Calm Health App Member-Facing FAQ

What is the Calm Health app?
Calm Health is a mental health wellness program that bridges the gap between mental and physical health. Available through your behavioral health benefits at no additional cost to you, it offers more personalized resources and education with content written by psychologists. It offers self-paced videos and audio tools so you can go at your own speed – 24/7.

How is the Calm Health app different than the Calm app?
From the creators of the Calm app for sleep, meditation and relaxation, the Calm Health app provides you with access to mental health wellness programs, mindfulness content and personalized resources and education. Calm Health also offers industry-recognized mental health screenings (PHQ-9, GAD-7) to help support you with additional evidence-based learning programs about mental health. Based on screening results, you can receive additional solutions based on your health benefit plan, such as coaching or a referral to therapy if that is what you choose. The Calm Health app is also built to comply with HITRUST and HIPAA privacy and security standards.

Who is eligible to register for the Calm Health app at no added cost?
Access to the Calm Health app is available at no additional cost to you and your eligible household family members who are enrolled in your employer-sponsored UnitedHealthcare behavioral health benefits plan. Users must be 13+ to register for an account.

How do I register for the no-added cost Calm Health app?
Scan the QR code or visit **https://uhc.app/calm**. This will bring you to the Calm Health information page.

- To set up an account, click the 'Go to Calm Health' link. This will pull your SSO (single sign on) information through and allow you to begin the registration process.
- Sign up with Google, Apple, Facebook or email. Once you have registered, 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) that you used to activate your account during the registration process.
- Enter your name and agree to the "Terms of Service"
- After your username and password are set up, the Calm Health experience will launch, and you will be asked a series of mental health screenings (PHQ-9, GAD-7) questions. These screening answers may give you a risk score for possible depression or anxiety to help you find additional evidence-based learning resources and support in the app. Please follow up with your mental health provider to discuss

the risk score and not rely on information provided in the Calm Health app.

If you go directly to the Calm Health app to register you will need to provide more information (this is not our recommended registration option).

- Enter your email address and password
- Enter your phone number to receive a code via a text message or voice call
- During the registration process if you are asked for an access code use: UHC
- When prompted, provide your first name, last name, date of birth and Member ID (located on your health plan ID card).

How do I find the Calm Health landing page within myuhc.com®?

If you are logged in to your myuhc.com account and trying to find the Calm Health landing page:

- Navigate to the "Coverage and Benefits" tab
- Click on "Mental health" > "View all mental health coverage"
- On the Mental health benefits and resources page scroll down to the Calm Health section

How do my eligible household family members register for their no- added cost Calm Health program?

Members of your household who are enrolled in your employer-sponsored UnitedHealthcare behavioral health benefits plan should follow the same process outlined above to create their own Calm Health account using their own email address, name, birth date and Member ID.

What if I already purchased a subscription to the Calm app myself (not Calm Health)?

Calm and Calm Health are separate apps. If you already have a Calm app account, you can keep your current subscription if you choose.

If I already purchased a yearly subscription to the Calm or Calm Health app, will I be refunded?

No. Calm subscriptions are non-refundable.

Can I register for a free Calm app subscription instead of Calm Health?

No, your benefits provide you with a no-cost subscription to Calm Health.

What languages is the Calm Health app available in?

Calm Health is currently in English and Spanish and only available in the U.S.

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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 New Jersey due to regulatory filings. Please consult with your tax specialist to determine taxability of these offerings. Members must be 13 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 13 is subject to the "Terms" and responsible for their child's activity on the services.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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