



# On-demand mental healthcare, day or night.

## FAQ



### What is Ginger?

Ginger offers confidential mental healthcare through coaching via text-based chats, self-care resources, and video-based therapy and psychiatry for individuals 18 years and older. Support is available anytime, 24/7/365, anywhere, for a variety of mental health challenges you may be struggling with—all from the privacy of your smartphone.

### Why is the UC Residency and Fellowship Program offering Ginger?

The UC Residency and Fellowship Program 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 access Ginger?

UC Residents and their dependents, who are age 18 and older and enrolled in a UC Medical Plan are eligible to access the Ginger services.

### How much do the Ginger services cost?

There's no cost to use the Ginger services. You and your dependents who are age 18 and older have unlimited access to coaching via text-based chats and self-care activities. Video-based therapy and psychiatry services are covered up to 15 sessions per person per plan year (July 1 to June 30). Additional therapy and psychiatry sessions are available, with coverage based on your health plan. Please contact our Member Support team who can help you understand coverage through your health plan.

### How do I get access to Ginger?

1. Download the **Ginger Emotional Support** app from the Apple App or Google Play stores.
2. In the app, tap "Get Started," then enter your **email address** as listed in [PlanSource](#).
3. Follow the instructions sent to your inbox, and you'll be all set!

## **Why do I have to use my email address as listed in PlanSource to get access to Ginger?**

This email is only used to confirm you can access Ginger as part of The UC Residency and Fellowship Program 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 my dependents get access to Ginger?**

1. Download the **Ginger Emotional Support** app from the Apple App or Google Play stores.
2. In the app, tap "Get Started," then tap "**Enter insurance or Name/DOB**" and tap "Next."
3. Tap "Spouse/Dependent" and share a few details about the person who referred you.
4. Follow the instructions sent to your inbox, and you're all set!

## **Is Ginger delivered in a language other than English?**

Currently Ginger is only available in English. We are working on providing services in other languages. Stay tuned for updates.

## **What is The Ginger Library?**

The Ginger Library contains a continually expanding collection of clinically-validated Care Guides. From classes to podcasts to audio meditation and more, Care Guides help you build coping skills, provide strategies for staying grounded, and give you the opportunity to learn strategies from mental health experts right from your smartphone. Care Guides come in a variety of formats such as interactive skill-building exercises, podcasts, and videos. You can engage with all Ginger's content on your own time based on your needs and your coach may assign personalized content based on your care plan too.

## **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.

## **What can coaches 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 to any goal you're working to achieve.

## **How are the Ginger 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 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.

## **Do I get the same coach every time?**

You will be assigned to your 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 for the majority of your goal setting, 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 or therapist?**

Our coaches and therapists 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 and therapists will provide care that is tailored and relevant to you. If you would like to switch coaches or therapists, a Member Support team specialist can help you by reaching out to them through the app.

## **How is 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, 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 change in your life. Coaching sessions happen through text-based chat, while therapy sessions happen via live video chats.

## **What does “higher level of care” mean, and how does my coach know when I need it?**

At Ginger we refer to therapy and psychiatry as higher levels of care. Ginger coaches are trained to recognize when a member requires therapy or psychiatry support. In addition to their 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.

## **How are the Ginger 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 over a platform called Zoom on your computer. We recommend finding a quiet, private place where you feel comfortable. Sessions can range in number and frequency, depending on your needs.

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

Ginger therapists are state-licensed healthcare professionals trained in a variety of 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.

## **Are Ginger behavioral health coaches, therapists, and psychiatrists robots?**

No. Our coaches, therapists, and psychiatrists are not robots or droids. They are real-live human beings with thoughts, feelings, and life experiences. And just like us, they need breaks too — which is why you might occasionally have a delayed response. Every care provider is carefully vetted before they join the Ginger team to ensure we're providing high-quality care for our members.

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

## **Can I work with a 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 appointments with your therapist or psychiatrist, you can check in anytime via text with your coach 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 providing you with support.

## **How can I start working with a Ginger therapist or psychiatrist?**

Your coach can help determine whether you should start working with a therapist or psychiatrist and can connect you with a Member Support specialist who can help get you started. If you already used your 15 therapy and psychiatry sessions and want to continue getting support from Ginger's clinicians, Member Support can also help you understand other options for care available through your health plan.

## **Can I work with a Ginger therapist or psychiatrist without going through coaching?**

Coaching is the ideal place to start for most members, however, for deeper emotional challenges, your coach may expand your care team to also include a licensed therapist or psychiatrist via video appointments. If you feel 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.

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 much time do therapy and psychiatry appointments take?**

Sessions with a therapist are 45-50 minutes, based on your need. With a psychiatrist, the first appointment is 45 minutes and follow-ups are 20 minutes.

## **How do I schedule a video appointment with a 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 a member of the Member Support team to find a time that works for both you and your therapist or psychiatrist.

To schedule a time to chat via text with a coach, See the "Chat" tab.

## **How do I change my therapy or video appointment?**

To change your appointment, contact the Member Support team in the app at least 24 hours before your scheduled session.

## **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 24 hours in advance. This policy helps us ensure all of our patients can receive timely care, as we are not able to frequently fill slots canceled within 24 hours. For appointments cancelled with less than 24 hours notice of your scheduled time or for appointments missed, one (1) session will be deducted from the total number of sessions covered by your employer (15 sessions per person, per year). If you've already used all your covered sessions, you'll incur a fee of \$125.

## **What's Ginger's refund policy?**

If you don't show up or if you cancel within 24 hours of your appointment, we unfortunately can't refund the deducted session, or if applicable the cancellation fee. This is because our clinicians are unable to schedule a new appointment with less than 24 hours notice. However, if unique circumstances (disability, court orders, death, etc.) require you to miss your session, please let us know, and we will review on a case-by-case basis to make refund decisions.

## **What happens to my Ginger account if I leave the UC Residency and Fellowship Program?**

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

## **Will UC or people I work with know that I am using Ginger?**

Definitely not. Ginger does not share any individual-level service usage or other private data with UC. Ginger only provides summarized reports that are aggregated and anonymized to preserve the privacy of our members. In other words, we won't tell UC 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 residents 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 [Medical Terms of Service](#)

### **Will my dependent know that I am using Ginger, or will I be notified of their usage?**

No, Ginger will never share usage information with family members, dependents, or primary benefit recipients.

### **Will my Ginger activity and information be private?**

Yes and yes. Ginger does not and will not share anything about your individual activity, sign-up information, or private data, with UC. We only provide summarized reports that are aggregated and anonymized 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 [Medical Terms of Service](#). If you have additional questions, please reach out to our privacy and security team at [privacy@ginger.io](mailto:privacy@ginger.io).

### **Will my information and data be in safe hands 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.

### **What if I have more questions? Who can I reach out to?**

Our Member Support team is available to answer any questions you may have. You can reach out to the Ginger Member Support team at [help@ginger.io](mailto:help@ginger.io) or through the app. Ginger's 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).