



mindfuli

welcome



Relationship-Based Tech-Enabled Human Transformation

Mindfuli is the simplest way to get connected with a mental wellness team you're going to love working with.

Our platform was designed from the ground up around a single vision - helping everyone develop a powerful alliance with their mental health team.

This unifying purpose aligns professionals and clients around the strongest predictor of positive mental health outcomes.

Together we can harness the world's most advanced science without sacrificing the soul of our practice



Continuing Care Process



1. Identify Client & Determine Fit
2. Explain Mindfuli Benefits
3. Direct Client to Mindfuli.com (on phone)
4. Walk Them Through Signup & Select Plan
5. Have them Pair w. Counselor & Schedule 1st Session
6. Notify Mindfuli Team of Incoming Client
(customersupport@mindfuli.com)
7. Complete Digital Face Sheet (Online Survey Form)
8. Patient Receives Email re: First Session



overview



The purpose of the Continuing Care pathway of Mindfuli:

- prevent further substance abuse by fostering behavioral changes and maintenance
- support a new lifestyle
- assist clients in developing a positive support network
- improve client's coping strategies and willpower in vulnerable situations
- replace former addiction with new, rewarding habits

Although the program is recommended for at least 40 weeks, there is no specific endpoint for participation in this portion of Mindfuli. Clients are welcome to remain connected and utilize resources for as long as they like.



identifying clients



- Clients receiving inpatient treatment will also receive virtual treatment on Mindfuli platform.
- Clients are assigned a Care Counselor on the platform virtually and meet with them 1x/week.
- Clients will also participate in exercises from care counselor during inpatient treatment.
- As clients transition to continuing care, virtual meetings will be consistent.
- Concurrent Care will allow for familiarity before completely transitioning to Continuing Care.



professional notification



Send email to customersupport@mindfuli.com

Include in Email:

- Signed Release of Information

- Face Sheet/Client Information

- Diagnosis from treatment center

Designing a Google Form for quick and easy transfer of onboarding information.



client sign up



Clients sign up at www.mindfuli.com

Client uses email address to set up account

Provide them your ID Code to enter in Promotion Box

Client acknowledge all policies and procedures

Selects their counselor, schedules first session,
explores care lounge

client sign up



Use this code to help us track users from Life Landscaping Mental Health. This code gives Life Landscaping clients 25% off their first month.

LIFEI150122

Here is the second code - use to get a “free” singup - only for use by Life Landscaping staff.

LIFEFREESTEST

walk through with client



Because we are a Relationship-Based Tech-Enabled platform we find the best outcomes for client use and participation happen when we spend ten minutes walking the client through the sign up process to make sure they understand how to log in and access care.



inside the care lounge



After the client has scheduled a session with their counselor, encourage them to attend a virtual group, fill out their online survey, or chat with a counselor.



