



Calm App FAQ

What is the Calm app?

Calm is the #1 app for meditation, sleep, relaxation and mindfulness. Calm can help you tackle stress, get a good night's sleep and feel more present in your life. It's one of the most popular apps worldwide — and it's available at no cost to you as part of your benefits. With the convenience of an app, you can use Calm whenever it fits your schedule to work on whatever's most important to you.

Who is eligible to register for a subscription to the Calm app at no cost?

Access to the Calm app is available at no cost to you and your household family members as part of Emotional Wellbeing Solutions, your employee assistance program. Users must be 16+ to register for an account.

How do I register for my no-cost Calm app subscription?

Go to metlifecalm.uhc4health.com to register for a Calm account. Sign up with Google, Apple, Facebook or email. When prompted for a code, enter your company access code: **metlife**. Once you have registered, download the Calm app (from Apple App Store, Google Play, etc.) on your mobile device and log in using the same method you used to activate your account during the registration process.

How do my household family members access their no-cost Calm app subscription?

Members of your household should follow the same process that you use to register to create their own Calm account using their own email address. When prompted for a code, they will need to enter your company access code: **metlife**.

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

NOTE: If you have *auto subscription* on, that must be turned off first.

1. Open the app
2. Go to “Profile > Settings > Link Organization Subscription”
3. Enter organization code “Optum EWS”
4. Enter your company access code in the “group code” field

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.

Why is Calm asking me to provide a credit card to access content?

To access the full suite of tools and content, ensure you are logged in using the same method (Google, Apple, Facebook or email) that you used to activate your account during the registration process.

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

Calm should not be used for urgent care needs. Calm is not intended to diagnose or treat depression, anxiety or any other mental or physical health condition. The use of Calm 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 is a mental wellness product. Participation is voluntary and subject to the Calm terms of use.

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