



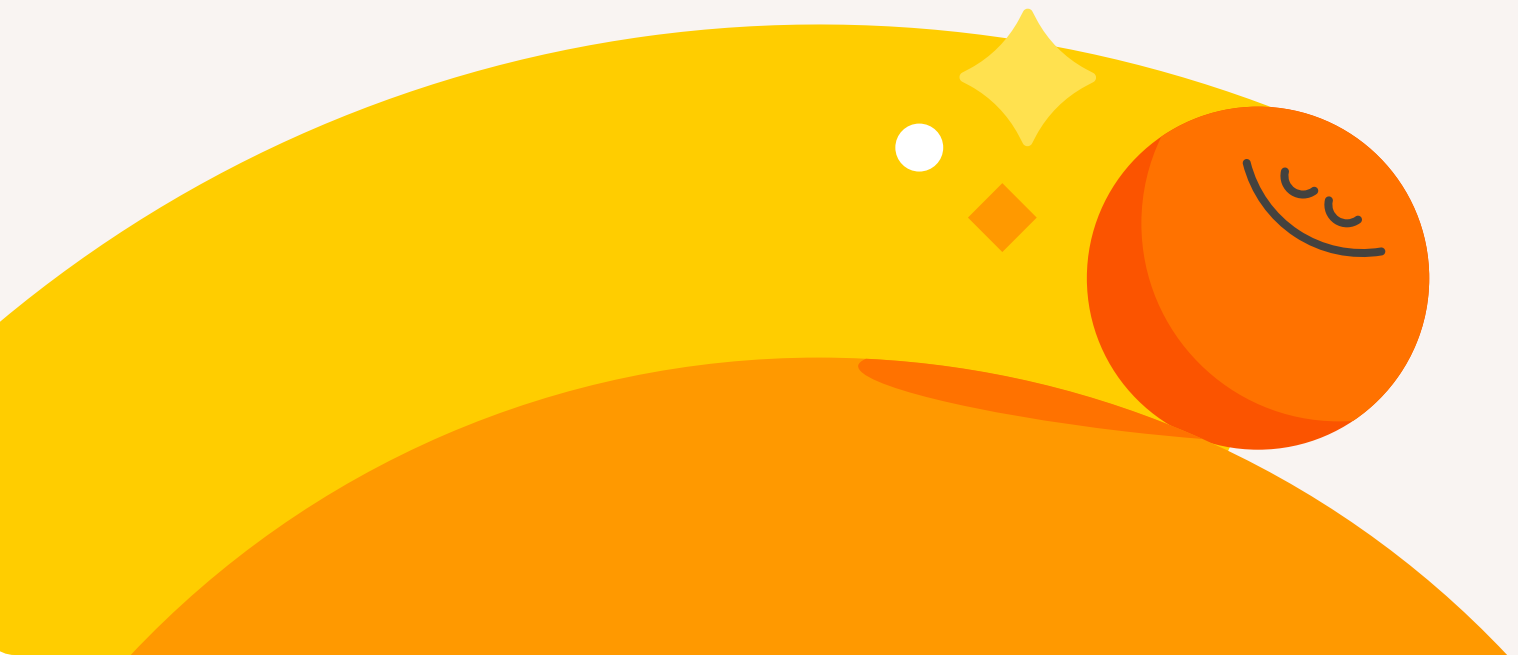
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THROUGH



How Headspace works with you

Headspace offers effective, convenient, and affordable mental health support from the privacy of your smartphone.

Qualified coaches provide care through text-based chat alongside skill-building resources in-app. If you are in the US and in need of extra support, connect with licensed therapists to provide personalized care that meets you where you are, for whatever you're going through.

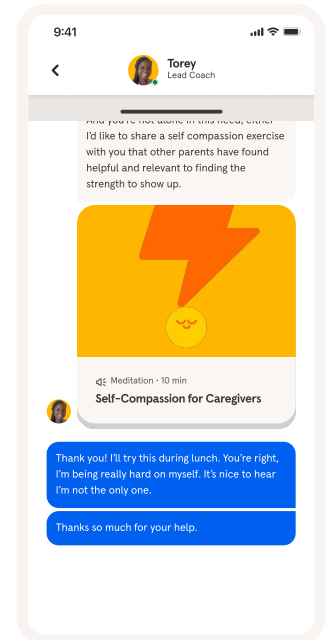


Working with a coach

For those little challenges that might seem silly to stress about, for those overwhelming feelings, for the life changes you wish to make, and for everything else in between, our coaches are on hand to help you navigate it all. Using text-based conversations, your coach can help you manage everyday stressors before they become bigger issues.

In the same way you would get a regular tune-up for your car, think of this as an opportunity to fine-tune your life. Coaches will work with you to build skills that allow you to stay on track and cope with any difficulties or challenging situations. One of the most convenient features is that it's all done through text messages, so you can chat on your own time without worrying about anyone listening in. Coaches get you back to feeling like yourself so you can focus on what matters to you most.

