



# Getting started with Talkspace

## About Talkspace

Talkspace, is a digital platform that supports behavioral health and emotional wellness needs from a secure, HIPAA-compliant app (desktop, Android, iOS). Talkspace's mission is to provide people everywhere with convenient access to behavioral healthcare so that they can live a happier and healthier life.

With Talkspace, members are matched with a dedicated, licensed provider for one-to-one counseling and therapy (ages 13+) and medication support (18+). We can support a variety of needs, including but not limited to:

- ✓ Stress
- ✓ Anxiety
- ✓ Depression
- ✓ Eating disorders
- ✓ Substance use
- ✓ Sleep
- ✓ Identity struggles
- ✓ Chronic issues
- ✓ Trauma & grief
- ✓ Relationships
- ✓ Healthy living
- ✓ And more

Talkspace counseling begins within days of registration. Our members get to choose how and when they communicate with their provider. Members can send unlimited messages (text, voice, video, photo) anytime, from anywhere or schedule live sessions. In turn, providers respond daily during their scheduled business hours (which often includes weekends<sup>1</sup>). Psychiatry appointments are available in less than two weeks and take place via live video (ages 18+).

**Talkspace works.** In a study of 10,000 participants, regular engagement with a Talkspace therapist helped 50% fully recover from their symptoms within 12 weeks and 70% reach significant improvement on clinical diagnostic scales for their conditions.

## How to get started

### Register

Members can begin registration at [talkspace.com/covered](https://talkspace.com/covered)

### Personalized matching

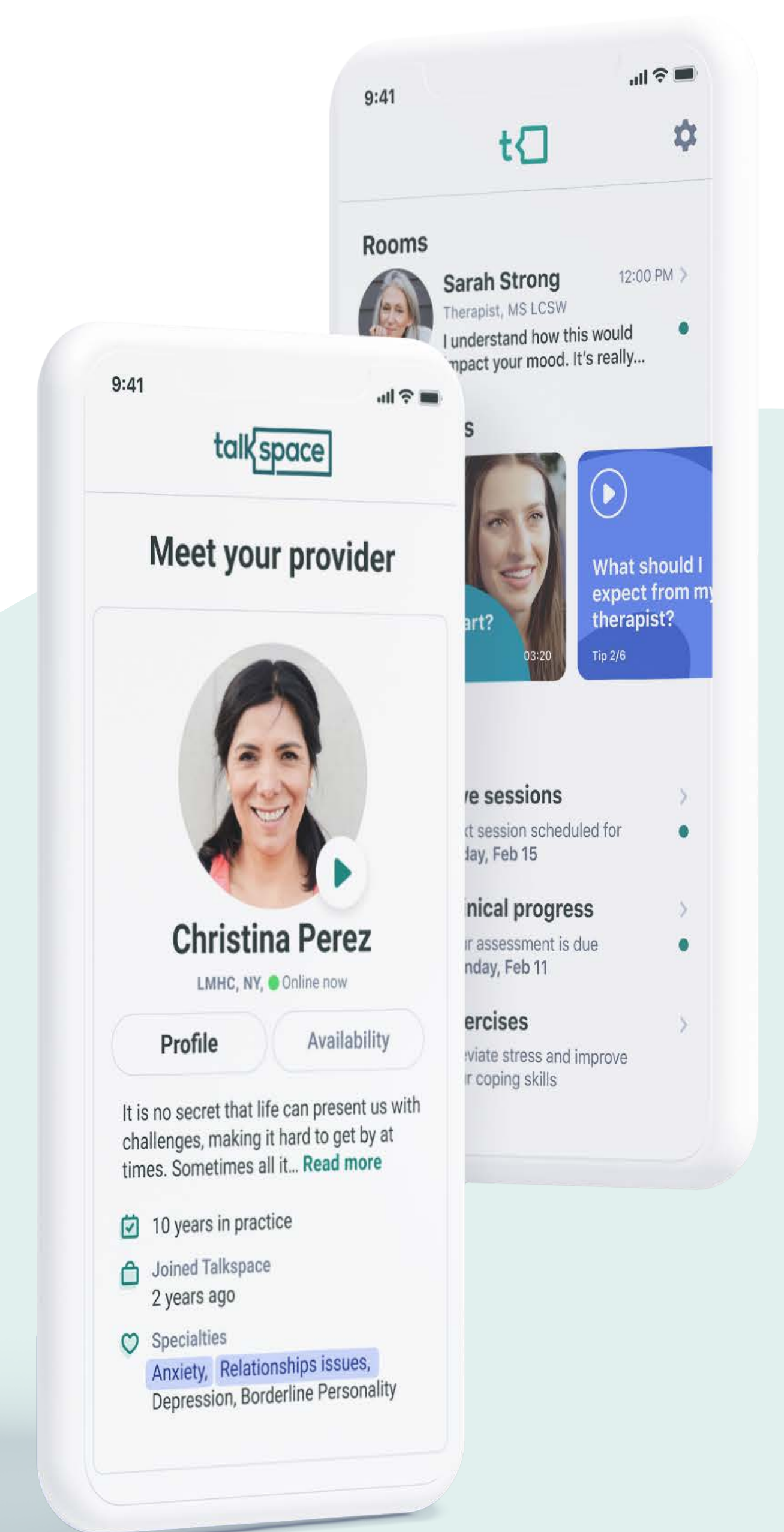
Members provide information about their needs and preferences through Talkspace's matching questionnaire, which can be completed in a matter of minutes.

### Dedicated care

Members hold conversations exclusively through their private digital therapy room. They can also learn about their needs, track progress, schedule a video appointment, or start an exercise.

Talkspace's unlimited messaging experience is not a live-chatting service, but a convenient and effective way for members and therapists to engage intentionally on an ongoing basis.

<sup>1</sup>Weekend availability is dependent on the therapist's schedule, which members can view during the provider selection process.





## FAQ

### Is Talkspace safe and secure?

Yes, Talkspace treats all information as a protected record in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Talkspace uses a variety of techniques to protect users' information, including banking-grade encryption, anomaly detection, and regular risk assessments.

### Are Talkspace providers licensed?

Yes. Our national network features thousands of licensed providers across all 50 U.S. states and Canada. On average, Talkspace providers have on average, 9 years of experience as professional mental health care providers, and have been carefully vetted and trained to use our platform.

### Is Talkspace messaging a live chat experience?

To give members more flexibility, Talkspace offers multiple modes of communication. Members have access to unlimited text messaging and can send texts (including voice and video messages) any time. Therapists are recommended to engage daily during their business hours. Schedule details can be viewed on each therapist's profile page. Talkspace live sessions are real time 45 minute scheduled video, audio or chat sessions between the member and their dedicated therapist.



More questions? Go to <https://help.talkspace.com/hc/>  
Ready to start? Go to [www.talkspace.com/covered](http://www.talkspace.com/covered)

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