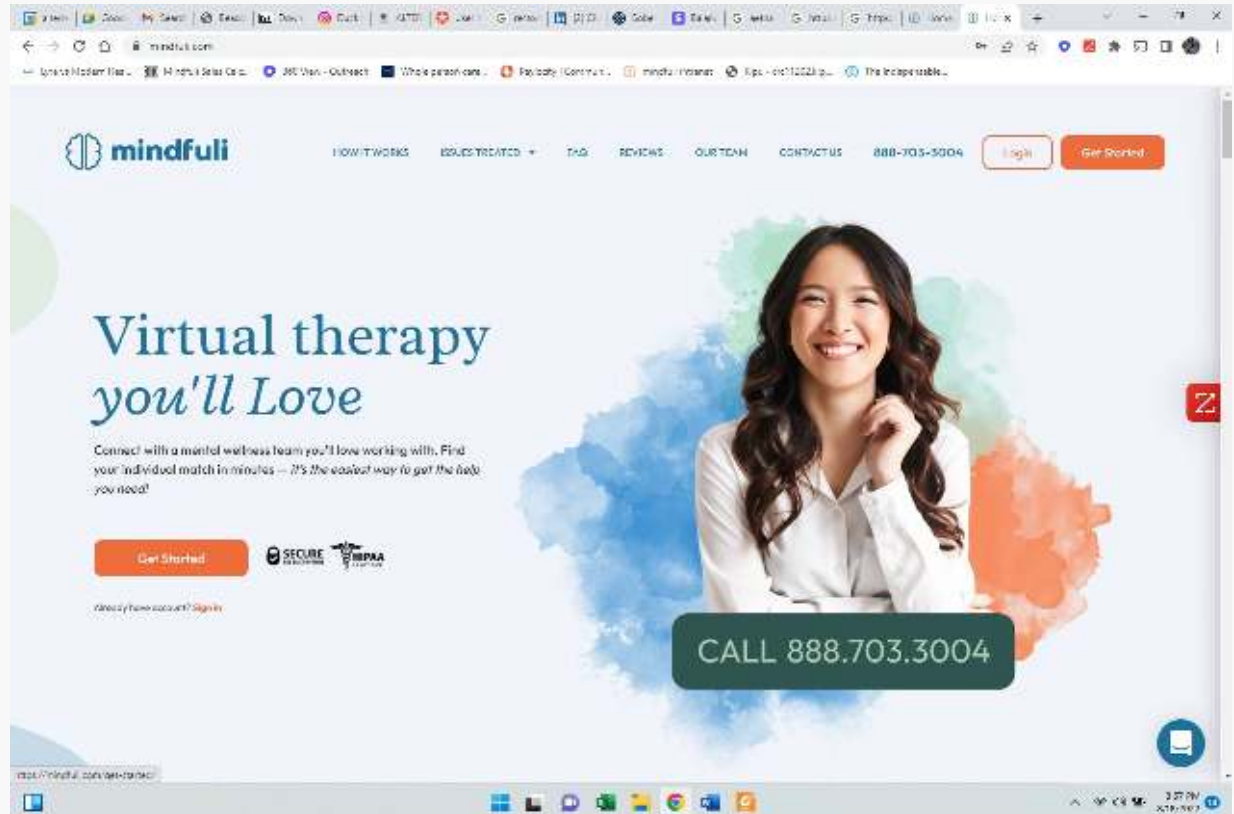
signup process



Get out.

Load up our website

- Go to mindfuli.com, click “Get Started”



The screenshot shows the Mindfuli website homepage in a browser window. The browser's address bar displays mindfuli.com. The website features a navigation menu with links for "HOW IT WORKS", "HOW IT'S TREATED", "FAQ", "REVIEWS", "OUR TEAM", "CONTACT US", and a phone number "888-703-3004". There are "Log In" and "Get Started" buttons in the top right corner. The main content area has a large heading "Virtual therapy you'll Love" and a sub-headline "Connect with a mental wellness team you'll love working with. Find your individual match in minutes — it's the easiest way to get the help you need!". Below this is another "Get Started" button and logos for "SECURE" and "HIPAA". A large image of a smiling woman is on the right side. At the bottom right, there is a dark green button with the text "CALL 888.703.3004". The browser's taskbar at the bottom shows various application icons and the system clock indicating 3:27 PM on 1/19/2023.

Next Steps

- Almost There!
Here are the next steps to sign up,
- Click “Submit”

mindfuli HOW IT WORKS ISSUES TREATED FAQ REVIEWS OUR TEAM CONTACT US 888-703-3004 Login

Almost There!

Here are the next steps:

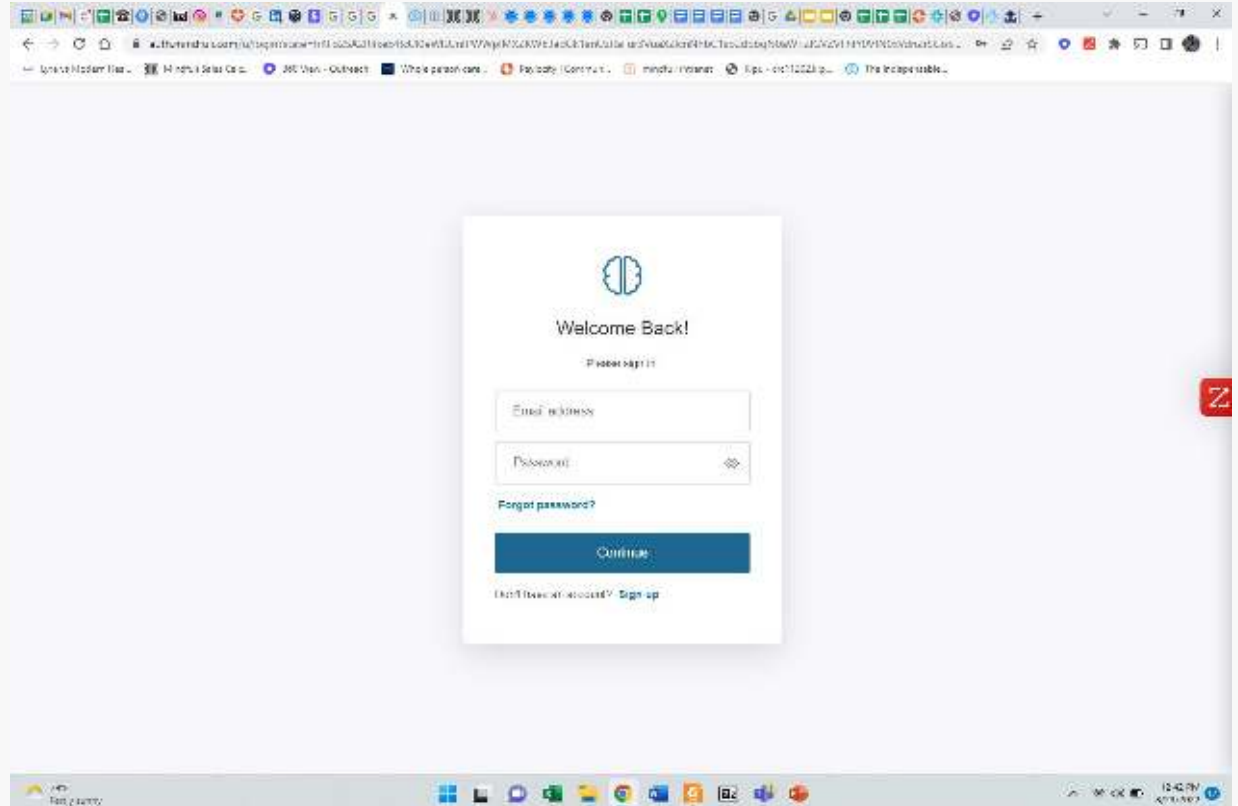
- 1. Click on "Submit" to Create Your Personal Account**
- 2. Answer a Few More Questions**
Help us get to know you a little better
- 3. Select your Plan and Payment Method**
Our plans start at less than \$25/Week
- 4. Get Paired with your Therapist or Counselor in Real Time**
Select from a small list of recommendations we personalize for you
- 5. Start your Care**
Begin on the path of improved mental well-being