Coaches are available for customers 13+ in the US and 18+ for non-US customers. Coaching is currently available in English, Spanish, and French.



Coaching in Action: A (fictional) customer's Story

Katie (she/her) has been feeling overwhelmed by work piling up. It's getting to the point where she's constantly stressed and is losing sleep. She checks her work email and learns that she has access to Headspace as part of her company's benefits, so she decides to give it a try, downloading the app during her lunch break.

- 1 Two minutes into using the app, **Katie schedules her first 1:1 text-based session** with her coach, Joe, for later that evening after she puts her kids to bed.
- 2 In her first session, Katie tells Joe about the stress she's been experiencing. **Joe creates a personalized plan, which includes weekly scheduled coaching sessions and assignments from the Headspace Library** to help her manage the stress and improve her sleep.
- 3 During each weekly coaching session, **Coach Joe checks in on her progress** to ensure her care plan is still the right fit. When something isn't working for Katie, Joe adjusts it. Together, they come up with specific, measurable, and attainable goals for Katie to work toward, with Joe's support.
- 4 **In between sessions, Katie browses Headspace and chooses activities based on Joe's suggestions.** He is able to see which activities she followed through with, so that he can recommend others tools and guidance in the interests of her progress and needs. Katie marks her favorites so that she can return to them at any time.
- 5 After three months, Katie feels more in control of her emotions. She's less stressed and is sleeping better. **She decides to stop her weekly sessions with Joe and now only checks in occasionally.**
- 6 **Katie attends Headspace's live workshops** — which happen every three months — to hear from other coaches and clinicians, refreshing her knowledge on how to manage different challenges.

4.8/5 ★

Average Headspace satisfaction rating

85%

of customers (approximately) have their needs met by coaching alone

50+

Countries where coaching is available to millions of people

Mental Wellbeing Coaching



Text-based chats

Coaching happens through text messages in the Headspace app. Texting lets you access mental wellbeing support privately, conveniently, and without the worry of anyone overhearing your conversation. Coaches are available for customers 13+ in the US and 18+ for non-US customers.



Confidential

Headspace is a healthcare provider and, as such, we keep your health information secure. Your activity is never shared with your company, and privacy of data is protected by law.



Scheduled sessions & immediate support

Schedule in advance a text-based chat for a certain time so that you can better prepare for a session with your coach, when it's convenient for you.



Real people, experienced professionals

Our coaches either have a graduate degree in psychology or a related field, and/or a coaching certification. They have at least two years of professional work experience, and undergo 200+ hours of training a year.

Working with your coach

Our research shows that coaching is most effective when done regularly. We recommend scheduling sessions weekly or every other week. In your first session, your coach will do an initial consultation to learn about you and what you're going through and will work with you on creating a care plan. In follow-up sessions, your coach will check in to see how the plan is going for you and will make adjustments if necessary. Some of the issues a coach can help you with include relationships, sleep, anxiety, depression, productivity, career, confidence, self-esteem, grief and loss, and mindfulness.

When you need immediate support

We understand that you might sometimes need in-the-moment support. Maybe you're panicking before a presentation, or you're unable to calm your mind. Our coaches can work with you to develop skills that allow you to handle difficult emotions or a challenging situation.*

How is coaching different from therapy?

Coaching focuses on where you are in the present and your goals for the future. Together with your coach, you will identify small steps to achieve your goals. Therapy is a deeper dive into past or present issues to help you make positive changes in your life. Therapy helps you address ongoing psychological symptoms, patterns of thought, behavior, or emotions that no longer serve you.

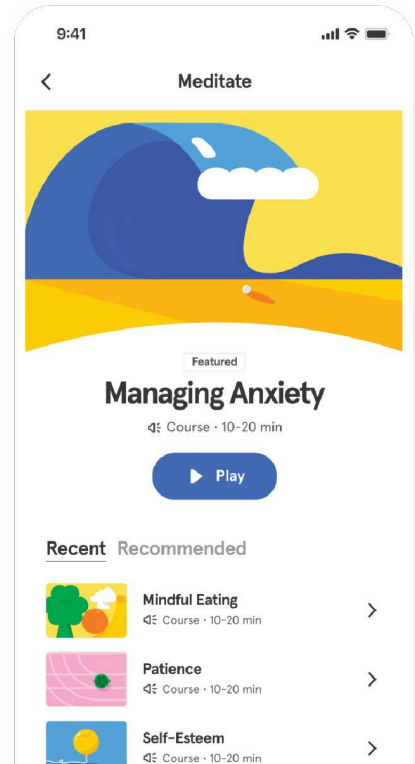
Meditation and mindfulness

Explore hundreds of guided exercises for meditation and mindfulness. Learn to manage stress, bounce back from challenges, sleep soundly, and build healthy habits.

