

Redefining Employee Wellbeing with Modern Health

Q1 2022



Employee needs are evolving, but traditional solutions aren't keeping up.

The post-pandemic workplace has shifted power to the employee. According to the [Future of Mental Health Report](#), a commissioned survey conducted by Forrester Consulting, **64%** of employees rank a flexible and supportive culture over a higher salary and are prepared to change jobs to find it. **79%** of employees and **81%** of managers said they would be more likely to stay at a company that provides high-quality resources for them to care for their mental health.

The most commonly reported barriers for employees are lack of insurance coverage, difficulty determining covered services, not knowing which resources are available, complications with finding providers, and long wait times to get appointments.

A comprehensive care solution to address evolving mental health needs.

Modern Health is a comprehensive global mental health platform focused on solving the most prominent challenges within mental health care. We use member preferences and clinically validated assessments to offer each individual a personalized combination of mental health resources, including therapy, coaching, group support, meditations, and self-guided digital programs.

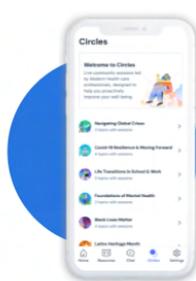
One on One



1:1 Sessions with Coaches & Therapists

Members have access to 1:1 video sessions with both ICF-certified coaches and licensed therapists, who specialize across all 5 pillars of well-being.

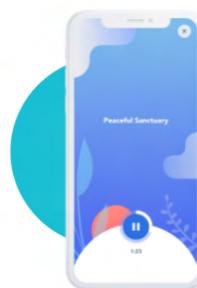
Group



Live Group Support Sessions

Circles, live therapist-led group sessions, designed to be safe spaces for listening, sharing, and learning with others.

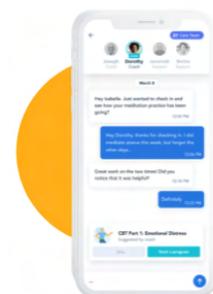
Self-serve Digital



Self-Paced Digital Content Library

Our digital content library includes self-paced guided meditations and courses that enable users to engage at their own pace.

Blended



Blended Care

Providers can recommend resources to members directly within the app, including courses on COVID, sleep, burnout, and more.

 TIME TO CARE

<1 day

to first available 1:1 appointment with a coach or therapist

 BOOKING RATE

87%

of members who complete 1 therapy session book at least 1 more session

 DIGITAL RESOURCES

>50%

of members are using digital resources

 CARE MODALITIES

54%

of members are using multiple modalities of care

 IMPROVE WELLBEING

74%

of members maintain or improve wellbeing

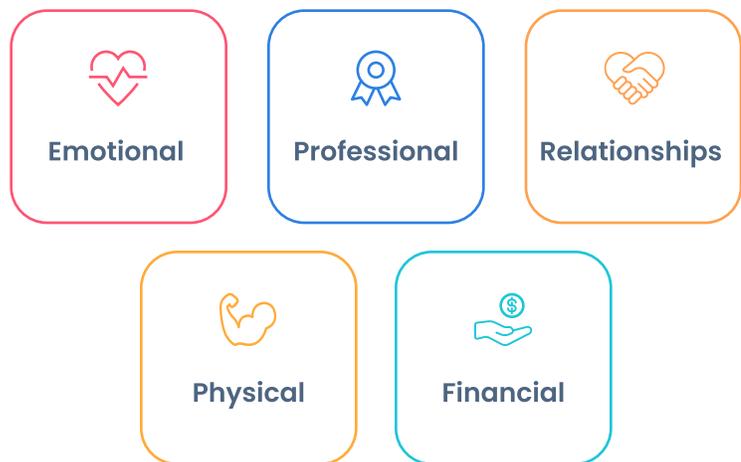
 SATISFACTION RATE

4.88/5

member satisfaction rating with our providers globally

By using a stepped care approach and broadening support to five wellbeing pillars -- emotional, professional, social, physical, and financial, we aim to reduce the stigma associated with receiving care while driving high engagement. Modern Health's model successfully harmonizes the employee experience regardless of their location with faster access to care, higher employee satisfaction, and validated clinical outcomes.

