



General & Technical FAQ for NeuroFlow DoD User

What is NeuroFlow?

NeuroFlow is a digital health platform that individuals can access via app and web to support and strengthen their mental health and overall well-being. The platform includes resilience tools and resources such as: clinically-validated content for behavioral health screening; health goals tracking; relaxation; coping with stress and anxiety; and more.

NeuroFlow is Health Information Trust Alliance (HI TRUST) certified, has earned a Service Organizational Control 2 Type 2 (SOC 2) attestation, and is HIPAA-compliant. Data is encrypted at rest and in transit and on NeuroFlow's platform which runs on Amazon Web Services (AWS).

How does NeuroFlow work?

NeuroFlow helps individuals take control of their whole health, both physically and mentally. The digital experience is designed to drive repeat use and positive habits. Individuals complete simple, personalized activities to help build skills that improve mental wellness. In the process, they earn points that can be redeemed for gift cards, rewarding progress towards a happier, healthier self.

Who is eligible for NeuroFlow?

Individuals assigned to 67th CW, 616th OC, 543rd ISRG, 688th CW, and HQ Staff including active duty and federal civilians. At this time, contractors are not eligible.

How do individuals access NeuroFlow?

Eligible individuals can sign up via: <https://neuroflow.app.link/e/16thaf> on either mobile or web browser.

Individuals have the opportunity to sign up for NeuroFlow from many different channels: QR code on a poster, link in a communication, or directly from their First Sergeant. They are able to download the app (iOS or Android) or sign up online to create an account. They can then begin to complete activities from their personal to-do list and start earning reward points, redeemable for gift cards.

How do individuals earn rewards points and gift cards?

NeuroFlow uses behavioral economics and gamification to remain a mental health and wellbeing tool that people want to use every day. While the biggest reward is feeling better, NeuroFlow also offers the ability to earn and redeem reward points while building habits toward better health. Individuals can complete activities at their own pace to reach milestones along the way. Users can:

- Earn rewards as soon as they create an account by completing activities
- Redeem reward points in the app for a variety of gift cards at popular vendors like Amazon and Starbucks
- Track streaks for consecutive days logging an activity and earn badges for reaching streak milestones

How does NeuroFlow build resilience and mental fitness?

NeuroFlow is designed to be a digital resilience tool accessible by individuals, made available by the Air Force, to support overall well-being. As individuals engage with NeuroFlow, the platform personalizes its content delivery based on the results of clinically validated screenings and assessments. Individuals receive psychoeducation, motivational interviewing, and CBT-based Journeys that suit their unique needs. Each Journey is developed from evidence-based practices and may include:

- Educational videos that break down complex subject matters or teach skills
- Integrated mindfulness or meditation practices in the form of audio guides or guided breathing activities



- Reflective journaling exercises to develop awareness or solidify learning
- Custom reading material to support comprehension and serve as a point of reference
- CBT-based skill builders (ABC, Challenging Beliefs) to shift perspective and find ways to overcome challenges

How does NeuroFlow help individuals showing signs of needing additional support?

NeuroFlow's team of Response Coordinators perform outreach and wellness checks to ensure individuals are receiving the right level of care and support they need in urgent situations or during spikes in condition severity.

As individuals engage with the platform, individuals who are identified as having an increased behavioral health risk are flagged and a Response Coordinator will reach out directly. In an urgent situation in which an individual has indicated thoughts of self harm or harm to others, they will immediately be presented with crisis resources in the app. Response Coordinators reach out to the individual, perform a Columbia suicide assessment, and provide support by routing high risk individuals to the appropriate level of care while connecting lower risk individuals with the right referrals and resources needed to prevent escalation.

Will this affect my security clearance?

The short answer is "No". A [study of 2.3 million](#) clearance adjudications from 2012-2018 revealed that 47,000 individuals sought psychiatric care. Among those, only 12 clearances were impacted for psychiatric reasons, and none were impacted by seeking care alone.

Do individuals have to download the mobile app?

No. There is also a web-version of NeuroFlow, which they can access by going to neuroflowlive.com and logging in with their email and password.

For Technical Support:

- Contact support@neuroflow.com
- Submit tickets through the app (Profile → Help → Contact Tech Support)
- Call and leave a message at NeuroFlow's callback system: 1-855-296-7711



How NeuroFlow Technology Works

Who builds your technology?

The NeuroFlow platform is managed, designed and built by experienced and dedicated team members who operate mainly from our Philadelphia, PA headquarters and remotely around the country. Like many software development teams NeuroFlow partners with a variety of onshore/offshore resources. Importantly, only select NeuroFlow employees can access and reference production level systems and data and no data is stored or accessed offshore.

How do you train your algorithms?

NeuroFlow uses machine learning (ML) and statistical modeling to help improve the efficiency of care. Data submitted to NeuroFlow is used to help build out and improve these systems.

The data collected and leveraged by these systems are specific to the use case. For example, our Data Team uses submitted text to improve the accuracy of our Natural Language Processing system. All of the systems used to build our algorithms are in-house in order to protect data from unauthorized third parties.

Additionally, NeuroFlow leverages individuals' data to personalize experiences and meet care needs. For example, our Severity Score system will recognize a specific Airman's history when determining their risk level.

Where does the data live?

NeuroFlow runs out of AWS US West with backups in US East.

Who has access to my data?

No one from your Chain of Command has access to any of your activities. At NeuroFlow, the only people that can access your data are:

- NeuroFlow Response Services: trained mental health professionals who perform outreach and safety checks only if a member has indicated thoughts of self-harm or harm to others. They will only notify based on the design of the Standard Operating Procedure designed by the 16th AF which includes contacting a First Sergeant in two scenarios:
 - 1. If the member is screened as high-risk and have active intent or there is some type of emergency
 - 2. If the member is unable to be reached by phone after 24 hours
- NeuroFlow Technical Support: HIPAA-compliant individuals who are available to help troubleshoot any technical issues to ensure a seamless experience for you

How is this funded?

The Air Force funds this program. Our revenue model is not based on advertising. The Air Force has invested in a tool for individuals mental health and overall well-being. Our mission at NeuroFlow is to support that program.

Who owns this data?

The Air Force funds this program, making the tool available to individuals. NeuroFlow only provides aggregate, de-identified data to program leadership.

Does NeuroFlow sell my data to third parties?

No, NeuroFlow does not sell user data.

What happens to my data when I deactivate my account? Can I delete my data?

When a user account is deactivated, user data is maintained in a deactivated status. User data can be deleted upon request by contacting our technical support via support@neuroflow.com.