

ginger

# In-the-moment care for every emotion.

## Frequently Asked Questions



### ABOUT GINGER

#### What is Ginger?

**UNC** provides mental healthcare through the Ginger app to you and your dependents age 18 and older. Ginger offers on-demand, confidential mental healthcare through coaching via text-based chats, self-care activities, and video-based therapy and psychiatry—all from the privacy of your smartphone.

#### Why is my employer offering Ginger?

Your organization is committed to providing you and your loved ones with access to best-in-class mental healthcare. With Ginger, there's less friction in accessing help; it's easy to use and available 24/7. Our virtual healthcare system delivers the right level of support, at the right time, through the convenience of the app.

#### Who is eligible to use the Ginger services?

Full-time Benefit Eligible Employees (.75FTE or greater) and their dependents, who are age 18 and older, are eligible for Ginger.

#### How much do the Ginger services cost?

There's no cost to use the Ginger services. You and your dependents, age 18 and older, have unlimited access to coaching via text-based chats and self-care activities. Video-based therapy and psychiatry services are also available. Please get in touch with our Member Support team, who can help you understand coverage and options.

#### How do I sign-up for Ginger?

1. Download the [Ginger Emotional Support app](#).
2. In the app, tap "Create Account," then "My Organization."
3. Follow the instructions. You're all set!

#### Why do I have to enter my work email address to sign up for Ginger?

Your work email address is a unique identifier that Ginger will only use to confirm you can access Ginger as part of your company benefits. When creating a member log-in with Ginger, you may use the email

address of your choice. You can unsubscribe from Ginger communications at any time by using the unsubscribe button located at the bottom of our emails.

## How do dependents sign-up for Ginger?

Dependents age 18+ get access to Ginger from their own, separate accounts.

1. Download the Ginger Emotional Support app.
2. In the app, tap "Create Account," then "Sign up as a dependent."
3. Tap "Adult Dependent" and enter the primary member's information.
4. Follow the rest of the instructions to complete sign-up.\*

\*To change your app language to Spanish:

- If you have not downloaded the app, follow the onboarding instructions and choose Spanish as your preferred language.
- If you have already downloaded the app, tap "Profile" and then "Account Settings."

## Is Ginger available in a language other than English?

Ginger is also available in Spanish for adults age 18 and older. To change your app language to Spanish, tap "Profile" and then "Account Settings."

## Are all the Ginger services also available outside of the United States?

Coaching services and the Self-Care library are available to everyone around the world. If you reside outside of the United States, you may be eligible for video-based counseling with a counselor who speaks your local language through Ginger's partnership with Workplace Options. Currently, video-based psychiatry services are only available for members who reside in the United States.

## What happens to my Ginger account if I leave my employer?

You don't have to part ways with Ginger even if you part ways with your employer. When you leave your employer, you will have the option to sign-up for a Ginger membership and pay out-of-pocket. You can contact Member Support through the app to set up your paid membership.

## Who can I reach out to if I have questions?

The Ginger Member Support team is available to answer any questions you may have. Members can reach out to Member Support through the app or email [help@ginger.com](mailto:help@ginger.com). Member Support operation hours are Monday through Friday from 5:00 AM to 11:00 PM, Saturday and Sunday from 6:00 AM to 7:00 PM (Pacific Standard Time).

## ABOUT COACHING

### What is the Ginger Self-Care Library?

The Ginger Self-Care Library contains more than 200 resources, including self-guided activities, videos, podcasts, classes, and more, to help you practice well-being techniques and develop life skills. Each activity

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

Coaches may assign resources from the library as part of your care plan and can track your progress. In addition to your coach's recommendations, Ginger may recommend other resources based on what you shared during the intake process. The Self-Care Library is always open for you to engage with any content whenever you need it.

## What is Ginger coaching?

Coaching is a collaborative process where you and your coach work together to create an action-oriented plan to focus on the present and align on what you want to accomplish in the future. Coaches empower you to discover your full potential by encouraging you to identify small steps you can take to achieve your goals. Your coach will help you make adjustments as needed to keep you on track. Coaching happens through private in-app text-based chats with your coach.

## How is Ginger coaching different from therapy?

Coaching focuses on where you are in the present and your goals for the future. Coaching is a collaborative relationship. You and your coach work together to identify small steps you can take to achieve your goals, making adjustments along the way to keep you on track. Therapy consists of sessions with a licensed clinician to help you address ongoing psychological symptoms, patterns of thought, behavior, or emotion that no longer serve you. Therapy allows you to dive deeper into past or present issues to make positive changes in your life. Coaching sessions happen through text-based chat, while therapy sessions happen via live video chats.

## What are the qualifications of Ginger coaches?

Ginger coaches have a graduate degree in psychology or a related field and/or a coaching certification.

