What is Modern Health?

- **Modern Health is a mental wellness platform that you and your family have access to, as a benefit offered by ZOLL**.
- Modern Health believes that quick access to personalized mental health support can have a profound impact on your day-to-day life - whether that's at home, at work, or in your relationships. Based on your well-being assessment, Modern Health will develop a personalized care plan for you that recommends a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus.
- Modern Health's application is available in 17 different world languages. Please check our Member Knowledge Center for the latest language information, or please reach out to help@modernhealth.com.

Who is eligible to use Modern Health?

- All regular full-time U.S. employees working 30 or more hours per week.
- Family members and/or household members.
- **You do not need to be enrolled in a ZOLL medical plan to access this benefit.**

What benefits am I eligible for?

Based on ZOLL's plan with Modern Health, you and each of your family members have access to:

- **8** one-on-one video sessions (per year) with certified mental health, professional, or financial well-being coaches.
- **8** one-on-one video or in-person sessions (per year) with licensed clinical therapists.
- **Unlimited group support sessions** (known as Circles) are designed to be safe spaces for sharing & learning with others. (Note: On-demand Circles are currently offered in additional languages.).
- **Unlimited Guided Meditations** on managing stress and proactively building resilience.

How do I get started?

1. Download the **Modern Health** mobile app on your mobile device or go to my.modernhealth.com.

2. **Sign up with your work email**. **Company code: ZOLL**
   When registering for Modern Health, be sure to use your preferred name exactly as it appears in Workday.

3. Answer a few questions about your well-being and preferences for care.

4. Once you answer a few questions about your well-being and your preferences for the type of care, Modern Health will develop a personalized care plan for you that recommends a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus. Through the well-being assessment, Modern Health is able to provide you with the best user experience and recommend a plan that is most effective in addressing your specific need.

How can Modern Health benefit me?

- **Personalized support:** Get support in the areas that matter to you — whether that's stress and anxiety, burnout, parenting, work performance, relationships, challenging life events, or finances.
- **Mental resilience:** Learn how to navigate challenges in your life, create healthy habits, build confidence, and improve your mental well-being.
- **Find community:** You'll have access to group support sessions designed to be safe spaces to listen, share, and learn with others.

How do I add my family?

- You may invite family members to register for Modern Health only after you've registered yourself.
- Once you've registered, you will have the option in your user profile to invite adult dependents (18+) under "Settings", then choose "Invite Dependents" and fill in the necessary information.
- To invite a household member in need of care, add them as an "Other Dependent."

Can I add minor dependents (0-18 years old)?

- Direct access to Modern Health is available for adult family members 18+
- Therapy services are available for minor dependents of any age within the U.S.
- **If your dependent is under 18 and would like access therapy sessions**, after submitting the minor dependent via the mobile app or via help@modernhealth.com, our Modern Health Care Team will reach out to the main benefit holder directly via email to confirm the request and initiate the care matching process for the minor dependent.

How do I change my work email to my preferred email address?

After you register with Modern Health, you can update your preferred email via our mobile app (iOS / Android) or the Modern Health web application.

For the mobile app, please follow these steps to update your preferred email:

1. Select "Settings" on the bottom right side of the home screen.

2. Tap Profile Details, then Account Details.

3. Under Login & Contact Email, update your preferred email.

4. Finally, tap Change Email to save your preferred email.

Who can I reach out to if I have any questions?

- Many common questions are answered in our Member Knowledge Center under the FAQ section of our app and website.
- You can also email help@joinmodernhealth.com if you can't find the answer to your question.

Does ZOLL know if I'm using Modern Health?

o   All information submitted through the Modern Health application is kept confidential and used to deliver a personalized experience.

o   **No individual user data will ever be shared back with ZOLL.**

How do you protect my information?

o   Hypertext Transfer Protocol Secure (HTTPS) encryption measures are used for all data exchanged between our members and our application.

o   Both chat and video use end-to-end encryption. For chat messages with providers, conversations are encrypted in transit via SSL (TLS v1.2).

o   Each conversation (between a member and a provider) has its own encryption key and the keys are stored in a separate, secure secrets management system (Hashicorp Vault).

o   Message contents are encrypted upon receipt by our web server and are transported and stored encrypted in our internal systems.

o   For more information, please refer to our Privacy Policy.

What do I do in a crisis?

o   If you are experiencing a mental health emergency, (e.g., thoughts about suicide, thoughts about harming yourself or others, medical crisis, or in a dangerous situation), please go to the nearest emergency room or contact a local emergency response line.

o   You can find local and international resources by selecting "Settings" on the bottom right of your mobile app and then clicking the red "Access to 24/7 Crisis Information" banner at the top of the screen.

o   **24/7 Counselor Phone Line: 833-322-1931.**

What other services are available through Modern Health?

- o Click on "Explore your Benefits" and you will have the option to request a call or email from a Care Coordinator.
- o **Modern Health's Care Coordinators can support you with:**
  - Navigating resources to support your emotional well-being.
  - Understanding your ZOLL benefits.
  - Coordinating care, including outpatient treatment or inpatient support.
  - Resources for legal consultations and estate planning.
  - Locating childcare, elder care, or even pet care resources.
  - Additional services that go beyond therapy and coaching, to help you navigate life's everyday needs!

Why do I need to complete intake forms?

Providers use intake forms to gather important background information to help them deliver the best possible care. This may include things like consent to treatment, medical or mental health history, and general background questions.

What if the forms ask for payment or insurance details?

Modern Health members should never be required to provide payment, insurance, or credit card details to use their Modern Health benefit. If you see these sections on a form, you can skip them or reach out to help@modernhealth.com for help.

Can I still have my session if I don't finish the paperwork before?

Many providers prefer paperwork to be completed in advance, but most will help you finish it during your first session if needed.

Why do some forms look like they are for private practice clients?

Some therapists use the same electronic system for all their clients and may not remove sections meant for private practice clients. Modern Health asks all providers to remove or clearly mark sections that don't apply, but sometimes this step is missed.

What should I do if I think a provider is asking for something they shouldn't?

If you are ever unsure or confused about any forms or requests from a provider, please reach out to member support at help@modernhealth.com to ensure a timely response and resolution to your question.