Submit view list #

Windows taskbar: 12:47 PM 11/15/2023

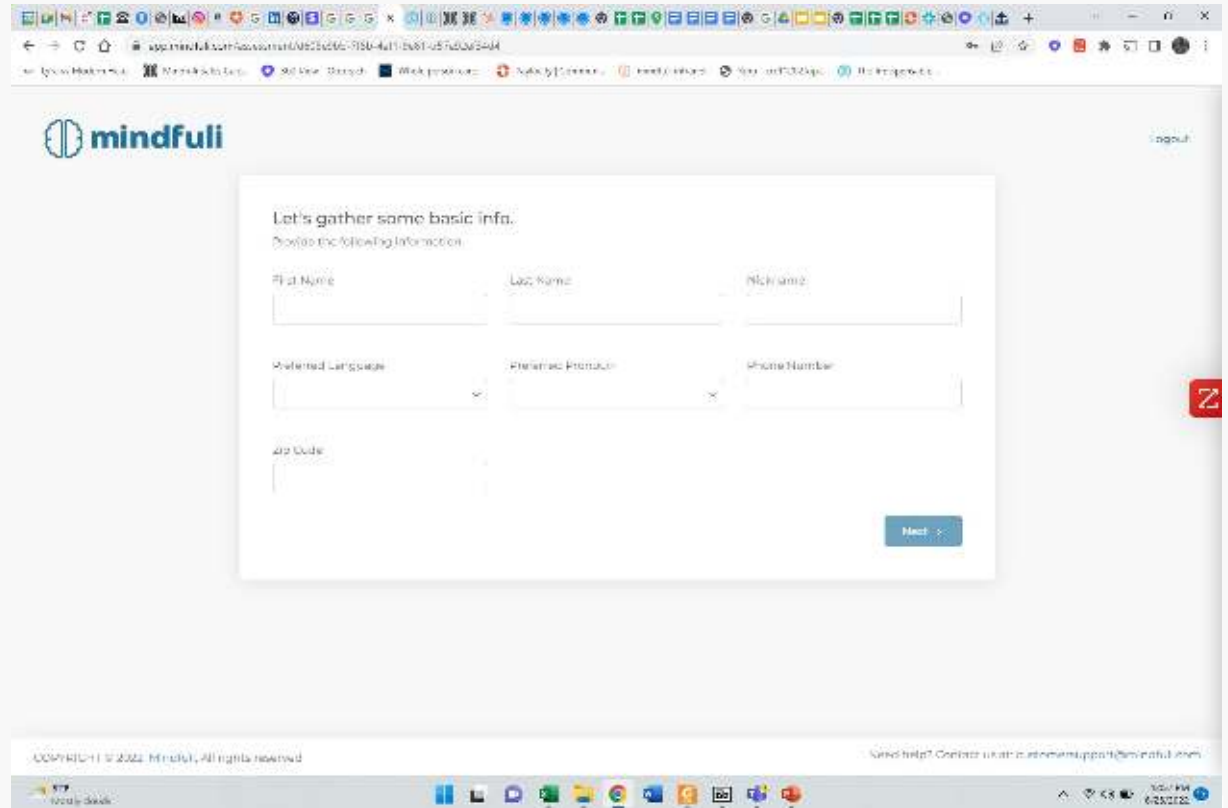
Set up client's account

- Click “Sign Up” at bottom
- Put client's email address
- Assign a password
- Click “Continue”



