

Caregiver Assistance Program: Sanvello FAQs



About Sanvello

1. What is Sanvello?

Created by psychologists, Sanvello is a top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT) — a type of psychotherapy that has been shown to be especially effective for individuals experiencing high levels of stress, or symptoms of anxiety and depression.

Sanvello empowers individuals to engage with activities to improve their mental health from the convenience of their mobile device anytime, anywhere — helping relieve symptoms and build life skills that can reduce potential high-cost interventions in the future.

- **Daily mood tracking.** Members answer simple questions each day to capture their current mood, identify patterns and self-assess progress.
- **Personalized progress.** Through weekly check-ins, Sanvello creates a roadmap for improvement. Members can track where they are, set goals and make strides week by week.
- **Guided Journeys.** Designed by experts for a range of needs, journeys use clinical techniques to help members feel more in control and build long-term life skills.
- **Coping tools.** Members can find tools to help them relax, be in the moment or manage stressful situations, like test-taking, public speaking or morning dread.
- **Community support.** With one of the largest peer communities in the field, members can connect with each other anonymously and share advice, stories and insights — anytime.

2. For which conditions is Sanvello recommended?

Sanvello is recommended for members experiencing high levels of stress, and/or those with anxiety and depression — especially those who may not seek treatment through traditional methods due to various reasons (such as access barriers or fears of stigmatization). Members may benefit from using Sanvello whether or not they have a diagnosis of a behavioral health condition.

3. Is support available for specialized conditions, such as substance use and eating disorders?

Not at this time. Guided Journeys and activities are geared toward individuals with generalized anxiety disorders and/or depression. However, individuals with these specialized conditions could still benefit from the app's capabilities.

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4. What results demonstrate the efficacy of Sanvello?

- Participants interact with Sanvello nearly five times more than traditional therapy alone.¹
- Sanvello decreases symptoms of depression and anxiety, even after individuals stop using the app.²

5. Are there costs associated with Sanvello for clients? Members?

Sanvello is part of the standard EAP offering and is available at no extra charge for clients. Members are not charged for utilizing Sanvello when they register for Sanvello through liveandworkwell.com using their employer access code. Members must first register through liveandworkwell.com before accessing the Sanvello app.

6. What technology requirements are necessary for accessing Sanvello?

Members need a mobile device (smartphone or tablet) with access to the internet. Sanvello is compatible with iOS and Android operating systems. Members may have a better experience if they download the Sanvello app. However, there is a web version of the application available with limited functionality that can be accessed on any desktop or mobile browser.

7. Is Sanvello able to sync with other apps?

Sanvello can sync with the Apple® Health app.

8. Is Sanvello secure?

Sanvello uses secure access login with two-factor identification, enterprise-grade password requirements and login detection from other devices.

9. Are Caregiver Assistance Program providers available via Sanvello?

Not at this time. Sanvello is a digital self-help app.

10. Is the content available in any languages other than English?

Yes, the application supports English, Spanish and French. The video and audio are English only, but are transcribed into the other languages.

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11. What are the age requirements for using Sanvello?

Sanvello is available to individuals ages 13 and older.

12. Will members be reminded outside the app to engage with Sanvello?

Yes, members will be sent push notifications on their devices reminding them to complete their activities. They will also be sent a weekly email with a summary of their progress. Members have the option to turn notifications off if they so choose.

13. If a member does not make progress, or makes negative progress, is there an intervention process that takes place?

There is no proactive intervention based on individual progress. However, emergency resources and contact information are always one touch away through the life preserver icon on the Sanvello home screen.

14. Is there a limit to how long members can engage with Sanvello through their Caregiver Assistance Program?

No, Sanvello is available as long as members remain covered under an eligible benefit plan. Members will be prompted to re-enroll after 12 months of using the app, but can remove the link to their benefits at any time.

15. What information will be reported back to Optum?

Optum will receive summary reports regarding efficacy and utilization at an employer level.

Referral and registration

16. How are members referred to Sanvello?

- Members will receive communications via unsecured email from their employer with information on the availability of Sanvello.
- Members can be referred as appropriate by a Caregiver Assistance Program Specialist.
- Members must first register through the Sanvello tile on liveandworkwell.com. Once they complete their registration with Sanvello, the member may download the app and begin using.

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Daily mood tracking and personalized progress

17. How do members track their moods and progress over time?

The first time members log in to the app, they are presented with a few short questions about their goals and preferences for notifications. Then, they will take their first DASS 21 survey — a clinical symptom assessment that measures anxiety and depression. Each week, members will take either the DASS 21 or the MARS 12 — a clinical recovery assessment — to measure symptoms and progress.

Members will also be asked their first Daily Mood question, “How are you?” They can rate their moods on a scale between “awful” and great.” This question is asked each day when a member logs in to the app, and provides a more informal, day-to-day snapshot of overall well-being.

Members can view their daily or weekly progress at any time within the app. If members would like to share their Sanvello progress with their provider, they have the option of downloading their entire history from their phone to their email. They can then share this information at their discretion.



