



## Calm Health – Member FAQs

### What is the Calm Health app?

Available through your Emotional Wellbeing Solutions benefits at no cost to you, Calm Health is an easy-to-use app with evidence-based programs to support your mental health and physical wellbeing. It's packed with content written by psychologists to help you sleep better, build skills to manage stress and anxiety, practice mindfulness, improve focus and so much more.

### Does the Calm Health app have the same tools and features as the Calm app?

The Calm Health app offers much of the same mindfulness content that you'll find in the Calm app – such as meditations, Sleep Stories, music/soundscapes and daily exercises – while also providing evidence-based programs written by psychologists to support your mental and physical wellbeing. In addition, it includes personalized recommendations tailored to your goals and interests, along with weekly mini podcast episodes that explore the science of mind and body.

### Who is eligible to register for Calm Health?

Access to the Calm Health app is available at no cost to you and your household family members as part of your Emotional Wellbeing Solutions benefits. Access to Calm Health begins on July 1, 2026.

### How do I register for Calm Health?

Visit [supportfinder.optum.com/westernu](https://supportfinder.optum.com/westernu) and log in with an anonymous username. Then, click on the Calm Health tile to register for Calm Health and download the Calm Health app.

If you are currently using the Calm app through a subscription provided by your employer as part of your Emotional Wellbeing Solutions benefits, **your access to the Calm app will end on October 1, 2026**. You will receive reminders about this transition directly in the Calm app prior to the deadline. You will need to register for a new Calm Health account using the instructions above. If you are currently paying for a Calm app subscription directly, your access will not be impacted.

## **How do members of my household register for Calm Health?**

Members of your household should follow the same process that you use to register to create their account.

## **Transition-related questions**

### **Why is access through my EWS benefits transitioning from the Calm app to the Calm Health app?**

Emotional Wellbeing Solutions strives to continuously adapt and bring you the most useful and effective tools to support your wellbeing. As part of this commitment, we are transitioning from the Calm app to the Calm Health app to provide a more comprehensive experience that includes additional evidence-based programs, personalized recommendations and clinically informed resources written by psychologists to support both your mental and physical wellbeing.

### **Will any of my user information, history or favorites transfer from the Calm app to the Calm Health app once I activate my subscription?**

No — your information will not transfer. Calm and Calm Health are two separate apps that run on different technology platforms, so your history, favorites and other data can't be moved between them.

### **Are there any country restrictions?**

The U.S. government places restrictions on doing business with certain sanctioned countries. As a U.S. business, Calm Health is not available in these locations: North Korea, Iran, Cuba, Syria, Russia, and the Crimea and Donbas regions.

### **Is my information private and confidential?**

The Calm Health app is HIPAA-compliant. Optum and Calm Health take your privacy very seriously, and no individual or identifiable data is shared with your employer. For more details, please visit the Calm Health [privacy policy](#).

### **What happens if I don't register for Calm Health?**

Registering for the Calm Health app is optional. However, if you choose not to register and you currently use the Calm app through your Emotional Wellbeing Solutions benefits, you will lose access to your no-cost Calm app subscription on October 1, 2026.

### **If I am already using the Calm app through my employee benefits, will I lose access?**

Yes, you will lose access to your no-cost subscription for the Calm app on October 1, 2026. Follow the instructions above (“How do I register for Calm Health”) to upgrade your experience to the Calm Health app.

### **How do I get access to the Calm Health subscription at no cost if I already pay for the Calm app myself?**

If you'd like to stop paying for your current Calm app subscription and switch to Calm Health – which is included at no cost as part of your EWS benefits – you will need to [cancel your existing Calm subscription](#) and register for Calm Health using the instructions above. If you have a month-to-month auto-renew subscription, your payment will stop the following month. If you have an annual auto-renew subscription, your payment will stop the following year.

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

No. Calm subscriptions are non-refundable.

### **What languages does the Calm Health app support?**

All in-app navigational and instructional content within the app is available in the following languages: English, French, Spanish, German, Portuguese, Korean, Japanese, Mandarin, Polish, Italian. A selection of mindfulness content from Calm has also been translated into the languages listed above and made available in Calm Health.

Evidence-based programs and video content with spoken words have subtitles available in the languages listed above.

### **For general questions about Calm Health, visit the [Help Center](#).**

Calm Health should not be used for urgent care needs. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room. If you are experiencing a non-life-threatening mental health crisis, call or text 988. Calm Health is not intended to diagnose or treat depression, anxiety or any other mental or physical health condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care or treatment of a health condition should be directed to your physician or health care provider. Calm Health is a mental wellness product. Participation is voluntary and subject to the Calm Health terms of use.

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other trademarks are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2026 Optum, Inc. All rights reserved.