## What can Ginger coaching help me with?

Typically our members work with coaches on personal and professional development, relationships, communication, sleep, and overall emotional and mental well-being. Coaches suggest techniques and strategies, provide support, and hold you accountable for any goal you're working to achieve. Through text-based conversations, your coach helps you manage everyday stressors early before they become bigger issues.

## Can Ginger coaches recognize suicidal ideation and substance abuse?

Coaches gather information about suicidal ideation using questions based on the Columbia Suicide Severity Rating Scale and determine whether the member's risk is low, medium, high, or imminent. Based on the level of risk, coaches follow a specific protocol to ensure that members are getting the right level of support, including the possible deployment of emergency services if needed. Coaches are able to assess substance use to understand the frequency, intensity, duration, and onset (FIDO) usage. These results help determine whether the Ginger services are right for you or if you need to be evaluated for a higher level of support such as counseling.

## How are Ginger's coaching services delivered?

Coaching occurs through text-based chats in the Ginger app only. Coaches do not talk with members on the phone or over video. If members prefer speaking over typing, they can use the voice-to-text functionality on their Android or iPhone.

## How do I schedule an appointment with a Ginger coach?

- **First appointment:** You can schedule your first appointment (the initial consult) in the app. Just tap "Chat" or reach out to your assigned coach.
- **Follow-up appointments:** Work with your coach to set up a regular time for ongoing support, or reach out as needed at a time that works best for you.

## Would I get support from the same Ginger coach all the time?

Ginger will assign you a primary coach at your first appointment. You can add up to three coaches to your team who are available at different times, giving you 24/7 coverage. Your coaches work together to ensure a seamless experience. We recommend working with your primary coach to set up your goals and reaching out to the rest of your team for in-the-moment support or questions.

## Can I specify the gender/ethnicity/specialty of my coach?

Our coaches are trained to work with people from various backgrounds, including the LGBTQIA+ community and racial and ethnic groups traditionally underserved in the mental health field. Your coaches will provide care that is tailored and relevant to you. If you would like to switch coaches, a Member Support team specialist can help you by reaching out to them through the app.

## ABOUT THERAPY AND PSYCHIATRY

### How do therapy and psychiatry differ?

Therapy consists of sessions with a licensed clinician to help you address ongoing psychological symptoms or patterns of thought, behavior, or emotion that no longer serve you. Therapy allows you to dive deeper into past or present issues to make positive changes in your life. Psychiatry sessions are focused on prescription and medication management. Psychiatrists are medical doctors who can prescribe medication to manage more severe or enduring symptoms.

### What are the qualifications of Ginger therapists and psychiatrists?

Ginger therapists are state-licensed healthcare professionals trained in various evidence-based therapeutic approaches and have either a master's or doctoral degree. Ginger psychiatrists are medical doctors with four additional years of psychiatric training. They're state-licensed to prescribe medication and monitor its effects on your health.

## Can Ginger therapists and psychiatrists provide care in Spanish?

We have a diverse workforce that can provide the best possible care to our members. Many Ginger therapists and psychiatrists speak Spanish and have experience working with Spanish speaking populations across the world. If Spanish speaking providers are not in your area, interpreters can be provided.

## Are Ginger's coaches, therapists, and psychiatrists robots?

No. Our coaches, therapists, and psychiatrists are not robots or droids. They are real people with thoughts, feelings, and life experiences. And just like us, they need breaks too – which is why you might occasionally have a delayed response. Ginger carefully vets all their providers before joining the Ginger team to ensure we're providing high-quality care for our members.

*Ginger is a licensed medical provider group with a nationwide network of psychiatrists, therapists, and behavioral health coaches. Each has a graduate degree in psychology or a related field and/or a coaching certification.*

## Do Ginger therapists and psychiatrists specialize in specific areas?

Ginger therapists and psychiatrists are state-licensed healthcare professionals who receive extensive training to treat various issues and work with a broad group of individuals. This training enables them to provide members with a level of care that is highly tailored, relevant, and based on empirical evidence. Members can discuss their specific needs with their clinicians.

## Can Ginger psychiatrists prescribe medication?

Ginger psychiatrists can prescribe psychotropic drugs, which are medications that target the reduction of mental health symptoms. Examples include certain antidepressants, antipsychotics, and anti-anxiety medication. Ginger psychiatrists are not permitted to prescribe controlled substances, including stimulants, benzodiazepines, or opiates, as they require in-person visits for a prescription. Ginger psychiatrists can treat most issues without the use of controlled substances.

## How will my Ginger psychiatrist manage prescribed medication?

If you are undergoing psychiatric treatment, your psychiatrist will meet with you every 4-8 weeks to evaluate how your prescribed medication(s) affects you. Depending on their evaluation, they might increase or decrease the dosage or prescribe a different medication.

