

My Military Health SilverCloud Frequently Asked Questions

Questions and Answers

Q. What is SilverCloud?

A. SilverCloud is an online self-help wellness program consisting of automated cognitive behavioral therapy modules designed to boost resilience and increase overall well-being. The SilverCloud platform is the first in a suite of online tools and technologies introduced as part of My Military Health to make the experience of care more convenient, personalized, and effective for patients. SilverCloud offers on-demand access to clinically-validated, self-paced, private and judgment-free wellness programs and coaching support to build resilience and improve mental health.

Q. What is cognitive behavioral therapy?

A. Cognitive behavioral therapy emphasizes the connection between thoughts, feelings, and actions. Patients who use cognitive behavioral health therapy can create greater self-awareness, identify and challenge negative thinking and behaviors, and make positive changes in their lives.

Q. Who can access the new SilverCloud platform?

A. Health care teams are encouraged to proactively identify patients who may benefit from SilverCloud. Currently, only patients and health care teams at the five military facilities conducting the diagnostic implementation of SilverCloud can access the platform. The five facilities are:

- 88th Medical Group – Wright-Patterson Air Force Base, OH
- Martin Army Community Hospital, Fort Moore, GA
- Naval Medical Center Portsmouth, VA
- Naval Hospital Jacksonville, FL
- 96th Medical Group – Eglin Air Force Base, FL

DHA will expand the availability of SilverCloud worldwide starting in fiscal year 2025.

Q. Do patients need to register to access SilverCloud?

A. Yes. Patients at the five military facilities must first receive an email invitation from their provider to create a SilverCloud account. The invitation will provide instructions for creating the account as well as information regarding the SilverCloud programs. Once patients are enrolled, patients can begin to use SilverCloud immediately.

Q. What new tools and features will beneficiaries have access to?

A. SilverCloud offers clinically-validated, self-paced, private and judgment-free behavioral health programs and coaching support to build resilience and improve mental health. Patients will have access to programs such as resilience, stress, alcohol, early parenting, supporting an anxious child, chronic pain, diabetes, depression, anxiety, and insomnia and sleep.

Q. What programs will patients have access to?

A. Patients have access to a variety of wellness programs including:

- **Family Programs:** Early Parenting; Supporting an Anxious Child for Parents & Caregivers; Supporting an Anxious Teen for Parents & Caregivers; Teen Depression; Teen Anxiety & Depression
- **Mental Health Programs:** Anxiety; Depression; Anxiety & Depression; Insomnia & Sleep
- **Chronic Conditions:** Chronic Pain; Diabetes
- **Well-Being Programs:** Alcohol; Resilience; Stress; COVID
- **Personalization Modules (Optional modules that may be prescribed by a provider):** Self-Esteem; Money Worries; Sleep Difficulties; Relaxation; Mindfulness; Anger Management; Challenging Times; Employment Support; Communications and Relationships; Grief and Loss; Getting Active and Eating Well; Getting Along with Family and Friends; Social Groups

Q. How will patients benefit from using SilverCloud?

A. SilverCloud supports the shifting needs of patients and providers by helping users actively engage in their health which can result in improved satisfaction, better outcomes and the ability to thrive in their daily lives. SilverCloud equips users with effective strategies and skills to help foster resilience when facing life's challenges. SilverCloud makes it easy and convenient for users to access the resources they need, anytime and from anywhere, to boost their resilience and increase their well-being. SilverCloud can also be used as part of a patient's care plan to optimize well-being.

Q. Is the use of SilverCloud considered being in behavioral health treatment?

A. No. SilverCloud is an online wellness program consisting of automated cognitive behavioral health therapy modules designed to boost resilience and increase overall well-being. SilverCloud is based on proven therapeutic methods, and can supplement, but not replace formal behavioral therapy by a trained provider or therapist for patients who need it.

Q. What is the role of the coach in SilverCloud?

A. Participants have the opportunity to work through the SilverCloud programs on their own or in partnership with a coach. SilverCloud coaches support and motivate patients to have meaningful and sustained engagement with the SilverCloud programs. SilverCloud coaches use the goals established by participants to help them progress towards positive outcomes. Coaches are empathetic, caring ears to support participants in tough times.

Coaches do not have a therapist or therapeutic role and they do not have access to patient's electronic health record MHS GENESIS.

Q. What professional training do coaches have?

A. SilverCloud coaches are behavioral health professionals who partner with participants to help them meet their goals. Our coaches have a masters degree or higher and a minimum of 400 hours working in a variety of behavioral health fields.

Q. Will the data in response to the SilverCloud questionnaire be shared in MHS GENESIS?

A. No. The information obtained from the SilverCloud questionnaires will not be integrated into a patient's MHS GENESIS electronic health record, Behavioral Health Data Portal or other MHS sites. This information is only used within the platform to follow a patient's progress and for identifying outcomes that are not tied to personally identifiable information.

Q. Do service members or health care teams have to report using SilverCloud on their security clearance, professional licensing or for future employment?

A. No. SilverCloud does not constitute formal behavioral health therapy or treatment and therefore, does not have to be reported since there is no therapeutic or patient-provider relationship with a SilverCloud coach.

Q. Is SilverCloud a secure platform?

A. Yes. SilverCloud is a secure system and does not share user information with military hospitals and clinics or add personal data to a user's electronic health record without a formal HIPAA release of information form.