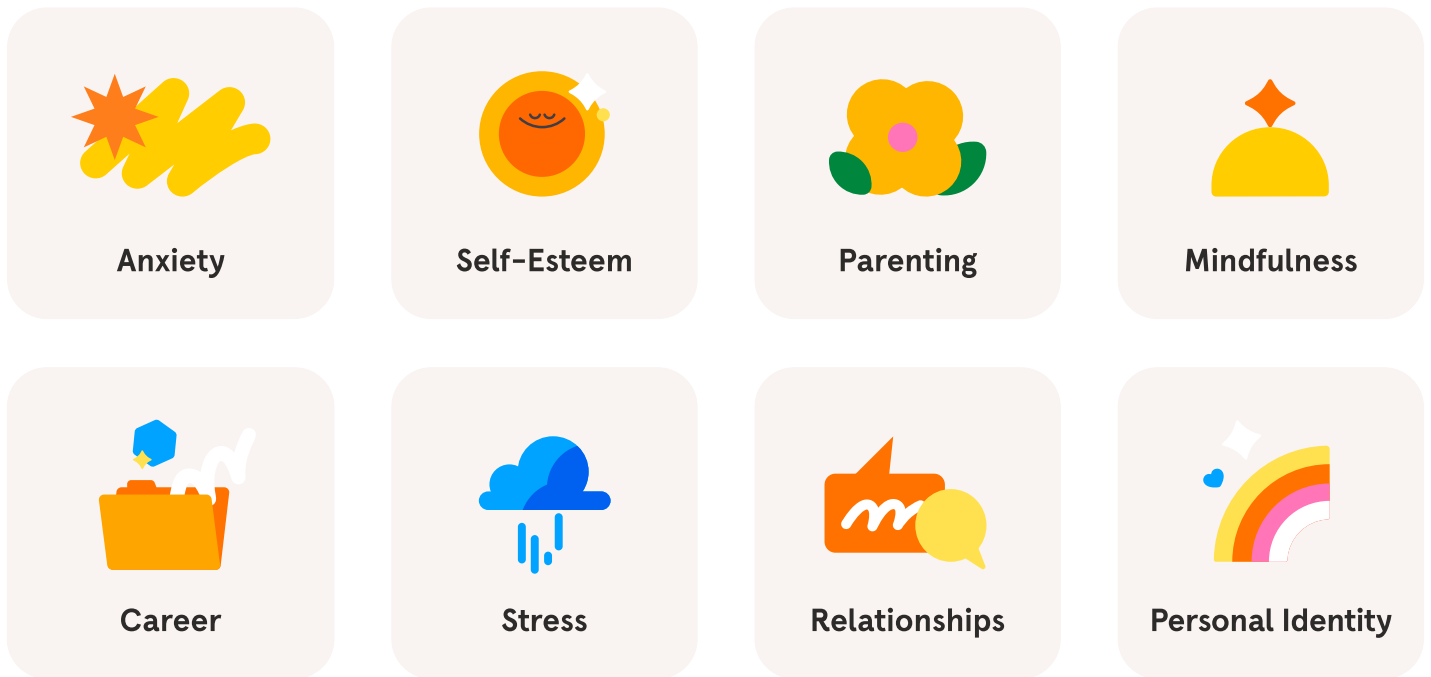
Each meditation takes an average of five minutes to complete and topics include productivity, mindfulness, stress, relationships, self-esteem, personal identity, career, and more.

Make mindfulness a part of your daily routine with tension-releasing workouts, relaxing yoga, focus music playlists and more.

Headspace is available for customers 13+ in the US and 18+ for non-US customers. Content is available in multiple languages. You can update your preferences in your account.



Explore the library



500+ meditations

Let go of everyday stress and anxiety with 500+ guided meditations and programs.

Stress less in minutes

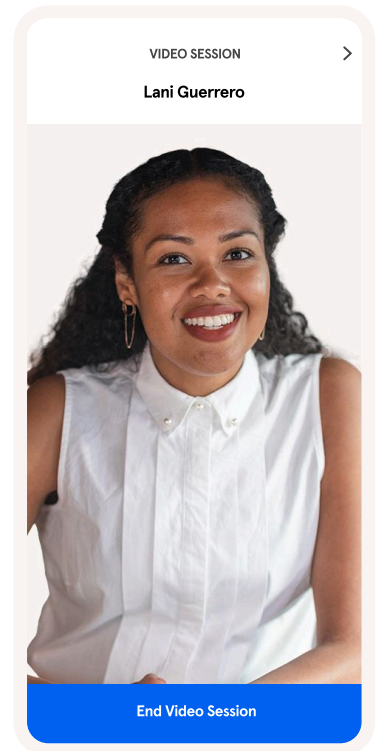
30 days of Headspace led to a 32% reduction in stress

Therapy

When you need extra support for challenges, your coach may suggest you consult with a therapist who will become an integral part of your care team. You'll then schedule regular, video appointments.

