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What to know about the Calm Health app: Member FAQs.

What's the purpose of the Calm Health app?

The Calm Health app, offered at no additional cost, provides 24/7 access to digital content for sleep, stress, and mindfulness in addition to mental health screenings and referrals.

How does Calm Health differ from the Calm app?

Calm Health integrates Calm's popular sleep, meditation, and mindfulness self-care tools with mental health wellness programs and industry-recognized screenings, and referrals. The Calm Health app meets privacy and security standards.

Who can register for the Calm Health app?

Access to Calm Health is available at no additional cost to you and your eligible household family members who are enrolled in your Surest plan. Users must be 16+ to register for an account.

How do you register?

Visit https://surest.care/q/CalmHealth. To set up an account, click on "Create a Calm Account." Sign up with Google, Apple, Facebook, or email. The preferred method is to sign up with an email address. Follow the instructions for setting up an account. During registration, all requested information must be entered as it appears on the Surest member ID card.

Download the Calm Health app (from the App Store®, Google Play™, etc.) on your mobile device and log in using the same method (Google, Apple, Facebook, or email) used during registration.

You'll be asked a series of mental health screening questions (PHQ-9, GAD-7). These screenings may provide a risk score for possible depression or anxiety to help you find additional resources and support in the app. Follow up with your mental health provider to discuss the risk score. Do not rely solely on information provided by the Calm Health app.

If you go directly to the Calm Health app to register, you will be prompted for an access code. The code is "Surest" and is not case sensitive. (This is not our recommended registration option.)

See Benefits.Surest.com or your plan details for information.

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How do you change your sponsorship for Calm Health from UHC to Surest?

If you've already registered under one sponsor and need to update to your new sponsor, follow these steps:

1. Open or access Calm Health.
2. Go to Profile > [Sponsor tile link near the top].
3. Scroll down and Update Sponsor (at the bottom of the screen).
4. Accept "Health and Wellness Program Authorization".
5. Enter "**surest**" as the access code (not case sensitive) and follow the steps to enter the Surest eligibility info.
6. Click Submit.

What if I already purchased a subscription to the Calm app?

Calm and Calm Health are different apps. You can maintain your Calm app subscription if you so choose. Unfortunately, subscriptions are non-refundable.

Can I register for a Calm app subscription vs. Calm Health?

Your benefits only include a no-cost subscription for Calm Health.

In which languages is Calm Health available?

Calm Health is now available in 10 languages. Languages supported include English, Spanish, French, German, Japanese, Korean, Mandarin, Portuguese, Italian, and Polish. Clinical content will include closed captions in those languages.

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Calm Health: The risk score results are based on answers given in a PHQ9 or GAD7 mental health screen. Please be aware that the risk score and severity designation provided by the screen is only a measurement of a possible mental health condition, and is not a formal clinical or medical diagnosis. It is for educational and informational purposes only. This program is intended only for support and educational resources, and it is not intended to replace the need for a diagnostic assessment or the role of a mental health provider and/or medication, especially for those who may have more severe conditions. Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. If you feel your condition is severe and needs attention, please contact your treating provider or mental health therapist for help. This program is not available to UnitedHealthcare E&I Fully Insured customers/members in District of Columbia, Maryland, New Jersey, New York, Pennsylvania, Virginia, and West Virginia due to regulatory filings. Please consult with your tax specialist to determine taxability of these offerings. Members must be 16 years or older to use the services, unless a parent or legal guardian agrees to Calm "Terms." The parent or legal guardian of a user under the age of 16 is subject to the "Terms" and responsible for their child's activity on the services.

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