Calm Health App FAQ

What is the Calm Health app?
Calm Health is a mental health wellness program that bridges the gap between mental and physical health. Available through your Duke Energy medical plan at no additional cost to you, it offers more personalized resources and education with content written by psychologists. It offers self-paced videos and audio tools so you can go at your own speed – 24/7.

How is the Calm Health app different than the Calm app?
From the creators of the Calm app for sleep, meditation and relaxation, the Calm Health app provides you with access to mental health wellness programs, mindfulness content, and personalized resources and education. Calm Health also offers industry-recognized mental health screenings (PHQ-9, GAD-7) to help support you with additional evidence-based learning programs about mental health. Based on screening results, you can receive additional solutions based on your health benefit plan, such as coaching or a referral to therapy if that is what you choose. The Calm Health app is also built to comply with HITRUST and HIPAA privacy and security standards.

Who is eligible to register for the Calm Health app?
Access to the Calm Health app is available at no additional cost to you and your eligible household family members who are enrolled in the Duke Energy medical plan through UnitedHealthcare. Users must be 16+ to register for an account.

How do I get the Calm Health app directly from the app store?
Follow these steps to download the Calm Health app and create a new account.
NOTE: You will need your UnitedHealthcare member ID card to verify your information.

1. Scan this QR code to download the **Calm Health** app from the app store on your mobile device
2. Once you download and open the app, create an account, and enter your email address and password
3. Enter your phone number to receive a code via a text message or voice call
4. When asked for an access code use: **UHC**
5. When prompted, provide your first name, last name, date of birth and Member ID (located on your health plan ID card)

How do I get Calm Health from myuhc.com?

Scan this QR code to visit the Calm Health landing page within myuhc.com. (link here)

Or, if you are already logged in to your myuhc.com account, you can get to the Calm Health landing page by following these steps:
- Navigate to the "Coverage and Benefits" tab
- Click on "Mental health"> "View all mental health coverage"
- On the Mental health benefits and resources page scroll down to the Calm Health section
- Click the 'Go to Calm Health' link. This will pull your SSO (single sign on) information through and allow you to begin the registration process.

Create your Calm account:
1. Sign up with Google, Apple, Facebook or email.
2. Once you have registered, download the Calm Health app (from the App Store, Google Play, etc.) on your mobile device and log in using the same method (Google, Apple, Facebook or email) that you used to activate your account during the registration process.
3. Enter your name and agree to the "Terms of Service"
4. After your username and password are set up, the Calm Health experience will launch, and you will be asked a series of optional mental health screening questions (PHQ-9, GAD-7). These questions are designed to give you a risk score for possible depression or anxiety which may help you find additional evidence-based learning resources and support in the app. You do have the option to bypass these questions or answer at a later time.
   Please follow up with your mental health provider to discuss the risk score and not rely on information provided in the Calm Health app.

What if I already purchased a subscription to the Calm app myself (not Calm Health)?
Calm and Calm Health are separate apps. If you already have a Calm app account, you can use your current login credentials when you register for Calm Health. In order to take advantage of the no-cost subscription to Calm Health through your benefits, you'll need to use the access code: **UHC** when you create an account.

How do I get to the Calm Health app within the UHC app?
Find the Calm Health landing page by logging into the UHC app
- Navigate to "Benefits" > "Mental Health" > "Self-care & Coaching"
- Scroll down to the Calm Health section
- Click the 'Calm Health' link. This will direct you to the Calm Health landing page on myuhc.com where you can begin the registration process (refer to instructions above)

How do my eligible household family members register for their no-added cost Calm Health program?

Members of your household who are enrolled in your Duke Energy medical plan should follow the same process outlined above to create their own Calm Health account using their own email address, name, birth date and Member ID.

If I already purchased a yearly subscription to the Calm app, will I be refunded?

No. Calm subscriptions are non-refundable. Once your current Calm subscription expires, you can choose not to renew and use the Calm Health app at no cost through your benefits.

Can I register for a free Calm app subscription instead of Calm Health?

No, your benefits provide you with a no-cost subscription to Calm Health. Calm and Calm Health are separate apps.

What languages is the Calm Health app available in?

Available in the US only in English. Spanish will be added in 2025.