



Talkspace guide for leaders

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 (13+) and medication support (18+, with select plans). Self-guided therapy programs are also available. 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 therapist. Members can send unlimited messages (text, voice, video, photo) anytime, from anywhere. In turn, therapists respond daily during their scheduled business hours (which often includes weekends¹). Live sessions can also be part of your plan or accessed as a member add-on service.

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 by visiting your organization's unique Talkspace webpage.

Personalized matching

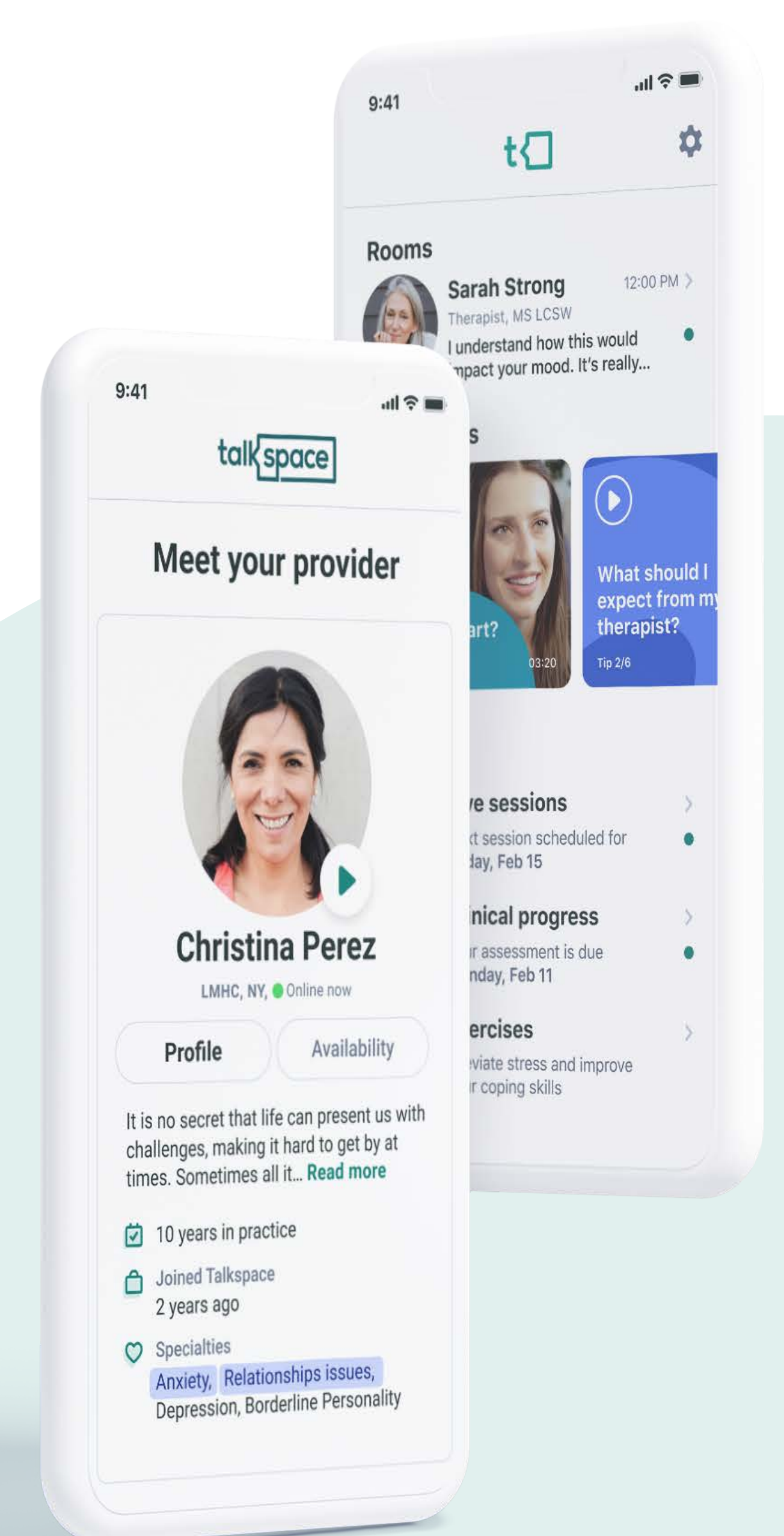
Members provide information about their needs and preferences through a matching questionnaire, which can be completed in a matter of minutes.

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.

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



How to refer someone to Talkspace

The easiest way to encourage someone to try Talkspace is by reminding them that registration is free and services can be accessed from the comfort and privacy of a personal device. It's also helpful to let someone know that Talkspace has been used by millions of people for a variety of needs, from daily stressors to chronic conditions.

You can help others learn about Talkspace by providing a link to your organization's registration page in your email signature, communication channels, or administrative portal. If interested in distributing Talkspace content and materials, reach out to your organization's mental health lead.

Although Talkspace has emergency protocols built into the service, Talkspace is not an emergency support line. If you, or someone you know, is experiencing an emergency, please dial 911.

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.

Is Talkspace messaging a live chat experience?

To give members more flexibility, Talkspace offers multiple modes of communication. Talkspace's unlimited text messaging experience is not a live-chatting service, but a convenient and effective way for members and therapists to engage throughout the week. Members 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 video or audio sessions between the member and their dedicated therapist.



How can I promote Talkspace within my organization?

Talkspace offers clients access to our communications portal to help build an awareness plan that supports awareness of the benefit. The portal features overviews, posters, video content, clinically-backed articles and more.

For more information, visit business.talkspace.com