While other marketplace solutions primarily focus on emotional wellbeing, Modern Health believes in supporting the whole person. Our approach helps employees beyond traditional topics and focuses on professional and personal factors that impact workplace performance. To do this, we address wellbeing through 5 pillars - Emotional, Social, Physical, Professional, Financial.



By focusing on all 5 pillars, we provide multiple ways for members to engage with our platform, increasing the likelihood members will find a topic that caters to their specific needs. This approach is valuable for individuals who experience stigma around mental health and may avoid seeking mental health support but may want financial or professional development resources as a more approachable form of wellbeing.

We prioritize delivering quality, culturally-centered care regardless of where your employees are located across the globe. Today, we have providers in over **55 countries speaking 50+ languages** - providing care for both employees and their families across a full spectrum of needs. Our easy-to-use platform is available in **10 languages**, and our **740 Provider-led Circles** sessions cover over **165** culturally diverse topics.

New releases and product updates

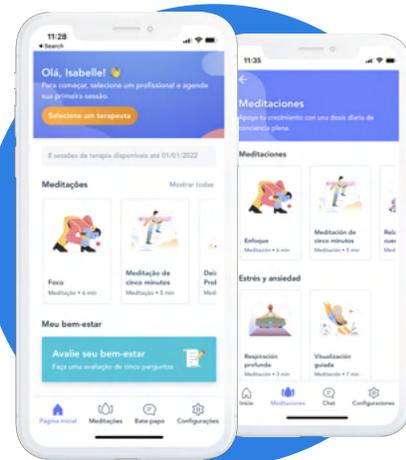
Insight Hub for HR and Benefits Leaders:

We've enhanced our reporting capabilities and added on-demand insights that show employee registration & engagement metrics, utilization by care type, workplace health & wellbeing, and engagement resources for managers, new hires, ERG leads, and more.



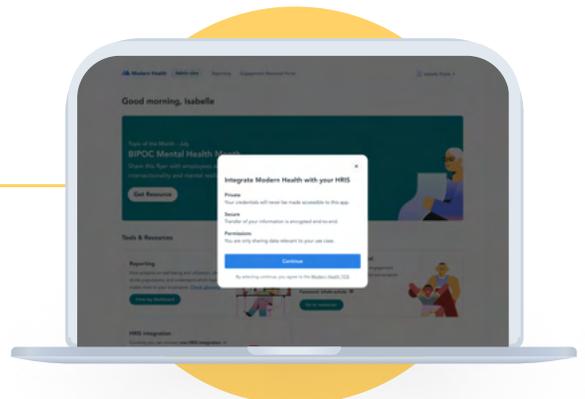
Platform Language Expansions:

We've transformed our mobile and web platform experience to 10 languages for our members. Members can also connect 1:1 with a provider over a span of 50+ languages.



Health Plan Integrations:

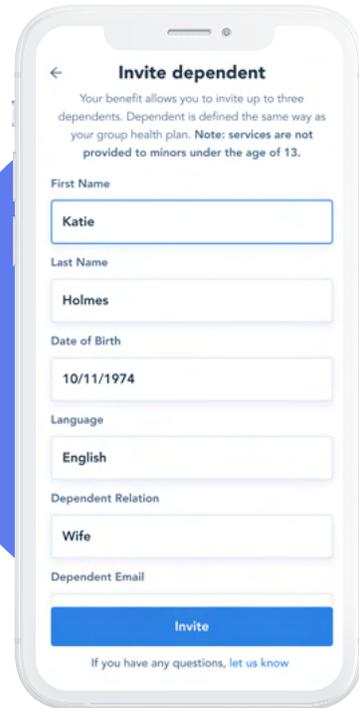
We are improving our member continuity of care by integrating our offerings with select US health plans.



