

Headspace Consultant Toolkit

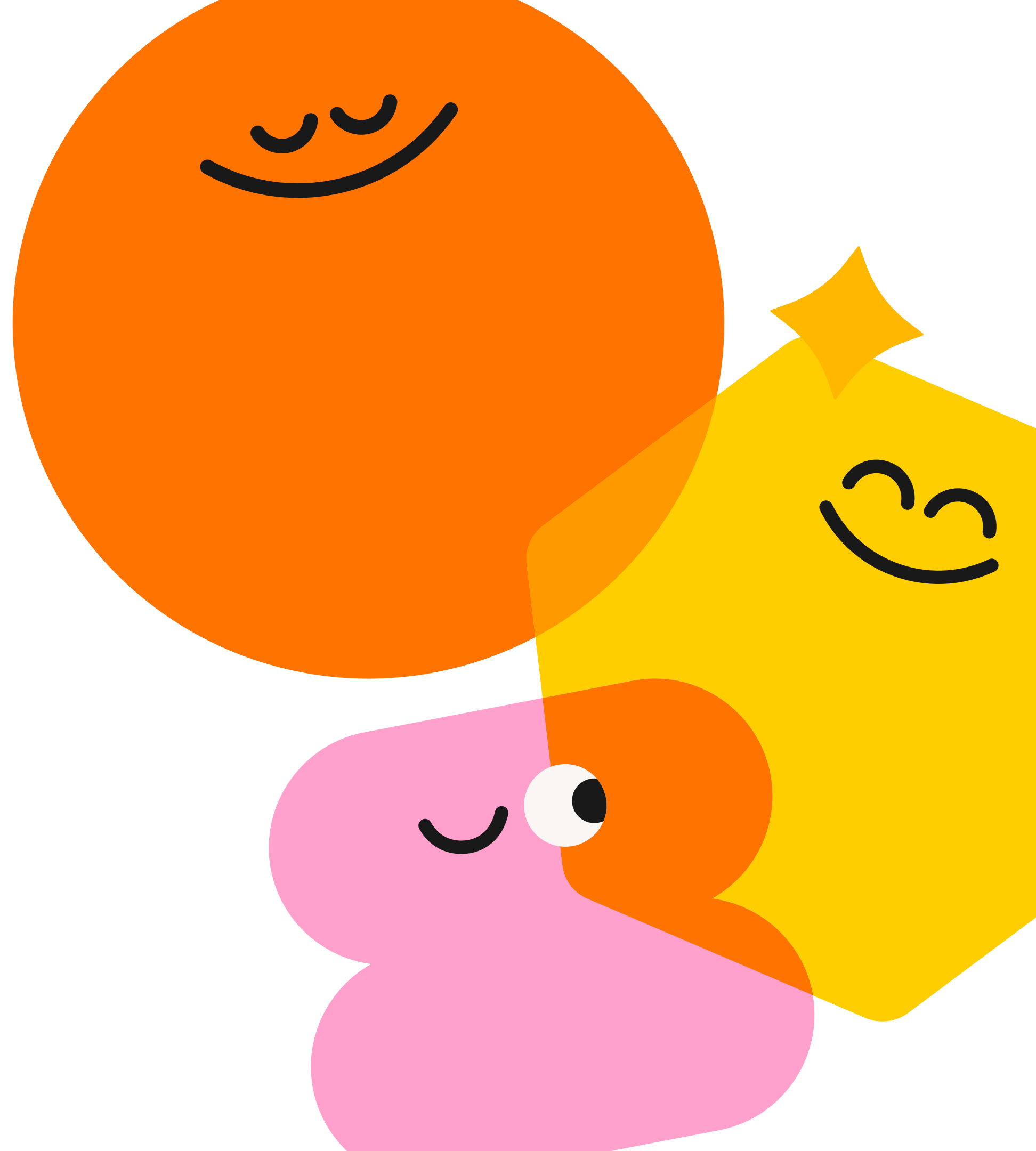
Your guide to mental health benefits
for happier clients



At Headspace, we work with benefits consultants to:

- Tailor mental health programs to meet your clients' needs through EAP replacements and supplements
- Deliver clear results and outcomes
- Drive engagement

To use this toolkit, pull these slides for your presentations to share with clients.



Headspace Overview



Mental health care for every moment

Headspace has one mission in mind: **to provide every person access to lifelong mental health support.** To that end, we're transforming the way organizations approach overall well-being in the workplace.

