

# Talkspace

## Frequently asked questions

Take advantage of online therapy, psychiatry and relationship counseling with licensed providers.

### What it is and how it works

#### What is Talkspace?

Talkspace is online counseling and therapy. This virtual service provides you with behavioral health and emotional wellness support. Conveniently access the thousands of licensed counselors in the Talkspace network.

#### Am I eligible?

Whether you purchased your medical coverage on your own or receive it through your employer, you're eligible. If you work for a smaller company that provides your insurance, you may access Talkspace through an Employee Assistance Program (EAP).

Currently, Talkspace is not offered to Medicare or Medicaid members.

#### How do I access Talkspace?

Access Talkspace from an app or web browser on your phone or computer.

[Talkspace.com/ProvidenceHealthPlan](https://talkspace.com/providencehealthplan)

App icon (available for both Android and Apple operating systems from the app store):



#### How do I sign up?

Start by registering online at [Talkspace.com/ProvidenceHealthPlan](https://talkspace.com/providencehealthplan), or by downloading the "Talkspace Therapy & Counseling" app from the app store on your smartphone.

- The whole process takes about 10-15 minutes to complete.
- You'll need to enter information from your Providence member ID card, including your member and group ID numbers.

After filling out the initial form and continuing to the next page, you will answer several questions that will help them find the right provider for your needs.

- For example, you can say whether you have been feeling anxious, are having difficulty in your relationship, or something else.
- You can also say whether you prefer a provider that is male or female, or if you're not sure yet.
- Finding the right match is important so you can feel comfortable and confident right from the start.

Next you will enter your payment information and create an account using your email address.

- They will also ask you for your phone number and if you agree to receive marketing and promotional text messages (this is optional).
- To complete account creation, you will receive a verification email.
- Follow the instructions in the email to continue accessing the program from an app on your phone, or from a web browser on your computer.
- Lastly, login using your email and password and then answer some questions about your medical history.

Matching with a provider can take a few days, when a temporary \$10 hold will be pended to your credit card to verify payment information.

- You will not be charged the \$10 – it is only a temporary pend while they verify your credit card.
- Talkspace will suggest three available providers.
- About 80% of people stay with their first selection, but it's easy to switch counselors if needed.
- The counselor that is selected will continue with treatment unless you would like to request a different provider.

#### **What's included with this service?**

Talkspace providers are licensed to evaluate, diagnose, and treat behavioral health conditions, and a wide range of relationship dynamics within the context of couples, marriage, and family systems.

- Connect with a counselor on a private, secure and HIPAA-compliant digital platform
- Choose how and when you communicate with a counselor through text, voice or video messages that can be sent anytime, anywhere
- Work with a dedicated licensed provider for one-to-one counseling and therapy (ages 13+)
- Evaluation, prescription, and medication management from a licensed prescriber
- Access self-guided exercises, such as journaling and meditation
- Speak to a Talkspace counselor in your preferred language, with a network that supports 32 different languages

#### **Can I change therapists if I don't like the one I've started treatment with?**

Yes. This can be achieved through the Talkspace app or website.

## How much it costs

**Will the initial \$10 credit card fee be credited to my cost share/copay?**

No, the \$10 will be refunded and just serves as a credit card hold to verify payment information.

**What's my copay?**

Outpatient mental health cost sharing will apply. For outpatient mental health benefit details, refer to your Providence Health Plan benefit summary at [myProvidence.com](http://myProvidence.com), or call Providence customer service. Customer service can be reached at 800-878-4445 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).

After treatment has occurred, you can expect to receive an explanation of benefits (EOB) from Providence, and a bill from Talkspace.

## Additional benefit details

**What if I've already started using Talkspace through my EAP?**

After you've exhausted the maximum amount of employee assistance program (EAP) covered visits, you will still be able to continue receiving services from Talkspace, as a covered service through your outpatient mental health benefit. You can receive treatment from the same Talkspace provider as before.

**How is Talkspace related to Beacon Health?**

Providence uses the Beacon national behavioral health network to provide a wide array of behavioral health supports, and Talkspace is contracted with Beacon Health.

Providence members will only access Talkspace through the following Providence specific URL and never through the Beacon directory or website. [Talkspace.com/ProvidenceHealthPlan](http://Talkspace.com/ProvidenceHealthPlan).

**Can a Talkspace virtual visit count as a behavioral health post-hospital follow-up?**

Yes, as long as it is billed as a behavioral health visit, it counts.

## Technical difficulties

**Who do I reach out to if I'm having trouble logging in to my account?**

For assistance with access, please contact Talkspace at [support@talkspace.com](mailto:support@talkspace.com) or visit [help.talkspace.com](http://help.talkspace.com).