## What does "higher level of care" mean, and how does my Ginger coach know when I need it?

At Ginger, we refer to therapy and psychiatry as "higher level of care." Ginger coaches receive training to recognize when a member requires additional support. In addition to conducting a professional assessment, they use technology to help them understand your clinical needs and ensure that you get the right level of care when you need it.

## What happens if my Ginger coach refers me to a "higher level of care"?

If your Ginger coach believes you may benefit from therapy or psychiatry, our Member Support team will step in to help you understand your options for coverage. If therapy and psychiatry services are available through your employer, EAP, or health plan, our Member Support team will connect you with a therapist or psychiatrist and add them to your Ginger Care Team. If the clinical services are not available, our Member Support team can help you understand other options you may have available. Your coach will continue to support you during and after receiving clinical care from a psychiatrist or therapist.

## How are Ginger's therapy and psychiatry services delivered?

Therapy and psychiatry sessions happen via video chat right from the Ginger app—which means you can have your session anywhere you'd like. You can also access your appointment through your computer using [Zoom](#). We recommend finding a quiet, private place where you feel comfortable. Sessions can range in number and frequency, depending on your needs.

## How much time do therapy and psychiatry appointments take?

The duration of therapy sessions may vary depending on your needs. The average duration of a therapy session is typically 45 - 50 minutes. For psychiatry, the first appointment is usually 45 minutes, and follow-ups are 20 minutes.

## Can I work with a Ginger coach if I'm also seeing a Ginger therapist or psychiatrist?

Absolutely. Text-based coaching is an excellent complement to video-based therapy and psychiatry sessions. In between your clinical appointments, you can check in with your coach anytime via text to keep you on track and get immediate support with challenges that may arise.

## Can I work with a Ginger coach if I'm seeing a non-Ginger therapist or psychiatrist?

Yes. If you're working with a therapist or psychiatrist outside the Ginger system, please let your coach know so they can take this into account when developing your care plan and supporting you.

## Can I work with a Ginger therapist or psychiatrist without a Ginger coach?

At Ginger, your care always includes a relationship with a trained behavioral health coach. However, your coach may expand your Ginger care team to include a licensed therapist or psychiatrist. Your therapist or psychiatrist will provide support for deeper emotional challenges via video-based appointments. If you feel that clinical care may be helpful to you, chat with your coach about it during your first session. Your coach can connect you to Member Support to help you get started with a clinician.

To chat with Member Support, you must complete the onboarding process, including scheduling a chat with a coach. Then, Member Support will work with you to schedule your appointment and answer any questions you may have about the services and the next steps to get started. After you meet with a therapist or psychiatrist, we recommend chatting with your coach, who can help you make progress between therapy or psychiatry appointments. Your coach will also be able to support you when you step down from clinical services.

## How can I get started with Ginger therapy or psychiatry?

Your coach can help determine whether you should start working with a therapist or psychiatrist. From there, your coach can connect you with a Member Support specialist who can help get you started. A Member Support specialist can also tell you if your employer's plan or health plan covers therapy and psychiatry.

## How do I schedule an appointment with a Ginger therapist or psychiatrist?

Once you have chatted with your coach, they can connect you with Member Support to schedule your first appointment with a therapist or psychiatrist. You will be asked to fill out an intake form and provide payment information. Once a Member Support specialist schedules your session, you'll be able to see and access your appointment in the Video tab in the app or through the confirmation email sent.

To schedule follow-up therapy or psychiatry appointments, tap the "Video" tab in the app to chat with the Member Support team. The Ginger Member Support team will help you find a time that works for both you and your therapist or psychiatrist. To schedule a time to chat via text with a coach, tap "Chat."

## How do I access video for my therapy or psychiatry appointment?

You can access your video-based therapy or psychiatry appointment from your smartphone or your computer.

- **If you're on your smartphone:** Open the app and tap "Video" at the date and time of your appointment to access it.
  - If you have trouble, close the Ginger app entirely and reopen it. If that doesn't work, turn your phone off completely and turn it back on.
- **If you're on your computer:** Download Zoom using this link <https://zoom.us/download>. Search your inbox for an email confirmation containing your appointment details. Then, click "Start session" in the email at the date and time of your appointment. If you have trouble, try entering the appointment link in the confirmation email in your browser instead.

If you have other issues, please reach out to Member Support for help with troubleshooting, and please notify your therapist or psychiatrist that you are having trouble accessing your appointment.

## How do I change the time and date of my appointment?

To change your appointment, contact the Member Support team in the app at least 48 hours before your scheduled session.



## PAYMENT & CANCELLATION POLICY

Why do I need to provide my payment information if my employer offers Ginger as a company benefit?