We help your clients' populations stay healthy with a full EAP replacement/supplement, mental health coaching, therapy sessions, psychiatry, meditations, and mindfulness exercises. Members can access care 24/7 — all under one virtual roof. And employees are guided to the right care at the right time while driving cost-savings for organizations.

Mindfulness

Coaching

Psychiatry

Therapy

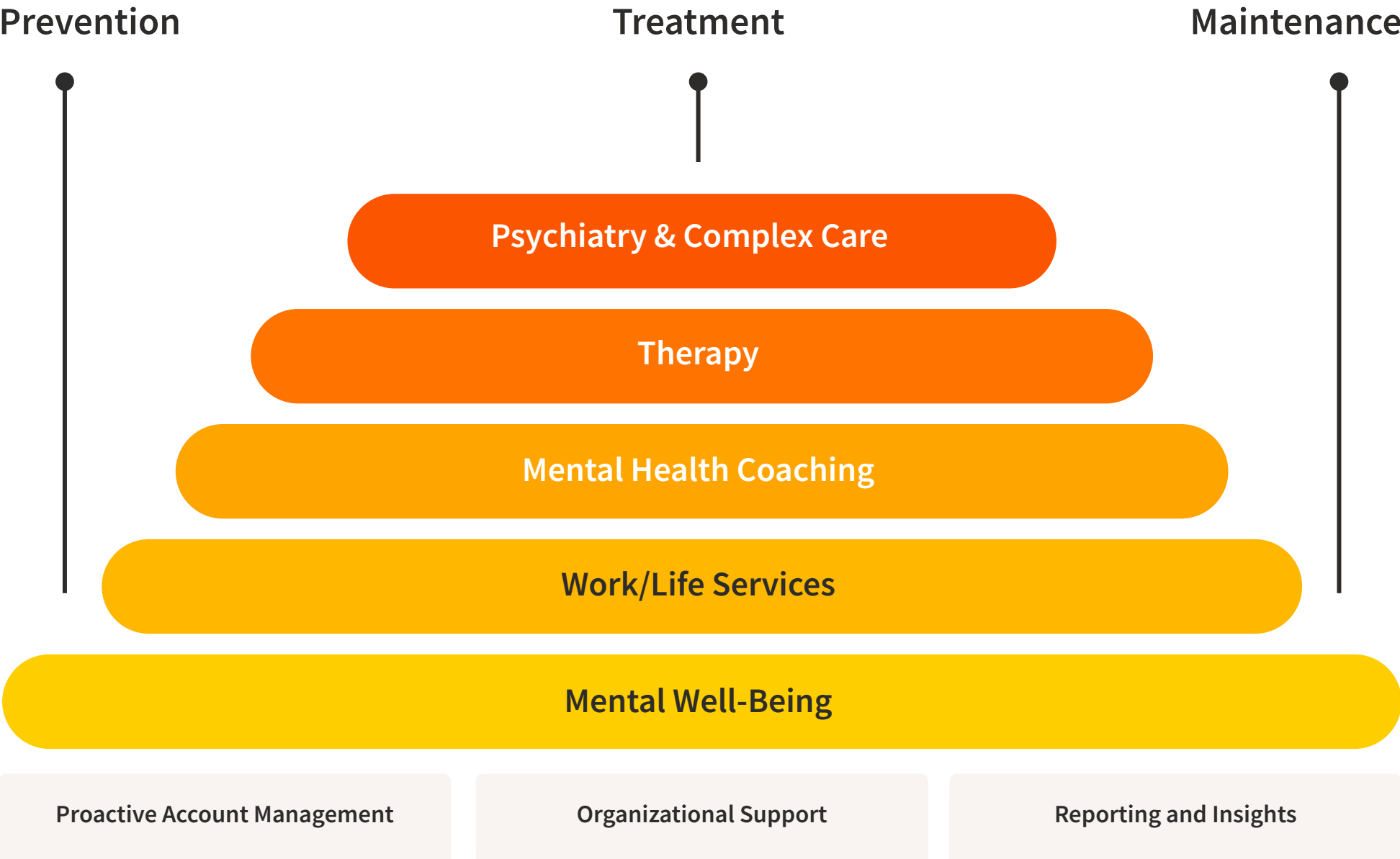
Work/Life Services



Team-based care model delivering effective, evidence-based care

Mental health is continuous — and so is our approach

Our system of care – enhanced by technology – uniquely delivers the level of support each person needs.