New releases and product updates, continued

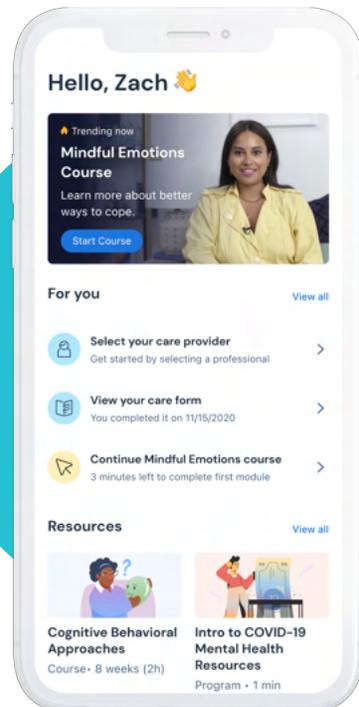
Expanded Dependent Care:

Existing customers who offer dependent coverage in the US will now be able to partner with Modern Health to provide mental health care for dependents ages 6 and above.



On-Demand Therapist-Instructed Courses:

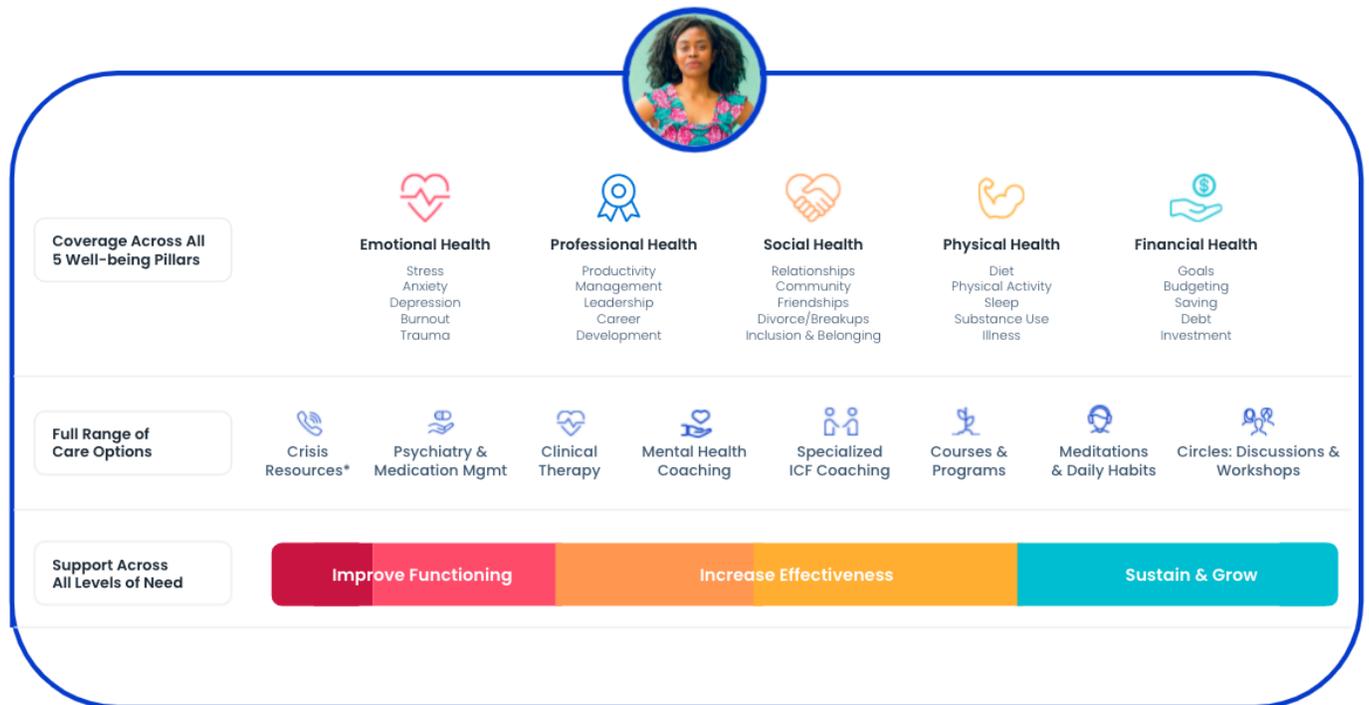
Courses are uniquely curated and instructed by a Modern Health therapist with deep expertise on a specific topic, designed to drive clinical outcomes.



Addressing the full spectrum of mental health

A major issue we've seen is that many mental health solutions in the marketplace predominantly focus on 1 aspect of the mental health spectrum - usually low or high-risk populations.

