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**Modern Health & Lambda School Partnership FAQ**

What is Modern Health?

Modern Health is a platform that provides a personalized path to better mental health. They use a combination of technology, professional support, and mental healthcare referrals to help people find options to help them reduce stress, feel more engaged, and improve their well-being. We’ve partnered with Modern Health to provide access to their services for Lambda School students and staff.

Why is Lambda School offering this to me?

We care about you. These resources are another way we are investing in you, and are intended to help you lead a healthier life and develop skills to improve your overall well-being.

Why Modern Health?

We partnered with Modern Health to provide mental health services to Lambda School students because we care about you and your success, and we recognize that mental health and well-being are an important part of that. Modern Health’s mission is to change how people think about mental health. In their words: “We think about mental health the same way as physical health––it impacts all of us. Whether you want to proactively reduce stress or treat depression, we will guide you to the right solution tailored to your needs. As a company, Modern Health aims to solve for the shortage of mental health providers needed to address this.”

How does Modern Health think about mental health?

Modern Health’s philosophy towards mental health comes from the World Health Organization (WHO): “in which every individual realizes [their] own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to [their] community.”

Is Modern Health backed by science?

Modern Health’s model is grounded in evidence-based approaches, primarily Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, and Mindfulness. Modern Health’s founding team is composed of clinical psychologists and neuroscientists.

What languages are Modern Health available in?

The Modern Health platform is currently available in English and Spanish. If your preferred language is something other than English or Spanish, please note that care is provided in most languages. Feel free to email help@joinmodernhealth.com to find out more.

Is Modern Health available to students outside the U.S.?

Yes. All students will have access to the same resources regardless of where they are located. Should you have any issues identifying a coach or therapist near you, please reach out to Modern Health ([help@joinmodernhealth.com](mailto:help@joinmodernhealth.com)).

Which areas does Modern Health support?

Modern Health has a variety of tools and resources to help you with the following:

* **Work Performance:** Productivity, Leadership Skills, Work Relationships, Professional Development
* **Relationships:** Romantic Relationships & Dating, Family, Friends, Breakups
* **Stress & Anxiety:** Anxiety, Depression, Stress, Resilience
* **Healthy Lifestyles:** Sleep, Physical Activity, Eating Well, Habits
* **Financial Well-being:** Goals, Budgeting Savings and Debt, Management, Investing
* **Diversity & Inclusion:** Gender, Equality, Unconscious Bias, LGBTQIA+
* **Life Challenges:** Pregnancy/Parenting, Elder/Child Care, Loss of a Loved One, Illness
* **Mindfulness & Meditation:** Stress, Sleep, Focus, Meditation

\*Note: This list isn’t intended to be comprehensive. Please feel free to reach out to Modern Health about the services and platform at help@joinmodernhealth.com.

What does Modern Health offer?

Modern Health provides tools related to mental well-being and self-improvement. If you choose to register and utilize Modern Health’s services, you’ll be able to access the following features:

● **Personalized Plan.** You can take a well-being assessment and review which tools may be most helpful for you.

● **Professional Support.** Get matched to a dedicated coach who can help you reach your personal and professional goals.

* Based on the well-being assessment and your needs, you may be referred to a therapist.

● **Evidence-Based Digital Care.** Develop a toolkit of mental hacks through online courses that take less than 15 minutes per week.

● **Curated Content Library.** Learn more quick tips and tricks to prevent burnout, manage stress, and cope with anxiety and/or depression.

● **Well-Being Support.** Use app-based services, and obtain referrals.

If you’re still not sure where to get started, we recommend that you 1) take a well-being assessment and 2) get matched to a dedicated coach who can work with you to determine next steps.

What is the well-being survey, and why should I take it?

Similar to an annual physical with your primary care physician, Modern Health’s well-being survey serves as a check-up for your mental health. Your well-being score empowers experts at Modern Health to provide you the best user experience. It enhances the customization of your personalized wellness plan, which makes it more effective in addressing your specific needs.

What is coaching?

Coaching is a collaborative process to help you make important changes in your personal and professional life. Your coach is there to help you figure out how you want to change and the steps you need to take to do so. Your coach’s job is to help you organize your thoughts, emotions, and goals and break things down into smaller steps that create forward movement and growth. The client is the driver of these sessions, the coach is there to provide reflection, clarity, and accountability.

What’s the difference between my Modern Health coach and my Lambda career coach?

At Lambda, our career coaches are primarily focused on supporting you with career readiness and job search efforts. Modern Health's coaches are trained to help you with a variety of life’s challenges throughout your journey at Lambda, including stress, anxiety, and developing healthy lifestyle habits and skills.

Registration

How do I know when I should use the Modern Health program?

Taking care of your mental well being should be like taking care of your physical health - something you do regularly and preventatively. Don’t wait until a crisis moment to access Modern Health. Get started today with proactive tools, and preventative steps.

Am I eligible?

Active Lambda School students in good standing and alumni within 3 months of graduating Lambda School are eligible for Modern Health.

How do I register and login?

