



WHAT IS TALKSPACE?



Talkspace is an online therapy platform that provides confidential and secure mental healthcare through an easy-to-use and HIPAA-compliant app.

With Talkspace, clients can send their dedicated therapists unlimited text, video, and audio messages from anywhere, at any time — via web browser or the Talkspace mobile app. Therapists respond daily, 5 days a week. No offices, scheduling hassles, or stigma.

How Talkspace Works

Easy Assessment

Clients provide information about their needs and preferences for therapy through a matching questionnaire.

Personalized Matching

Talkspace suggests three therapist matches for each employee based on their unique needs and preferences. Clients select their ideal match and can begin therapy the very same day.

Convenient, Flexible Therapy

Clients can reach out to their dedicated therapist in a private therapy “room” with either text, video, or audio messages. Therapists check in daily, 5 days per week. Talkspace is not a live-chatting service, but a convenient and effective way for clients and therapists to engage at their own pace, on a flexible schedule.

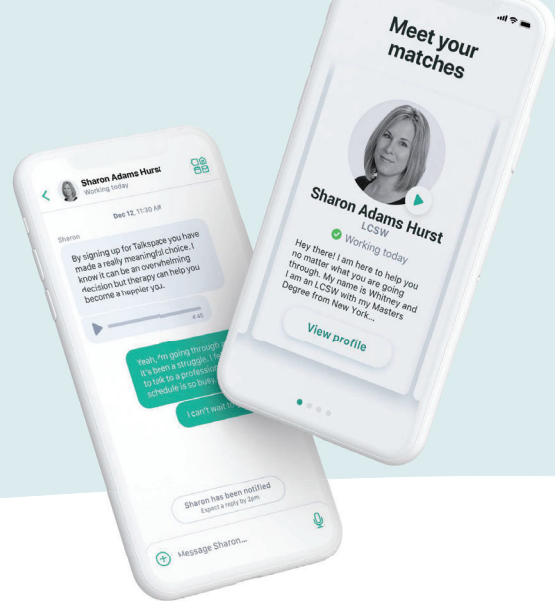
Dedicated Care

Each client always connects with the same therapist unless they request to change providers, which they can do at any time, at no additional cost.





Getting started with online therapy



Welcome to Talkspace

Talkspace is a digital space for private and convenient mental health support. With Talkspace, you can choose your therapist from a list of recommended, licensed providers and receive support day and night from the convenience of your device (iOS, Android, and Web).

How it works

Our members can begin to exchange unlimited messages (text, voice, and video) with their personal therapist immediately after registration. Therapists engage daily, 5 days per week, which often includes weekends. Every Talkspace member is granted a complimentary, 10-minute video session to get to know their new therapist. Additional video sessions can also be scheduled.

You will continue to work with the same therapist throughout your journey. However, you're always welcome to switch providers so you can find the perfect fit. Talkspace's clinical network features thousands of licensed, insured, and verified clinical professionals with specialties ranging from behavioral to emotional and wellness needs, including:

- Anxiety & Stress
- Depression
- Relationships
- Family conflict
- Trauma & Grief
- Eating disorders
- Substance abuse
- Chronic illness
- and more

Talkspace can work for you. In a [study](#) of 10,000 member participants, 70% experienced significant symptom improvement and 50% fully recovered after 12 weeks of regular engagement with their Talkspace therapist.

Ready to get started?

- Visit talkspace.com/REEP
- Complete our QuickMatch™ therapist-selection questionnaire
- Review your best matches and choose your personal therapist
- Begin messaging in your private digital care room, or schedule a session

FAQ

How do users activate their account?

- Visit the secure landing page to create a Talkspace account
- Clients provide their needs and preferences for therapy
- Talkspace will suggest 3 potential therapists, and employees select their ideal match
- Once matched, clients can begin messaging their dedicated therapists the same day

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 user information including banking-grade encryption, anomaly detection, and regular risk assessments.

How can I promote Talkspace?

Talkspace has created several promotional materials (such as wallet cards, flyers, and posters) to make it easy for you to promote the benefit. You should have received these materials from your account representative.

Why should I recommend Talkspace?

- **Clinically-proven**
In a recent study, 92% of participants using Talkspace reported improvement on their toughest problems in as little as 2 months.¹
- **Improves employee well-being and productivity alike**
According to the American Journal of Psychiatry, American businesses lose about \$193.2 billion each year due to employee mental health issues.² Talkspace provides employees the support they need for boosted mood and productivity. In fact, a recent study examining the effects of 3 months of Talkspace treatment on employees with depression and anxiety found significant improvements in well-being, productivity, and absenteeism.
- **Convenience**
Clients can send their licensed therapists text, video, and audio messages in a private, encrypted “room.”
No scheduling hassles or appointments necessary.
- **Confidential and discreet**
Unlike commuting to an office for in-person therapy, Talkspace happens from a smartphone or computer. No one has to know that an employee is engaging with a therapist on their own time.
- **High-quality provider network**
The Talkspace provider network has thousands of licensed therapists fluent in 30+ languages who are trained in most common mental health issues, including depression, anxiety, stress, substance abuse, and LGBTQ issues.

