

# Support when you need it, no appointment necessary



Now you can get the extra support you need in a way that works for you. With **Talkspace**, you can reach out to a licensed, in-network Emotional Wellbeing Solutions provider, 24/7.

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

- ▶ Visit **Here4TN.com** and click on the "Talkspace" tile to register. (Your five no-cost visits will require an authorization by calling **855-Here4TN** (855-437-3486) or obtaining the authorization through **Here4TN.com**.)
- ▶ Download the Talkspace app on your mobile phone or desktop computer and enter the username and password you used to register.
- ▶ Find a therapist with the online matching tool.
- ▶ Start therapy within hours of choosing your therapist.
- ▶ 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 **Here4TN** Emotional Wellbeing Solutions and behavioral health benefits.

After you register, download the Talkspace app on your mobile phone. Talkspace is supported by Chrome, Firefox, Safari or Edge browsers on your desktop computer. It's private, secure, confidential and convenient, and it's covered under your Emotional Wellbeing Solutions benefits as a participating provider.

## Talkspace



iOS • ANDROID • DESKTOP  
VOICE • VIDEO • PHOTO

## 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.

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

# Optum

\*This program is confidential in accordance with the law.

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**PARTNERS  
FOR HEALTH**

## 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 voice and video messaging with more than 5,000 licensed master's-level or higher clinicians available nationwide.

As a contracted virtual visit provider group, Talkspace is a convenient, safe and secure way to access Emotional Wellbeing Solutions and behavioral health therapy via smartphone 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 or eating or compulsive disorders.
- **Immediate availability.** Therapy can start immediately from home, work or any other private location, once you choose a therapist through the app.
- **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 the Optum 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 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 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.

### 4. How does Talkspace work for Emotional Wellbeing Solutions?

Emotional Wellbeing Solutions offers five Talkspace visits per issue, per year at no cost for Emotional Wellbeing Solutions members. Before scheduling, please call **855-Here4TN** (855-437-3486) or visit **Here4TN.com** for the required authorization and for more information on your Emotional Wellbeing Solutions benefit.

Providers are available five days a week with some offering evening and weekend appointments. A live video or audio session equals one visit.

### 5. Are there costs associated with Talkspace for members using their behavioral health benefits?

If you need to continue after the five no-cost Emotional Wellbeing Solutions sessions, you can use your behavioral health benefits at the applicable cost share.

Generally, one live video session is equivalent to one outpatient visit, with providers attesting to session completion.

The therapist will make a clinical determination at the time of service about the need for an initial assessment.

- Standard clinical practice is to bill the first visit as the initial evaluation.
- Subsequent visits will be billed as therapy.
- If you have a PPO, you may be responsible for a copay.
- If you have a CDHP, you may be responsible for your deductible/coinsurance.

*Starting in 2025, PPO members will only pay \$15 copays when utilizing Talkspace for behavioral health services.*

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

Members can use their flexible spending account or health savings account card to cover the cost of the initial evaluation and therapy.

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

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

### 7. Is Talkspace secure?

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

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

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

### 9. 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, the provider 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, the provider follows the same state and federal guidelines as in-person therapy.

## Getting started

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

Members can visit [talkspace.com/connect](https://talkspace.com/connect) and register using their benefits information or Emotional Wellbeing Solutions authorization code. 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** provider search or be referred by a customer service advocate. Call **855-Here4TN** (855-437-3486) for more information.

## Providers

### 11. What are Talkspace provider qualifications?

Talkspace providers are licensed master's-level or higher clinicians who are credentialed in accordance with National Committee for Quality Assurance standards. Prescribers are not available through Talkspace.

### 12. 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.