

Headspace Enhanced Program Update!

Effective May 15, 2025 for U.S Employees Only



What is Headspace?

Headspace provides confidential, preventive mental health support for everyday stressors before they become bigger problems including:

- **Mental Health Coaching**
 - Connect with a coach via text-based chat in the app, they can guide you through challenging emotions and refer you to a clinician if you need a little more support.
 - Unlimited coaching services at not cost to you and your dependents*. Available 24/7.
- **Therapy & Psychiatry**
 - If you need an added layer of support, virtual or in-person appointments are available with flexible hours, including weekends and evenings.
 - You and your dependent* have eight (8) therapy sessions per person, per year, per issue. No cost to you**
- **Skill-Building Resources**
 - The Self-Care Library has more than 200 evidence-based resources offering tips, tools, and guidance with articles, videos, activities and more to help you develop new life skills for improved mental health.
- Here is a [2-minute video about Headspace](#)

*In the US, teen dependents (age 13-17) must be referred by parents/guardian. Invites can go to any adult (age 18+), like a spouse, family member, or loved one!

**Additional sessions will be billed to employee's health plan.

What is Being Enhanced?

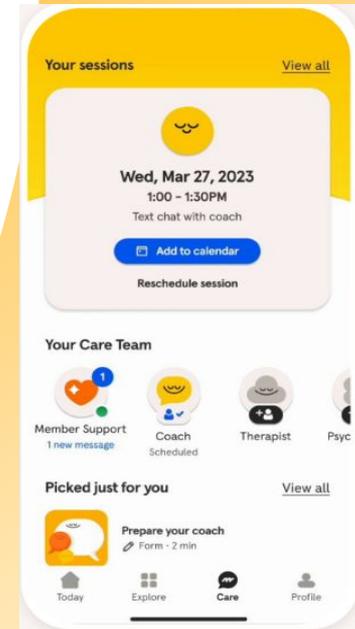
Everything you love about **Headspace Care**, now all on the **Headspace app**. Get one-on-one mental health support from coaches and clinicians alongside hundreds of guided meditation and mindfulness exercises, right from your smartphone.

UPGRADE FROM:

- Chat based coaching
- Video therapy
- Video psychiatry
- Speciality Care

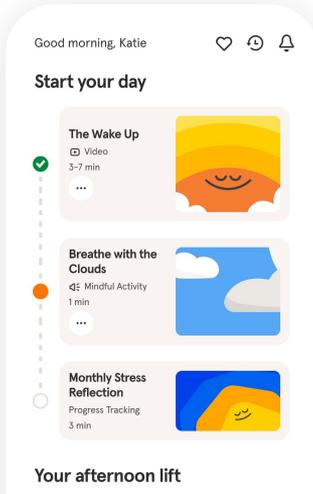
TO:

- Chat based coaching
- Video therapy
- Video psychiatry
- Speciality Care
- **New** Meditations & Mindfulness
- **New** Sleepcasts and Wind downs
- **New** Focus music and exercises
- **New** Guided Movement



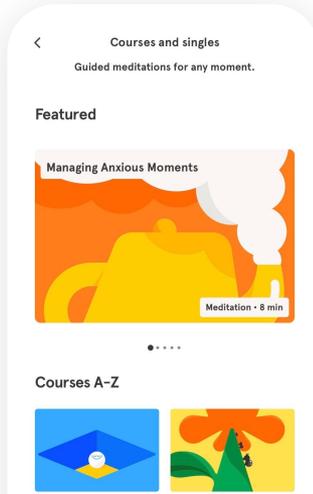
Headspace is everyday support for your mind

Skill building resources. Anytime, anywhere.