We ask for your credit card information to keep on file as having this information from the start makes it easier for you to pay later. We will charge your credit card only if:

1. There's an amount your medical plan doesn't cover, like copays or deductibles.
2. If your employer doesn't cover therapy and psychiatry appointments.
3. If you cancel an appointment with less than 48 hours' notice.

What forms of payment does Ginger accept?

We only accept all major debit and credit cards.

How can I change or update my credit card information?

Go to the payment tab in the Ginger app, select "Payment Method," and enter your updated credit card information.

How does Ginger protect my credit card information?

Your security is a top priority for us. Ginger doesn't store credit card information. Instead, Ginger uses a payment processor, Stripe, which secures all credit card information. To learn more about Stripe, visit <https://stripe.com/privacy>.

What's Ginger's cancellation and no-show policy for therapy and psychiatry appointments?

If you need to cancel an appointment with a therapist or psychiatrist, we ask that you do so at least 48 hours in advance. This policy helps us ensure all of our members can receive timely care, as we cannot frequently fill slots canceled within 48 hours. For appointments canceled with less than 48 hours notice of your scheduled appointment, you will incur a fee of \$125, based on your employer or plan benefits. Please let the Member Support team know as soon as possible if you need to reschedule your session.

What's Ginger's refund policy?

If you don't show up or cancel within 48 hours of your appointment, we cannot refund the cancellation fee. Our clinicians are unable to schedule new appointments with less than 48 hours' notice. However, please let us know if unique circumstances (disability, court orders, death, etc.) require you to miss your session. Ginger will review your particular situation on a case-by-case basis to make refund decisions.

Is my activity in the app, interactions with the Ginger Care Team, and personal information secure?

Yes. Ginger does not share app activity, sign-up information, or personal information with employers. Ginger only provides summarized and aggregated reports to preserve the privacy of our members. Ginger



is a healthcare provider and protects your confidential health and personal information in accordance with state, federal, and international law as described in our [Privacy Statement](#) and [Terms of Service](#). If you have additional questions about privacy or security practices, please email [privacy@ginger.com](mailto:privacy@ginger.com).

## PRIVACY, SECURITY, AND SUPPORT

### Is my personal information and data safe with Ginger?

As a fundamental pillar to ensuring trust and providing the best possible support and care, Ginger's information privacy and security governance is aligned with the International Organization for Standardization (ISO) 27001 and 27002 security standards, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the National Institute of Standards and Technology (NIST) Special Publications 800 Series, the General Data Protection Regulation (GDPR) (EU) 2016/679, and other relevant state and international breach notification and security regulations. Ginger has implemented administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of your information.

### Will Ginger use my information to send me communications?

We may use your contact information to inform you of issues with your account and send you updates, news, and other information about Ginger. If you'd like to opt-out of emails, click "Unsubscribe" at the bottom of any Ginger email. To opt-out of app notifications, go to "Settings" on your smartphone. If you choose to opt-out, Ginger may still have the right to send you information about your account or services.

### Can I request that Ginger deletes my personal information and data?

Ginger stores your Account Data and Personal Information for as long as Ginger needs it to provide the services, to serve the purpose(s) for which your personal information was processed, or as necessary to comply with Ginger's contractual and legal obligations, resolve disputes, or enforce our agreements to the extent permitted by law.

If you would like your Account Data or other Personal Information permanently removed from Ginger's database, please contact Ginger at [privacy@ginger.com](mailto:privacy@ginger.com). Once your Identifying Personal Information is deleted from Ginger's records, you will no longer have access to the services, nor will you receive emails from Ginger. Subject to applicable law and necessary record retention requirements, Ginger will retain certain information for recordkeeping purposes, complete any transactions you began before your request, and for other purposes as required or authorized by law.

### In which legal jurisdiction is the Ginger member data stored?

All data is stored and processed in the United States.

### Will my employer and peers I work with know that I am using Ginger?

No. Ginger does not share any individual-level service usage or other private data with your employer. Ginger only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell your employer anything about your interaction with your coach

or even that you use Ginger. We only share "big picture" information, such as the total number of employees using Ginger. Ginger protects your confidential health and personal information in accordance with state, federal, and international law as described in our [Privacy Statement](#) and [Terms of Service](#).

**Will my adult dependents (age 18 and above) know that I am using Ginger, and will I be notified of their usage?**

No. Your usage, data, and conversations will not be shared with your adult dependent, subject to our [Notice of Privacy Practices](#). Dependents get access to Ginger from their own separate account. Generally, Ginger does not share confidential information with the member or the dependent. Ginger is authorized to share limited information with a dependent who is directly involved in the member's care or responsible for the payment of the member's care.