

Q Can my child use the Balance program?

A Yes. Balance is designed so you can get access to the right kind of mental health care for your child or legal dependent.

Q What are the age requirements?

A If your child is 18 years or older, your child may create their own Balance account and take the survey themselves.

If your child is between 10 and 17 years old, you will need to complete a short survey on their behalf. The survey information is then shared with the Balance Care Concierge who will reach out to schedule an appointment.

To enroll a child under your account, follow the steps below:

Step 1: Register for your own account on Care Pathways.

Step 2: Click on “Enroll New Adolescent.”

Step 3: Answer a few questions about your child. They will then be enrolled in Balance and a separate dashboard will be created with their information.

Step 4: Look for an invitation from the Care Concierge on their dashboard.

Q Do I have to be the child’s parent to enroll them in the Balance program?

A No. You may enroll a child in Balance whether you are their parent, caregiver or legal guardian.

Q If my child is between the ages of 10 and 17, will they have access to the same features that an adult does?

A All Balance participants have access to the Balance Care Concierge. However, the educational resources for your child will be tailored for you to share with them. Adolescent participants (age 10 - 17) will not have access to Bea, the digital assistant.

Q Will my child ever speak to the Balance Care Concierge by themselves?

A If your child is 18 years or older, they will have access to their own Balance dashboard and consent is not needed from for them to meet with the Care Concierge.

If your child is between 14 and 17 years old, you will be asked to provide consent for your child to speak with the Care Concierge without parental supervision, as a part of the Balance survey. At the beginning of every appointment with the Care Concierge, they will ask whether this consent has changed, so that you always have a chance to change your mind.

If your child is between 10 and 13 years old, you will need to be present during every call with the Care Concierge.

Q If I give consent for my child to speak to the Care Concierge alone, how will I know what will happen next?

A After each appointment, you will see a summary of referrals that have been made on your Balance account. Any educational resources that the Care Concierge shares will also be available on your dashboard, and they are also available for download from the Balance library.