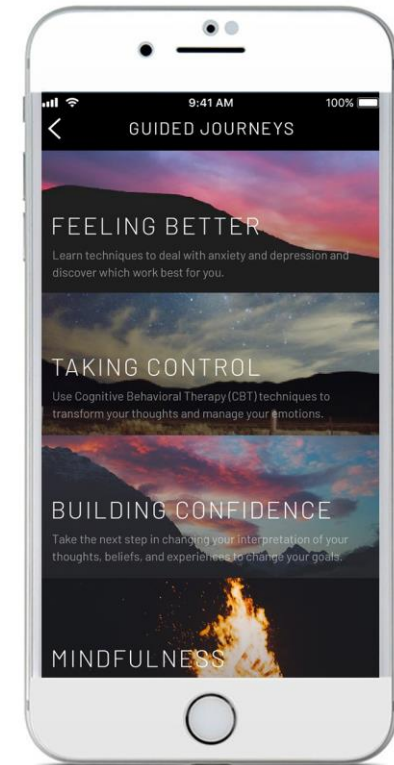
Guided Journeys

18. What are Guided Journeys?

Guided Journeys are made up of a series of modules with activities designed by clinical experts. Guided Journeys are designed based on CBT principles, to help individuals foster healthy habits for their mind and body, which will ultimately improve their overall health outcomes.

Each Guided Journey is centered around an overall goal. Members will always be prompted to finish the “Feeling Better” journey first before trying others, as it is focused on addressing general stress and symptoms of anxiety and depression. A series of modules make up each Guided Journey — each of which is scheduled to take about 20 minutes to complete and is made up of four to five different activities. Members can complete the activities all at once, or at their leisure, and include:

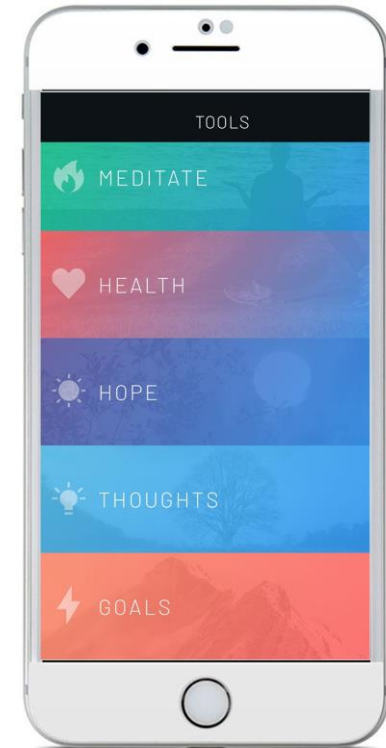
- Educational infocards
- Video tutorials
- Audio tutorials
- Journaling and mood-tracking prompts
- Exercises



Coping tools

19. What other tools are available to help members achieve their goals?

The Tools tab offers exercises that are recommended based on specific goals or Daily Mood assessments. They can be completed in addition to (or in lieu of) the Guided Journey, and consist of thought exercises, activity documentation and other exercises. For example, there are tools available to help members learn about and practice meditation.



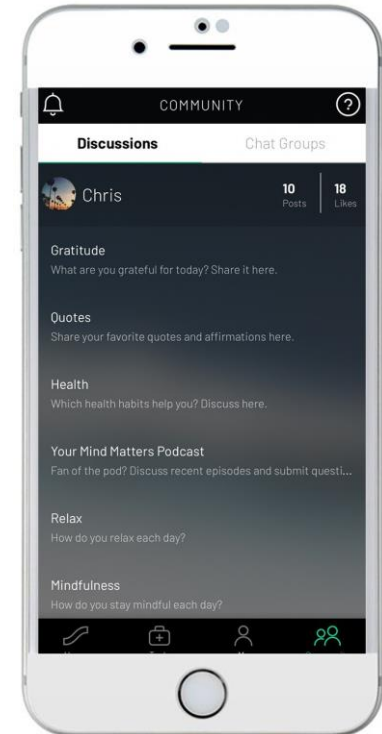
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Community support

20. What is the member Community feature of Sanvello?

Being part of a community is essential to maintaining a successful recovery for many behavioral health conditions. The Community tab is a self-moderated community where individuals can share questions, thoughts, resources and ideas. Individuals can have the option to participate anonymously, or share their name.

Members can flag inappropriate comments, and the support team will remove members from the community who have had three “strikes” against them. There is no algorithm-based monitoring.



Emergency resources

21. What is the protocol if a member presents as a danger to themselves or others?

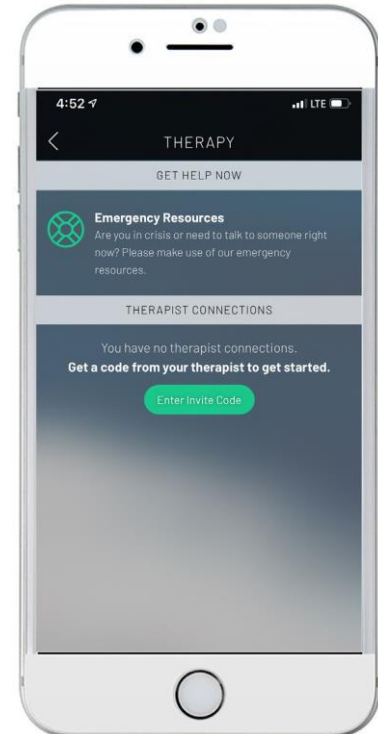
There is no automatic detection within the app to detect if a member is in acute crisis.

However:

- If members interact in a way that indicates they could be a danger to themselves or others within the Community function, other members of the community can report them and an email will be sent to suggest emergency resources.
- If a member recognizes that they are in crisis and need further assistance, the “Emergency Resources” icon in the top left corner of the home screen will provide a list of nationally recognized emergency hotline numbers and resources.

Sources

1. Moberg C, Niles A, Beermann D. Guided self-help works: A randomized waitlist controlled trial of Pacifica, a mobile app integrating CBT and mindfulness for stress, anxiety, and depression. J Med Internet Res. 2019;21(6):e12556. jmir.org/2019/6/e12556.
2. Ibid.



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