1. Download the Modern Health app in the Google Play Store (Android), App Store (iOS) or navigate to <https://my.joinmodernhealth.com/login>. After your download is complete, select “Join Now” from the welcome page of the mobile app. 2. Use the email you have on file with Lambda School, along with your first and last name. 3. Enter the company name as “Lambda” and then add your password of choice. 4. Select “Register” on the web or “Agree & Join” on the mobile app to complete registration.

If you have trouble registering for Modern Health, please don’t hesitate to reach out to help@joinmodernhealth.com with a note or screenshot. Their customer support team will verify your information (i.e., first name, last name, and email) against what we have on file at Lambda School to provide you the best instructions on how to successfully access Modern Health.

Are my dependents eligible? Can my family or a friend use Modern Health if I don’t want to?

Lambda School does not currently offer Modern Health to dependents. You cannot transfer your benefits to any friend or family member.

Can I complete sessions with my partner or a family member?

You are able to complete sessions with your partner or family member, however in most cases this will count as extra sessions (e.g, 1 session with a partner is equivalent to 2 sessions with you alone). Please discuss this directly with your coach or therapist.

Do I have to participate?

No. You are not required to participate in this student benefit, and you can opt out entirely. There are a number of useful tools and resources that come with the platform, but your use is completely optional. Using the platform and its corresponding scope of services are free for eligible students and staff.

There may be times when a Team Lead, Section Lead, instructor, or staff member refers you to Modern Health’s services. These referrals are optional. A student is not required to utilize Modern Health services.

Can I opt out?

Yes. Any student who has registered and no longer wishes to be a part of the platform or service can email Modern Health at [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com) to be removed. Once the request to opt out is confirmed, Modern Health will then deprovision the account according to the student’s wishes in a way that complies with HIPAA, GDPR, and CCPA.

Program Specifics

Details of Program

● You have 6 virtual (video/phone) coaching sessions covered by Lambda School.

● If you are experiencing a clinical need, Modern Health will recommend a therapist to work with in addition to/instead of your coach for up to six sessions. You can also work with your dedicated coach to determine if you would benefit from therapy.

* Depending on location and preference, therapist visits may be in person or video/phone.

● Additionally, you have access to your coach via text and/or email. Email and text communication does not count towards your 6 free sessions. Work with your coach to discuss this feature.

● Cancellation/No Show

* If you need to miss a scheduled session please let your coach/therapist know at least 24 hours before your appointment. If you cancel after that time, or miss the session, it will count towards your total covered sessions.

How long will I have access to this? Is there a limit to how much or how long I can use it?

Current students have access to the Modern Health platform when they begin Lambda School. Students’ access ends 3 months after their graduation date. Students who participate in Flex or become TLs/SLs will have access for the entire duration of their time as a student.

If you’d like to continue seeing your therapist or coach after your eligibility with Lambda comes to an end, you can work with Modern Health to determine a transition and payment plan that works best for you.

During coverage, students will have unlimited access to the Modern Health library of digital resources as well as texting/emails with their dedicated coach. Students can also meet with their coach AND therapist up to 6 times a year each as needed.

What happens when I finish my covered Modern Health sessions?

Students will not be required to pay for any of their covered visits (up to 6 therapy and 6 coaching visits per year) or access to the mobile application which contains guided programs and meditations.

As you are approaching the end of your covered Modern Health sessions, we encourage you and your coach or therapist to have a discussion about whether you want to wrap up after the covered sessions, or if you want to continue. If you choose to continue, Modern Health will work with you on various self-pay options and you can determine what works best for you. After the covered 6 visits, you will be responsible for paying your coach/therapist directly. Should you be in need of a medication or follow-up treatment with another specialist, these will need to be covered by you and/or your insurance.

Do my visits with my coach and/or therapist ever reset?

Students attending classes for longer than a year and who are in good standing are eligible to have their Modern Health benefits reset every 12 months from the time they are fully onboarded. This means they will gain access to 6 additional visits with their coach and 6 additional visits with their therapist. Put another way, you’re able to have your coaching and therapy visits reset every 12 months.

Where can I see how many coaching sessions I have left?

You can quickly track and view how many available visits you have remaining with your coach or therapist in the Modern Health app or web interface.

What happens to these benefits if I withdraw from Lambda School?

If a student drops out of Lambda or is withdrawn, they will no longer have access to the Modern Health platform or the corresponding benefits.

What happens if I go on hiatus?

If a student goes on hiatus they will still have full access to the Modern Health platform for the duration of their hiatus.

Care

What types of providers are in Modern Health’s network?

Modern Health has several different types of providers that you can work with. Here is a breakdown of the different types of providers and what each of them can offer:   
**Coach** - Coaches work with individuals to help them create the kind of lives they want.

While there is no specific degree or license required to practice as a coach, Modern Health coaches are rigorously vetted, certified, and trained in evidence-based approaches. All coaches have completed extensive training and are certified by the International Coaching Federation.

**Therapist** - Therapists can have a variety of titles (counselors, therapists, clinicians, etc.). What they have in common is a masters degree (M.A., or M.S.) in clinical psychology or a related field and are licensed in the state in which they practice. Common licenses include Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), and Licensed Professional Counselor (LPC). These therapists are also trained in the assessment and treatment of mental health concerns.

