



# Spring Health's Dedicated Provider Network

Spring Health's provider community is dedicated to clinical outcomes and timely care for your employees.



# Background

The market for high-quality providers remains competitive as demand for therapy surges and more employers offer enhanced mental health services. Ghost networks, provider shortages, and lack of consistent outcomes plague EAPs, health plans, and other entities.

## With Spring Health, there is a better way.

Our clients can tap into a pre-vetted, robust provider network dedicated to clinical outcomes. Our members can book an appointment and see a provider who meets their specific needs in less than two days. Spring Health providers are part of a community that prioritizes diversity, quality, and support.

**9 out of 10**  
therapists have seen an  
increase in requests  
for help<sup>1</sup>





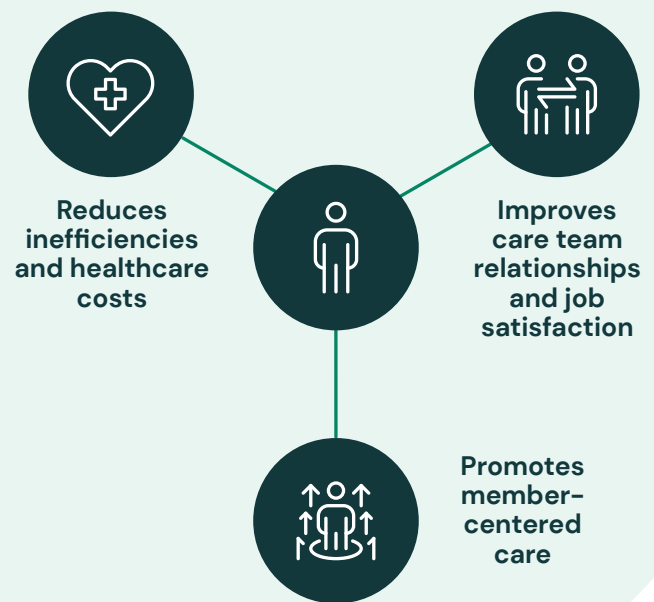
# An Integrated Network

Spring Health providers are part of a dedicated care team. Together, they manage each member's personalized care plan.

Our shared electronic health record (EHR) allows for close communication and ensures that care team members, with the appropriate permission levels, stay informed about the member's overall journey—even in between sessions.

Spring Health members seeking evidenced-based therapy and medication management are in good hands with our provider network.

## Our collaborative model



## Spring Health Providers

### Credentials

Licensed therapists, psychologists, psychiatric nurse practitioners, and physicians

### Roles

- Provide evidenced based therapy
- Medication management
- Escalate members to higher levels of care ... and more

### How Care is Delivered

In person or virtual



## Diverse providers to support your team’s experiences

At Spring Health, we’re committed to constantly improving the diversity of our care network. That’s how we ensure the best possible outcomes for any member of any background. Our approach to diversity encompasses not only who the care provider is, but also what they do best.

Cultural Background	Conditions Treated	Speciality Populations	Treatment Techniques
<ul style="list-style-type: none"><li>• 45% BIPOC</li><li>• 30+ languages spoken fluently</li><li>• 15 unique racial and ethnic backgrounds</li></ul>	<b>12+ including:</b> <ul style="list-style-type: none"><li>• Substance Use</li><li>• Eating Disorders</li><li>• Suicidal Ideation</li><li>• ADHD</li><li>• Grief</li><li>• PTSD</li></ul>	<b>12+ including:</b> <ul style="list-style-type: none"><li>• Couples</li><li>• Children</li><li>• LGBTQ+</li><li>• Military</li><li>• Faith Based</li></ul>	<b>25+ including:</b> <ul style="list-style-type: none"><li>• Cognitive Behavioral Therapy (CBT)</li><li>• Medication Management</li><li>• Mindfulness Based Therapies</li><li>• Parent Child Interaction Therapy (PCIT)</li><li>• Solution Focused Therapy</li></ul>

## Easy, timely access to therapy

Traditionally, the burden of contacting and finding providers—who are often unavailable—is placed entirely on the individual. Spring Health makes provider matching straightforward by offering more choices with fewer headaches.

