

Instructions for Using Talkspace

- Visit <https://www.talkspace.com/EAPCigna> and call Cigna at **877 622 4327** to get your EAP code.

WELCOME TO TALKSPACE

Cigna is partnering with Talkspace to bring you convenient, personal, and professional online messaging therapy via your Employee Assistance Program. With Talkspace, you can regularly send text, audio, and video messages to a dedicated licensed therapist anytime, anywhere. Talkspace is confidential and secure.

Don't forget your EAP Code:

In order to access Talkspace counseling sessions at no cost to you, you'll need an EAP Code from Cigna EAP. Simply call Cigna at 877.622.4327 or go to your EAP Coverage Page on myCigna.com for live chat or self service.*
For Cigna Confide customers: simply call 844.338.4232.

GET STARTED

*On myCigna.com, you can self-serve for an EAP Code via the Emotional Health tile (under visit an EAP counselor/get an EAP code). Sessions are available for each issue you may face during the year, and an EAP Code is required for each new issue.

Messaging and live video therapy sessions are available to employees of select EAP plans, as well as their dependents, ages 13+. Please contact Cigna for questions, requests, or other resources.

- Once you've called Cigna and received your EAP code, click "Get Started."
- Fill out your information correctly, including "BAE Systems" as your Organization name.
- Click "Next" once you've finished.

Let's start with some basic information

First name	Last name
<input type="text" value="John"/>	<input type="text" value="Smith"/>
Date of birth	Phone number
<input type="text" value="05/01/1972"/>	<input type="text" value="🇺🇸 (555) 555-5678"/>
Email ?	
<input type="text" value="johnsmith@gmail.com"/>	
Let us know who you are ?	
<input type="text" value="Employee"/>	
Organization name ?	How did you hear about us?
<input type="text" value="BAE Systems"/>	<input type="text" value="Benefits information ..."/>

NEXT

This information will not be shared. Talkspace is committed to protecting your privacy and follows HIPAA, state and federal laws.

- Click "Let's Start" to get matched with a provider.
-

Welcome to Talkspace QuickMatch™

In the next 90 seconds you'll learn everything you need to know about how Talkspace works and get matched with a provider that can help you.

LET'S START!

- Select one or several issues from the drop-down menu that are prompting you to get help from a therapist. Once you've finished selecting your issues, click "Submit."
-

To begin, please select why you thought about getting help from a provider

Anxiety x Family Conflict x Feeling down or depre... x x ∨
Stress at work or school x Trauma, PTSD or Sexu... x

SUBMIT

- Review how Talkspace works and click "Got It"

There are two important things to know about how Talkspace works



You can send your provider text, audio and video messages whenever you want. 



Your provider is available to engage daily, 5 days a week. 

GOT IT!

- Answer the questions below to the best of your ability.

Would you prefer a provider that is...

Male
Female
I'm not sure yet

Have you been to a provider before?

Yes
No

How would you rate your sleeping habits?

Excellent
Good
Fair
Poor

How would you rate your current physical health?

Excellent
Good
Fair
Poor

Please select your gender.

Male
Female
Transgender male
Transgender female
Gender queer
Gender variant
Other

Skip

Please select your state of residence.

I live in a US Territory or outside of the US

- Once you've finished entering the information above, Talkspace will find the best matched providers for you.

Please hang on while we find the best matched providers for you.



Calculating profile...



Searching for matches...



Analyzing matches...



Returning best matches...



- Review your matches in the provider list and select the one who best meets your needs.
- If you don't see a therapist you would like to work with, you can try matching again by clicking the green text at the bottom of the page.

Meet your matches

We've prioritized providers that can help you with Anxiety, Family Conflict, Feeling down or depressed, Stress at work or school, Trauma, PTSD or Sexual abuse.



SELECT

Profile Availability

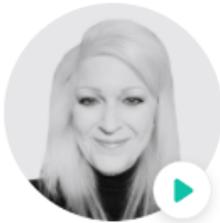
JD Eddins

LPC

Welcome to Talkspace. My name is JD and I have been a therapist since 2004 when I graduated with a degree in Marriage and Family Therapy. I currently hold the license of Licensed Professional Counselor in the state of Arkansas. I have worked in a variety of...

