

# Employee Assistance Program

## WELLNESS & SUPPORT

### FAQ – Talkspace Online Platform

**Note – Talkspace is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.**

- 1. What is Talkspace?** Talkspace offers private and convenient mental health support on your schedule. Engage in counseling and therapy, from the convenience of your device. All care is delivered virtually by a behavioral health clinician or medical professional. Talkspace's network includes thousands of licensed, insured, and verified therapists who can treat a variety of needs. For a full description, visit the [Talkspace Help](#) page.
- 2. How do I access Talkspace?** You can self-refer through our direct link: [www.talkspace.com/FirstChoiceHealthEAP](http://www.talkspace.com/FirstChoiceHealthEAP). You may also call the EAP at (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com). We will provide a registration link to the Talkspace service. After a short matching questionnaire, you will be assigned an appropriate provider within 48 hours. You can connect with that counselor via text, chat, telephone or video.
  - Video
  - Voice messages.*Face-to-face services are not available with your Talkspace counselor.*
- 3. Who is eligible?** Online support, or virtual therapy, isn't appropriate for everyone. Most clients are eligible but these services are not appropriate for individuals in crisis or experiencing thoughts of harm. Additionally, children 12 years old and younger are not eligible. While psychiatry and medical management services are available through the Talkspace platform, those services are not covered by the EAP.
- 4. How long before I'm matched with a provider?** It generally takes around 48 hours to be matched with a counselor.
- 5. How do I communicate with the provider?** You can access your counselor using different methods at different times depending on your needs through:
  - Scheduled live sessions:
    - Audio
    - Video
    - Chat
  - Asynchronously (not in real-time) through:
    - Text
- 6. Is this confidential?** Yes, this is a confidential benefit provided through a secure platform.
- 7. What if virtual therapy isn't right for me?** Contact First Choice Health after your first week if you decide that the Talkspace service isn't right for you, and we will match you to a provider for traditional face-to-face care.
- 8. Are there any caveats to the service that is provided?** Please note that your Talkspace counselor won't be able to make any official diagnosis, fulfill any court order, or prescribe medication through the EAP. If at any time your Talkspace counselor feels that you are in crisis, you will be referred to the appropriate resources.
- 9. Can I continue to use the service after my free sessions are used?** Like all EAP benefits, you are eligible for free services for NEW issues that have not been discussed previously. You must contact First Choice Health EAP in advance for subsequent authorizations. You can continue to use Talkspace independent of FCH EAP for the same issue – see details below.
- 10. How much does it cost?** After your initial free sessions, you can continue to use Talkspace through your health insurance (some exceptions may apply), or with a membership/ subscription plan (monthly payments) which can be canceled at any time. If using your health plan, deductibles will apply.
- 11. Can I be reimbursed by my insurance?** Talkspace providers are in network with most commercial insurances, but they are not in network with Apple Care, Kaiser, Medicare, Medicaid, and Tricare plans (other exceptions may apply). If members with these plans are concerned, FCH EAP will match them with a provider that is in network.

**Ready to start? Call (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com).**

©2023 First Choice Health