

TELEHEALTH PEER SUPPORT:

# FAQs for Benefit Providers



## What is HeyPeers?

**Answer:** HeyPeers is an online telehealth peer support service delivered through our teleconferencing software (video or anonymous). HeyPeers is not designed to replace behavioral telehealth, but to serve the population that avoids support from clinicians because of stigma, the population that feels their emotional or mental wellness is not severe enough to require clinical help, or those that have long-term challenges where behavioral telehealth is too costly. Our peer support solution works with clinical services to expand and accelerate outcomes and to help participants feel that they are not alone in their journey.

## Who can utilize the HeyPeers platform?

**Answer:** Similar to other health care benefits, employees (and “covered lives if selected) are eligible to utilize HeyPeers. Members can access the platform from any device. Most support groups are designed for young adults through seniors, but there are coaches available that specialize in supporting adolescents.

## What are the plans that are available on HeyPeers?

**Answer:** Employers can offer HeyPeers’ peer support services to their members in the following plans:

- Peer support groups, with up to 12 participants and one HeyPeers Certified Peer Support Coach TM, that are up to 1.5 hours online video (anonymous or identified) meetings scheduled weekly, biweekly, or monthly for up to one year.
- One-to-one Coaching with a Coach that are 30 minutes or one hour online meetings scheduled weekly, biweekly, or monthly for up to one year.
- HeyPeers pricing is based on number of the number of members, utilization rates, and any required customizations.

**How do Employers or Benefit plans enroll members?**

**Answer:** After providing HeyPeers with a list of members, HeyPeers will assign individual membership numbers along with a group number to your members for tracking purposes.

**How do members create a user account on HeyPeers?**

**Answer:** HeyPeers will send emails to enrolled members with instructions for creating their user accounts, including identifying in their account any conditions (e.g. loneliness) and support group preferences (e.g. women only) in their account.

**How do members choose or get assigned to peer support?**

**Answer:** HeyPeers will take the user preference data to match users with the best support group or coaching options that match the user needs. HeyPeers will then send an email to the user inviting them to schedule a peer support session with the matched HeyPeers Certified Peer Support Coach. We will also be notifying the Coach (without using personal identifiable data – using screen names) to connect with assigned users.

**How do members join a peer support group or coaching session on HeyPeers?**

**Answer:** Members will be invited by email from HeyPeers to attend their online HeyPeers session once they are fully registered with detailed information. They can save their invitation to their calendar when they register to attend. They simply go to My Meetings in their Account and click on Join for the upcoming session. They will be allowed to join at the time of the event. They can join from their computer, iPhone (HeyPeers App or browser), or Android Phone (browser).

**Is there anything else technical that members need to participate?**

**Answer:** We strongly recommend that users choose Safari or Chrome Browsers and exit other open window tabs when joining a peer support call to optimize the performance of their session when accessing from a web or mobile browser. We provide technical and user tips for users that they can find in their Accounts.

**What data is reported to our account Administrator and what other tools are available to our team?**

**Answer:** Your Administrators (different roles are set up for Coaches/Support Leaders (meeting scheduling only), and Administrators) can directly access our administrative portal for the following data:

- View and download individual and total member attendance records (Excel file format),
- View ratings and reviews by Coach,
- Results from session surveys (e.g. Do I feel that I am less angry now) are generated and available for wellness tracking or meeting performance tracking (What the peer support group helpful to my wellbeing?)
- Results from MyJourney, our easy-to-use mood and wellbeing tracker on HeyPeers (population wellness tracking, analytics and trends, and risk stratification)

**What information is available for your members to see on your Account Page?**

**Answer:**

- Calendar with list of support group and coaching meetings. Members can join their scheduled session directly by clicking on their approved meeting.
- Any shared documents or notifications that the EAP uploads for its members to view or download.
- Third, it serves as a portal for your dashboards and reports.

**What security and privacy protocols does HeyPeers utilize?**

**Answer:** We take security and privacy seriously. We can share our security documentation with your team and our privacy policy is online. We do not share any personal information about our users. We do not collect any bank account, social security number, or other personal information from users. We do not share any personal health care information of users anyone. We only share population data with organizations. We also have tools to allow users and Coaches to immediately report “bad actors” so we can take appropriate measures to ensure that offenders are removed from HeyPeers.

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