Basic information

- Gather some basic information
- Name, Nickname, Language, Pronouns, Phone and Zip Code
- Click “Next”



The screenshot shows a web browser window displaying the Mindful app's registration page. The page title is "Let's gather some basic info." and it asks the user to "Provide the following information:". The form contains several input fields: "First Name", "Last Name", and "Nickname" (all text inputs); "Selected Language" (a dropdown menu); "Pronouns" (a dropdown menu); "Phone Number" (a text input); and "Zip Code" (a text input). A blue "Next" button is located at the bottom right of the form. The Mindful logo is visible in the top left corner, and a "Logout" link is in the top right. The browser's address bar shows the URL "app.mindful.com/registration/00252662-9150-4411-b681-057d00929404". The footer of the page includes copyright information: "COPYRIGHT © 2022 Mindful. All rights reserved." and a support link: "Need help? Contact us at: careersupport@mindful.com".

Welcome to the Mindfuli Care Lounge

- Click “Get Started” to answer some questions about yourself

The screenshot shows a web browser window displaying the Mindfuli Care Lounge landing page. At the top, there is a navigation bar with a logo on the left and a user profile icon labeled 'Buzz' on the right. Below the navigation bar is a prominent orange banner with the text 'Get 10% off today. Just use code TRYMINDFULI10'. The main content area features a large heading 'Hi Buzz. Welcome to the Mindfuli Care Lounge!'. Below this heading, there are two columns of text. The left column says 'Let's get some information so we can get you **connected to a counselor or therapist** that is best for you.' The right column says 'Your counselor or therapist is waiting' and 'Remember: Your counselor or therapist is trained to address a wide-range of symptoms.' A blue 'Get Started' button is positioned to the right of the second column. At the bottom of the page, there is a footer with the text '©2022 Mindfuli. All rights reserved.' and a link for 'Send help? Contact us at: customer-support@mindfuli.com'. A blue chat icon is visible in the bottom right corner of the page.

Get to know you better

- Answer the questions in the “About You” section.
- Then select “Subscribe”

The screenshot shows a web browser window displaying the 'About you' form on the minarui website. The browser's address bar shows the URL 'app.minarui.com/ward/3200652-054-4775-4076-5032117666?'. The form is titled 'About you' and has a 'Subscribe' button. The main heading of the form is 'Let's get to know you better so we can provide you better care. Provide the following information:'. The form contains ten questions, each with a corresponding input field:

- What year were you born? (Text input)
- Which ethnicity best describes you? (Dropdown menu)
- What gender do you identify as? (Dropdown menu)
- What is your marital status? (Dropdown menu)
- What is your current occupation? (Text input)
- What is your approximate household income? (Dropdown menu)
- If applicable, please specify your religion (Text input)
- What is your preferred counseling time? (Dropdown menu)
- What is your best time zone? (Text input)
- What are you presently struggling with? (Text input)

At the bottom of the page, there is a copyright notice: '©2022 Minarui. All rights reserved.' and a link for user assistance: 'Need help? Contact us at customer.support@minarui.com'. The Windows taskbar is visible at the bottom of the screen.

Select a plan

- Select a Plan for the client
 - Counselor Connect
 - Care Team Connect
 - Therapist Connect
- Click “Subscribe”

The screenshot displays the Mindfuli website's pricing page. The page is titled "Pricing Plans" and features three distinct subscription options, each presented in a white card with a blue "subscribe" button at the bottom. The "Counselor Connect" plan is priced at \$99/month and includes features such as 1:1 sessions, 24/7 support, and access to a support group. The "Care Team Connect" plan, marked as the "Best Value" plan, is priced at \$199/month and includes 1:1 sessions, 24/7 support, and access to a support group. The "Therapist Connect" plan is priced at \$299/month and includes 1:1 sessions, 24/7 support, and access to a support group. The website's navigation bar includes "Mindfuli" and "Subscribe" buttons. The browser's address bar shows the URL "app.mindfuli.com/ward/3200652-054-4775-0076-00321176662".

Plan Name	Price (Monthly)	Key Features
Counselor Connect	\$99	1:1 sessions, 24/7 support, access to a support group, personalized care plan, and more.
Care Team Connect (Best Value)	\$199	1:1 sessions, 24/7 support, access to a support group, and more.
Therapist Connect	\$299	1:1 sessions, 24/7 support, access to a support group, and more.

