

Care Connect Services For Employees

Care Connect is a collection of services to make sure you can access the care you need, when you need it. It includes:

- **The Modern Health Helpline** — A 24/7 phone line staffed by licensed counselors for you to call when you need support connecting to care, in addition to onboarding and app navigation assistance.
- **Care Coordination** — High-touch support finding care placement, understanding benefits, navigating insurance or identifying community mental health resources.
- **EAP Services** — Work-life services, onsite crisis support, manager supervisory services, and more.



Care Connect

In addition to Modern Health's core one-on-one coaching, therapy, group Circles, and self-paced Courses and programs, you have access to the below services through Modern Health Care Connect.

Modern Health Helpline

FOR: Urgent needs and critical incidents or technical support

INCLUDES: Phone line for immediate access to counselors

Care Coordination

FOR: Support understanding care options and navigating your care journey

INCLUDES: Help accessing higher levels of care, navigating insurance/benefits, identifying community resources

Work Life Services

FOR: Referrals to child care, elder care, adoption, education, and convenience services.*

INCLUDES: Research and referrals through Work-Life specialists

Supervisory Services for Managers

FOR: Manager support for workplace concerns

INCLUDES: Access to Professional consultants

*Service offerings vary by country



Modern Health is your mental wellness benefit.

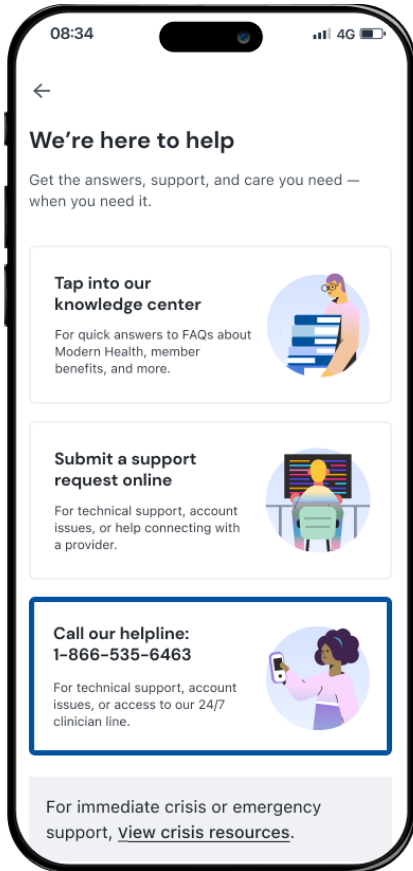
Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, **scan this QR to get started or visit [Modern Health](#).**

To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: loandepot



Modern Health Helpline

For urgent needs and critical incidents, Modern Health offers access to a 24/7 phone line, where you can get connected to a master’s level counselor within seconds for immediate support.



1 Call the Modern Health Helpline, which will be available on the homepage in the Modern Health app. Select from a short menu what you need help with.

2 **Dial 2, 3, or 4**, If you need support with onboarding, registration, or have questions about your care options

2 **Dial 1 or 5** if you need immediate crisis support/manager support or need to speak with a clinician over the phone at any time

3 You will be connected with a member support agent (only available in English during 9-5 PST hours)

3 You will be connected to a Global 24/7 Clinician Line, where you will be asked a few questions to understand your presenting concerns, risk, and impact

4 If you need support with onboarding, registration, or care questions after hours, you can reach out to help@modernhealth.com and will receive a timely response.

4 The counselor will extend immediate care and may refer you to long-term resources for support

5 Long-term care with Modern Health

- 1:1 Coaching & Therapy
- Group Circles
- Digital Courses & Programs

Modern Health Helpline: 866-535-6463



Modern Health is your mental wellness benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).
To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: **loandepot**



Care Coordination

Care Coordination is designed to help you understand your care options and support you navigating your mental health journey.

Inpatient Placement Support

Support with finding an available bed at inpatient facilities**

Outpatient Placement Support

Support finding available space in intensive outpatient programs**

Community Resources

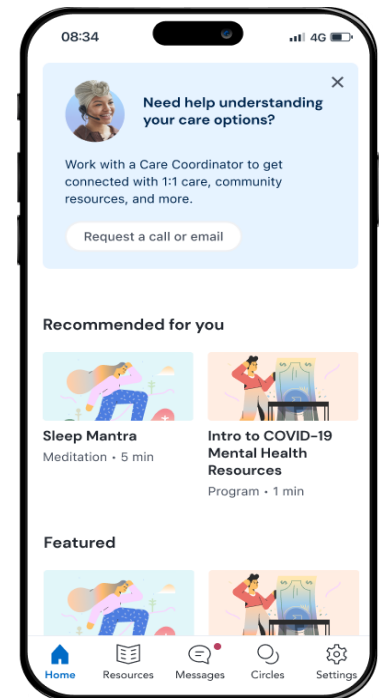
Help identifying resources like local support groups or community clinics

Insurance & Benefits Navigation

Support navigating insurance or other benefits in order to access higher levels of care

How to Access Care Coordination

- 1 Request to connect with a Care Coordinator via the home screen in the Modern Health App
- 2 Identify how you would like to be contacted
- 3 Receive an email or schedule a call with your Care Coordinator within two business days



**Modern Health does not guarantee placement in a program. Care Coordinators will provide coordination support to the best of their ability.



