Spring Health ABBOTT

Mental health support for your whole family

Get fast, easy access to the right care and resources for you and your family through Spring Health.

Has your child or teen been struggling emotionally? It's probably not surprising to hear that **72% of parents** say they witnessed a decline in their child's emotional well-being last year.[1]

The process of finding the right care can be an isolating and stressful experience for parents, who often have to navigate a complex healthcare system with long wait times for appointments and high costs.

For working parents, managing treatment and caring for children who are struggling with their mental health can really take a toll. Recently, 71% reported that concerns about their child's mental well-being made work more difficult,[1] and 53% reported missing at least one day of work each month to tend to the needs of their child.[2]

With Spring Health, you no longer need to wonder where to start, who to trust, or how long you'll have to wait to get an appointment. We offer flexibility, convenience, mental health education and resources, and diverse, inclusive care for the whole family.



7.5 weeks

The average wait time for a pediatric therapy appointment in the United States is 7.5 weeks.[3]

≤1 day

The average wait time for a therapy appointment with Spring Health is within a day or less.

[1] *Child Mind Institute*
[2] *VeryWell Mind*
[3] *AACAP*
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Why Spring Health?

A faster, easier way to get care you can trust

No matter what your family is facing, Spring Health helps you find the right support at the right time.

If you're ready to find care for your family, you can manage care, choose a provider, and schedule appointments in just a few clicks.

If you're not sure where to start with your child's care, your specialized Family Navigator – a licensed clinician – can provide guidance and support.



With Spring Health, you and your family can access:

Affordable support

Spring Health is available at no cost to Abbott employees and their household members. Up to 6 therapy sessions per year are available to each member age 6+ at no cost.

Specialized providers

Our diverse care network includes therapists, coaches, and physicians who provide comprehensive mental health care and support for the whole family.

Family navigation

Every family has access to Family Navigation, where a clinically-licensed Care Navigator can offer emotional support, recommendations, and guidance on a wide range of topics, like talking to your child about therapy.

Fast access to care

Set up your account, explore providers, and book an appointment in just minutes. Get support for individual, family, child, teen, or parenting needs—with appointments often available within a day, including evenings and weekends.

Your family's one-stop hub

Easily manage care for the whole family in one place. From personalized support for children, teens, and parents to resources for eldercare and access to community events—everything you need is just a click away.

Just for teens

Teens can access a dedicated space designed with them in mind. The mobile-friendly experience makes it easy to connect with teen-focused care, explore helpful tools, and get guidance from Family Navigators—all built to help with everyday life.

Your family's care with Spring Health is private and confidential.

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How it works

A streamlined experience for family care

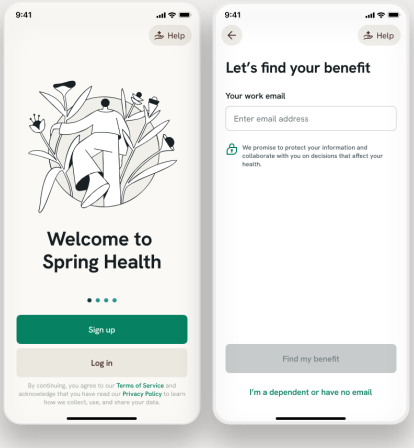
If you're seeking care for your child or teen age 17 or younger, you will create and manage a Spring Health account on their behalf. After signing an electronic informed consent, you can then manage their care.

If your family member is age 18+, they will be able to create and manage their own Spring Health account.



1

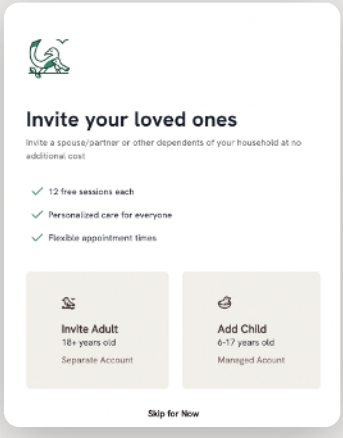
Create an account



Visit abbott.springhealth.com to create a parent account before creating a child account.

2

Add a family member



Then, you can add an account for a child age 17 or younger, or invite another family member age 18+ to sign up independently.

3

Schedule care and explore family content



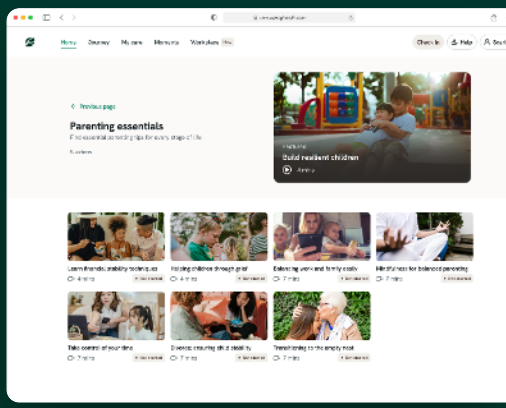
Browse providers, schedule care, and explore tailored content all within the centralized family hub.

On-demand family wellness support

Support for every stage, every situation, every family.

Access a library of expert-informed content anytime, right from the app. Find practical tips and tools designed for parents and caregivers, children, teens, and those supporting aging loved ones.

Whether you're navigating early parenting, teen challenges, or eldercare, you'll find flexible, culturally sensitive strategies to support your family's wellbeing—available in all platform languages.



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Frequently asked questions

How do I know if my child or teen needs mental health support?

If you are unsure where to start, reach out to your Family Navigator. As a licensed mental health professional, they can answer questions and help you find the best path forward for your child or teen. You can schedule an appointment with your Family Navigator through your Spring Health account.

My child or teen works with a therapist we love. Can we continue seeing them?

You do not need to switch providers; however, they may not be covered in the Spring Health network as part of this benefit. To confirm, you can speak with them directly or ask your Family Navigator to look them up by name.

If your current provider is not part of the Spring Health network, they can visit and click "Apply Today" to join. When applying, the provider should select "Other" and type "Patient Referral" when asked how they heard about Spring Health.

Even if your child is engaged with a provider outside of the Spring Health network, you are welcome to use the benefit as additional guidance to better inform their treatment.

What if my child or teen needs help immediately?

Spring Health offers crisis support 24 hours a day, 7 days a week. If you feel like you need to speak with someone now and cannot wait to book an appointment, call 1-855-629-0554 and press 2. A licensed professional will answer your call within 60 seconds. You do not need to activate or log in to your Spring Health account to call. Crisis support is available whenever you need immediate assistance, life-threatening or not.

If you or someone you know is at risk of harm, call 911 immediately. To reach the Suicide and Crisis Lifeline, call or text 988.

Get started today

abbott.springhealth.com

Contact Spring Health

springhealth.com/support

1-855-629-0554

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