[Read more](#)

- 16 years in practice
- Joined Talkspace
- Focus
Depression, Anger management



SELECT

Profile Availability

Lisa Dicus

LCSW

Lisa Dicus has been a Licensed Clinical Social Worker (LCSW)/Behavioral Therapist for the past 15 years. She specializes in domestic violence and personality disorders, although she has worked in many different areas such as geriatrics, hospice, inpatient psych and...

[Read more](#)

- 11 years in practice
- Joined Talkspace
- Focus
Behavioral issues, Domestic violence



SELECT

Profile Availability

Brad Edwards

LPC

Brad is a licensed professional counselor in the state of Arkansas. He has over 14 years of experience working with different populations and in diverse settings, such as college, school based, outpatient, day treatment, inpatient and residential treatment and in private...

[Read more](#)

- 13 years in practice
- Joined Talkspace less than a year ago
- Focus
Anxiety, Depression

If you don't see a perfect match, this may be due to the high demand we're experiencing due to COVID-19. All of our therapists are highly qualified, so give one of your matches a try and know that you can switch at any time, at no cost. You can also try [matching again](#).

- Once you've chosen your provider, you can click "Continue" to schedule your ten minute introductory call.



You've selected JD!

JD is ready to help you on your journey towards feeling better.

Continue with JD



What happens if I change my mind?

You can switch therapists any time at the tap of a button! It's common to try a few therapists before finding the right fit.

- Select the date and time that works best for you from the options below. Then, confirm your appointment.
- If your issue can't wait for your therapist's introductory call, you can call Cigna at **800 591 4339** to connect with a clinician for a free 20-30 minute session.



Congratulations on selecting JD. We want to offer you a complimentary 10 min live introduction call. Availability is shown in New York time.

Fri Apr 23	Fri Apr 30	Fri May 7
11:00 AM	9:00 AM	9:00 AM
11:30 AM	9:30 AM	9:30 AM
2:00 PM	10:00 AM	10:00 AM
2:30 PM	10:30 AM	10:30 AM
3:00 PM	11:00 AM	11:00 AM
3:30 PM	11:30 AM	11:30 AM
	2:00 PM	2:00 PM
	2:30 PM	2:30 PM
	3:00 PM	3:00 PM
	3:30 PM	3:30 PM
	4:00 PM	4:00 PM
	4:30 PM	4:30 PM

BOOK APR 23, 11:00 AM

Schedule later



Are you sure you want to schedule a live video call on Friday, Apr 23 from 3:30 PM to 4:00 PM

CONFIRM

Book a different time

- Review how Talkspace works and fill in the circles to signify your commitment to the program. Then, click "I'm ready."



Great! You've selected JD as your provider.

We want you to get the most out of therapy. Here's how Talkspace works - and how you can set yourself up for success.

How Talkspace Works

You can send as many text, voice, and video messages as you'd like, and your therapist will engage daily, five days a week. If your plan includes live video sessions, you can work with your therapist to schedule a time that works for you. If you're unsure about the details of your plan, reach out to your therapist.

Are you ready to

Please make a selection

Message your provider at least three times a week?

Yes

Unsure

Do your best to be open and honest with your provider?

Yes

Unsure

Take assessments along the way?

Yes

Unsure

I'M READY

No, I want to learn more about therapy first

- Enter your email, create a password, and select a nickname to use for your sessions (it can be your real name, don't worry).
 - Click "Start Therapy."
-



You have completed the QuickMatch™

Based on your answers, JD is
a great match for you. Enter your
details to get started.

Email

Password

Nickname

I am 13 years of age or older and agree to the [Terms](#) and [Privacy policy](#)

START THERAPY

- Once you've registered for Talkspace, you'll receive an email confirming your subscription.
- When you're ready, you can click "Go to your Talkspace Room" to get started.



LOG IN

Subscription confirmed!

We're confirming you purchased a Cigna EAP 8 Sessions Messaging and video Voucher with Spring. You can access your private and secure room from the web or any iOS or Android device.

Ready to get started?

[GO TO YOUR TALKSPACE ROOM](#)

If you have any questions, please [contact support](#) .

If you have questions or encounter any issues, email Cigna-Support@talkspace.com or visit <https://help.talkspace.com/>.