Don't take our word for it — Headspace delivers positive outcomes for leading brands globally

 **Accolade** **75%** experienced improvement with depression after coaching sessions

ARITZIA **89%** agree that the Headspace app helps them manage stress

Vox **80%** Experienced improvements in their depression after working with a coach, therapist, or psychiatrist

Headspace EAP



Headspace EAP provides mental health support with a human touch

Ready to help your clients deliver an EAP that members love? Our innovative solutions drive better engagement and workplace outcomes by understanding that everyone is human, everyone needs help from time to time, and everyone has different needs.

2
min

Average time to connect
with a 24/7 mental health coach

2.2
days

Average time to first
therapy appointment

4.9/5
stars

Average rating for
psychiatrists on Headspace

Our EAP features

Our full EAP replacement/supplement offers a comprehensive, single platform solution to cover an organization’s needs across the board. We’re a one-stop-shop that allows organizations to meet employees where they are with the broadest offering of evidence-based care.

	Headspace Core	Headspace Care	Headspace EAP
FEATURES			
Meditations and mindfulness	✓	✓	✓
Sleepcasts & Wind downs	✓	✓	✓
Focus Music & Exercises	✓	✓	✓
Guided Movement	✓	✓	✓
Text-Based Coaching	✗	✓	✓
Video Therapy	✗	✓	✓
In-Person Therapy	✗	✗	✓
Phone-Based Therapy	✗	✗	✓
Video Psychiatry	✗	✓	✓
Work-life Services	✗	✗	✓
Critical Incident Support	✗	✗	✓
Crisis Support	✗	✗	✓
Manager Consultations	✗	✗	✓
Leadership Workshops	✓	✓	✓
Dependent Access	✓	✓	✓

Meeting employee needs every step of the way

With Headspace EAP, benefits teams are never alone on their mission to better support employees’ mental well-being. Organizations choose Headspace as their trusted partner for responsive account management and critical incident support, mindful workplace & manager trainings, engaging communications tools, and support destigmatizing mental health at work.

MENTAL WELL-BEING

MENTAL HEALTHCARE



Mindfulness
On-demand guided meditations to help members stress less, sleep easier, focus more, and feel calmer overall.

Work/Life Services
Child and elder care, legal services, pet care, community-based support, and more.

Coaching
24/7/365 access to text-based chats with a licensed mental health coach.

Therapy
Virtual sessions delivered by in-house therapists, plus in-person and 24/7 phone therapy options.

Psychiatry
Virtual access to board-certified, prescribing in-house psychiatrists, as needed.

Account management

Organizational & Critical Incident Support

Robust Reporting

Outcomes and Cost Savings



We're cost-effective, high-quality and science-backed

50+ peer-reviewed studies on product-specific outcomes

65+ research collaborators

Headspace is the most evidence-based mental health platform. The Headspace Research team collaborates with 50+ research institutions to continually publish peer-reviewed scientific studies — the largest body of evidence in digital mental health.

When employees engage with Headspace, the workplace becomes a happier place

32% less stress in 30 days of using Headspace

14% more focus with four weeks of Headspace

83% of members experienced improvement in anxiety symptoms*

85% experienced improvement in depression symptoms*

30 days of mindfulness improved immune cell gene regulation

3 additional healthy mental health days, as measured by the CDC, after 30 days of Headspace Care

**Members engaged with both coaching and clinical services between intake and follow-up (min 3 sessions)*

The bottom line benefits of investing in mental health

11.3%

average monthly savings vs.
pre-Headspace Care trends

15%

savings vs. benchmark data for
members who engaged in
Headspace team-based care at a
large pharmaceutical company

17%

decrease in outpatient costs
for members engaged in
Headspace Care

7-27%

total cost decrease for
members with comorbidities
(MSK, GI, metabolic conditions)
and anxiety after engaging in
Headspace Care

[Source](#)

**Members engaged with both coaching and clinical services between intake and follow-up (min 3 sessions)*

The Headspace Difference



Headspace outperforms on real-time support, access, and cost

Together, we can fundamentally change the way members access and connect with the right mental health care focused on providing quick and easy access as well as engaging solutions for members.

