Talkspace: Member Experience

The following slides are an illustration of an EAP member experience
To register for Talkspace, visit Talkspace.com/associatecare and select “Get Started”. This link will lead the member through a short series of questions to determine their eligibility.
Member Journey

Member is prompted to complete the registration form (Talkspace standard).

Members - Please enter the letters “EAP”, a space, and your company code in the [field box - organization name] to access services when registering.
QuickMatch™

Members needs and preferences are collected through a series of questions to begin the personalized matching process.
QuickMatch™ continued

What gender would you prefer in a provider?
- 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

What gender do you identify with?
- Male
- Female
- Transgender male
- Transgender female
- Gender queer
- Gender variant
- Other

What state do you live in?
- Select

Great work!

What happens next? Our team is hard at work finding a match for you. You should hear from us within the next few days.

How does payment work? If your state requires payment, we'll collect your information. To secure your match, you'll see a hold on your account. Don't worry, you won't be charged until you have your match.

What if I don't like my match? If at any time you don't like the MLG, no problem. We'll help you find a different provider at no cost.

Secure your match
Creating your account

At this point, participants receive a brief reminder about how Talkspace works and asking if they would like to continue to check out.
Download the App

We encourage participants to download the Talkspace app (iOS and/or Android) after registration. Talkspace works seamlessly across all devices, increasing accessibility and convenience.
Security setup and Welcome to your room

To ensure your account is extremely secure, we ask you to set up two-factor authentication prior to engaging with your therapist. While we find you a match, we encourage you to fill out our Treatment Intake. You will be notified once matched.
Informed Consent

While Talkspace secures your match, we ask that you fill out our intake forms as Talkspace follows clinical best practices and procedures. We collect and record digital informed consent at the start of treatment. Parental consent is collected when required.
Mental & Medical Health

A comprehensive clinical intake collects relevant mental health and medical information from users to help therapists develop personalized treatment plans.
Emergency Contact

Emergency contact information is required. Just like in face-to-face therapy, licensed therapists follow clinical and crisis protocols, which includes reporting under specific circumstances.
You’ve been matched!

Within a matter of days, members receive their personalized match. If you do not like your initial match, you can easily change a provider within the app.
Change Provider

Finding the right provider fit is essential. Members can easily switch provider at any time, and continue treatment without disruptions in care. Outcome data gives Talkspace an unsurpassed ability to monitor and optimize network quality.
Booking Sessions - Messaging (asynchronous)

Members can start messaging sessions and write their provider at their own pace.

*Please note:* Live and Messaging sessions can happen simultaneously, but will each count as their own separate EAP session when complete.
Starting a Messaging Conversation

After beginning a Messaging Session, treatment takes place asynchronously through text, prerecorded audio and prerecorded video. Providers are recommended to respond daily during their business hours.
Book Sessions - Live

Members can book and conduct live Video, Audio and Chat Sessions.

**Live Video**
- Real-time, Live Video Sessions on the HIPAA-compliant Talkspace app. Use of the video option is based on user preferences and therapist approach.

**Live Audio**
- Users still have the choice to turn on/off their video.

**Chat Sessions**
- Conducted in a user’s room so that the session history is accessible.
Dashboard

Our dashboard allows members to seamlessly navigate their individualized care journey.
Exercises

Exercises guide clients through self-service interactive exercises to compliment therapy.
Clinical journey

Members and providers can visualize and track progress against clinically validated milestones on their therapeutic journey.