalf of one or more children over the age of 6, and members can invite their spouses, partners, and dependents age 13+ to create their own Spring Health account. Members can turn to Spring Health as a single front door to mental wellbeing.

A platform and a solution

We integrate all your mental health benefits, and expand access to fill any gaps



6

We measure outcomes of everything we do, so everything is right for you

A solution cannot be trusted if the right outcomes of care are not tracked. We collect data to ensure access to care is always available, to personalize each member's journey and to know when the member's journey is going well. We use data to flag members at-risk so our clinical care navigators can proactively reach out and help members stay on track. Our providers track care outcomes to quickly adjust care, when needed, and ensure the best outcomes. We track outcome performance of all our providers to ensure we have the highest quality network possible.

How do you know this solution actually works?

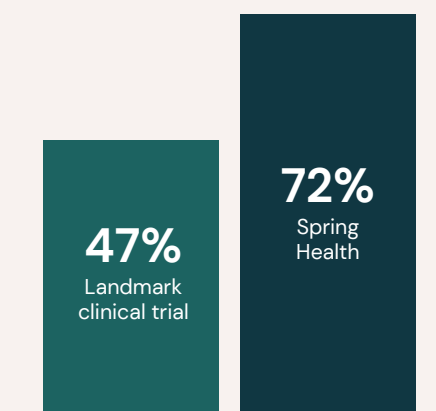


We track outcomes of care to make sure our members truly get better quickly

Most mental health providers today do not routinely track outcomes in their care efforts despite evidence showing that without this providers only detect less than 25% of those not improving.² Tracking outcomes is so important that we incentivize our providers to use this data in their care.

Combining our fast access to care with a personalized, precision mental health approach allows our providers to achieve real-world outcomes better than many clinical studies. Our members achieve anxiety and depression score improvement rates of 74% and 72%, respectively, in an average of only 5 sessions. This is **twice as fast** as many clinical trials and other solutions.

Improvement in Depression



Better care, better outcomes, extraordinary ROI

The return on investment for an employer's mental health wellbeing program comes from improving overall employee productivity, decreasing disability needs, and through health plan savings. The presence of a mental health condition has been shown to more than triple the annual cost of medical care.³ Some of this increased cost occurs when an untreated mental health illness results in a medical or ER visit for an unnecessary medical work-up (like an evaluation for a heart attack when it is really a panic attack).

Sources of Return On Investment with High-Quality Mental Health Programs

Employer Savings

- Improved productivity
- Decreased absenteeism
- Decreased turnover
- Decreased disability claims

Healthcare Savings

- Decreased total medical costs
- Decreased mental health medication costs
- Decreased out-of-network costs
- Decreased ER visits and mental health inpatient stays

Improving retention of key employees

Employee turnover is estimated to cost 33% of an employee's annual salary to recruit and onboard a replacement. Two of the top five reasons for leaving are work-life balance and well-being. In an analysis of several employer customers, we found an average reduction of employee turnover of 46% of those who enroll with Spring Health. This likely occurs through improving employee performance, morale and well-being when their mental health concerns can be quickly and effectively addressed.

46%

employee retention improvement in sample of several large employers

True ROI measured from real-world care.

Through our tracking of productivity, absenteeism and retention changes, we are able to determine the return on investment from our program. We measured a total productivity savings of \$225 per employee across all employees, whether or not they enrolled in our program (based on an average employee salary and benefit cost of \$75,000). This includes savings from changes in presenteeism, absenteeism, and employee retention.



Average cost of salary+benefits
\$75,000



Cost savings per employee per year
\$225.00

More engagement = more savings

As more employees and families engage with Spring Health, the return of investment can even improve further. This data does not even include improvements in employee wellness from family members receiving care. The customers with the best engagement levels use many of our proven marketing strategies to generate high program engagement rates help drive ROI.

Per employee per year savings rate based on different Spring Health engagement rates

Engagement rate	20%	25%	30%
Salary/Benefit Cost	\$75,000	\$75,000	\$75,000
Productivity Savings	\$135	\$168	\$202
Retention Savings	\$148	\$185	\$222
Total Savings	\$283	\$353	\$424
Total Savings per 1,000 employees	\$283,000	\$353,000	\$424,000
Total Savings per 10,000 employees	\$2,830,000	\$3,530,000	\$4,240,000

Summary

Our personalized, high-touch precision mental health approach is proven to drive high recovery rates and help our members achieve their best selves. We can drive recovery rates even higher for more employees as we continually improve our precision approach. More than ever before, employees and families need accessible, high-quality mental health wellness support. Spring Health can help transform your workplace and drive an incredible return on your investment in your business's most important asset – your people.

References

1 – Malowney, M., Keltz, S., Fischer, D., & Boyd, J. W. (2015). Availability of Outpatient Care From Psychiatrists: A Simulated-Patient Study in Three U.S. Cities. *Psychiatric Services*, 66(1), 94–96. doi:10.1176/appi.ps.201400051

2 – Fortney, J. C., Unützer, J., Wrenn, G., Pyne, J. M., Smith, G. R., Schoenbaum, M., & Harbin, H. T. (2017). A tipping point for measurement-based care. *Psychiatric Services*, 68(2), 179–188.

3 – Davenport, S., Gray, T. J., & Melek, S. (2020). How do individuals with behavioral health conditions contribute to physical and total healthcare spending?. Milliman Research Report.

