

## New Directions EAP Text Message Therapy

*Offered in partnership with Talkspace*

### Frequently Asked Questions

Everyone has times when life is overwhelming. Transitions, parenting, work, marriage, health and finances can be a lot to bear from day-to-day. This constant stress can affect your physical and mental health, making it hard to operate at your best. That's where the advice, support and resources from an expert can help.

These experts can be found through a free mental health benefit offered by your employer called the Employee Assistance Program (EAP). Though the EAP includes many services, counseling with a therapist is one that's used often. Therapists can be reached via phone, in-person and now by text messaging. In partnership with Talkspace, texting with a therapist can be easy and give you private space to work through your challenges.

Read the FAQs below to learn more. Support is available by emailing **NewDirections-support@talkspace.com** or call the EAP Help Line at **800-624-5544**.

#### How do I start using text message therapy?

Your New Directions Employee Assistance Program (EAP) is a free mental health benefit available to you and your dependents. You can connect with a therapist in-person, via telephone or text message. To request text message therapy, do one of the following:

Visit <https://talkspace.com/newdirections>

1. Follow the instructions to get matched with a therapist that does counseling via text
2. Please use your personal email so as to keep your use of the platform private.
3. Enter "pasco" in the "Organization Name" field

#### Call the Help Line and request text message therapy

1. Dial 800-624-5544
2. Alert the expert that answers the phone you'd like therapy through text message/Talkspace

#### What is Talkspace?

Talkspace is an online therapy platform that makes mental healthcare more convenient and accessible by connecting users with a network of 2,500+ licensed therapists.

With Talkspace, you can send unlimited multimedia messages to a therapist via web browser or the Talkspace mobile app — anywhere, anytime. Talkspace was created to expand access to therapy, helping people everywhere navigate life's ups and downs in a stigma-free way.

### **Who is Talkspace?**

Talkspace is an online therapy company based in New York City. The Talkspace mission is to provide more people with convenient access to licensed therapists who can help those in need live a happier and healthier life.

### **Is the Talkspace service secure?**

Yes. On the Talkspace platform, privacy and safety are always our first consideration. We deploy a variety of techniques to ensure that you and your data are always kept safe and confidential, and our technology is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA).

All data is encrypted on the servers, and all communication between our software and the servers is encrypted. The Talkspace app requires you to enter your password and allows you to create a unique passcode for extra security. If you have a device that supports fingerprint authentication, we also have a feature that recognizes your fingerprint.

### **Is Talkspace confidential?**

Yes. Talkspace will not share your information with your organization. In order to protect confidentiality according to HIPAA, we require all users to create a unique nickname during the registration process, which is only shared with their therapists.

You can determine whether you want your therapist to call you by your first name or nickname during therapy. While Talkspace will not share your information with your organization, we do require every user to submit emergency contact information, which is only accessed according to safety and reporting mandates.

### **Are Talkspace therapists licensed?**

Absolutely. Talkspace has an extensive, nationwide network of 2,500+ licensed mental health providers, credentialed in accordance with NCQA standards. All Talkspace therapists have been carefully vetted and trained on the platform, and have an average of 10 years of experience providing therapy.

### **How does Talkspace ensure that their therapists are high-quality?**

Talkspace constantly monitors both engagement quality and clinical outcomes to ensure that all of our users are receiving the best possible care. By tracking this data, we are able to strengthen our matching process to ensure that you will be matched with a therapist who will support you in making the greatest progress. Not only are all of our therapists rigorously vetted, but every therapist who is part of the Talkspace provider network undergoes an extensive onboarding process to ensure that they are able to apply their skills effectively to our digital platform.

### **Will I know who my therapist is?**

Yes. First, our proprietary matching algorithm will present you with three possible therapist choices based on a combination of factors including preferences, needs and therapist capacity.

You can review extensive information before making a selection (e.g. photo, years of experience, state/license, areas of expertise, description of therapist's clinical approach, and user reviews if available).

### **Once I sign up for therapy, will I have the same therapist?**

Yes. You will maintain an ongoing relationship with the same therapist unless you request a change.

### **How often should I message my therapist?**

We recommend checking in with your therapist at least three times per week for the best possible clinical outcomes. The best thing you can do to determine a sustainable and productive cadence with your therapist is communicate openly about your schedule and needs, and figure out a pace that works best for both of you. The more consistently you message your therapist, the faster you will develop an open, trusting dialogue. Sign up for daily reminders on your phone in the morning, afternoon, or evening.

### **Will my therapist respond in real time?**

Communication between users and Talkspace therapists is almost always asynchronous, meaning that users and therapists do not communicate in real time. You can reach out to your therapist as often as you need to (and at any time of day), and expect to hear back from your therapist within one working day, during their business hours, five days per week.

If your therapist is responding less frequently than daily/five days a week, please contact the Talkspace support team at: [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com).

