



Frequently Asked Questions



1. What is Ginger?

Ginger offers on-demand emotional support for all your life challenges through live coach chat, guided content, and video therapy and psychiatry—all from the privacy of your smartphone.

2. Why is my employer offering Ginger?

Your employer is committed to providing you and your loved ones with access to best-in-class emotional support resources. 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.

3. Who is eligible to access Ginger?

Employees and their dependents¹ have access to our comprehensive coaching support, video therapy and psychiatry, and clinically validated in-app content and exercises.

4. How do I get access to Ginger?

Signing up for Ginger is easy! Here's how:

1. Download the [Ginger Emotional Support](#) app
2. Visit try.ginger.io/gingerbjservices to get your unique code
3. Chat with your coach within seconds or schedule a session for later

Unique codes for you and your dependents¹ will be sent to you via email to your work email address.

5. How much does Ginger cost?

There's no cost to you and your dependents¹, regardless of your Medical Plan, to access our comprehensive coaching support, available 24/7, 365 days a year, and our clinically validated in-app content and exercises. Video therapy and psychiatry sessions are covered up to 12 sessions per person per year.

6. Is Ginger delivered in languages other than English?

Currently, emotional support through Ginger is only available in English. In the future, Ginger may be available in other languages. Stay tuned.

7. How are Ginger services delivered?

Coaching is available via chat (text-based) through the Ginger Emotional Support app. Phone calls and video conferences with your coach are not available. At Ginger, we want to provide you with a discreet and secure way to contact your coach, regardless of where you are. Therapy and psychiatry sessions are available via video and through the app, using Zoom.

8. Do I get the same coach every time?

Our members have more than just one coach so that you can still access support, even when your lead coach is not available. If you are talking with a different coach, you don't have to start from the beginning. They work collaboratively, communicate with each other, and know what's going on with you, so they can pick up the conversation from where you left off.

9. Can I specify the gender/ethnicity/specialty of my coach?

At Ginger, we're committed to delivering culturally responsive care. Our coaches are trained to work with a broad group of individuals, including individuals from the LGBTQIA community, economically disadvantaged backgrounds, and racial and ethnic groups traditionally underserved in the mental health field. This training enables them to provide you with a level of care that is highly-tailored and relevant. If you ever feel the need to get support from a different coach, please reach out to member support through the app.

10. Are Ginger behavioral health coaches and clinicians robots?

Not at all. Ginger coaches, psychiatrists, and therapists are real-life humans, each thoughtfully vetted to provide high-quality care for our members. As a licensed medical provider group, we have our own nationwide network of licensed psychiatrists, therapists, and behavioral health coaches, making up a sharp group of individuals who have graduate degrees in psychology or a related field and/or a coaching certification.

11. How is emotional support coaching different from therapy?

Coaches provide you with day-to-day support and guidance and help you develop the skills you need to overcome a barrier or achieve a goal. A couple of examples include work-related issues, stress, personal growth, self-improvement, sleep, eating, exercise, and time management, to mention a few. Therapy sessions are an opportunity to focus on deeper goals, such as addressing persistent concerns, mood or anxiety conditions, processing deeper emotional issues, and better understanding the relationship between thoughts, feelings, and behaviors. Your coach may recommend therapy, depending on your goals.

12. How does my Ginger coach know that I need a higher level of care?

A core component of our success is our consultation model. We've carefully outlined and trained our coaches to recognize situations that require therapy or psychiatry support. In addition to training, we use proprietary technology to help us assess your clinical needs and make sure that you get the right level of care at the right time.

13. What happens if my coach refers me for a higher level of care?

If your coach believes you may benefit from therapy or psychiatry sessions, our Member Support Team can help you understand your options, including working with a Ginger therapist or psychiatrist or accessing care through your insurance benefits. In most cases, your coach will continue to support you while you receive clinical care and afterward.

14. How does Ginger coordinate with my therapist and/or psychiatrist?

Most Ginger members who have a therapist or psychiatrist find it extremely beneficial to share who they are working with and what type of support they are receiving outside of Ginger. Your coach relies on you to provide this information, and they use it to ensure cohesiveness between both care plans.

15. Can I work with a coach if I'm also seeing a therapist and/or psychiatrist?

Absolutely. Coaching is an excellent complement to therapy and psychiatry sessions. Coaches can help by sharing and working through homework assignments prescribed by your clinician(s). They can serve as an on-demand check-in between appointments by helping to problem solve challenges that may arise before your next visit. They can also help recall insights and lessons from previous sessions and provide you with the opportunity to practice new skills regularly.

16. What happens when I leave my employer?

If you'd like to continue working with your care team, you will have the option of signing up for a Ginger membership out-of-pocket. You can contact Member Support through the app or email help@ginger.io to set up your paid membership.

17. Will my employer or people I work with know that I'm using Ginger?

Ginger does not share any individual-level service usage or other private data with your employer. Ginger provides reports that are aggregated and anonymized to preserve the privacy of their members. Ginger protects your confidential health and personal information in accordance with state and federal law as described in our [Privacy Policy](#) and [Terms of Use](#).

18. Why do I have to use my work email address to receive a code?

Your work email address is only used to confirm you can access Ginger as part of your company 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.

19. Who can I reach out to if I have any questions?

Our Member Support Team is available to answer any questions you may have. Reach out to them through the app or email help@ginger.io and one of our representatives will be in touch with you within 24 hours. Ginger operation hours are Monday through Friday from 5:00 AM to 8:00 PM, Saturday and Sunday from 7:00 AM to 7:00 PM (PT).

¹Due to the legal and clinical complexities of providing care to minors, Ginger is only available to individuals age 18 and above at this time.