About Talkspace

Service • Therapists • Registration • Experience
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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.

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

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

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.
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](http://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
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/