



Virtual counseling, therapy, and psychiatry

Talkspace | Anthem BH Member Experience



Please note: The following slides are for illustration purposes only.

Landing Page - [Talkspace.com/Anthem](https://talkspace.com/Anthem)



Access affordable mental health care

The cost of therapy without insurance can be a barrier for many people seeking mental health care – but Talkspace accepts Anthem insurance and member copays average less than \$35 per visit.

[Get started](#)

If you're a member looking to access your Employee Assistance Program (EAP) resources, please click [here](#).

Anthem mental health coverage with Talkspace



Your Anthem mental health coverage may include

Anthem mental health coverage typically covers most – or all – of the cost of the clinically proven, evidence-based care Talkspace providers offer.

Matching with a Talkspace therapist is simple. Within days members can start communicating with their Talkspace therapist through live sessions (video, audio, or live chat) or by exchanging text, video, or audio messages.

Note the type of therapy that's covered and what your cost will be will ultimately depend on your specific insurance plan.

**Copays represented are averages for Talkspace members. Please check your insurance coverage; your final copay may vary based on your coverage.*

Your copay could be as low as **\$0**

Average copay of most insured people **\$35**

Enter your Anthem insurance details to verify your coverage today!

[Get started](#)

Services Covered

Comprehensive mental health solutions covered by Anthem insurance

As a Talkspace partner, insurance can cover therapy and psychiatry, so the cost of care won't prevent you from getting the mental health help you need.

Online Therapy

Ongoing support from a licensed provider.

[Get started](#)

Couples Therapy

Relationship-centered therapy that connects you and your partner.

[Get started](#)

Teen Therapy

Specialized therapy for ages 13-17.

[Get started](#)

Psychiatry[®]

Evaluations and psychiatric medication management for ages 18+.

[Get started](#)



Let's verify your insurance

To verify your coverage and cost, please enter your information below.

Member/Subscriber ID

AA 12 34 56 A

Group/Plan ID (optional)

Enter group/plan ID (optional)

First name

Last name

First name

Last name

Date of birth

05/15/1987

Phone number

(000) 000-0000

Home address line 1

Search places...

City

City

State

New York

Zip code

Zip code

Country

United States

Let us know who you are

Select

Organization name (optional)

Enter name

How did you hear about us?

Select

Email

Enter email

I verify that the above statements are truthful and I am eligible for this benefit or an eligible family member.

Continue

Insurance information

Insurance information is collected to verify members' eligibility and potential cost share.

QuickMatch™

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

Welcome to Talkspace QuickMatch™

In the next 90 seconds you'll learn everything you need to know about how Talkspace works and get matched with a provider that can help you.

Let's start!

To begin, please select why you thought about getting help from a provider

I'm feeling anxious or panicky
I'm having difficulty in my relationship
A traumatic experience [past or present]
I've been having trouble sleeping
I'm navigating addiction or difficulty with substance abuse
I'm feeling down or depressed
I'm dealing with stress at work or school
Something else



Finding the right match...

We'll match you with a dedicated provider who will meet your specific needs. Feeling comfortable and confident right from the beginning is important.

There are two important things to know about how Talkspace works



You can send your provider text, audio and video messages whenever you want.



Your provider is available to engage daily, 5 days a week.



Got it!

QuickMatch™ continued

Would you prefer a provider that is...

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

Please select your gender.

Male
Female
Transgender male
Transgender female
Gender queer
Gender variant
Other
Non binary

Please select your state of residence.

State

New York	▼
----------	---

Submit

I live in a US Territory or outside of the US

You're off to a great start

Only a few more steps before you can book a session:



Select your insurance or employer or choose to self-pay



Answer some questions about your medical history and health



We'll take it from there and find you a therapist that meets your needs

Skip

Continue

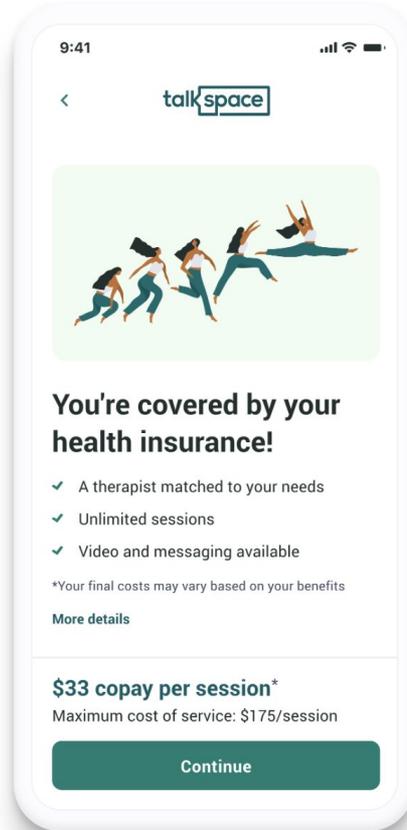
Review your plan and payment info

Members will review their benefit information and provide their credit card information for payments. Members are subject to the same cost share (copay/deductible) that would apply to an in-person visit. Once a session has started, the member will be charged using the payment information provided below.

Please Note: Costs displayed are for illustrative purposes only.

Similar to brick and mortar practices:

- **Copay Plans:** Copays will be accurately displayed on this screen and are taken at the time/date of service
- **HDHP Plans:** The maximum cost of the service will be displayed, but not charged until the Deductible and Coinsurance are applied by Anthem. Members on this plan will see a \$0 copay screen and won't be charged until the claim has been processed



9:41

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You're covered by your health insurance!

