

Spring Health Frequently Asked Questions

Get to know Spring Health,
your mental health and wellness benefit



What is Spring Health?

Spring Health is a benefit provided by Granite Construction that offers you and your family mental wellness support, including short-term professional counseling and connecting you to local resources to help you manage emotional, practical, or physical needs. Spring Health services are confidential and information provided by members is not shared with Granite Construction without consent unless required by law.

Who can access Spring Health?

Benefits-eligible employees and dependents can use Spring Health. Therapy sessions are available for members ages 8+.

How much does Spring Health cost?

Nothing. Granite Construction has partnered with Spring Health to provide employees and their families with up to 8 therapy sessions covered at no cost.

Spring Health also provides:

- **Work-Life Services.** Access resources and speak with subject matter experts that can help you navigate life's challenges. You can receive support in a number of areas, including legal assistance, financial services, childcare, and more.
- **Immediate Emotional Support.** Clinicians are available 24 hours a day, 365 days a year.

Will you keep my participation confidential?

Absolutely — your privacy and confidentiality is our priority. Spring Health does not share your information or whether you use any of our services with your employer. Your information is not shared without your consent unless required by law.

When should I use Spring Health?

Spring Health can assist you with in a variety of ways - from daily challenges to clinical support for anxiety and depression. Examples include:

- Stress and burnout
- Relationship or parenting challenges
- Prolonged depression, sadness, or irritability
- Feelings of extreme highs and lows
- Excessive fears, worries, and anxieties
- Strong feelings of anger
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse
- Intense fear of weight gain
- Prolonged negative mood
- Difficulties focusing at work

How can Spring Health help?

Spring Health provides mental health tools and services to help you feel your best.

With Spring Health, you and your family can access:

- **Therapy.** Granite Construction covers the cost of up to 8 therapy sessions for you and each of your family members. Speak with a clinician for an initial evaluation and receive referrals to therapists that meet your exact needs.
- **Work -Life Services.** Access resources and speak with subject matter experts that can help you navigate life's challenges. You can receive support in a number of areas, including legal assistance, financial services, childcare, and more.
- **Immediate Emotional Support.** Clinicians are available 24 hours a day, 365 days a year.

As an employee, how do I get started with Spring Health for my own care?

Follow these steps to access your benefits:

- Visit granite.springhealth.com and enter the code provided by your employer.
- After entering the code on this page, select your location and view contact information to schedule care, receive navigation support through phone or email, and access a library of available resources.

How can I help my dependents get care?

You can initiate care for dependents ages 8-17:

- If you are looking for care for a dependent younger than eight years old, a clinician can provide resources and referrals to you as the parent/guardian.
- You will need to initiate care for kids and teens ages 8-17. To get started, visit granite.springhealth.com and enter the code provided by your employer. On the next page, select your location and use the contact information displayed to contact a clinician. The clinician will conduct a telephonic intake assessment and provide you with care options within three business days.

You can also help your partner, spouse, and adult dependents get access to care independently

- If your household member is over 18 years old, they will be able to access care directly themselves by visiting granite.springhealth.com.

After entering the code on this page, they can select their location and view contact information to schedule care, receive navigation support through phone or email, and access a library of available resources.

Having trouble getting signed up?

If you are having any trouble getting started with Spring Health, you can reach the Spring Health Care Team by emailing careteam@springhealth.com.

What if I need help immediately?

Free, confidential crisis support is available to you. 24 hours a day. 7 days a week. If you feel like you need to speak with a clinician now and cannot wait to book an appointment, contact Spring Health using the information listed below. Support is available when you need immediate assistance, life-threatening or not.

If you or someone you know is at risk of danger, call local emergency services immediately.

- **Spring Health Crisis Support:**
- Free Phone: See appendix page for local number
- Direct Dial: See appendix page for local number
- Available 24/7

How do I get started with a therapist?

Visit granite.springhealth.com, enter the code provided by your employer, and select your location. Once you've dialed the number provided, a clinician will ask you a few short questions about how you're doing, as well as ask if you have any specific preferences surrounding a therapist. Within 3 business days, you will hear back from the clinician with contact information for a therapist with whom you can begin booking appointments.

I already have a provider I'm happy with, do I have to switch?

You do not need to switch to a new provider. You're welcome to use Spring Health as additional guidance to better inform your current treatment.

What language will the therapist speak?

The therapist will speak your language- you should make it clear to the clinician during your initial call if you have any specific language requirements.

Where is the therapist located?

While the top priority is finding a therapist who speaks your language, we also try to ensure the therapist is in your region for better alignment of schedules and to ensure cultural competency. Most sessions are performed remotely via video chat, but if you'd like an in-person therapy session, please indicate this to your clinician during the intake call.

Where can I find the code to access services?

Your HR, people, or benefits team should have provided this in any initial communications you've received about your Spring Health benefit. For additional assistance, please contact: careteam@springhealth.com.

Spring Health phone numbers by country

	Free phone	Direct dial
Guam	n/a	+351 2 1454 2186