

Modern Health

Every day we are presented with challenges both professionally and personally. Camunda is committed to providing support that will add value and impact your day-to-day. As we continue to grow and navigate change, we want to leverage these well-being offerings to guide us. Modern Health is a Global Wellbeing solution that provides Camundi with a holistic approach to care through podcasts, financial wellness, meditation, and much more.

This is a 100% employer-paid benefit offered to all Camundi and your dependents.

What is Modern Health?

Modern Health is a wellness platform that you and your dependents have access to, as a benefit offered by Camunda. 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. When you login to the platform for the first time, you will complete a wellbeing assessment, which Modern Health will use to 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.

The Modern Health application is available in over 16 different world languages, with 75+ provider languages offered. Please check their [Member Knowledge Center](#) for the latest language information, or please reach out to help@modernhealth.com.

Please reference this [informational video](#) provided by our implementation manager for an in-depth overview of Modern Health's offerings. This video was created to provide an informational session async.

- Password: **5\$K^UT?N**
- [Intro to Modern Health for Camunda](#) slide deck.

Getting Started with Modern Health

Registration

How

1. You will be able to access the portal from your **Okta** dashboard (preferred method)

Alternative ways to access the portal

1. Scan the following QR code to download the Modern Health mobile app or go to my.modernhealth.com.



- 2.
3. Sign up using your work email and **Camunda** as your company code.
4. Answer a few questions about your wellbeing and preferences for care.
5. Once you answer a few questions about your wellbeing and your preferences for the type of care, Modern Health will develop your personalized care plan in your areas of focus. Through the wellbeing 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 needs.

If you have trouble registering for Modern Health, please don't hesitate to reach out to help@modernhealth.com with a note or screenshot. The Modern Health customer support team will verify the information against what they have on file with Camunda to provide you with the best instructions on how to successfully access Modern Health.

When

1. The benefit has been launched on 31st of January 2024. If you join Camunda after 31st of January, you'll be able to access the Modern Health platform on your start date via Okta.

DRI	Emily Cady
DRT	Total Rewards

On this Page

- [What is Modern Health?](#)
- [Getting Started with Modern Health](#)
 - [Registration](#)
 - [How](#)
 - [When](#)
- [Adding Dependents](#)
 - [Examples of Dependents](#)
- [Available Services](#)
 - [Coaching vs. Therapy](#)
 - [Additional Support](#)
- [Types of Support \(Coaching and Therapy\)](#)
- [For Crisis Situations](#)
- [Offboarding](#)
- [Legal Compliance & Confidentiality](#)
- [FAQ](#)

Alternative ways to access the portal

Keywords	EAP
	Assistance
	Mental Health
	Well-Being
	Support
	Wellbeing

Adding Dependents

A dependent is defined as a person who both lives at your residence and is financially dependent on you.

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 (0-18 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, the 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.

Examples of Dependents

Qualified Dependents

- Spouse/Domestic Partner (married or unmarried)
- Children
- Aging Parents
- Family Members who are on your health benefit plans
 - i.e. Children 18-26

Unqualified Dependents

- Roommates
- Family members that live outside of your home
- Friends

Available Services

- Unlimited access to Modern Health's desktop portal & mobile app.
- Unlimited access to self-service care
 - Guided Meditations (Ex: Sleep Mantra, Mindful Walking, Guided imagery)
 - Topic-based Digital Wellness Kits on Burnout, Resilience, Parenting, etc.
 - Bite-sized activities & exercises (i.e. Weekly Reset audio series, Daily Pause content)
- Unlimited access to community-based care.
 - Unlimited group support sessions, known as Circles, are designed to be safe spaces for sharing & learning with others.
- 8 Coaching sessions
- 8 Therapy sessions (With registered clinicians)
- Unlimited chat services with providers between sessions.
- 24/7 phone & onsite crisis support

Coaching vs. Therapy

- [What is Coaching?](#)
- [What is Therapy?](#)



Coaching vs. Therapy Guide

Here's a quick guide to help you understand the differences between coaching and therapy:

Coaching		Therapy
Coaching is the process through which a certified coach uses evidence-based approaches to help you gain a deeper awareness of a challenge you may be facing, identify growth opportunities, and create action plans to move towards your goals.		Therapy is a treatment in which you and a licensed therapist work together to understand mental health concerns and develop a plan for addressing them. Therapy is appropriate if there's a clinical concern, as defined by the duration of symptoms, severity, and clinically significant interference with social, emotional, and/or occupational functioning.
Address non-clinical symptoms such as burnout and stress	Clinical Symptoms	Address clinical concerns such as ADHD and depression
<ul style="list-style-type: none"> • Actions to make progress from the present • The "How" in achieving goals 	Focus Areas	<ul style="list-style-type: none"> • Feelings and beliefs • The "Why" in behavioral patterns
<ul style="list-style-type: none"> • Maximize potential • Optimize skills • Increase productivity • Goals oriented 	Outcomes	<ul style="list-style-type: none"> • Address clinical symptoms • Reduce clinical distress and functional impairment • Increase ability to manage clinical symptoms
<ul style="list-style-type: none"> • Building healthy habits • Reducing stress • Mindfulness • Anxiety around relationships • Productivity • Burnout • Communication skills • Financial well-being • Professional development 	Common Discussion Topics	<ul style="list-style-type: none"> • ADHD • Anxiety • Depression • Eating disorder • Grief • OCD • Trauma
30-minutes	Session Length	45-60 minutes
Providers are ICF-Certified (Gold standard of coaching)	Provider Credentials	Providers are licensed with minimum of Master's Degree



Modern Health is your mental wellness benefit. Access to personalized tips, groups and self-care resources for your well-being, so that you can be the best version of yourself – at home, at work, and in your relationships. Scan this QR to get started. Or visit Modern Health.



Additional Support

- Upon completion of your 8 coaching and 8 therapy sessions, additional sessions are available, but will be paid out-of-pocket by the Camundi. Please work with your provider (coach or therapist) directly to submit a request to Modern Health. These costs may also be covered by your medical insurance, so we recommend reaching out to them to explore options.

Types of Support (Coaching and Therapy)



For Crisis Situations

You can find local and international resources by selecting "Settings" 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.

Offboarding

When departing from Camunda, you have the option to retain access to Modern Health through the end of the month. To access your account after your last day, add your personal email to your Modern Health profile. Please ensure to complete this prior to your last day with Camunda.

Legal Compliance & Confidentiality

Modern Health is HIPPA, GDPR, CCPA, & SOC2 certified. They have been fully reviewed by our InfoSec, Legal and Compliance teams internally.

- 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 to Camunda.
- Hypertext Transfer Protocol Secure (HTTPS) encryption measures are used for all data exchanged between members and the Modern Health 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 Modern Health's [Privacy Policy](#).

FAQ

- Do Therapy & Coaching sessions renew?
 - Yes, therapy & coaching sessions will renew annually. Because Modern Health launched on January 31st, our sessions will renew February 01, 2025.