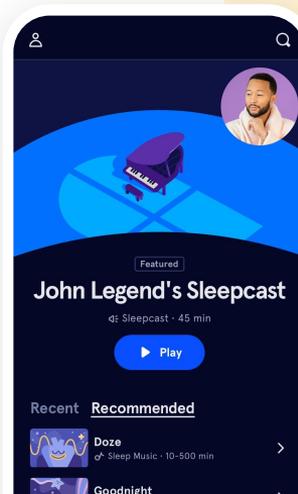
Recommendations

Personalized, daily content recommendations to encourage healthy habit formation



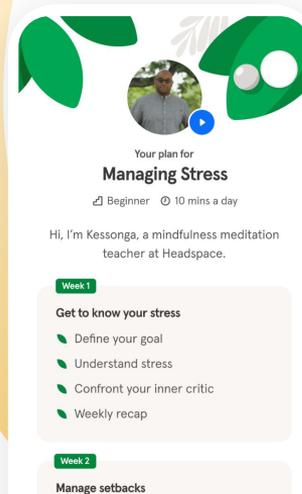
Meditations

Deep library of courses and singles, including content for families, plus live meditations



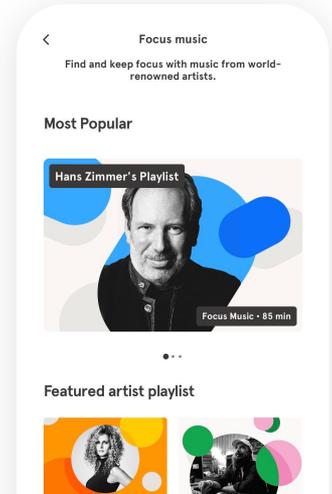
Sleep

Sleepcasts and sleep music, wind downs, help falling back asleep



Guided Program

Evidence-based guided programs on topics such as sleep, stress, focus, and more



Focus

Curated music and meditations to increase productivity and boost performance

Frequently Asked Questions

- **What's the difference between Magellan, Employee Assistance Program (EAP) and Headspace?**
 - While both offer mental health support, there are key differences:
 - Magellan (EAP) provides traditional employee and dependent assistance services including counseling, work-life resources, and crisis support and six free counseling sessions.
 - Magellan offers broader support services beyond mental health.
 - Headspace is specifically designed as a preventive mental health platform with three distinct components:
 - unlimited 24/7 coaching via text chat
 - eight therapy sessions per issue annually
 - a comprehensive self-care library with 200+ digital resources.
- **What is the youngest age Headspace can help with?**
 - In the US, teen dependents (age 13-17) must be referred by parents/guardian. Invites can go to any adult (age 18+), like a spouse, family member, or loved one!

Frequently Asked Questions (cont.)

- **When should I contact Magellan (EAP)?**
 - **Contact Magellan (EAP) when you need:**
 - Immediate crisis support/emergency mental health situations
 - Legal or financial counseling
 - Support for substance abuse
 - Resources for child care or elder care
 - Help with work-life balance issues
- **When should I contact Headspace?**
 - **Contact Headspace when you want:**
 - Preventive mental health support for daily stressors
 - Ongoing text-based coaching through the app
 - Self-paced mental wellness resources
 - Regular therapy sessions for specific issues
 - A modern, digital-first approach to mental health
 - To build long-term mental health skills through their resource library
 - Both services are confidential, but Headspace is for ongoing preventive care while Magellan EAP is ideal for crisis situations and broader life challenges.
- **Additional Frequently Asked Questions are located [here](#)**

Next Steps- starting 5/15/2025

- **Employee Experience:**
 - **Existing members** (*already created an account with Headspace Care*)
 - **Action Required!** When an employee opens the Headspace Care app they will be guided on how to continue their Headspace journey & keep their account history.
 - **New members** (*have not created an account with Headspace Care*)
 - They will be able to enroll with the new enrollment link: work.headspace.com/veolia/member-enroll
- **Updated Communication:**
 - All resources will be available on YourVeoliaBenefits.com > Other Benefits > [Mental Health and Behavioral \(Headspace\)](#) or scan the QR Code to be directed to the page
 - [Introduction Presentation Overview](#)
 - [How to Enroll Instructions](#)
 - Headspace [FAQs](#)
 - [Poster](#)
 - [Flyer](#)
 - [Digital Signage](#) - You will see this shared on the Site Monitors
- **Need Help?**
 - If you need help enrolling or have questions about Headspace, visit <https://help.headspace.com> or email teamsupport@headspace.com