At Modern Health, we think about mental health as a range of low, medium, and high needs that we call the "red-yellow-green" spectrum. We then use a combination of modalities to personalize care for each member and meet them wherever they are in their mental health journey. As a result, **74%** of our members maintain or improve their mental wellbeing.



What customers say about us

We've successfully partnered with over 290+ companies to serve their employees around the globe with our best-in-class mental health solution.

- 88% of customers rate their launch experience with Modern Health as 'Excellent or 'Very Good'
- 4x the number of Customer Success Managers versus competitors

Here's what a few of them have to say about us:

At the end of the day, it was a no-brainer to go with Modern Health.



Real and tangible mental health benefits are no longer a "nice-to-have" in your benefits suite. They're essential. Increasing mental health claims and employee feedback only reinforced the need that we absolutely had to bring on the right mental health partner. At the end of the day, it was a no-brainer to go with Modern Health.



ûdemy

Emily Duff, Benefits Lead

When 30% of your population is engaging in the platform and getting coaching, therapy, tips, and practices that will help them, really good things come from that.



Many employee benefits get an engagement rate of only 5% to 10% of the workforce. The 30% engagement rate we've seen with Modern Health is amazing. When 30% of your population is engaging in the platform and getting coaching, therapy, tips, and practices that will help them, really good things come from that.



eventbrite

David Hanrahan, Eventbrite Chief HR Officer

Don't have time to read this guide?

No problem. Here's a scannable summary of our care modalities, provider network, and clinical results:

Overall	
Based	San Francisco, CA
# of Clients	290+
Clients Include	EA, Lyft, Pixar, RSM, Cooley, CDW, SoFi, Zappos
Top Competitors	Status Quo, Lyra Health, Spring Health, and Ginger
Pricing Model	PEPM (all included) or PEPM + visit utilization. Pilots available
Dependent Eligibility	Yes, 6 years and above
Implementation	4 - 6 weeks
App & Content Languages	English, French, French Canadian, German, Hindi, Japanese, Korean, Portuguese, Spanish, and Chinese (simplified)
Results	
BoB Engagement	20% engaged
Member Satisfaction	68 Member NPS
Clinical Outcomes	<ul style="list-style-type: none"> • 74% see reliable clinical improvement or recovery • 3 new peer review articles
Member Experience	
 Care options (differentiator)	<ul style="list-style-type: none"> • Digital CBT programs • Meditations • Courses • Audio series • Coaching • Mental Health Coaching • Therapy • Circles (groups) • Audio Series • Medication Management

Member Experience

Channels	<ul style="list-style-type: none"> • Digital • Audio • Video • Phone • Chat • In-Person (therapy)
Speed	<ul style="list-style-type: none"> • Immediate access to all digital and audio content. • Average 14 Circles (live group sessions) per week. • First available Provider session <1 day.
★ Member Preferences (differentiator)	<ul style="list-style-type: none"> • Only 44% of members want to start with 1:1 care. • 43% of respondents are “likely” to use Circles (group) instead of 1:1 therapy

Providers

★ Network (differentiator)	We recruit and operate our own global network of high-quality coaches, therapists, and psychiatrists.
Global & Language Coverage	55 countries and 51 languages
Provider NPS	81 Provider NPS
Provider (Coach or Therapist) Satisfaction	<ul style="list-style-type: none"> • 96% of members feel confident in the provider they were matched with • 4.88 out of 5 stars ratings from members
Provider Development	We invest in the provider experience, community-building, professional development and training to our provider network, case consultation opportunities, and an opportunity to do more than 1:1 care
Provider Resources	Proprietary provider dashboard, support, and tools
Provider Diversity	<ul style="list-style-type: none"> • 30% of therapists and 50% of coaches identified as BIPOC • NEW in-app filtering available for Provider Race/Ethnicity
Provider Quality Assurance	27,248 post-session surveys completed in 2021 to date

Integration and Services

Health Plan Integrations	Yes
Benefits Navigation	Yes
★ Reporting (differentiator)	On-demand, self-service reporting (Insights Hub); Custom reports available ad-hoc
★ Client Success (differentiator)	<ul style="list-style-type: none"> • 4x the number of Client Service Managers vs. our closest competitors • 88% of employers rate their Launch experience as ‘Excellent’ or ‘Very Good’

