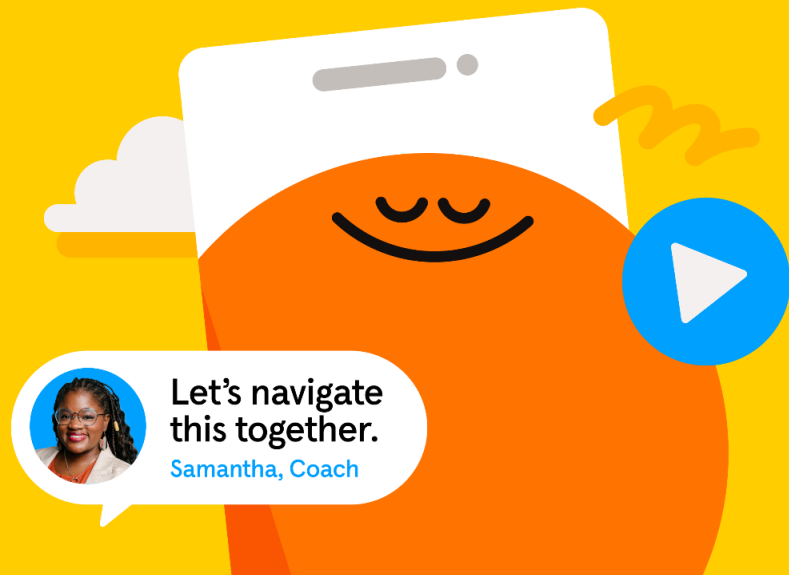




Mental healthcare for every moment

Frequently Asked Questions



1. What is Headspace EAP?

Headspace, your employee assistance program offers convenient and confidential mental health support for you and your family members. Members get unlimited access to 24/7 mental health coaching via text-based chats and hundreds of meditation and mindfulness exercises. If you need a little more support, you can call our 24/7 phone line to speak to a counselor right away or schedule an appointment with a therapist. To locate your country specific phone line, visit <https://work.headspace.com/crowley/member-enroll>

We can also connect you with confidential, local resources to help with financial stress, legal assistance, eldercare, and childcare to help you balance work and life. Call the 24/7 phone line listed below to tell us more about your unique needs. We'll provide you with a list of vetted and available referrals within a few days.

2. Who is eligible to use the Headspace services?

In the US: Employees and their family members ages 13 and older have access to the Headspace app for meditation and mindfulness exercises, text-based mental health coaching, and video-based therapy and psychiatry. Additional Headspace resources include in-person therapy and work-life assistance.

Children ages 6-12 can attend in-person therapy. We'll work with you to find a therapist who can help with what your child is going through. Call 855-420-0734 to speak to a clinician who can help you get started.

Outside of the US: Employees and their family members ages 18 and older have access to the Headspace app for meditation and mindfulness exercises, text-based mental health coaching, and

video-based therapy. Additional Headspace resources include in-person therapy and work-life assistance.

- Headspace meditation and mindfulness content is available in English, Spanish, French, German, and Portuguese. Specific content may vary by language.
- Mental health coaching is available in English, Spanish, French and may only be available in certain regions. (*Coaching services are not available in Nicaragua, Guatemala and Honduras.*)
- Video based therapy may only be available in certain regions.

Based on your region, family members ages 6-17 may have access to therapy services. To learn more, speak with your Headspace coach or call your country specific phone line. To locate your phone line, visit <https://work.headspace.com/crowley/member-enroll>

3. How do I sign up for my Headspace benefit?

Signing up is easy! Visit <https://work.headspace.com/crowley/member-enroll> to get started.

For general questions about your Headspace benefit including how to get started, visit help.headspace.com or email teamsupport@headspace.com.

4. How do I add my family members/dependents to this benefit?

You may refer a dependent (**ages 13+**) through the Headspace app by tapping the "Profile" tab, then "Dependents", and then "Invite a Dependent." You will need to enter the dependent's information, tap "Next", and they will then receive a magic link to register.

Alternatively, **dependents ages 18+** may also download the Headspace app, tap "Create account", "Sign up as a dependent" and fill out the required information.

Children ages 6-12 can attend in-person therapy. We'll work with you to find a therapist who can help with what your child is going through. Call your 24/7 phone line to speak to a clinician who can help you get started. To locate your phone line, visit <https://work.headspace.com/crowley/member-enroll>

For any additional questions or information, please chat with the Headspace Member Support team via the Headspace app or email teamsupport@headspace.com.

5. Where can I find details on all of the Headspace EAP services available to me and my family?

As a Headspace member, you'll have access to the Headspace Hub, our web-based resource center that includes details on all available Headspace services and how to access support.

To access the Headspace hub, visit <https://work.headspace.com/crowley/member-enroll> to create your Headspace account. Once you've enrolled in the program, you can access the Headspace Hub by navigating to the Care tab in your app.

Already a Headspace member? You can access the headspace hub at work.headspace.com/hub.

6. How do I access immediate support?

Need help right away? If you reside in the US, call the 24/7 phone (855)-420-0734 to get support during a crisis, access resources for everyday challenges, or to schedule an in-person therapy appointment for you or your family members.

If you live outside of the US, you can access your 24/7 phone line on your company specific Headspace landing page <https://work.headspace.com/crowley/member-enroll>

For general questions about your Headspace benefit including how to get started, visit help.headspace.com or email teamsupport@headspace.com.

7. How do I access in-person care?

You can request in-person care for yourself and family members through the following ways:

1. **24/7 phone line:** Call the 24/7 Headspace EAP phone line to discuss your needs with a resource specialist.
 - a. If you live in the US, call (855)-420-0734
 - b. If you live outside of the US, you can access your 24/7 phone line on your company specific Headspace landing page <https://work.headspace.com/crowley/member-enroll>
2. **Online Form:** Visit the Care tab in the Headspace App or work.headspace.com/hub and select "In-person therapy". Fill out a form to let us know what you're looking for, and when you'd like to start. We'll find a therapist in your area who can help with what you're going through. You'll hear back from us within 1-2 business days.
3. **Talk to your Headspace coach:** Your coach will direct you to fill out a form with a couple details related to the care you seek. We'll find a therapist in your area who can help with what you're going through. We'll find a therapist in your area who can help with what you're going through. You'll hear back from us within 1-2 business days.

8. Which languages are available?

Headspace's guided mindfulness and meditation programs are Available in English, Spanish, French, German, and Portuguese. Specific content may vary by language. Text-based mental health coaching and video-based therapy resources are available in English, Spanish, and French and may only be available in certain regions. To change your app language, tap "Profile" and then "Account Settings."

In-person therapy as well as the work and life resources are available in over 200+ countries and territories delivered in the participant's preferred language.

9. Who can I reach out to if I have questions about the Headspace program?

The Headspace Member Support team is available to answer any questions you may have. Members can reach out to Member Support through the app or email teamsupport@headspace.com.

If you or a loved one is experiencing a crisis, call the 24/7 phone line to speak with a mental health counselor. It's free and confidential. You can access your 24/7 phone line on your company specific Headspace landing page <https://work.headspace.com/crowley/member-enroll>

10. Will my employer or people I work with know that I'm using Headspace?

Definitely not. Headspace does not share any individual-level service usage or other private data with your employer. Headspace only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell your employers anything about your interaction with your coach or even that you use Headspace. We only share "big picture" information, such as the total number of employees using Headspace. Headspace protects your confidential health and personal information in accordance with state, federal, and international law as described in our Privacy Statement and Terms of Service.