Modern Health is your mental wellness benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).

To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: loandepot



Work-Life Services

What are Work Life Services?

To help you balance the competing demands of work and family life, You have access to Work Life Services through Modern Health), where you can meet with an expert consultant who can help you find resources that make it easier to manage life's ups and downs. Work-life experts can research local services that are matched to your unique needs and provide you with a comprehensive list of potential matches with confirmed vacancies and availability.

How it works

- Intake: an in depth consultation with a work-life professional will help to best understand the nuances and details of your needs.
- Confirmed and matched to your unique needs: each provider researched for quality, and is called to confirm services and vacancies
- Referral to local providers and national services: Detailed information on services offered and fees are delivered, on average, within 12 business hours. Delivered by email, fax, mail—your choice.

Example searches

- Natalie is looking for a summer camp for her children ages 5 and 10 within 10 minutes of their home. One of her children has a nut allergy so the facility must be allergen free. Her budget is \$400. A research specialist is able to look for local providers that meet her specifications.
- Miguel has an elderly mother he is taking care of and is also returning to in-person work. He is looking for an in-home caregiver that can arrive at 7am and depart at 5pm. He is also feeling overwhelmed and looking for a support program for caregivers of aging adults in his area. A researcher will search for providers that meet his criteria and also provide him a list of local support groups.
- Dev is hoping to buy a home for the first time and needs help understanding his finances and creating a savings plan. A provider will connect him to a financial advisor that specializes in his area of need.

How to Access Work Life Services

- **Modern Health mobile app:** Call the Modern Health Helpline accessible via Settings **or** select "Explore your Benefits" from the Modern Health home screen to browse the services most relevant to your needs.
- **Modern Health web app:** Call the Modern Health Helpline accessible by selecting your name in the top right corner and selecting "Crisis Information" **or** select "Explore your Benefits" from your Modern Health home page to browse the services most relevant to your needs.
- **Go directly to our website:** modernhealth.helpwhereyouare.com and enter your company code - loandepot - to view services available to you.

Modern Health is your mental wellness benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, **scan this QR to get started or visit [Modern Health](https://modernhealth.com).**

To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: loandepot



Work-Life Services

Available through Modern Health

In addition to Modern Health’s core one-on-one coaching, therapy, group Circles, and self-paced Courses and programs, you have complimentary access to Work-Life specialists who can help with customized research and referrals for your needs.

How to access: There are 3 ways to access

- 1) Select “Explore your benefits” from the Modern Health home screen
- 2) Go to modernhealth.helpwhereyouare.com and enter your company code: loandepot
- 3) Directly call the 24/7 phone line for your region to speak to a counselor for support..

What are some areas that Work Life Service Professionals can help you with?

Area	Consultation and Research for:
Childcare	<ul style="list-style-type: none"> • Day Care Centers • Sick Child Care • Nanny Agencies • Lactation Support • Summer Camps • Adoption • Public and Private Schools • Tutors and much more
Eldercare	<ul style="list-style-type: none"> • Assisted Living Facilities • Nursing Homes • Adult Day Care Programs • Caregiver Support • Retirement Communities • Hospice and much more
Financial & Legal Support*	<ul style="list-style-type: none"> • Budgeting • Buying a home • Managing credit • Saving for a life event • Identifying attorneys
Education Support	<ul style="list-style-type: none"> • Preschools • Public and Private Schools • Tutors • Colleges and Universities • Technical Schools • Continuing Education • Adult Education Classes and much more
Convenience Services**	<ul style="list-style-type: none"> • Pet Sitters • Moving Support • Travel Information • Cleaners • Plumbers and much more



* Please be advised all assistance provided is meant to be informational and not a referral or recommendation. It is the employee’s responsibility to pay for any services provided by the included information, and fees may vary based on the services provided.

** Services may vary by country



Modern Health is your mental wellness benefit.







Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, **scan this QR to get started or visit [Modern Health](https://modernhealth.helpwhereyouare.com).**

To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: loandepot



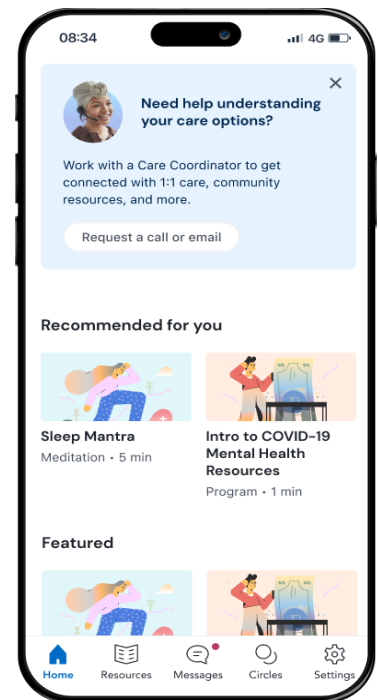
Substance Use Care Options

If you want to change your substance use, Modern Health can connect you to a wide variety of care options for all levels of need, whether you want to work with a provider, on your own, or access more intensive care.

