



Modern Health FAQ

For SCCOE Employees



What is Modern Health?

Modern Health is a mental wellness platform that you and your dependents have access to, as a benefit offered by the SCCOE. Modern Health believes that quick access to personalized mental health support can have a profound impact on your day-to-day life – whether that's at home, at work, or in your relationships. Based on your well-being assessment, Modern Health will develop a personalized care plan for you that recommends a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus.

Modern Health application is available in over 10 different world languages. Please check our [Member Knowledge Center](#) for the latest language information, or please reach out to help@modernhealth.com.

What benefits am I eligible for?

Based on the SCCOE plan with Modern Health, you and each of your dependents have access to:

- 10 one-on-one video sessions (per year) with certified mental health, professional, or financial well-being coaches
- 8 one-on-one video or in-person sessions (per year) with licensed clinical therapists
- Unlimited group support sessions (known as Circles), designed to be safe spaces for sharing & learning with others. (Note: Circles currently offered in English only.)
- Unlimited Guided Meditations on managing stress and proactively building resilience.

How do I get started?

1. Download the **Modern Health** mobile app on your mobile device or go to my.modernhealth.com.
2. Sign up with your work email and SCCOE as your company name.
3. Answer a few questions about your well-being and preferences for care.

4. Once you answer a few questions about your well-being and your preferences for the type of care, Modern Health will develop a personalized care plan for you that recommends a combination of one-on-one, group, and self-serve digital resources that can help you in your areas of focus. Through the well-being assessment, Modern Health is able to provide you with the best user experience and recommend a plan that is most effective in addressing your specific need.

How do I add a dependent?

You may invite dependents to register for Modern Health only after you've registered yourself. Once you've registered, you will have the option in your user profile to invite adult dependents (18+) under "Settings", then choose "Invite Dependents" and fill in the necessary information.

Minor Dependents (6-18 Years Old - U.S. ONLY) or (13-18 Years Old)

Direct access to Modern Health is only available for dependents 18+. If your dependent is between the ages of 13-18 and would like access therapy sessions, after submitting the minor dependent via the mobile app or via help@modernhealth.com, our Modern Health Care Team will reach out to the main benefit holder directly via email to confirm the request and initiate the care matching process for the minor dependent.

How do I change my work email to my preferred email address?

After you registered with Modern Health, you can update your preferred email via our mobile app (iOS / Android) or the Modern Health web application. For the mobile app, please follow these steps to update your preferred email:

1. Select "Settings" on the bottom right side of the home screen.
2. Tap Profile Details, then Account Details.
3. Under Login & Contact Email, update your preferred email.
4. Finally, tap Change Email to save your preferred email.
- 5.

Does my employer know if I'm using Modern Health?

All information submitted through the Modern Health application is kept confidential and used to deliver a personalized experience. No individual user data will ever be shared back with your employer.

How do you protect my information?

Hypertext Transfer Protocol Secure (HTTPS) encryption measures are used for all data exchanged between our members and our application. Both chat and video use end-to-end encryption. For chat messages with providers, conversations are encrypted in transit via SSL (TLS v1.2). Each conversation (between a member and a provider) has its own encryption key and the keys are stored in a separate, secure secrets management system (Hashicorp Vault). Message contents are encrypted upon receipt by our web server and are transported and stored encrypted in our internal systems.

For more information, please refer to our [Privacy Policy](#).

Who can I reach out to if I have questions?

Many common questions are answered in our [Member Knowledge Center](#) under the FAQ section of our app and website. You can also email help@joinmodernhealth.com if you can't find the answer to your question.

What do I do in a crisis?

FOR US ONLY COMPANIES: Modern Health is not a crisis resource. If you are experiencing a mental health emergency, (e.g., thoughts about suicide, thoughts about harming yourself or others, medical crisis, or in a dangerous situation), please call emergency responders (911), crisis support (<https://suicidepreventionlifeline.org/> or 1-800-273-8255), or head to the nearest emergency room. You can find local and international resources by selecting "Information" on the bottom right of your mobile app, and then clicking the red "Access to 24/7 Crisis Information" banner at the top of the screen.