

Frequently Asked Questions: Talkspace

About Talkspace

What is Talkspace?

Talkspace is an online therapy service that connects users to a dedicated, licensed therapist in their state of residence via private messaging or live video. Talkspace has a network of more than 5,000 credentialed clinicians and has been used by over one million people.

Founded with the mission to eliminate the stigma associated with mental health and make therapy available to all, users can regularly message their dedicated therapist via text, voice or video, at their convenience. Therapists engage daily, five days per week.

Is the Talkspace service secure?

Yes. Talkspace deploys a variety of techniques to ensure that you and your data are always kept safe and confidential, and their technology is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA).

All data is encrypted on the servers, and all communication between Talkspace's software and the servers is encrypted. The Talkspace app requires you to enter your password and allows you to create a unique passcode for extra security, including fingerprint identification (if your device supports that).

Is Talkspace confidential?

Yes. Talkspace will not share your information with your organization. In order to protect confidentiality according to HIPAA, all users are required to create a unique nickname during the registration process, which is only shared with their therapists.

You can determine whether you want your therapist to call you by your first name or nickname during therapy. While Talkspace will not share your information with your organization, every user must submit emergency contact information, which is only accessed according to safety and reporting mandates.

Is Talkspace only available in English?

Services are delivered predominantly in English, but the Talkspace therapist network covers 32 different languages. Please note that access to therapy in a language other than English is dependent upon therapist availability in your state of residence. If you are requesting therapy in an alternate language, Talkspace will work to meet your request while still adhering to the requirement that the therapist be licensed in your state of residence.

Access and Eligibility

What information is required in order to access Talkspace?

All you need to access Talkspace is a computer and an internet connection! Visit [Talkspace.com/EAPCigna](https://talkspace.com/EAPCigna) and call Cigna at **877 622 4327** to register under the Cigna EAP. In the Organization field, enter "BAE Systems" to avoid paying out of pocket for services.

Who is eligible to use Talkspace?

Talkspace is available to all BAE Systems employees and members of their household ages 13 and over, regardless of their enrollment in a Cigna medical plan. The platform requires users to indicate their age and will provide an automated message and alternative resources if the user is ineligible. Talkspace should not be considered for meeting requirements for employment, school enrollment, disability, or legal documentation.

How can someone under 18 use Talkspace?

Talkspace has taken all legal requirements into consideration to support dependents/users ages 13-17. Each U.S. state has different requirements regarding what age necessitates parental consent to start therapy.

If parental consent is required by the state, a parent/guardian will be asked to provide and upload an online recording of consent (by reading a script provided by Talkspace) and proof of identification. This online provision of consent and identification is digitally recorded and provided using the Talkspace HIPAA compliant app.

Please contact Cigna-Support@talkspace.com if you have any questions about the consent process.

Talkspace Providers

Are Talkspace therapists licensed and experienced?

Absolutely. Talkspace has an extensive, nationwide network of 5,000+ licensed mental health Providers credentialed in accordance with National Committee for Quality Assurance (NCQA) standards. All Talkspace therapists have been carefully vetted and trained on the platform, and have an average of 7-10 years of experience providing therapy.

Will I know who my therapist is?

Yes. Talkspace's matching algorithm will present you with three possible therapist choices based on a combination of factors including preferences, needs, and therapist capacity. You can review extensive information before making a selection (e.g. photo, years of experience, state/license, areas of expertise, description of therapist's clinical approach, and user reviews, if available).

Once I sign up for therapy, will I have the same therapist?

Yes. You will maintain an ongoing relationship with the same therapist unless you request a change.

If my therapist doesn't feel like a good match, can I get matched with a different therapist?

Yes. To switch therapists, please follow the steps below:

Desktop:

1. Log into the Talkspace website directly at <http://www.talkspace.com> using a web browser.
2. Once logged in, click on your username in the upper right corner of the screen. This will bring up a new menu, and you can select "My Account."
3. In the "My Private Rooms" section, go to the row with the word "Therapist" and click "Change."
4. Keep in mind that you can choose whether to share your previous therapy notes/transcript with your new therapist.

App (For iOS/Android):

1. Log into the Talkspace app with your email address and password.
2. Once logged into your private room, you can select the menu icon or slide to the right to find the menu where you can select "My Account" or "Settings."
3. On the "My Account" or "Settings" page, select "Change Therapist."
4. You can choose whether to share their previous therapy notes/transcript with their new therapist.

If you require assistance, you can email Cigna-Support@talkspace.com directly, and the Talkspace support team will work with you to secure a new therapist. This can take up to three business days.

How often should I connect with my therapist?