¹Recent studies suggest text-messaging based psychotherapy delivery systems like Talkspace are effective, show statistically and clinically significant decreases in patients’ levels of dysfunction, and achieve results that compare favorably with past clinical trials of face-to-face psychotherapy. Still, therapy through Talkspace may not be right for everyone. Talkspace encourages you to review all of our terms and conditions. To learn more, go to [Talkspace.com](https://research.talkspace.com) and read about our User Survey and recent studies: <https://research.talkspace.com>.

²“Assessing the Economic Costs of Serious Mental Illness.” *The American Journal of Psychiatry*, 2008.



FREQUENTLY ASKED QUESTIONS

talkspace.com/REEP

What is Talkspace?

Talkspace is an online therapy service that connects users to a dedicated, licensed therapist in their state of residence via private messaging or live video. Users can regularly message their dedicated therapist via text, voice or video as life happens - anywhere, anytime. Therapists engage daily, 5 days per week.

Founded with the mission to eliminate the stigma associated with mental health and make therapy available to all, Talkspace has a network of thousands of credentialed clinicians and has been used by over one million people.

Talkspace should not be considered for meeting requirements for employment, school enrollment, disability, or legal documentation.

Is the Talkspace service secure?

Yes. On the Talkspace platform, privacy and safety are always our first consideration. We deploy a variety of techniques to ensure that you and your data are always kept safe and confidential, and our technology is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA).

All data is encrypted on the servers, and all communication between our software and the servers is encrypted. The Talkspace app requires you to enter your password and allows you to create a unique passcode for extra security. If you have a device that supports fingerprint authentication, we also have a feature that recognizes your fingerprint.

Is Talkspace confidential?

Yes. Talkspace will not share your information with your organization. In order to protect confidentiality according to HIPAA, we require all users to create a unique nickname during the registration process, which is only shared with their therapists.

You can determine whether you want your therapist to call you by your first name or nickname during therapy. While Talkspace will not share your information with your organization, we do require every user to submit emergency contact information, which is only accessed according to safety and reporting mandates.

Are Talkspace therapists licensed?

Absolutely. Talkspace has an extensive, nationwide network of thousands of licensed mental health providers, credentialed in accordance with NCQA standards. All Talkspace therapists have been carefully vetted and trained on the platform, and have an average of 7-10 years of experience, post-supervision, providing therapy.



How does Talkspace ensure that their therapists are high-quality?

Talkspace constantly monitors both engagement quality and clinical outcomes to ensure that all of our users are receiving the best possible care. By tracking this data, we are able to strengthen our matching process to ensure that you will be matched with a therapist who will support you in making the greatest progress. Not only are all of our therapists rigorously vetted, but every therapist who is part of the Talkspace provider network undergoes an extensive onboarding process to ensure that they are able to apply their skills effectively to our digital platform.

Will I know who my therapist is?

Yes. First, our proprietary matching algorithm will present you with three possible therapist choices based on a combination of factors including preferences, needs, and therapist capacity.

You can review extensive information before making a selection (e.g. photo, years of experience, state/license, areas of expertise, description of therapist's clinical approach, and user reviews if available).

Once I sign up for therapy, will I have the same therapist?

Yes. You will maintain an ongoing relationship with the same therapist unless you request a change.

How often should I contact my therapist?

We recommend checking in with your therapist at least three times per week for the best possible clinical outcomes. Communicate openly about your schedule and needs, and figure out a pace that works best for both of you. The more consistently you contact your therapist, the faster you will develop an open, trusting dialogue. Sign up for daily reminders on your phone in the morning, afternoon, or evening.

How does messaging therapy work?

Messaging between users and Talkspace therapists is asynchronous, meaning that users and therapists do not communicate in real time. You can reach out to your therapist as often as you need to (and at any time of day), and expect to hear back from your therapist within one working day, during their business hours, five days per week.

If your therapist is responding less frequently than daily/five days a week, please contact the Talkspace support team at: partners-support@talkspace.com

Can I call or Skype my therapist if I want?

No. All communication between you and your therapist will happen via the Talkspace platform, as it is secure, confidential, and HIPAA compliant (unlike regular phone calls, Skype, FaceTime, Google Hangout, or other digital communication applications). You can use the Talkspace platform to send your therapist audio, picture and video messages in a private therapy room.



