

About Talkspace

Service ◦ Therapists ◦ Registration ◦ Experience



About Talkspace

Talkspace is an online therapy service **more than a million people have used** to regularly work with a licensed, dedicated therapist from their phone or computer.



Communication takes place via private text, audio and video messaging or live video session in a virtual room.



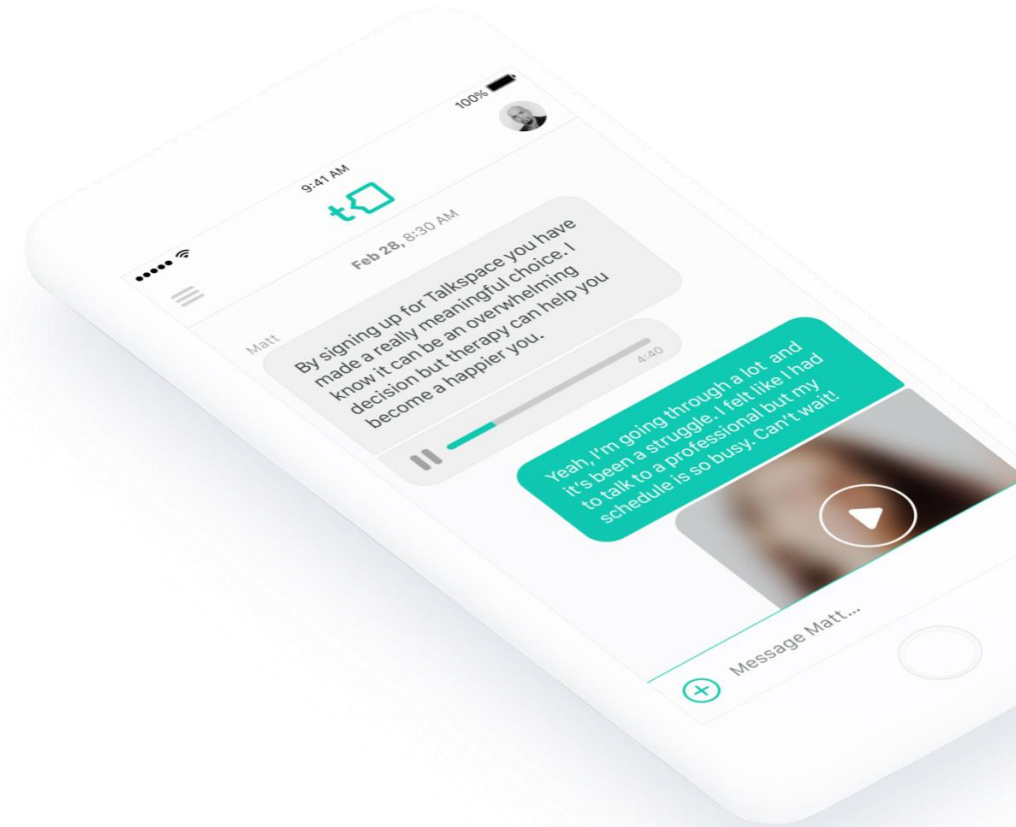
Talkspace's clinical network features thousands of licensed, verified and insured therapists, representing diverse backgrounds and specialties.



Clients can message as life unfolds anytime, anywhere and receive a response daily, 5 days a week in a secure, HIPAA-compliant environment.



Common reasons clients seek help include anxiety, depression, stress, grief, relationships, PTSD and management of physical health issues.



Aetna Resources for Living partners with Talkspace to offer additional **Employee Assistance Program** online session options for employees, dependents and household members.

About Talkspace Therapists

The Talkspace network features 5,000 licensed, insured and verified (NCQA) providers from all 50 states

Therapists are master-level or higher clinicians, averaging 9 years experience post supervision, and many are multilingual.

They use evidence-based practices, including Cognitive Behavioral, Dialectical Behavioral and Psychodynamic Therapy, among others.