We recommend checking in with your therapist at least three times per week for the best possible clinical outcomes. Communicate openly about your schedule and needs, and figure out a pace that works best for both of you. The more consistently you contact your therapist, the faster you will develop an open, trusting dialogue.

How does messaging therapy work?

Messaging between users and Talkspace therapists is asynchronous, meaning that users and therapists do not communicate in real time. You can reach out to your therapist as often as you need to (and at any time of day), and expect to hear back from your therapist within one working day, during their business hours, five days per week.

If your therapist is not responsive, email the Talkspace support team at Cigna-Support@talkspace.com

Can I call or Skype my therapist if I want?

No. All communication between you and your therapist will happen via the Talkspace platform, as it is secure, confidential, and HIPAA compliant (unlike regular phone calls, Skype, FaceTime, Google Hangout, or other digital communication applications). You can use the Talkspace platform to send your therapist audio, picture and video messages in a private therapy room.

Talkspace and Your Cigna EAP

What information do my household members need in order to use Talkspace?

Your household members will need to call Cigna at 877 622 4327 in order to get an EAP code. They'll need to mention that they have Talkspace sessions included in their Cigna EAP, and be prepared to give identifying details (like date of birth or name of employer) about the person through whom they have the EAP benefit.

What counts as a "session?"

Your EAP covers eight free sessions per issue per year – whether you access one of the EAP network counselors for in-person or virtual sessions or use Talkspace.

- If you use Talkspace for text messaging: one week of use equals one EAP session. 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 you'd prefer to connect with your provider via scheduled video sessions, one video session equals one EAP session.

What if I realize that my therapist is not a good fit? Will I be able to re-start my eight sessions per issue per calendar year?

Yes. We want you to get the maximum benefit from Talkspace, and a major component of that benefit is matching with a therapist who you feel can best understand your situation and help you feel better. If you realize that your therapist is not the best therapist for you within one or two sessions, you can call Cigna at **877 622 4327** to get new sessions to use with a therapist who is a better fit.

Are live video sessions included?

Yes. Discuss with your therapist if you are interested in receiving therapy through live video. Your therapist will work with you to schedule an appointment for your live-video sessions. Live video sessions can be conducted through the Talkspace mobile app (iOS or Android) or through the web on a supported browser. Each completed live-video appointment is considered one session.

Can Talkspace be used for relationship therapy?

Yes, Talkspace therapists can recommend relationship (or couples) therapy when it is clinically appropriate. During Talkspace relationship therapy, the consenting participants (18+) and the

therapist can view all exchanges. Requests for family and marriage therapy without a clinical assessment are not supported.

Can I continue to use Talkspace after my pre-paid services have ended?

Yes. If you are covered under a Cigna Medical plan, you are able to continue utilizing the service as part of your behavioral health benefits, subject to applicable out of pocket costs. Otherwise, by using the Talkspace self-pay plan, you can continue your relationship with your therapist after your benefit ends. Please contact Cigna-Support@talkspace.com to learn more about subscription plans, discounts, and financial aid.

What if I need to talk to someone before I can get an appointment to meet my therapist?

If you are in crisis, call the National Suicide Prevention Lifeline at **800 273 8255**. If you are eager to speak with someone about a non-life threatening issue, you have access to a free 20-30 minute telephonic consultation with a Cigna clinician. Call Cigna at **800 591 4339** to benefit from this free consultation.

How does Talkspace handle emergencies? What if I am in crisis?

Talkspace is not a crisis hotline. Anyone requiring immediate assistance is encouraged to access emergency services (such as 911 or other resources), contact local authorities, or call the National Suicide Prevention Lifeline at **800 273 8255**.

Technical Support

Can I register for my Talkspace benefit using the Talkspace app?

No. In order to access Talkspace, you must register at www.talkspace.com/EAPCigna. Once you've created your account, you can download and use the Talkspace app for ongoing therapy engagement.

How do I reset my password?

From your desktop:

1. Visit Talkspace website's "[Forgot Password?](#)" page using a web browser.
2. On the form on the middle of the page, enter your email address that was used to create your Talkspace account.
3. Wait to receive an email with instructions on how to reset your password.

From the Talkspace app:

1. Tap "Forgot Password?" and enter your email address that was used to set up your Talkspace account.
2. Wait to receive an email with instructions on how to reset your password.

What browsers are supported by Talkspace?

You will have the best Talkspace experience using Google Chrome, but Talkspace supports the latest version of all major browsers: Microsoft Edge, Mozilla Firefox, and Apple Safari.

You can always email Cigna-Support@talkspace.com to get help, share feedback, or voice a complaint. You will receive a response within one business day.