



# 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.

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## How Talkspace Works

### Easy Assessment

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

### Personalized Matching

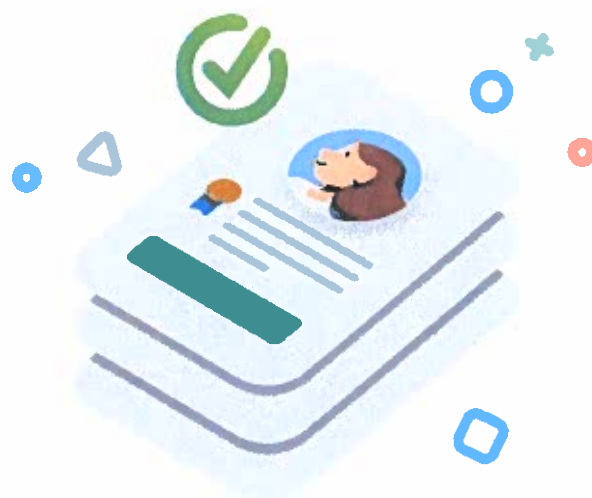
Talkspace suggests three therapist matches for each employee based on their unique needs and preferences. Clients select their ideal match and can begin therapy the very same day.

### 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.



# FAQ

## How do users activate their account?

- Visit the secure landing page to create a Talkspace account
- Clients provides 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.<sup>1</sup>
- **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.<sup>2</sup> 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.

<sup>1</sup>Recent 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://talkspace.com) and read about our User Survey and recent studies: <https://research.talkspace.com>.

<sup>2</sup>Assessing the Economic Costs of Serious Mental Illness. The American Journal of Psychiatry 2018