Therapists provide assessment, ongoing therapy and referrals to appropriate levels of care.

Talkspace's clinical management team supports high-quality care

Therapists receive 6 - 8 weeks of Talkspace platform orientation training.

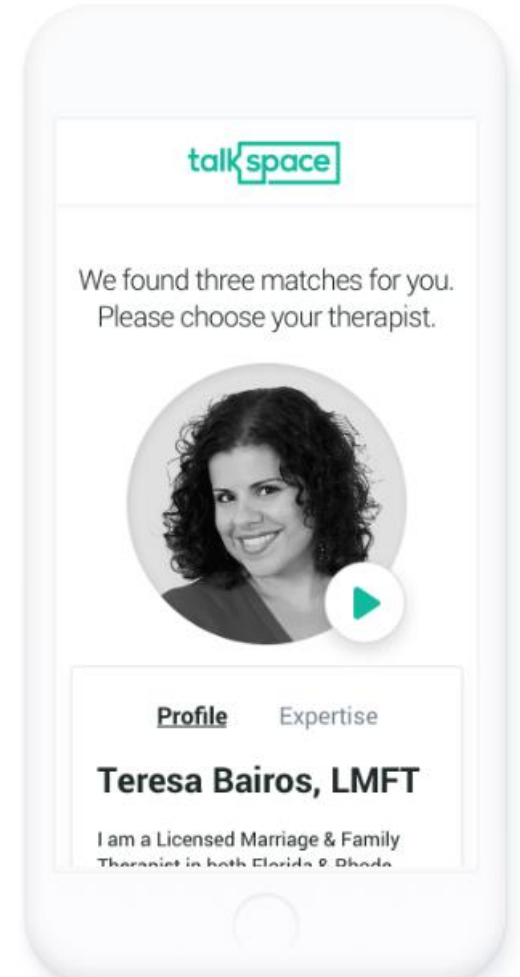
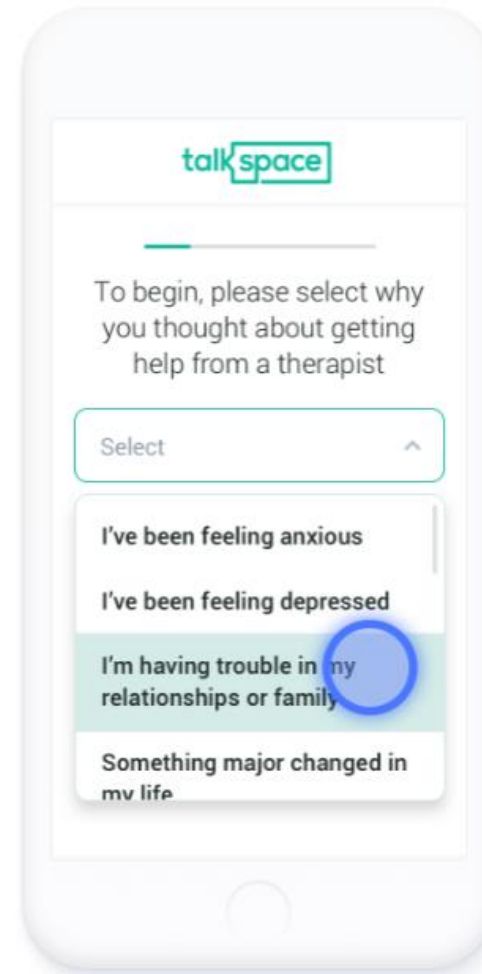
Talkspace offers a full-service therapist platform, capacity management and clinical monitoring tools.

Quality assurance audits, coaching, mentorship and access to clinical experts are also offered.