**Psychologist** - Psychologists have a doctoral degree (Ph.D., or Psy.D.) in clinical psychology or a related field such as counseling psychology or education and are licensed in the state in which they practice. They are trained in the assessment and treatment of mental health concerns.

I’m currently seeing a therapist already, what do I do now? Can I see the same therapist?

You are welcome to share the name of your therapist with Modern Health, and they’ll reach out to invite that therapist to join their network. If the therapist is not in network or does not choose to join, that therapist will not be covered under the Modern Health platform.

How often should I meet my coach or therapist?

How often you decide to meet with your coach depends on your personal situation. Some people like to meet weekly, whereas others meet every month or two. Usually people will meet with their coach every two weeks. We suggest meeting with your coach shortly after matching with them in the platform so you can get to know each other and outline how you’d like to work together moving forward.

What is the difference between coaching and therapy?

The primary difference between coaching and therapy is that therapy is conducted by licensed mental health professionals who are trained to treat clinical difficulties (e.g., depression, anxiety) whereas coaches work on non-clinical issues (e.g, personal growth and professional development).

Modern Health’s belief is that anyone can benefit from working with a coach, and some people need therapy in addition to, or instead of coaching. If you are experiencing a clinical need, Modern Health will recommend a therapist. You can also work with your dedicated coach to determine if you would benefit from therapy.

How does Modern Health match me to a provider and how diverse is their provider network?

Modern Health matches you to a provider based on a proprietary algorithm that weights quality of fit, including your well-being score and areas you want to work on.

The network of coaches and therapists at Modern Health is just as diverse as the student body at Lambda. Students should be able to find a coach that aligns well with them and what they’d like to work on, whatever those issues may be. Should you need to change coaches or therapists at any time, Modern Health will help enable that for you.

Does Modern Health have coaches and therapists who are trained to support LGBTQIA+ individuals?

Yes, Modern Health has coaches and therapists trained to support the needs of LGBTQIA+ individuals. We suggest mentioning this in the information you provide Modern Health so they can accurately match you with the appropriate provider.

Can therapists assist with mental health issues?

Yes, Modern Health’s therapists can assist with mental health issues such as PTSD and personality disorders.

Are therapists trained in suicidality?

All therapists are trained in appropriate crisis response measures for suicidality. The Modern Health app also offers contact information for country-specific crisis response hotlines and other crisis resources.

Can my therapist or coach prescribe medicine or work with my PCP to get me the medicine I need?

Modern Health coaches and therapists can not write prescriptions, but they can assist students in providing required verification for medications, surgery, or whatever else may be needed (at the discretion of the provider). They can also work alongside your PCP to ensure you get the care and treatment you need.

Confidentiality

Can I log into the Modern Health app anonymously without an account?

No. The Modern Health platform does not currently allow you to use it anonymously. However, for those who choose to use this service, Modern Health maintains the confidentiality of your personal information and does not share it with 3rd parties other than as described in its [privacy policy](https://www.joinmodernhealth.com/privacy-policy/) (for example, in an emergency), and does not share your personal information or usage with Lambda School.

What do you do with my information?

All information submitted through the Modern Health application is kept confidential and used to deliver a more personalized experience. Anonymized group aggregate information is served back to Lambda School for additional insights to improve a tailored care plan.

How do you keep my information secure?

Modern Health employs industry-standard Secure Socket Layer (SSL) and Hypertext Transfer Protocol Secure (HTTPS) encryption measures for all data exchanged between its members and the application. For more information, please refer to Modern Health’s Privacy Policy.

What information do Coaches and Therapists share with Modern Health?

Coaches and therapists do not provide any information to Modern Health about session content or personal information about visits and will only reach out to Modern Health if there is a crisis situation or the client requests additional support.

Is the information I provide to Modern Health shared with Lambda? Will it affect my interviews or endorsement?

Modern Health will not share personal information with Lambda School, and Modern Health is HIPAA compliant (meaning they’re required to keep your information confidential). The use of the Modern Health app and platform will not impact or affect your ability to get endorsed or be job eligible. See more about the anonymized data we receive below under the Confidentiality section.

When might my information be shared to emergency responders?

Modern Health therapists and coaches follow standard ethical and legal procedures for the assessment, triage, and reporting of harm to self, harm to others, and neglect or abuse of minors, elders, or dependent adults, in their location (e.g., assessment of risk and contacting emergency services, if necessary).

Crisis Support

What do I do in a crisis?

If you are experiencing a crisis (e.g., thoughts about suicide, thoughts about harming yourself or others, medical crisis, or in a dangerous situation) and you’re based in the United States please call emergency responders (911), crisis support (https://suicidepreventionlifeline.org/ or 1-800-273-8255), or head to the nearest emergency room. If you reside outside the United States, please see the Modern Health app for crisis resources available in your country.

Customer Support

Who can I reach out to if I have questions?

Please email [help@joinmodernhealth.com](mailto:help@joinmodernhealth.com), or if you have a Lambda-specific question, send a Slack message to /FrontDesk with the title, “Modern Health Question”.