

# Something on your mind? Connect with a dedicated therapist anytime, anywhere.

With Talkspace online therapy, you can regularly communicate with a therapist safely and securely from your phone or desktop. Make continual progress at your pace. No in-person office visit required.

## Here's how Talkspace can fit your life:

- Download the Talkspace app on your mobile phone or desktop computer.
- Find a therapist with an online matching tool.
- Start therapy within hours of choosing your therapist.
- With Talkspace, you can message a licensed therapist, 24/7. Messaging includes text, audio or video messages, within the secure app.
- Your selected therapist will respond up to once daily, five days a week, messaging within the app.
- Schedule live video sessions with your therapist, when needed.

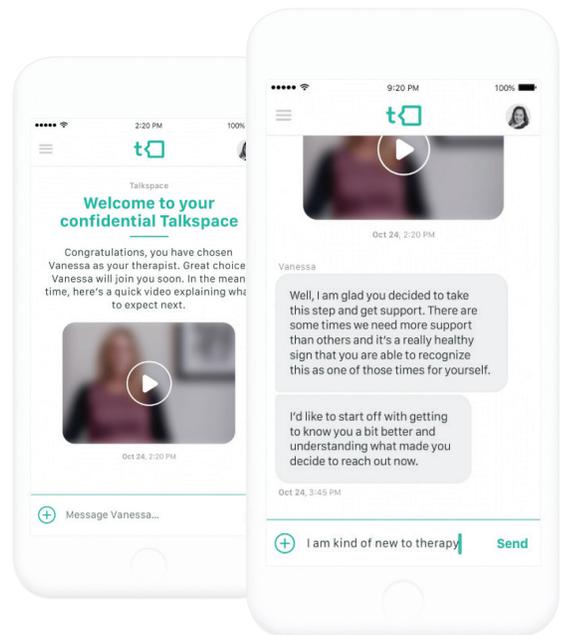
Talkspace is *your* space. To use in *your* time. It's private, confidential and convenient. And it's included as part of your behavioral health benefits.

## Talkspace is convenient, safe and secure.

Simply register (first visit only) and choose a provider at [talkspace.com/connect](https://talkspace.com/connect).

## Call 855-Here4TN (855-437-3486) for more information.

**Copayment may apply and will be charged weekly via credit card. You may use Talkspace once copayment for that session has been paid, in accordance with the terms of your benefit plan. See reverse side for more information.**



iOS • ANDROID • DESKTOP  
TEXT • VOICE • VIDEO • PHOTO

Optum and its respective marks are trademarks of Optum, Inc. All other brand or product names are trademarks or registered marks of their respective owner. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

Optum does not recommend or endorse any treatment, medication, suggested approach, specific or otherwise. The information provided herein is for educational purposes only. For advice about specific treatments or medications, please consult your physician and/or mental health care provider. Certain conditions and restrictions may apply. Also, certain treatments may not be covered in some benefit plans. Check your health plan regarding your coverage of services. **If you are experiencing thoughts of suicide or if this is urgent and an emergency, call 911 or 1-800-suicide (784-2433) or 1-800-273-TALK (8255).**

## › About Talkspace

### 1. What is Talkspace?

Developed by a team of health care industry professionals, Talkspace is a digital platform that offers an effective alternative to face-to-face therapy through text, voice and video messaging with over 5,000 licensed, master's-level or higher behavioral health clinicians available nationwide.

As a contracted virtual visit provider group, Talkspace is a convenient, safe and secure way to access behavioral health therapy via smart phone or desktop, giving individuals greater flexibility to engage with their care and improve their overall health.

- **Support for anxiety, depression, PTSD and other conditions.** Specialized clinicians are also available for conditions like substance use, eating or compulsive disorders.
- **Regular communication via text, voice and video message.** Providers respond daily, five days a week, so members don't have to wait for weeks between appointments.
- **No appointment necessary.** Therapy can start immediately from home, work or any other private location, without calling a provider to schedule a visit.
- **Live video sessions.** As needed, members can schedule live video sessions for face-to-face virtual support.
- **Provider matching.** 5,000+ licensed behavioral health clinicians are available across all 50 states and are matched to members based on location, needs and preferences.