If my therapist doesn't feel like a good match, can I get matched with a different therapist?

Yes. To switch therapists, please follow the steps below:

Desktop:

1. Log into the Talkspace website directly at www.talkspace.com using a web browser.
2. Once logged in, click on your username in the upper right corner of the screen. This will bring up a new menu, on which you can click on "My Account."
3. In the "My Private Rooms" section, go to the row with the word "Therapist," and click on "Change" found on the right side of that row.
4. Keep in mind that you can choose whether to share your previous therapy notes/transcript with your new therapist.

App (For iOS/Android):

1. Log into the Talkspace app with your email address and password.
2. Once logged into their private room, you can select the menu icon, three lines on the left side of the screen, or slide to the right to find the menu where you can select "My Account" or "Settings".
3. On the My Account or Settings page, select "Change Therapist."
4. Users can choose whether to share their previous therapy notes/transcript with their new therapist.

If you require assistance, you can email partners-support@talkspace.com directly, and the Talkspace support team will work with you to secure a new therapist. This can take up to three business days.

What information is required in order to access Talkspace?

You will need to enter all required access and/or personal information asked on the platform.

Is the platform only available in English?

Services are delivered predominantly in English, but the Talkspace therapist network covers 32 different languages. Please note, that access to therapy in a language other than English is dependent upon therapist availability in your state of residence. If you are requesting therapy in an alternate language, we will work to meet your request while still adhering to the requirement that the therapist be licensed in their state of residence.

Most Talkspace therapists reside in U.S. time zones. However, international borders are not typically a barrier to receiving support. When matching you with a therapist, Talkspace will always try to address your country's regulations in conjunction with the guidelines provided by the therapist's state.



Who is eligible to use Talkspace?

Talkspace is available to medically-enrolled REEP employees and their dependents, ages 13+. The platform requires users to indicate their age and will provide an automated message and alternative resources if the user is ineligible.

Talkspace should not be considered for meeting requirements for employment, school enrollment, disability, or legal documentation.

How can someone under 18 use Talkspace?

Talkspace has taken all legal requirements into consideration to support dependents/users ages 13-17. Each U.S. state has different requirements regarding what age necessitates parental consent to start therapy. If parental consent is required by the state, a parent/guardian will be asked to provide and upload an online recording of consent (by reading a script provided by Talkspace) and proof of identification. This online provision of consent and identification is digitally recorded and provided using the Talkspace HIPAA compliant app. Please contact partners-support@talkspace.com if you have any questions about the consent process.

Can I continue to use Talkspace after my pre-paid services have ended?

Yes. With a Talkspace self-pay plan, you can continue your relationship with your therapist after your benefit ends. Please contact partners-support@talkspace.com to learn more about our subscription plans, discounts and financial aid.

Are Live Video Sessions included?

Yes. All clients have access to a complimentary live video introduction (10-minutes) to meet their therapists in real time. In addition, the REEP plan includes one 30-minute live video session per month. Discuss with your therapist if you are interested in this option. Live video sessions can be conducted through the Talkspace mobile app (iOS or Android) or through the web on a supported browser.

How does Talkspace handle emergencies? What if I am in crisis?

Talkspace is not a crisis hotline. Anyone requiring immediate assistance is encouraged to access emergency services (such as 911 or other resources), contact local authorities, or call the National Suicide Prevention Lifeline (1-800-273-8255). Like face-to-face therapists, Talkspace therapists are individually licensed, follow clinical and legal protocols if a person is at risk of harming themselves or others, and are available at flexible hours per their posted availability calendars that all clients can access.



Support

Can I register for my Talkspace benefit using the Talkspace app?

No. In order to access Talkspace, you must complete registration at the talkspace.com/REEP address provided by your organization. After completing registration and creating an account, you can download and use the Talkspace app for ongoing therapy engagement.

How do I reset my password?

Desktop

1. Visit [this link](#) to the Talkspace website's "Forgot Password?" page using a web browser.
2. On the form on the middle of the page, enter your email address that was used to create your Talkspace account.
3. Wait to receive an email with instructions on how to reset your password.

Talkspace app

1. Tap "Forgot Password?" and enter your email address that was used to set up your Talkspace account.
2. Wait to receive an email with instructions on how to reset your password.

What browsers are supported by Talkspace?

Talkspace is optimized for Google Chrome. You will have the best Talkspace experience using this browser. Talkspace supports the latest version of all major browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari.

You can always email: partners-support@talkspace.com to get help, share feedback, or voice a complaint. You will receive a response within one business day.