



Welcome to Talkspace

Aetna Resources For LivingSM

What is Talkspace?

Talkspace is an online therapy platform that makes it easy and convenient for you to connect with a licensed behavioral therapist — from anywhere, at any time. With Talkspace, you can send unlimited text, video and audio messages to your dedicated therapist via web browser or the Talkspace mobile app. You can also schedule real-time 30-minute live sessions. No commutes, appointments or scheduling hassles.

To get started messaging a therapist:

- Visit your organization's secure landing page.
- Complete a short questionnaire.
- You'll be matched with a therapist within 48 hours.
- Connect with a counselor virtually with chat therapy and/or live sessions.
- To continue beyond your free sessions, check with your medical plan to see if Talkspace providers are in-network.



Chat therapy

- Use your free sessions: One week of chat therapy counts as one visit.
- You will continue to work with the same therapist unless you request to change providers.
- Your therapist will reply to you daily, during his or her business hours — up to five days a week.
- Whether on the go or at home, you can access Talkspace securely via your web browser or mobile app.

Live sessions

Meet with your therapist online for a 30-minute televideo, phone or chat live session. Each session counts as one visit.

Taking care of your mental health can help you live a happier, healthier and more productive life — both on and off the job.

For additional information, please visit our **FAQ**.



*Please note: Talkspace is for individual counseling for members 13+ years of age and older. You have 120 days from the date you sign up to use your sessions. Talkspace should not be considered for meeting requirements for employment, school enrollment, disability or legal documentation. Chat therapy and live sessions in the same week count as multiple sessions.

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