



## FREQUENTLY ASKED QUESTIONS

[talkspace.com/covered](https://talkspace.com/covered)

### **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: [covered-support@talkspace.com](mailto:covered-support@talkspace.com).



## Can I call or Skype my therapist if I want?

No. Communication between you and your therapist will occur via private messaging or live video on the Talkspace platform, as it is secure, confidential, and HIPAA compliant (unlike regular phone calls, Skype, FaceTime, Google Hangout, or other digital communication applications). Using the Talkspace platform, you can send your therapist multimedia messages, including text, voice, photo and video, while in your 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 [talkspace.com/covered](https://talkspace.com/covered) using a web browser.
2. Once logged in, click on your username in the upper right corner of the screen.
3. This will bring up a new menu, on which you can click on "My Account."
4. 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. 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 [covered-support@talkspace.com](mailto:covered-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?**

To access counseling through Talkspace at no cost to you, you'll need an EAP Code from Cigna EAP for each new issue you may face during the year. Simply call Cigna at **877.622.4327** or go to your EAP Coverage Page on myCigna.com for live chat or self service. On the website, you can self-serve via the Emotional Health tile (under visit an EAP counselor/get an EAP code).

Once you have obtained your EAP Code, you may register for Talkspace. You will need to enter all required information.

## **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 Cigna EAP members, ages 13 and over. 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.

## **Can Talkspace be used for relationship therapy?**

Yes – Talkspace therapists can recommend [relationship](#) (or couples) therapy when it is clinically appropriate. During Talkspace relationship therapy, the consenting participants (18+) and the therapist can view all exchanges. Requests for family and marriage therapy without a clinical assessment are not supported.

## **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 [covered-support@talkspace.com](mailto:covered-support@talkspace.com) to learn more about our subscription plans, discounts, and financial aid.

## **Can I use Talkspace if my employer is requiring me to use EAP sessions?**

If you are mandated to use EAP services by your employer, please contact your EAP directly. Talkspace cannot be used to fulfill any condition of employment.

## **How can someone under 18 use Talkspace?**

Talkspace has taken all legal requirements into consideration to support 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 [covered-support@talkspace.com](mailto:covered-support@talkspace.com) if you have any questions about the consent process.



## **Are live-video sessions included?**

Yes. Discuss with your therapist if you are interested in receiving therapy through live video. Your therapist will work with you to schedule an appointment for your live-video sessions. Live video sessions can be conducted through the Talkspace mobile app (iOS or Android) or through the web on a supported browser. Each completed live-video appointment is considered one session.

## **What is a 'session'?**

One session generally equals one week of Talkspace access and the ability to send unlimited messages to your therapist, or one completed live video session (if live video sessions are covered by your plan).

## **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 [talkspace.com/covered](https://talkspace.com/covered). 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](#) and click "Forgot Password".
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 the following major browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari.





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