Collect payment information

- Add our custom code for your facility
- Collect credit card information
- Subscribe

The screenshot shows a web browser window displaying a subscription page for 'mindfull'. The page is titled 'Subscribe to Counselor Connect' and features a price of '\$99.00 / month'. Below the price, there is a description of the service: 'Access for the school's first counselor or with the counselor's help - One counselor at a time. 1 to 30 minutes. 50 social support groups. 100+ interactive worksheets. 24/7 chat support. 24/7 email support.' The page includes a table with the following items and prices:

Counselor Connect	\$99.00
Subtotal	\$99.00
Tax (0.00%)	\$0.00
Total due today	\$99.00

There is a button labeled 'Add promotion code' and a 'Subscribe' button at the bottom. To the right of the main content, there is a 'Pay with card' section with the following fields:

- Card: 0000 1234 5678 9101
- Cardholder name: 0000 1234 5678 9101
- MM/YY: 00/00
- CVV: 000
- Address: [Empty field]
- Country/Region: [Dropdown menu]
- United States: [Dropdown menu]
- ZIP: [Empty field]

Below the payment form, there is a 'Payment info for card as I check out' section with a 'Subscribe' button. At the bottom of the page, there is a disclaimer: 'In some regions, a subscription, you will not be able to charge your card for this amount and future payments in accordance with the terms. You can always cancel your subscription.'