### Schedule

Browse your therapist options and schedule a visit at a time that works well for you. [Learn more](#)

Conditions:

Perinatal Mood & Anxiety Disorders X

OCD X


Specialties:

Adults X

Racial Identity X

Couples X

Your Location: 1234 Street, Brooklyn, NY, 11215 [edit](#)



**Dorothea Langosh**  
Therapist, LPCC  
[Virtual visits](#) [In - Person visits](#)

If you are feeling unhappy or stuck, struggling with relationships, work, and not getting what you want in life, our therapy sessions can help you move forward. I will help you listen to yourself better, understand what's getting in your way, and feel more confident in being yourself. For couples, I help you to slow down...  
[See full bio](#)

Can help you with:

Abuse (sexual, emotional, physical)

Personality Disorders

Children (5-13 years old)

Racial Identity

LGBTQ Identity

**Booking Options:**

Virtual

Tomorrow, July 20th - 2:30pm

Wednesday, July 21th - 10:30am

Wednesday, July 21th - 11:30am

[See All Virtual Options](#)

In-Person

Submit request for availability

2810 Ambassador Caffery Pkwy 6th floor, Lafayette, LA 70506

2.1 miles away

4 Spring Health’s Dedicated Provider Network

springhealth.com

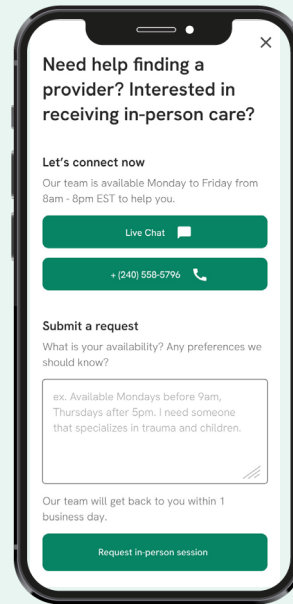


In as little as two days, our members can book appointments:

- Directly online with a single-click
- Through a care team member

Members can select providers based on their specialties, the conditions they treat, and whether they offer in-person or virtual care.

Our 24/7 crisis line is always staffed by a masters-level clinician.



89%

Percent of providers offering **after-hours** appointments

54%

Percent of appointments during **evenings**

12%

Percent of appointments during **weekends**

70%

Percent of **unavailable** health plan and EAP mental health providers

<2 days

Spring Health provider avg **first appointment** availability

2 days

Spring Health provider avg **third appointment** availability

## A comprehensive look at access

Provider availability is the most important factor in your employees' access to care. We look at more than the absolute soonest a member can access care in their state. While a good time to the next appointment tells us members can be seen quickly, a strong time to the third appointment tells us that members have their choice of appointment times and providers.

We use three pillars to accomplish world-class accessibility to care:



### Guaranteed Availability

Providers with no availability are hidden from provider searches.



### Immediate Availability

We monitor the time to next available appointment in every state to keep our average wait time as close to 2 days as possible.



### Depth of Availability

We monitor the time to the third available appointment to ensure we have a variety of appointment slots available to your employees.

## Referral Concierge Team:

Our white-glove service is available to any member who is unable to find a provider match because of their unique request. The Referral Concierge team facilitates referrals to specialists outside of the Spring Health network to ensure all members receive the care they need. The team prioritizes:

### Responsiveness:

Warm transfer from Care Navigation with guaranteed follow up within 2 business days

### Affordability:

Referrals are vetted to ensure low-to-no cost to members

### Quality:

External provider list is dynamic, informed by analysis and member feedback

### Sourcing:

Highest performing off-platform providers are recruited into network

## A Stable, Connected Community

Providers love being part of Spring Health. They appreciate the flexibility and diversity in how they can work with us. Also, the support we provide them is unparalleled. That's why we celebrate them through Spring Connect, the official community for Spring Health providers.

