

CASE STUDY

Delivering Equitable, Global Mental Health Support with Modern Health

Seeking More Robust Mental Health Support for a Global Workforce

Prior to partnering with Modern Health, a leading analytics platform with two-thirds of employees living outside the U.S. used an EAP for mental health care. At the time, the Benefits team felt the EAP did not meet the demands of its global workforce.

“As a Benefits team, we knew we needed to support our colleagues better and provide something more meaningful and impactful,” said the company’s Director of Total Rewards and HR Operations. “In alignment with our company values, we needed to have a benefit for our employees that could meet them where they were on their mental, emotional, physical, and career journeys. Culturally, we knew that our population is very diverse, so we needed a solution that employees would be comfortable using in traditional and non-traditional ways.”

Providing Quality Crisis and Well-Being Resources for All Employees

Following a widespread search for a new mental health partner, the Benefits team chose Modern Health over notable competitors for its best-in-class global support and holistic approach to care. Two-thirds of employees live in active conflict zones like Israel and Ukraine. For the first time, these employees had equitable access to quality crisis resources and ongoing well-being benefits tailored to reflect their local cultural context. Modern Health provides personalized mental health care to employees through coaching, group support, and self-guided resources in addition to traditional therapy.

48%

employee
registration rate

Nearly half (48%) of employees registered for Modern Health, demonstrating strong interest and adoption of the new mental health platform.

30%

employee
engagement rate

30% of employees actively engaged with Modern Health’s services, far surpassing typical engagement rates for employee assistance programs (EAPs).

41%

employee
engagement rate
in Israel

41% of Israeli employees actively engaged with Modern Health, taking advantage of quality crisis support and ongoing well-being benefits amid challenging circumstances.

Leveraging Tailored, Region-Specific Communications in a Strategic Rollout

The company worked with Modern Health's Client Success team on a comprehensive launch plan that reached employees everywhere. The Benefits team created custom communications and curated resources by region, ensuring employees in high-need areas received relevant support. The team also launched introductory sessions tailored by time zone, allowing employees to tune in at convenient times. Ongoing Modern Health promotion through company meetings, ERGs, and internal communication channels helped embed mental health resources in local contexts.

The Director of Total Rewards and HR Operations was very involved in Modern Health's launch and wanted to ensure employees felt supported. "During our annual performance cycle, we promoted Modern Health by reminding employees that they can utilize the tool for career coaching and professional guidance," they said. "We embedded Modern Health content into our ERGs (Employee Resource Groups). Whenever we see a topic on the Modern Health platform that we feel would resonate with one of our ERGs, we make sure to encourage ERG leaders to promote this content to their group to participate."

Finding Value in a Global, Accessible Mental Health Solution

A successful global rollout resulted in an astounding 48% registration rate among all employees and an impressive 30% engagement rate. Modern Health also saw a strong engagement rate of 41% in Israel and 27% in Ukraine despite challenging circumstances.

"There has been a cultural shift since implementing Modern Health," said a Benefits Analyst. "Our registration and utilization rates are even better than expected. Employees in all our locations have expressed gratitude for the benefit and seem very enthusiastic about it. They are also mentioning Modern Health more often in conversation and in our engagement surveys."

Notably, Modern Health helped destigmatize mental health and foster inclusivity among employees worldwide. Employees in all locations are more willing to seek care and make mental health a bigger part of their daily lives. Modern Health has raised the bar for an open and honest company culture that prioritizes employee well-being. Through its Modern Health partnership, the company has seen firsthand the value of a truly global, accessible solution.



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**Director of Total Rewards
and HR Operations**