Typically, customers work with a Headspace therapist over eight sessions. Your therapist will communicate and collaborate with your coach to ensure you're getting the right care every step of the way.

Therapy is available only in the US for customers 18+ and is currently available in English and Spanish.



Coaching & therapy In Action: A (fictional) customer's Story

James (they/them) has been feeling down lately. Worried about finances, work performance, and family obligations, they have been having frequent panic attacks and struggling with their mood. James sees a company email about a live Headspace workshop on anxiety and decides to check it out. After learning some new coping strategies, James decides to download the app to get personalized support.

- 1 James begins their first 1:1 text-based session** with their coach, Kim. James texts with Kim during the day in between meetings when convenient.
- 2 Kim suggests that therapy may benefit James.** Coach Kim works with James on skills to help James feel more grounded. In working together, Kim learns that James' anxiety and low mood seem to be rooted in long-standing issues from their past. James decides to give therapy a go.
- 3 Coach Kim adds a Customer Support specialist to James' care team. The MS specialist helps James schedule an appointment with a therapist.** At the time of the appointment, James meets with their therapist on video through their phone.
- 4 James' therapist and coach work collaboratively to create a care plan for James.** After getting to know the issues at hand, James' therapist determines that James might benefit from medication and refers James to a Headspace therapist. James meets with their clinicians twice a week.
- 5 After eight sessions in four months, James feels more in control of their emotions and has more self-confidence.** James and their therapist decide that James is ready to move on from therapy and to continue working with their coach for biweekly check-ins to keep them on track.

4.9/5
★★★★★

Average Headspace
satisfaction rating

83%

of customers with moderate to
severe anxiety see symptom
improvement after 6-16 weeks*

*Customers engaged with both coaching and clinical
services between intake and follow up (min 3 sessions)

Therapy

Our therapists

Therapists are state-licensed healthcare professionals trained in a variety of evidence-based therapeutic approaches, and have either a master's or doctoral degree. They help you understand why psychological symptoms or patterns of thought, behavior, or emotion develop, and how to create positive change. Therapists use measurement-based care protocols to determine the right number of sessions to best serve your needs.

Video-based

Therapy sessions happen on video. You can choose to use your computer or the Headspace app. We recommend finding a quiet, private spot where you're able to focus. Our video service is secure and is HIPAA compliant. Your activity is never shared with your company and privacy of data is protected by law.

Collaborative care with coaches

Together, your coach and therapist make up your care team and collaborate so you receive effective and seamless care. In between your clinical sessions, coaches can support you with challenges that may arise and help you practice skills. Coaches can also continue supporting you after you complete all your therapy sessions.

Therapy is available only in the US for customers 18+ and is currently available in English and Spanish.

Starting with a therapist

When and why you might start working with a therapist:

- ➔ Your coach recommends you could benefit from working with a clinician. Coaches are trained to assess when extra support is needed. Your care team also uses technology to help them better assess the right level of care.
- ➔ You decide to work with a therapist. Maybe you've received a referral from your primary care provider or you'd like to switch from your non-Headspace therapist, or you simply want to talk to a therapist.

How to connect with a therapist

- 1 **First, ask your coach about therapy.** Your coach may conduct an assessment to determine if clinical support is right for you.
- 2 **Next, your coach will add a Customer Support specialist to your care team.** The MS specialist will help you schedule a time with a clinician who meets your needs. Your coach will continue to support you in between clinical sessions and after you've stopped working with your therapist.



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Ready to get started with Headspace?

Scan or follow the URL to get started



<https://work.headspace.com/CignaInternational/member-enroll>

How Headspace works with your Cigna Healthcare plan benefits

Headspace is an in-network healthcare provider. Cigna Global Health Benefits® customers and their plan dependents ages 13+ in the United States and ages 18+ internationally have access to the Headspace app for meditation and mindfulness exercises, and mental wellbeing coaching. In order for family members or dependents to receive access to your Headspace benefit, they must be included on your health plan benefits. Once Headspace confirms you are eligible, Headspace will submit a claim to Cigna Healthcare® for the Coaching and Self Care services. These services are offered to you free of charge and not subject to your deductible, coinsurance, and copay. For the best experience, please ensure your address is accurate on Cigna Envoy.

Inside the United States, Headspace also offers Therapy and Psychiatry for ages 18+. This is a clinical service and is subject to deductible, coinsurance, and copay. Customer costs will vary, and Headspace requires a credit card on file.



Questions?

[Cigna Global Health Benefits & Headspace Program FAQs](#)

or

Visit us at <https://help.headspace.com>



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