

Supporting our members' mental and emotional well-being

With the addition of Talkspace to our provider network, members can easily connect with a licensed therapist and start therapy within days.

Through our partnership with Optum, Harvard Pilgrim members have access to Talkspace, a safe and secure digital therapy service that lets them connect with a therapist via secure digital messaging. Members can contact their therapist as often as they need to and can expect to hear back within one business day. Talkspace offers a convenient way of accessing outpatient therapy.



Talkspace is not affiliated with Harvard Pilgrim Health Care. Harvard Pilgrim has an arrangement with Talkspace to offer its services to current Harvard Pilgrim members. Talkspace is available through the United Behavioral Health Commercial Provider Network and is available to Harvard Pilgrim members through individual, fully insured and self-insured accounts.



How it works

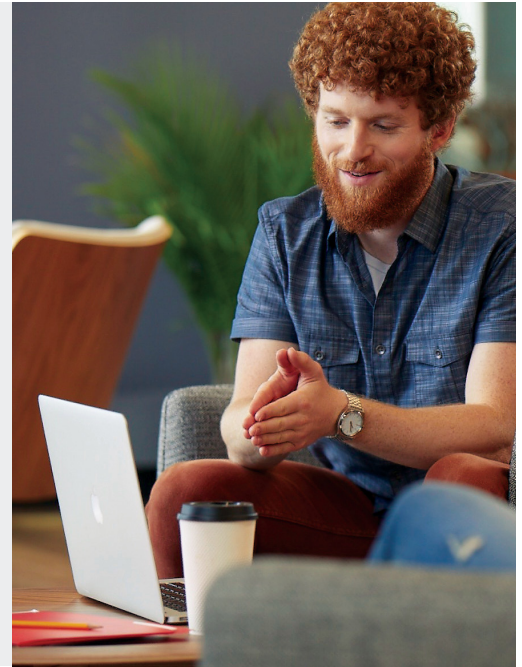
- After completing a brief assessment, the member receives three options for licensed therapists, based on their clinical needs and preferences.
- The member can start therapy within hours of choosing a therapist.
- When needed, the member can request video visits.

It's secure, accessible and affordable

All communication between the member and their therapist takes place on the Talkspace platform. The Talkspace platform allows for member and therapist to talk through a secure, confidential and HIPAA compliant online platform.

One week of unlimited Talkspace digital messaging has a cost share that reflects one 45-minute in-person or virtual session.*

If needed, members also have the option of receiving medication management services from a psychiatrist, with the exception of controlled substances. Members should coordinate with their primary care provider regarding prescription medications and refer to their Harvard Pilgrim plan documents for prescription coverage; deductibles and copayments apply.



How to access Talkspace

- Visit www.talkspace.com/connect. Members should be prepared to enter their insurance information, including Member ID number.
- After entering coverage info, members will be prompted to fill out a brief assessment and will immediately receive matches for three prospective therapists.
- Instructions for downloading the Talkspace app will be provided during the registration process.

For additional behavioral health resources, please go to www.harvardpilgrim.org/behavioralhealth.



Happy members by the numbers**

- **98%** of members found Talkspace **more convenient** than traditional therapy.
- Talkspace use resulted in **50% fewer hours of missed work** over a 7-day period following treatment.
- **73%** of members experienced a **decrease in depression and anxiety symptoms** after receiving treatment via Talkspace.

* Copayment may apply and will be charged weekly via credit card. You may use Talkspace as often as desired per week once copayment for that week has been paid.

** Talkspace study with Columbia University. Results reflect respondents to a survey after three months of using Talkspace. Recent studies suggest text-messaging-based psychotherapy delivery systems like Talkspace are effective, show statistically and clinically significant decreases in patients' levels of dysfunction, and achieve results that compare favorably with past clinical trials of face-to-face psychotherapy. Still, therapy through Talkspace may not be right for everyone; please review all terms and conditions. To learn more, go to www.talkspace.com and read about their user survey and recent studies.