 Specialized Therapy Work with a therapist with specialized training in substance use concerns	 Inpatient / Outpatient Placement Support Receive support finding available space in intensive outpatient or inpatient programs**	 Medication Management Work with a psychiatric provider to evaluate if medication would be appropriate to help manage cravings.
 Community Resources Get help identifying resources like local support groups or community clinics	 Insurance & Benefits Navigation Get support understanding how insurance and other benefits can meet your needs	 Preventative Care and Education Access habit-building coaching or sober curious circles to work on coping skills or lifestyle changes

Ways to access substance use care

- 1 Connecting with a specialized therapist
- 2 Connecting with a Care Coordinator for support with inpatient or outpatient options, benefits navigation, or help identifying other resources
- 3 Connecting with a psychiatric provider to evaluate medication as a treatment option*
- 4 Matching with a coach or signing up for a Circle to work on habit-building and lifestyle changes



**Modern Health does not guarantee placement in a program. Care Coordinators will provide coordination support to the best of their ability.



Modern Health is your mental health benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).



How to connect with a specialized provider

- 1 During onboarding, you select “substance use” as a topic of focus for your care
- 2 Select a provider with a background in substance use treatment
- 3 If you don’t see an option to match with a therapist or coach who specializes in substance use, reach out help@modernhealth.com

How to connect with higher levels of care or get support navigating benefits

- 1 Request to connect with a Care Coordinator via the home screen in the Modern Health App
- 2 Identify how you would like to be contacted
- 3 Receive an email or schedule a call with your Care Coordinator within two business days













Modern Health is your mental health benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).



Mental Health & Well-Being Resources

loanDepot offers you and your dependents access to Modern Health — a personalized mental health & well-being platform that meets you where you are on your unique mental health journey. Complete an initial assessment to share your needs and preferences, and Modern Health will guide you to one-on-one, self-guided, and community-based resources that can support you in your areas of focus. Here's a quick guide on how Modern Health can support you, and how to access these resources.

I want to work on...	Care Resources <small>Available directly through Modern Health</small>	Extended Resources <small>Available directly through Modern Health</small>
My emotions <ul style="list-style-type: none"> Anxiety Depression Grief 	<ul style="list-style-type: none">  1:1 video sessions and messaging with mental health coaches & therapists  Live Community Circles led by mental health coaches and therapists on mindfulness, self-compassion, and more  Self-Guided Courses on Managing Stress and Navigating Intense Emotions, as well as meditations & programs 	Modern Health Helpline
My performance at work <ul style="list-style-type: none"> Burnout Managing my team Navigating career/team changes Performance reviews 	<ul style="list-style-type: none">  1:1 video sessions and messaging with career & leadership coaches  Live Community Circles led by coaches and therapist on stress and burnout  Self-Guided Courses on Burnout, Work Performance, and Manager Mental Health 	Manager Supervisory Services
My family, relationships, or community <ul style="list-style-type: none"> Parenting & Caregiving Relationships Improving communication Navigating conflict Supporting DEI in my community 	<ul style="list-style-type: none">  1:1 video sessions and messaging with coaches and therapists who specialize in relationships, parenting, inclusion  Live Community Circles led by coaches and therapist on relationships, communication, social justice issues, and more  Self-Guided digital resources on compassion, parenting, and inclusion & belonging 	<ul style="list-style-type: none"> Child care resources Elder care resources Education resources Adoption resources
My healthy habits <ul style="list-style-type: none"> Setting goals Building a routine Better Sleep Exercise 	<ul style="list-style-type: none">  1:1 video sessions and messaging with coaches and therapists who specialize in goal-setting, habits, and sleep  Live Community Circles led by coaches and therapist on sleep and building healthy habits  Self-guided digital resources on sleep and healthy habits 	<ul style="list-style-type: none"> Home maintenance resources Travel services & pet care Community resources (religious, recreation)
My financial well-being <ul style="list-style-type: none"> Financial setbacks Understanding my finances 	<ul style="list-style-type: none">  1:1 video sessions and messaging with financial well-being Coaches  Self-guided digital resources on personal finance 	<ul style="list-style-type: none"> Legal consultations & resources Personal finance resources



Modern Health is your mental wellness benefit.

Access to personalized resources to help you be the best version of yourself — at home, at work, and in your relationships. To access Modern Health, [scan this QR to get started](#) or visit [Modern Health](#).

To access EAP services directly, go to modernhealth.helpwhereyouare.com and enter your company code: **loandepot**