### **Can I call or Skype my therapist if I want?**

No. All communication between you and your therapist will happen via the Talkspace platform, as it is secure, confidential, and HIPAA compliant (unlike regular phone calls, Skype, FaceTime, Google Hangout, or other digital communication applications). You can use the Talkspace platform to send your therapist audio, picture and video messages in a private therapy room.

### **If my therapist doesn't feel like a good match, can I get matched with a different therapist?**

Yes. To switch therapists, please follow the steps below:

#### **Desktop:**

1. Log into the Talkspace website directly at [www.talkspace.com](http://www.talkspace.com) using a web browser.
2. Once logged in, click on your username in the upper right corner of the screen. This will bring up a new menu, on which you can click on "My Account."
3. In the "My Private Rooms" section, go to the row with the word "Therapist," and click on "Change" found on the right side of that row.
4. Keep in mind that you can choose whether to share your previous therapy notes/transcript with your new therapist.

### App (For iOS/Android):

1. Log into the Talkspace app with your email address and password.
2. Once logged into their private room, you can select the menu icon, three lines on the left side of the screen, or slide to the right to find the menu where you can select "My Account" or "Settings".
3. On the My Account or Settings page, select "Change Therapist."
4. Users can choose whether to share their previous therapy notes/transcript with their new therapist.

If you require assistance, you can email [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com) directly, and the Talkspace support team will work with you to secure a new therapist. This can take up to three business days.

### Is the service only available in English?

Services are delivered predominantly in English, but the Talkspace therapist network covers over 25 different languages. Please note, however, that most Talkspace therapists reside in U.S. time zones. If you are requesting therapy in an alternate language, we will work to meet your request while still adhering to the requirement that the therapist be licensed in their state of residence.

International borders are not typically a barrier to receiving support. When matching you with a therapist, Talkspace will always try to address your country's regulations in conjunction with the guidelines provided by the therapist's state. If language assistance is needed, email [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com).

### Who is eligible to use Talkspace?

**Talkspace is currently only provided to adults who are 18 or older.** The platform requires the user to indicate their age and will provide an automated message and alternative resources if the user is under 18 years old. Similar to the face-to-face therapy experience, an informed consent to begin therapy is required. Your household dependents and spouse (18+) have access to Talkspace.

### Can Talkspace be used for relationship therapy?

Yes — Talkspace therapists can recommend relationship (or couples) therapy when it is clinically appropriate. During Talkspace relationship therapy, the consenting participants (18+) and the therapist can view all exchanges. Requests for family and marriage therapy without a clinical assessment are not supported.

### Can I continue to use Talkspace after my pre-paid services have ended?

Yes. You can continue to access Talkspace services after you have completed your pre-paid services. Please email [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com) to see if a discount is available. You can also call the EAP Help Line at 800-624-5544 to discuss options for additional services, including getting access to other EAP benefits such as work life services.

### Are “Live-Video” Sessions included?

Every user has access to a complimentary 10-minute video introduction, during which you can connect with your therapist in real-time. Feel free to ask your therapist if ongoing live-video sessions are available under your pre-paid benefit if you would like to use this option

### Can I use Talkspace if my employer is requiring me to use EAP sessions?

Talkspace cannot be used to fulfill any condition of employment. If you are “mandated” to use EAP services by your employer, please contact the New Directions EAP at 800-624-5544.

### How does Talkspace handle emergencies? What if I am in crisis?

**Talkspace is not a crisis hotline.** Anyone requiring immediate assistance is encouraged to access emergency services (such as 911 or other resources), contact local authorities, or call the National Suicide Prevention Lifeline (1-800-273-8255). Like face-to-face therapists, Talkspace therapists are individually licensed, follow clinical and legal protocols if a person is at risk of harming themselves or others, and are available at flexible hours per their posted availability calendars that all clients can access. You can also reach our EAP Help Line at 800-624-5544.

### What is “Organization Name”?

Organization Name is your employer, who is making the Talkspace service available. Simply enter “pasco” in the box, all lower case. If you encounter difficulty with this, contact your EAP department or call the EAP Help Line at 800-624-5544.

### How do I reset my Talkspace password?

Desktop

1. Visit [this link](#) to the Talkspace website’s “Forgot Password?” page using a web browser.
2. On the form on the middle of the page, enter your email address that was used to create your Talkspace account.
3. Wait to receive an email with instructions on how to reset your password.

Talkspace app

1. Tap “Forgot Password?” and enter your email address that was used to set up your Talkspace account.
2. Wait to receive an email with instructions on how to reset your password.

You can always email [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com) for support. You will receive a response within one business day.

### How do I download the Talkspace app?

First, register your account at <https://talkspace.com/newdirections> then download the Talkspace app from your device’s app store. You can always email [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com) for help. You will receive a response within one business day.

**For support:** [NewDirections-support@talkspace.com](mailto:NewDirections-support@talkspace.com)

**New Directions EAP Help Line:** 800-624-5544