

**Credible Mind provides our members with a digital access point for mental health resources and care.**

CredibleMind is a digital platform with over 14 behavioral health questionnaires and a large library of content (articles & podcasts) that is designed to help members navigate resources including their plan benefits by accessing clinical services through our provider network (Find a Doctor - FAD) and support programs like Headspace and Ginger through Wellvolution.

Anyone can access CredibleMind without logging into the Blue Shield portal to view resources, articles, and questionnaires. However, by creating an account with CredibleMind, members can save questionnaire results and opt-in for ongoing engagement including content and topical newsletters.

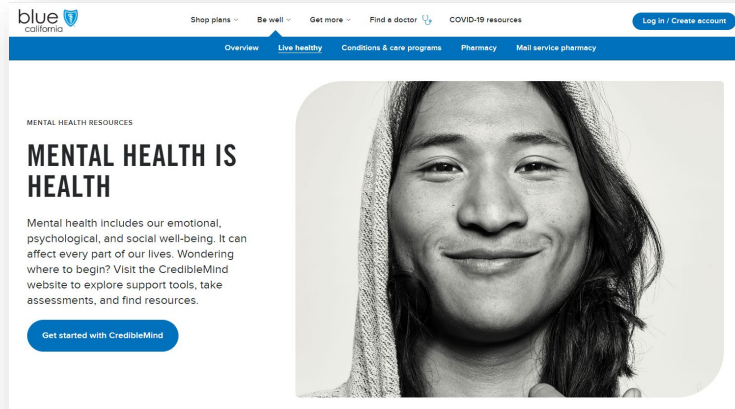
## What is CredibleMind?



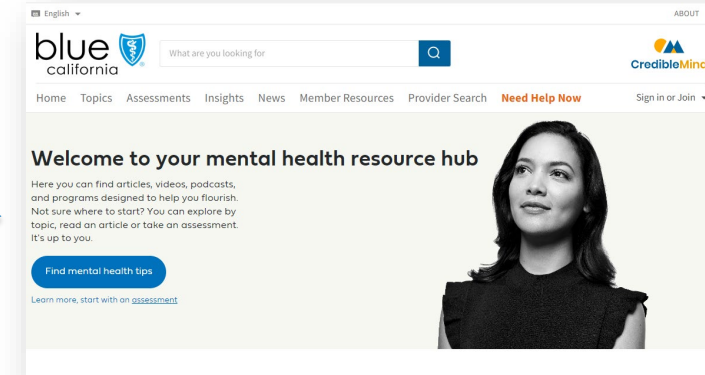
# CredibleMind enhances our members' BSC mental health experience

CredibleMind functions as a mental health navigator and digital library providing a wealth of self-service tools and guiding members to BSC resources and benefits.

BSC Mental Health Site

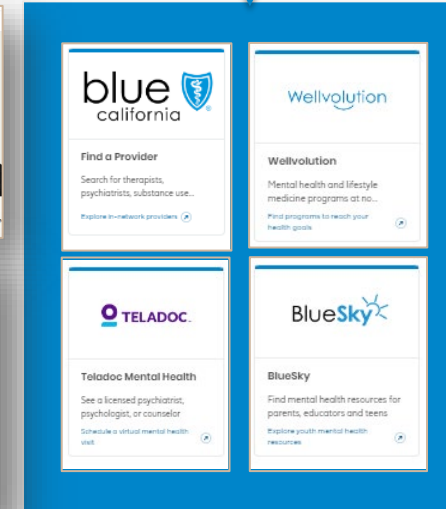
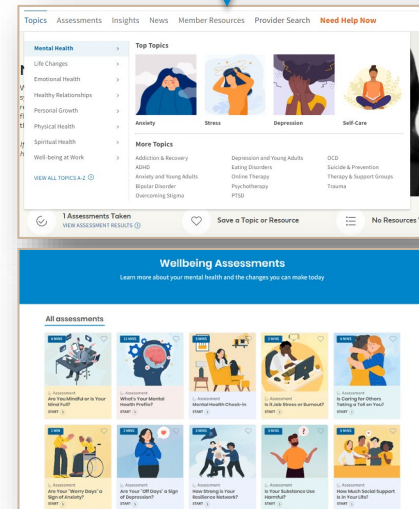


CredibleMind Landing Page



Members navigate from the BSC mental health site to the CredibleMind site where they can:

- Browse by Topic
- Complete Assessments
- Access Crisis Resources
- Explore BSC services, programs, and resources



# FAQs

## What is the CredibleMind Platform?

The CredibleMind Mental Wellbeing Platform is a digital access point for mental wellbeing information and support that is designed especially for self-care. The platform works upstream in providing information and tools to help individuals learn about mental health topics and gain access to various resources. The platform also provides connections to resources to help when a mental health challenge occurs.

## Is the CredibleMind Platform for self-care or professional treatment?

The platform is an evidence-based mental wellbeing information system for self-care - it is not a professional services system. Roughly 75% of people with mental distress work on their issues without professional assistance - this system is designed to address that group. It is a one-stop shop website for mental wellbeing and self-care. It covers a wide range of over 200 mental health topics where users can learn what science says they can do to improve their condition - we call this evidence-based self-care. The platform can also connect individuals to their benefits, health services, or other professional treatment resources available to them.

## Who is CredibleMind For?

No matter what a member is going through in life, CredibleMind has self-care resources for them. Whether they're dealing with a break-up, a change at work, feeling of loneliness or want to learn about mindfulness, CredibleMind has them covered.

## Is a sign-on required?

A sign-on is not required to access CredibleMind. All user activity is 100% confidential. CredibleMind can be accessed without ever creating an account however users can create one to save resources and track assessment results. For all users, CredibleMind does not share any personally identifiable health information with Blue Shield or any other organization. This includes assessment results, topics visited, or resources viewed. However, CredibleMind does provide aggregate data to Blue Shield which includes information about groups of users but not identifiable to a single person. They also do not sell any data to any 3rd party organization.

## What is the difference between CredibleMind and Wellvolution?

CredibleMind is focused on self-directed mental health navigation whereas Wellvolution is a platform that encompasses multiple health areas (diabetes, weight management, smoking cessation, stress reduction, depression and anxiety) linking members to partner digital apps and services. Wellvolution's purpose is to match members to partner apps and services, whereas CredibleMind has content within its site and serves as a digital library and navigation tool.