### 2. How is Talkspace different from Optum's virtual visits program?

Just like virtual visits, Talkspace provides the opportunity to connect with a therapist, no in-person office visit required. Additionally, Talkspace offers messaging including text, audio or video message, within the secure app.

### 3. For which conditions is Talkspace recommended?

Talkspace is recommended for members dealing with many common behavioral health issues such as anxiety, depression, post-traumatic stress disorder (PTSD) or compulsive disorders. It is also recommended for members who may not seek treatment through traditional in-person methods for various reasons — such as access barriers or fear of stigmatization. Talkspace is not recommended for members in acute crisis or with severe mental illness (SMI).

### 4. Are there costs associated with Talkspace for members?

Just like other virtual visits, Talkspace sessions are subject to the same cost share or coinsurance rate (after deductible) as an outpatient office visit. Generally, one week (seven days) of unlimited messaging or one live video session is equivalent to one outpatient visit, with providers attesting to session completion.

It's the clinical determination of the therapist at the time of service to determine if an initial assessment is needed.

- Standard clinical practice is to bill the first visit as the initial evaluation
- Subsequent visit will be billed as therapy

Cost share will be the same as an in person visit:

- If you have a PPO you may be responsible for a co-pay
- If you have a CDHP you may be responsible for your deductible/coinsurance

Payment will be collected via credit card at the beginning of each session and a confirmation email will be sent. No bill will be received, as members give consent for Talkspace to charge their credit card prior to beginning visits.

Members can use their FSA or HSA card to cover the cost of the initial evaluation and therapy.

### 5. What technology requirements are necessary for accessing Talkspace?

A desktop computer, smartphone or tablet with internet access are required to access Talkspace. Talkspace is compatible with iOS and Android operating systems. Members have the option of downloading the app, or utilizing their web browser during therapy. In order to access the video or audio capabilities, devices must have a camera and microphone.

### 6. Is Talkspace secure?

Talkspace technology is protected using banking-grade encryption and externally audited in compliance with the Health Insurance Portability and Accountability Act (HIPAA). For more information on the complete Privacy Policy, visit [talkspace.com/public/privacy-policy](https://talkspace.com/public/privacy-policy).

### 7. What are the age requirements for using Talkspace?

Talkspace is available to eligible individuals ages 13 or older. Individuals under the age of 18 are matched with providers that have specialties in adolescent behaviors. Parental consent is obtained based on state requirements for minors.

### 8. What are the Talkspace guidelines on when and how to refer a member to in-person care?

If a Talkspace provider feels that the member would benefit from in-person care, but is not in acute crisis, they will walk the member through how to find a provider through their insurance plan. If the provider makes the clinical decision that the member is a danger to themselves or others, they follow the same state and federal guidelines as in-person therapy.

## › Getting started

### 9. How do members start using Talkspace?

Members can visit [talkspace.com/connect](https://talkspace.com/connect) and register using their benefits information. After the member is matched to a provider based on needs and preferences, the provider will conduct a 10-minute no-cost introductory call to let them know what to expect.

Members can also find Talkspace through the [Here4TN.com](https://www.here4tn.com) provider search or be referred by a customer service advocate. Call **855-Here4TN (855-437-3486)** for more information.

## › Providers

### 10. What are Talkspace provider qualifications?

Talkspace providers are licensed, master's-level or higher behavioral health clinicians that are credentialed in accordance with NCQA standards. Prescribers are not available through Talkspace.

### 11. How are members matched to a provider?

The Talkspace matching process offers several provider options after assessing the member's condition(s), location, preferences and needs. Brief provider bios help the member make a decision. Members can stay with the same provider or opt to communicate with another provider at any time.