Talkspace Client Registration

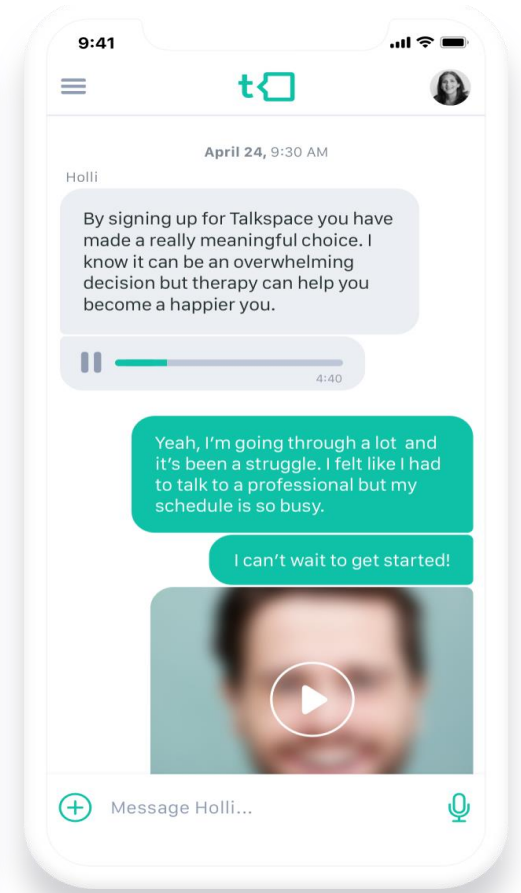
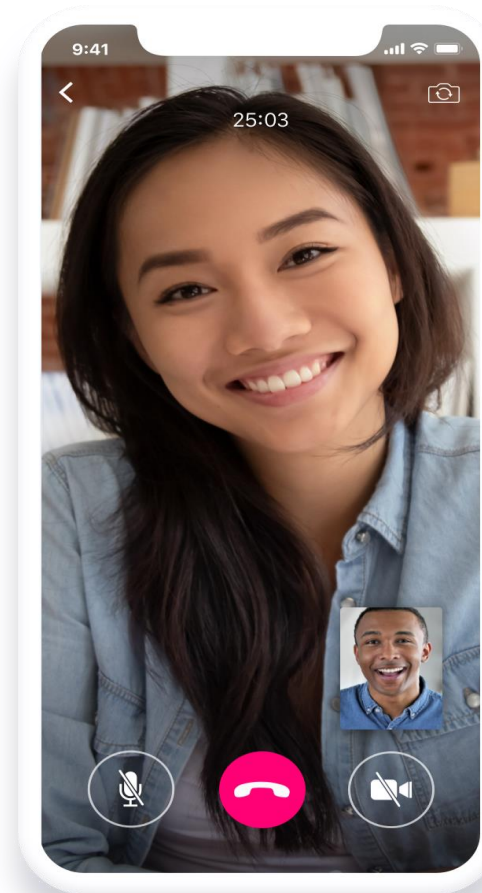
- 1 Visit talkspace.com/rfl (link also available on RFL hosted pages)
- 2 Provide basic demographic and plan sponsor information
- 3 Complete brief intake to view best therapist matches
- 4 Select a therapist and schedule an (optional) complimentary 10-minute introductory video session to learn more about the provider and therapy
- 5 Create a Talkspace account and download the app for easy future access



Talkspace Client Experience

EAP sessions can put clients on **on a path to progress.**

- About 40% of RFL users are new to therapy and have not accessed EAP or other services previously.
- Most employees report learning about Talkspace from their benefit website, email communication, colleagues or other workplace announcement.
- Talkspace network availability has been over 95% for all RFL users requesting a therapist.
- Therapy can begin the same day as registration. Clients also have the ability to change therapists at their request.
- Clients can message their therapist as life unfolds anytime, anywhere and receive a response daily, 5 days a week in a secure, HIPAA-compliant environment.
- Satisfaction, engagement and clinical progress are tracked for clients using clinical scales and WOS. Thus far, 80% of RFL clients respondents have improved on clinical or WOS scales.



Learn more about online therapy at <https://research.talkspace.com/>