## A space for personal and professional growth

### Professional Development

- Continuing education courses
- Support for new state licensures
- Quality of Care program to maintain network standards

### Broaden Clinical Impact

- Workforce trainings and discussions
- Writing opportunities to educate customer and provider audiences
- Advisory groups and feedback sessions to improve the Spring Health platform

### Cohort Based Learning\*

- Provider Leads offer full-time clinical leadership and programming for each cohort
- Monthly case conferences to discuss complex cases while maintaining privacy
- Additional clinical support and provider connections

*\*An evidenced-informed practice used in graduate classrooms and various workplaces to encourage deeper levels of engagement, collaboration, and better performance in a small group format.*

**"I felt very valued as a contract employee. I did not feel like a number or a faceless entity—I really felt cared for."**

**Spring Health Provider**



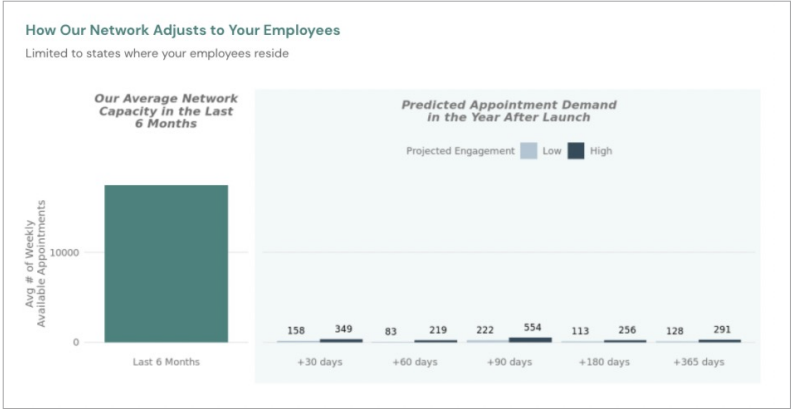
## Intelligently scaling to serve our clients

Highly satisfied and engaged providers help us reduce churn in our network and reliably predict provider capacity and appointment availability. After all, Spring Health’s membership grows each month. Here’s how we accommodate your workforce to ensure we have the right providers for your company on day one.

First, we use our proprietary data algorithm to estimate how many weekly appointments we expect your members to use in the first year. This estimation is a range, based on both low and high enrollment.

Then, we look for gaps in coverage and hire proactively to scale our network before your launch date.

We have a team who continually evaluates our network on a state-by-state basis to ensure we have availability.



## A New Standard for Quality

### A rigorous process to recruit world-class clinicians

Alongside expanding our network, we are committed to maintaining a standard of excellence to ensure our network is always ready to meet any change in demand. Our dedicated Clinical Recruiters use our seven-step hiring process to ensure that we find the highest quality providers in the cities and states where your employees live.

Source	Evaluate	Background Check	Credentials & License Review	Onboarding & Training
<div>1</div> <div>Find top talent through provider referrals, proactive marketing, and strategic sourcing. As a baseline, we require all providers to have a minimum of 3 years of experience post-licensure</div>	<div>2</div> <div>Soft skills, customer service &amp; bedside manner</div> <div>3</div> <div>Committment to evidence-based tools and practice</div> <div>4</div> <div>Familiarity with tech and measurement-based care</div>	<div>5</div> <div>Conduct an in-depth background check including a Healthcare Sanctions Search Level 3, SSN Trace, National Criminal Database Search, and more</div>	<div>6</div> <div>Use top healthcare accreditation organization credentialing standards</div>	<div>7</div> <div>Before seeing patients, each provider completes a robust onboarding program, led by the Spring Health Clinical Operations team</div>



## Best-in-class tools to optimize care

Our commitment to quality care doesn't stop with the initial vetting of providers. We provide a comprehensive technology stack that providers can rely on to do their jobs effectively.

