

Something on your mind?

Connect with a dedicated therapist anytime, anywhere.

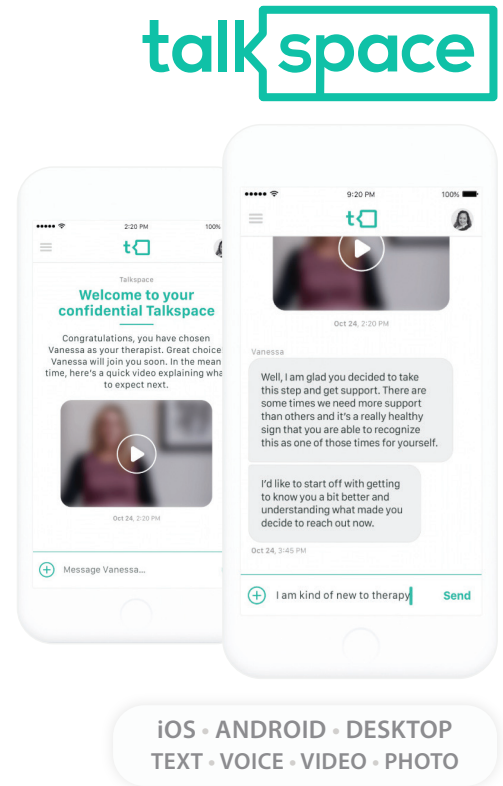


With **Talkspace** online therapy, you can regularly communicate with a therapist safely and securely from your phone or desktop. Make continual progress at your pace. No in-person office visit required.

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 an online matching tool.
- ▶ Start therapy within hours of choosing your therapist.
- ▶ With Talkspace, you can message a licensed therapist, 24/7. Messaging includes text, audio or video messages, within the secure app.
- ▶ Your selected therapist will respond up to once daily, five days a week, messaging within the app.
- ▶ 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.



Talkspace is convenient, safe and secure.

Simply register (first visit only) and choose a provider at 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

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Optum does not recommend or endorse any treatment, medication or suggested approach, specific or otherwise. The information provided herein is for educational purposes only. For advice about specific treatments or medications, please consult your physician and/or mental health care provider. Certain conditions and restrictions may apply. Also, certain treatments may not be covered in some benefits plans. Check your health plan regarding your coverage of services. **If you are experiencing thoughts of suicide or if this is urgent and an emergency, call 911 or the 988 Suicide & Crisis Lifeline.**

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 text, 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.
- **Regular communication via text, voice and video message.** Providers respond daily, five days a week, so members don't have to wait for weeks between appointments.
- **No appointment necessary.** Therapy can start immediately from home, work or any other private location, without calling a provider to schedule a visit.
- **Live video sessions.** As needed, members can schedule live video sessions for face-to-face virtual support.
- **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 text, 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.

The following services are considered a visit:

- One week of unlimited messaging is equal to one visit. Providers are available five days a week.
- A live video visit 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.

Talkspace behavioral health sessions are subject to the same cost share or coinsurance rate (after deductible) as an outpatient office visit. Generally, one week (providers are available five days a week) of unlimited messaging or 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.

The cost share will be the same as an in-person visit:

- 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.

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.

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 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 the member 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 biographies help the member make a decision. Members can stay with the same provider or opt to communicate with another provider at any time.