



# Help is here

## Welcome to Talkspace

### Aetna Resources For Living<sup>SM</sup>

#### 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. No commutes, appointments or scheduling hassles.

#### To get started messaging a therapist:

- Login to your member website and go to Services > Talkspace online therapy and select “Sign up for Talkspace”.
- Tell us your unique needs and preferences for therapy.
- You’ll be shown three potential providers based on your preferences.
- Choose a therapist and begin messaging the very same day.
- Remember: There’s no limit to the number of messages you can send your therapist each day.

### After you sign up:

- Use your free sessions: One week of therapy counts as one visit.
- You'll continue to message the same therapist unless you request to change providers.
- Your therapist will reply to you daily, during his or her business hours — five days a week.
- You'll never need to make an appointment or reschedule it because something came up.
- Whether on the go or at home, you can access Talkspace securely via your web browser or mobile app.

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: Chat therapy 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. Chat therapy should not be considered for meeting requirements for employment, school enrollment, disability or legal documentation.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC, and in California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.**

All EAP calls are confidential, except as required by law. Talkspace services are provided and managed by Talkspace, Inc., an independent third party. Aetna does not oversee or control the services provided by or recommended by Talkspace and does not assume any liability for their services. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to **[aetna.com](https://www.aetna.com)**.