Access

Outcomes

Cost Savings

Transparent Pricing

Headspace

The Headspace difference:

- ✓ Easy access to therapists and psychiatrists, including **24/7 in-app scheduling** for virtual sessions
- ✓ Immediate access to care
- ✓ Realistic ROI and **predictable costs** to support mental health long-term
- ✓ Aggressive performance guarantees on time to care, outcomes improvement, and member satisfaction

Other EAPs

Compared to other EAPs that offer:

- ✗ Limited, asynchronous coaching without a team-based care model – 24-48-hour non-real-time response
- ✗ Long, burdensome member intake – Members must answer many questions to access care
- ✗ Unrealistic ROI and inconsistent costs – Promoting 4:1 or 5:1 ROI
- ✗ Minimal guarantees – Limited performance guarantees covering part of their solution

A better approach to mental health benefits

From overall well-being to mental health care, different employee needs are covered within a continuous approach that leads to a better member experience.

- Approachable and highly engaging
- Immediate care (not triage)
- Team-based, multidisciplinary care
- Holistic, continuous support
- Industry-leading quality
- Culturally responsive
- Expert-led client management

Plus, we offer proactive, valued services for every employee across every modality of care

- In-person and video therapy
- Mental health coaching
- 24/7 phone counseling
- Video psychiatry
- Work-life services
- Critical incident support
- Care concierge services
- Mindfulness, sleep, and well-being
- Manager trainings
- Live workshops



Working with Headspace



Partnering with Headspace is simple

From signature to go-live in 6-8 weeks



Request a proposal

To request a proposal or schedule a demo or capabilities meeting, reach out to your Headspace representative or fill out the [contact us form](#).

After receiving this information, a Headspace team member will reach out to schedule a call to learn more about your client’s goals and develop a proposal that addresses their unique obstacles and objectives.

We may request the following info to develop a custom proposal:

- Company headquarters
- Employee headcount/census
- Global population
- Current benefits programs
- Mental health benefits usage
- Workplace culture

Please include the following information:

Organization name

Organization headquarters

Organization size

of employees US-based vs. internationally-based

Services the organization is interested in (such as work-life services, coaching, therapy, psychiatry, mindfulness and more)

Learn about our partnerships

We also partner with 35+ organizations to make it easier for members to access mental health services. [Contact us](#) to learn more about our partnerships.



Frequently Asked Questions



Frequently Asked Questions

Is mental health coaching through text effective?

Text-based coaching provides a degree of privacy and convenience that may motivate employees who are hesitant to prioritize their mental health. Our members frequently take advantage of the texting model with 76% texting outside of business hours. And members see positive outcomes:

- 76% experienced improvement in depression symptoms*
- 75% experienced improvement in anxiety symptoms*

*after 6-16 weeks of coaching

Do you offer in-person care?

Yes. Headspace provides in-person therapy through our EAP.

What size of employers can you work with?

We make our products and services available to more than 4,000 clients and partners around the globe, ranging in size from small employers to large, Fortune 500 companies.

What organizations do you have partnerships with?

We partner with 35+ organizations to make it easier for members to access mental health services. Partnerships include Virgin Pulse, Quantum, Accolade, Sequoia, Cigna, and more. [Contact us](#) to learn more about our partnerships.

Is Headspace a full EAP replacement?

Yes. Headspace has full EAP replacement capabilities. Learn more about how Headspace improves upon the traditional EAP model [here](#).

Can I offer Headspace EAP to employees and their dependents?

Yes. We have built thoughtful programs to address child and adolescent mental health for employees with dependents >6 years old.

What is your privacy policy to keep data safe? Do you have any privacy certifications?

Headspace is HITRUST CSF certified. Our information privacy and security governance is aligned with the International Organization for Standardization (ISO) 27001 and 27002 security standards, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the National Institute of Standards and Technology (NIST) Special Publications 800 Series, the General Data Protection Regulation (GDPR (EU) 2016/679, and other relevant state and international breach notification and security regulations.

Do you offer performance guarantees?

Yes, we offer performance guarantees that ensure timely access to care, meaningful symptom improvement, and member satisfaction. [Contact us](#) to learn more.

Is Headspace available globally?

Yes, Headspace provides comprehensive, high-quality care to support the global workforce. Our global footprint spans 200+ countries and regions.

Is Headspace an eligible expense for wellness dollars?

In most cases, your clients can use their health plan's wellness dollars to offer Headspace's mindfulness and meditation app to their employees. [Contact us](#) to learn how your clients can use their remaining wellness dollars to bring Headspace to their organizations.

How does Headspace support DEIB?

We recognize that underrepresented populations have disproportionate access to mental health services. Our care team reflects the diversity of the people they support and can help on all topics relating to LGBTQ+, racial trauma, veterans, traditionally underserved groups, economically disadvantaged groups, and more.

Headspace apps also meet Web Content Accessibility Guidelines (WCAG) requirements.

Thank you