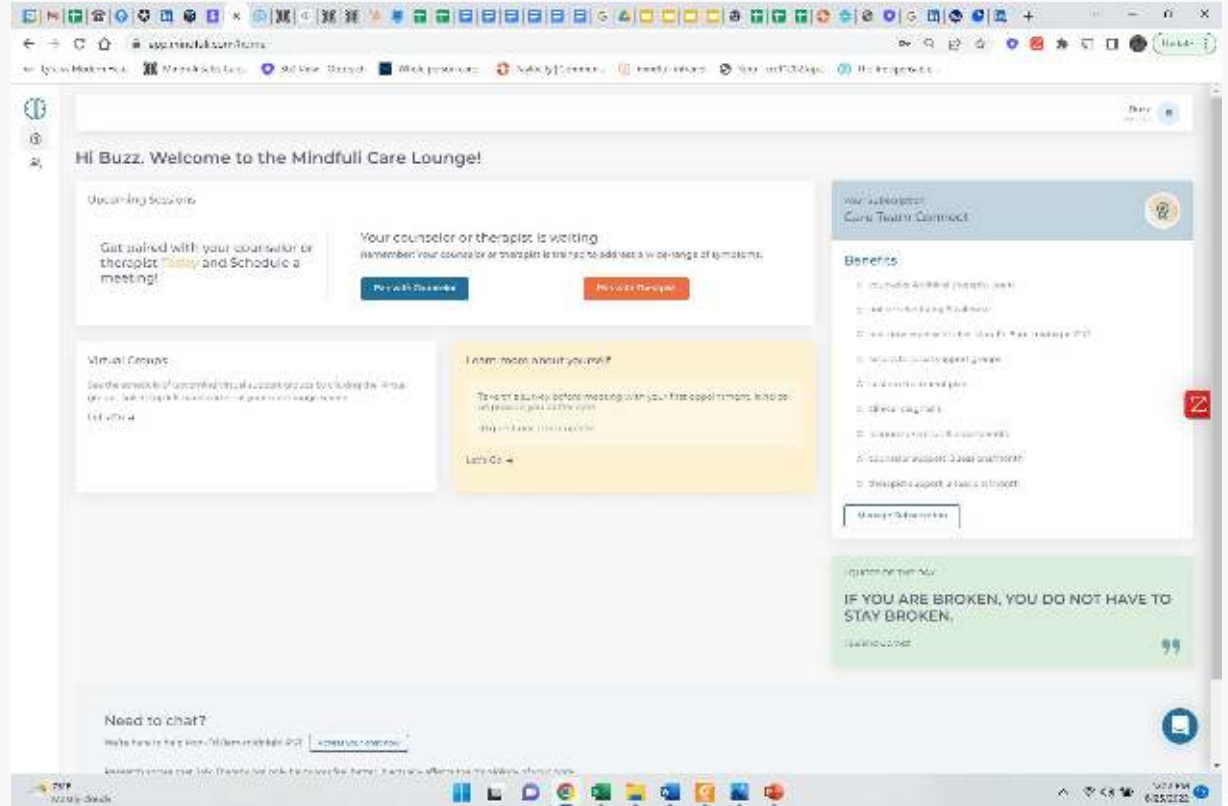
Acknowledgements

- Client needs to review and accept Mindfuli's policies

The screenshot shows a web browser window displaying the Mindfuli Acknowledgement page. The browser's address bar shows the URL app.mindfuli.com/accept-policy/105. The page features the Mindfuli logo in the top left corner and a 'Logout' link in the top right corner. The main content area is titled 'Acknowledgement' and lists several agreements: Mindfuli and User License Agreement, Mindfuli indemnification and Waiver of Liability Agreement, Mindfuli Privacy Policy, Mindfuli CCPA, Mindfuli Terms of Use, and Mindfuli User Financial Agreement. Below the list, there are three numbered sections: 1) 'By registering and logging in to this website, you agree to the Terms of Use and to the Privacy Policy. We will occasionally send you promotional emails about new product features and tips, but you can opt-out at any time. If you'd like, you can review our privacy policy.' 2) 'By registering and paying for a Mindfuli product or service, you agree to our Terms of Use and our Privacy Policy. We will occasionally send you promotional emails about new product features and tips, but you can opt-out at any time. If you'd like, you can review our privacy policy.' 3) 'By registering for a Mindfuli course or service, you agree to our Terms of Use and our Privacy Policy. We will occasionally send you promotional emails about new product features and tips, but you can opt-out at any time. If you'd like, you can review our privacy policy.' At the bottom of the page, there is a blue 'Accept' button. The browser's taskbar at the bottom shows various application icons and the system clock indicating 1:23 PM on 6/25/2022.

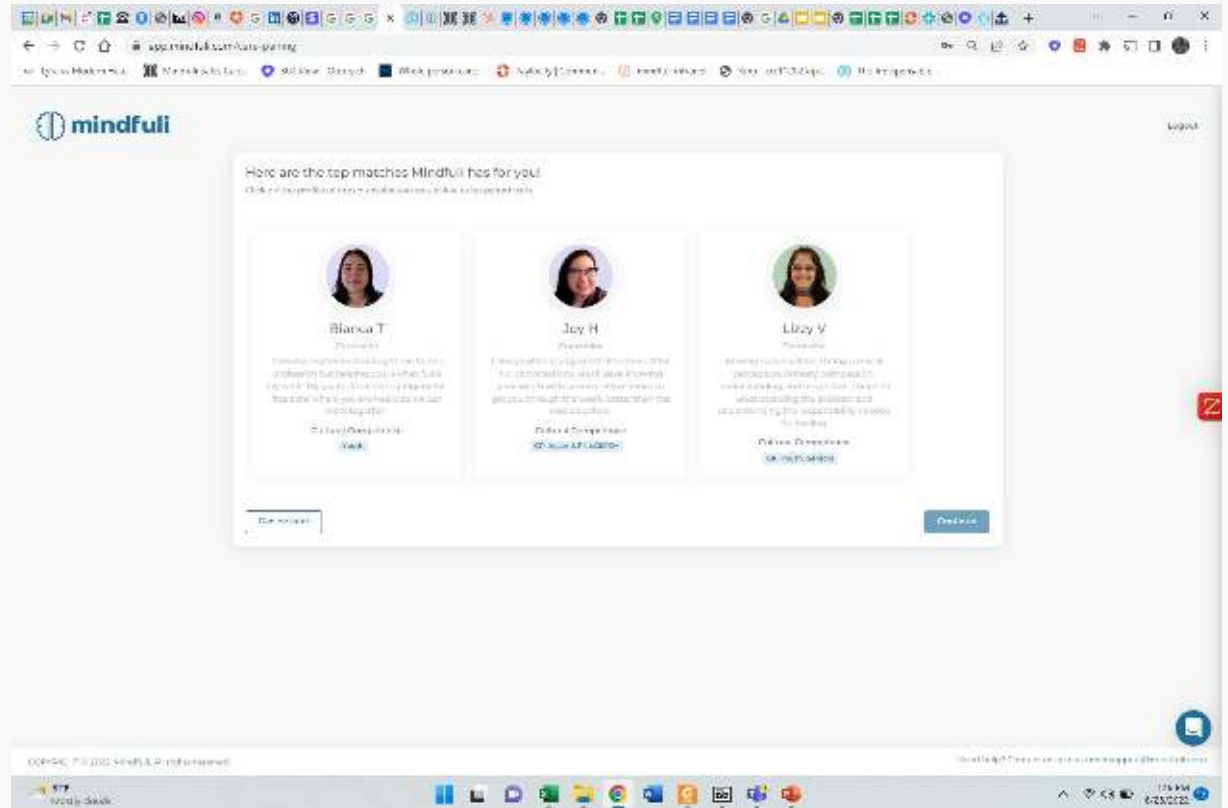
Welcome to the Care Lounge

- It is time for the client to select their counselor
- Click “Pair with Counselor”



