



Frequently Asked Questions

What is Twill?

HealthKeepers, Inc. has partnered with Twill* to deliver a unique digital solution to support Anthem HealthKeepers Plus members in their maternal health journey with the ultimate goal of improving the well-being of the pregnant member. The pregnancy solution will be delivered through two distinct but integrated digital applications:

- **Twill Care for Pregnancy** is a digital community that is open to all adults over the age of 18 – both plan members and non-plan members – who are interested in maternal health and pregnancy. It is a place where individuals will be able to learn, share, participate in activities and receive support through interactions with peers, medical experts, tools, and content.
- **Bond by Twill** is a digital therapeutic (DTx) on the Twill Therapeutics app that will be offered to health plan members 15 years and older. It features innovative, evidence-based activities, video, audio, and games curated into tracks that help individuals self-manage stress and symptoms of depression and anxiety.

What benefit does it offer users?

At its core, Twill helps individuals develop better mental health and well-being. They are then able to focus more intently on the physical aspects of their health. Twill Care for Pregnancy and Bond by Twill will help guide members through their pregnancy journey with the goal to improve the overall health and well-being of the member.

What do members get with Twill?

Eligible members of HealthKeepers, Inc. will have access to a special subset of Twill's total content which includes Bond by Twill, our library of instant play activities (games, guided meditations, etc.), our maternal health community, editorial content published on The Upside content channel, and our Duet coaching program

What is Duet coaching?

Duet coaching offers access to real-time coaching with certified behavioral health coaches to help reinforce the skills a member is developing within Bond by Twill. Duet coaching is there whenever a member needs an extra hand. It includes:

- One monthly, 30-minute audio or video sessions
- Unlimited text chat



To be eligible for coaching, a member must be 15 years or older, have downloaded Bond by Twill on the Twill Therapeutics app, and completed at least one activity.

Who is eligible to use Twill?

Any member of HealthKeepers, Inc. who is of appropriate age, is going through a pregnancy journey, and remains eligible for the health plan.

How do members access Twill?

Members can access Twill either through a web browser or mobile app (iOS or Android). If you wish to recommend Twill to a member, they can go to <https://mss.anthem.com/va/care/pregnancy-and-womens-health.html>.

How should members use Twill?

Twill was designed to be used whenever and wherever a member needs it. Twill Care for Pregnancy is a dynamic community with constantly changing content. Many community members check in daily for the latest information and updates from other members. Bond by Twill is individualized, self-guided care. Within Bond, members work on their own to build the skills for better mental health and well-being. It is recommended that members complete 2-3 activities each week in order to experience improvements. Most activities only take a few minutes to complete.