

# 24/7 emotional support with the Ginger app

The Ginger app offers 1-on-1 support for many common challenges – from anxiety, stress, and low mood to issues with work, relationships, and more. Ginger’s highly trained emotional support coaches are ready to help 24/7. Kaiser Permanente members can use the app for 90 days per year at no cost.<sup>1,2,3</sup>

## What can employees do with Ginger?

- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with their coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with their coach to adjust action plans as needed.

### Ginger’s emotional support coaching can help employees with anxiety

47% of Ginger users with anxiety saw their symptoms improve.<sup>4</sup>

### Around-the-clock support is always available

Employees can access personalized support in their moment of need.



**1.** The Ginger coaching services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, are not a Medicaid covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any member under 18 years old. **2.** The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, aged 18 and older, who become members of Kaiser Permanente. **3.** The coaching services are not available to anyone enrolled in a Fee-for-Service Medicaid program. **4.** Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021.