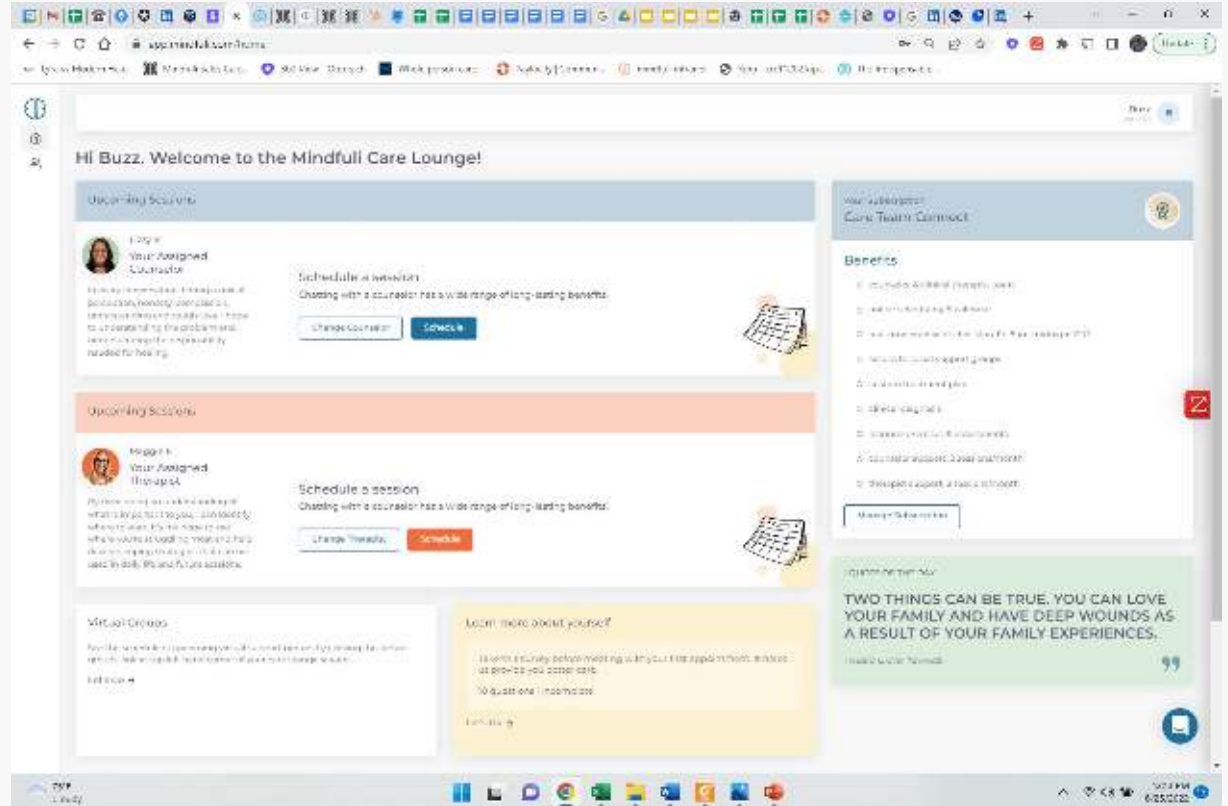
Top matches

- Client will get a list of top matches
- They will select the one that they would like to meet with and click “Continue”
-