### Spring Health Tools

#### Provision of Therapy

- Electronic Health Record
- Appointment Scheduling Software
- HIPAA-Compliant Virtual Meeting Platform
- Intuitive Invoicing System

#### Quality Management

- Clinical Assessments
- Moments, Digital Exercises
- Candela
- Provider Quality Manual

### Spring Health's proprietary tools enables providers to:

- Engage with members and document interactions securely
- Get a 360 view of patient data before the first session
- Make more accurate diagnoses
- Modify treatment plans in real time
- Improve patient outcomes faster (by 8 weeks)
- Receive timely, market-competitive payment



SPRING HEALTH TOOL SPOTLIGHT

## Candela, a value-based payment innovator

While many efforts are underway worldwide, there are no nationwide benchmarks for mental health outcomes<sup>3</sup>. Spring Health wants to change that. We keep a constant pulse on the quality of our network’s care through Candela, the industry’s first performance incentive system in mental health care.

Unlike other solutions, we incentivize quality of care over the quantity of sessions provided. Candela measures our providers’ performance over time, ensuring the highest quality network and care for your team:



**Top performance**

Incentivizes high-quality care with a cash bonus (of up to 20% of yearly income) for top-performing providers.



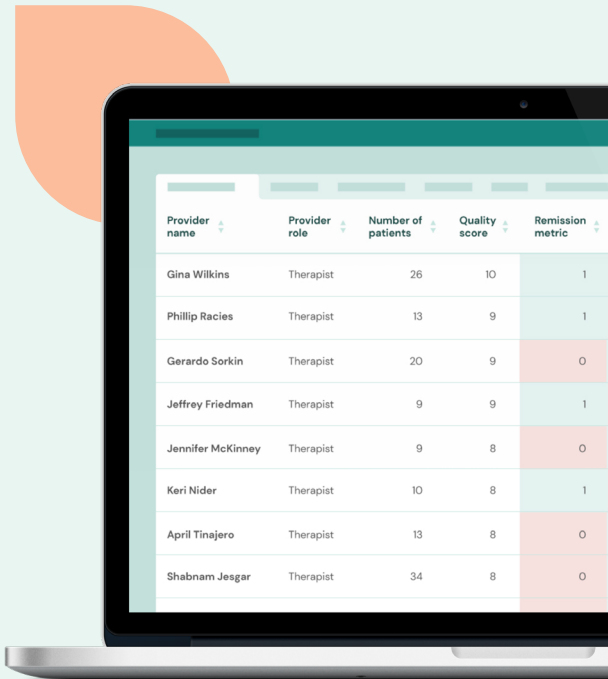
**Maximum affordability**

Higher-quality care means a shorter time to recovery, drastically lowering your healthcare costs.



**Consistent improvement**

Our experts deliver 1:1 coaching to review performance and provide strategies for improvement.



Provider name	Provider role	Number of patients	Quality score	Remission metric
Gina Wilkins	Therapist	26	10	1
Phillip Racies	Therapist	13	9	1
Gerardo Sorkin	Therapist	20	9	0
Jeffrey Friedman	Therapist	9	9	1
Jennifer McKinney	Therapist	9	8	0
Keri Nider	Therapist	10	8	1
April Tinajero	Therapist	13	8	0
Shabnam Jesgar	Therapist	34	8	0

## Summary

Employees and their families need accessible, high-quality, personalized care to empower their everyday lives and wellbeing. Our growing provider network is built from a diligently curated and connected provider community. Spring Health’s provider network delivers a new standard of clinical outcomes to ensure each member of your team can thrive.

## References

<sup>1</sup>Parker-Pope, T. (2021, December 16). We surveyed 1,320 therapists, and the news isn’t good. The New York Times.

<sup>2</sup>McLean Hospital. (2020, September 1). What employers need to know about mental health in the workplace.

<sup>3</sup>Kilbourne, A. (2018 Jan 19). Measuring and improving the quality of mental health care: a global perspective. National Library of Medicine.