

Q What is the Johns Hopkins Balance program?

A Balance is a digital, coach-assisted behavioral health program that helps you get the care you need, when you need it. We know that people don't always know where to go and don't have the time to get the help they need, so we make it easy for you.

Q How does Balance work?

A The Balance program offers comprehensive options to every participant.

1. Start by taking the **confidential Balance survey** to get a snapshot of your mental health.
2. Based on your results, a **Care Concierge team** is available to talk through your results, offer short-term support via phone or video, and find you an appointment with an in-network specialist if needed.
3. If you aren't quite ready to talk with someone about your concerns, Balance offers a 24/7 **Cognitive Behavioral Therapy (CBT) digital assistant**, Bea, on your mobile phone. Bea can help by showing you how to achieve calmness and by offering support until you're more comfortable speaking to a Care Concierge.

Q Who sees my results?

A Only you and your care team can see your survey results. Your employer will never see your results, or anything else you do in the Balance program. Your results, interactions with our care team and use of any other Balance resources will be completely private.

Q Who is eligible to participate in Balance?

A All employees over the age of 18 can participate in Balance. Your adolescent dependents (age 10+) and spouses may also participate. Specific questions around eligibility can be directed to the support desk.

Q How long will it take me to complete the Balance program?

A The Balance survey takes about 15-20 minutes. After that, it's up to you, based on your own needs and preferences. Bea is available to chat anytime. You can schedule a Care Concierge appointment at your convenience, to discuss your survey results and develop your personal action plan. All of your Balance resources will be available as long as you need them and your employer offers them.

Q Do I have to take the Balance survey to use the program?

A The Balance survey is a required first step. It helps us (and you) to understand your needs early on, so we can connect you with the right resources and ensure you're getting the support you need, whenever you need it.

Q Is there any cost for me to participate in the Balance program?

A No, there is no cost for you to participate in the program. This is an employee benefit, offered by your employer.

Q What is the recommended internet browser for accessing the Johns Hopkins Care Pathways platform?

A We recommend using the latest version of Google Chrome, Apple Safari or Mozilla Firefox. We recommend using Microsoft Edge instead of Internet Explorer.