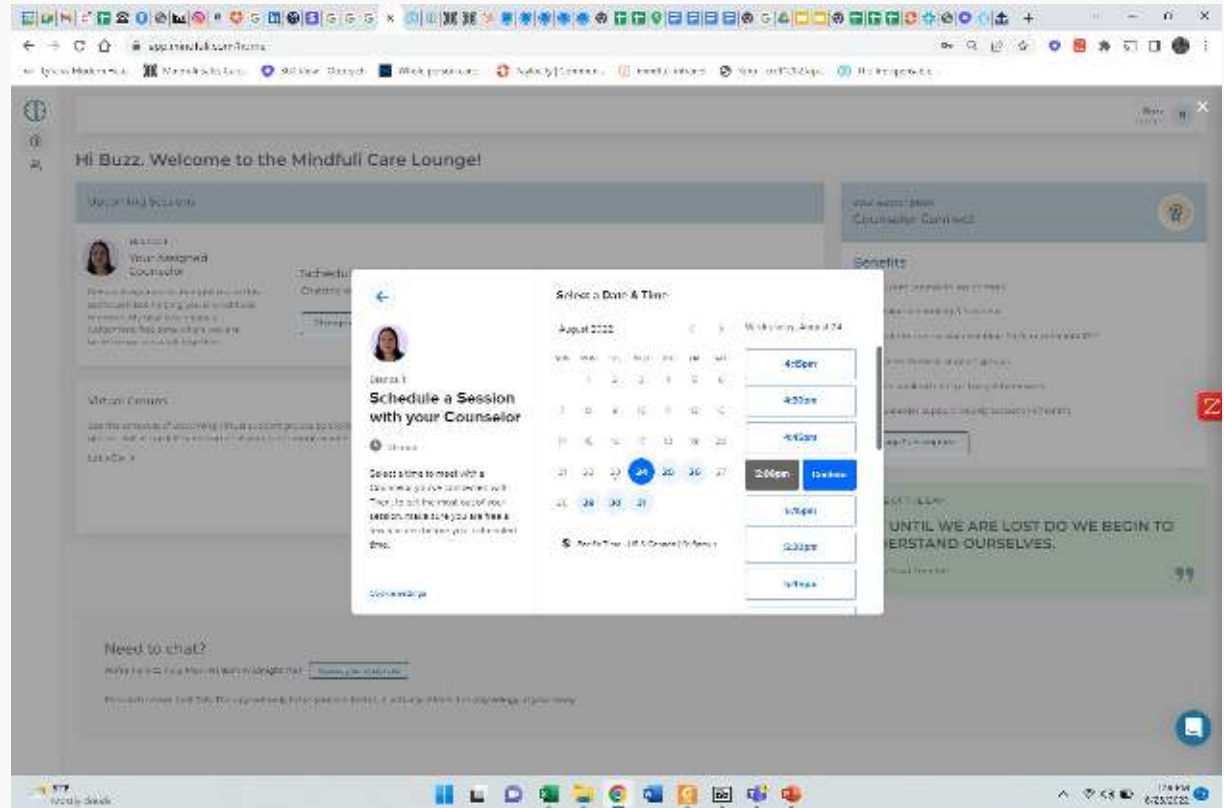
Schedule a Session

- After they chose their counselor, they should click “Schedule” to select a time for their first session.



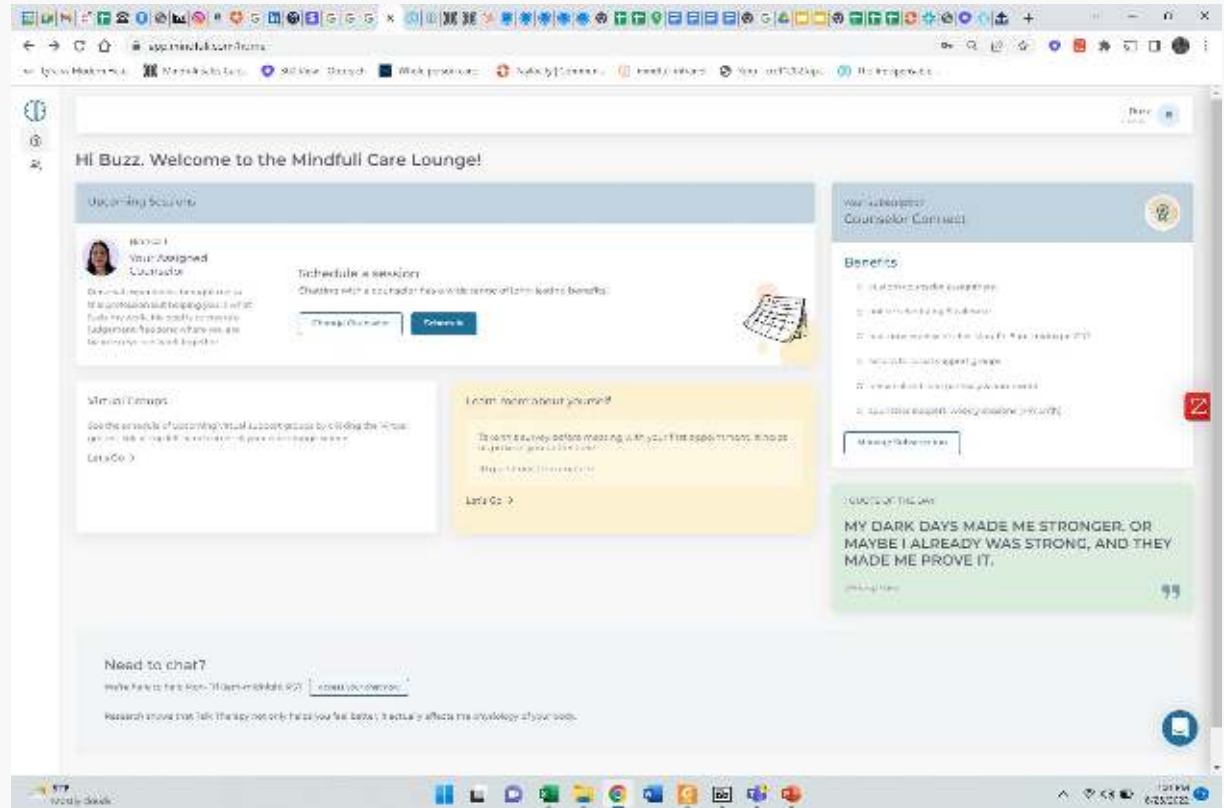
Schedule a Session with your Counselor

- Dates and times will be given to the clients to select.
- They pick a day and time.
- Enter email and cell phone for verification.



After finished

- Confirm the email from Calendly was received for first appointment
- Learn more about yourself... complete survey before your first session
- Check out our Virtual Groups
- Chat with a counselor today



Questions



mindfuli

Off The Street Process



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