

Make mental health human with a new approach to the EAP

4 Key Considerations To Improve the EAP Experience for Today's Employees

Despite providing critical benefits to employees in times of need, Employee Assistance Programs (EAPs) can be challenging to use and even more challenging to find, typically driving as little as 3-5% engagement rates.

Today's employees deserve a mental health experience that's approachable, easy-to-use, and meets them where they are.

So, how can employers identify an EAP that meets or even exceeds the expectations of employees today?

1. Delivers Approachable, Accessible Care

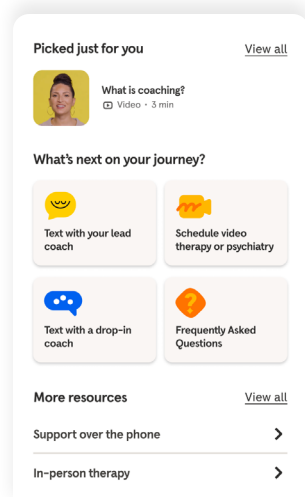
Taking the first step to getting mental healthcare can be hard. With persistent stigma, an average wait time of 6 weeks for therapy in the U.S, and many mental health providers not accepting insurance, employees and their families struggle to get the care they need. Today's workforce is tired of jumping through hoops, making endless calls, and feeling discouraged, especially during times of heightened stress. Fast-access to high-quality care is imperative to meeting member needs.

Through a member experience designed to both make mental healthcare feel approachable and deliver easy access to care, Headspace makes it simple for members to begin their mental health journeys. Through Headspace's EAP, members can seamlessly access care through:

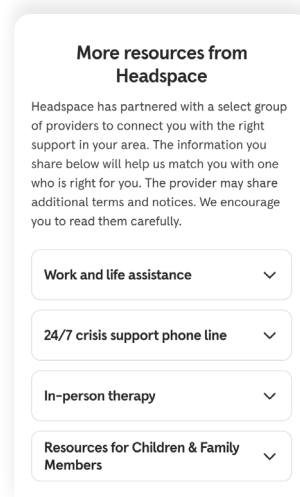
- **An award-winning app experience**
- **Centralized web-based dashboard**
- **24/7 phone line access to licensed clinicians**
- **24/7 access to chat-based coaching**
- **In-person and video therapy**
- **Video psychiatry**

Through a warm, inviting member experience and multiple entry points to care, members are empowered to engage in care in whatever mode feels best for them.

HOW IT WORKS



Integrated App



Headspace Hub



24/7 Phone line

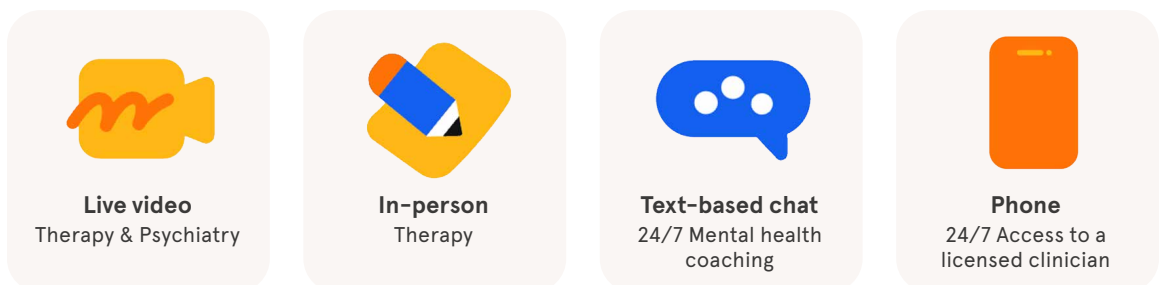
2. Provides Support for All Of Life's Moments

Traditional EAPs are typically episodic. Most often, an employee will engage with an EAP for a specific issue, use their allotted sessions, and then leave the EAP. However, we know mental health doesn't always work that way. Mental health is an ongoing journey and members deserve an experience that stays with them, flexing as their needs change.

Through care options that vary from preventive to treating complex and acute needs, Headspace ensures that every member gets the right care at the right time. The Headspace experience offers:

- On-demand meditations and mindfulness to build resilience and mental strength to tackle daily stressors
- On-demand coaching for setting and achieving goals, building healthy habits, and remaining accountable to care plans
- Therapy and psychiatry to address clinical needs, such as anxiety or depression
- Complex care services, including referrals to inpatient care and case management, for substance use disorder or suicidal ideation
- Work-life services for financial, legal, dependent care support to ease the mental health journey

Members don't have to know what care they need – they just need to show up, and we take care of the rest. Through personalized recommendations, in-app clinical assessments, and a team-based care model, we ensure that every member is guided to the right care.



3. Ensures High-Quality and Effective Care

Beyond just accessing care, members want to actually feel better and get back to feeling themselves. While EAPs have built networks of compassionate, skilled mental health providers, not all have invested in the quality evaluation, measurement-based approaches, and provider training to bring their providers to the next level and deliver care that drives sustainable outcomes improvement.

Headspace delivers meaningful outcomes for common to complex issues with high-quality, team-based care. By hiring quality providers trained in evidence-based care, conducting routine provider evaluations, training providers in the latest clinical treatments, and consistently measuring outcomes using industry-standard assessments, Headspace is able to deliver a quality care experience.

At Headspace, we're committed to delivering better care. We're so sure that our system works, we put fees at risk with performance guarantees that ensure members see improvement in anxiety and depression symptoms.



Of members with moderate to severe depression see symptom improvement after 6-16 weeks*



Of members with moderate to severe anxiety see symptom improvement after 6-16 weeks*

4. Improves Company Culture

The most valuable EAPs make an impact across the organization by acting as an extension of your HR and benefits teams in both times of crises and the everyday. They help make mental health approachable, make managers more empathetic, and make work a safe place for mental health conversations.

With Headspace, benefits teams are never alone on their mission to better support employees' mental wellbeing. Through responsive account management, 24/7 critical incident support, turnkey engagement strategies, and workplace and leadership trainings, we help make your workplace a better place to work.

Interested in learning more about how Headspace EAP delivers a more human approach to care that improves outcomes and exceeds employee expectations? Contact us [here](#).