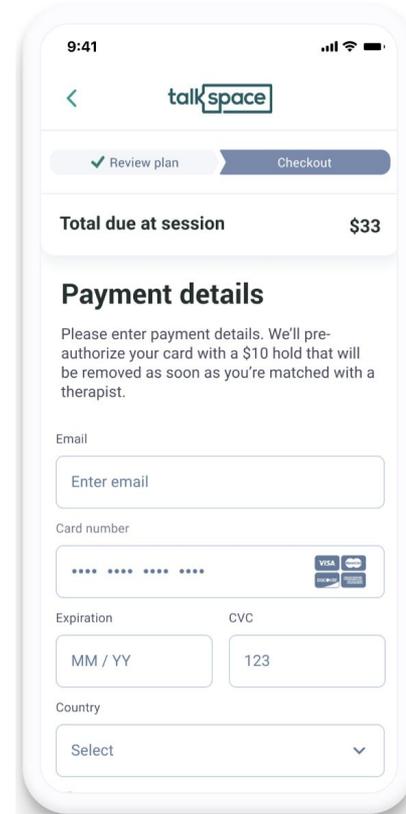
- ✓ A therapist matched to your needs
- ✓ Unlimited sessions
- ✓ Video and messaging available

*Your final costs may vary based on your benefits

[More details](#)

\$33 copay per session*
Maximum cost of service: \$175/session

Continue



9:41

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✓ Review plan Checkout

Total due at session \$33

Payment details

Please enter payment details. We'll pre-authorize your card with a \$10 hold that will be removed as soon as you're matched with a therapist.

Email

Enter email

Card number

.....

Expiration

MM / YY

CVC

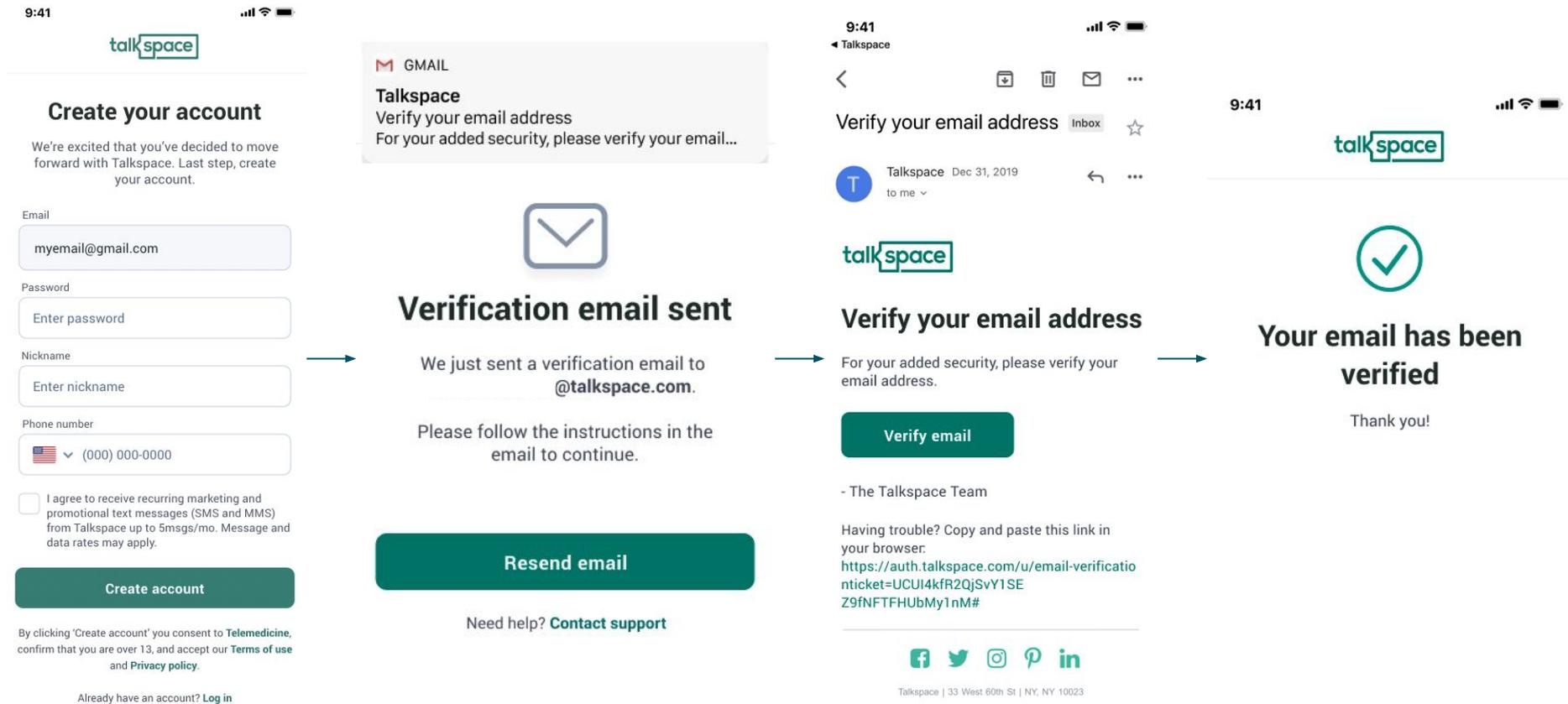
123

Country

Select

Creating your account

Members must create and verify their email address before Talkspace will match them to a provider to begin receiving services



Preference in booking first session

Members will be asked what type of session they would like to have first. Collecting this preference will allow us to better match members who want live sessions with providers who have availability on their calendars, and should improve wait-times across the network



Confirm your session

Your messaging session will begin right after we match you with a provider. We'll send you an email notifying you when your provider is ready.

..

Confirm session

By clicking "Confirm session" you are agreeing to [Talkspace Cancellation Policy](#).

How do you want to start therapy?

Your selection today is for your first session. You'll have the option to choose a different type of therapy for later sessions.

Recommended for you

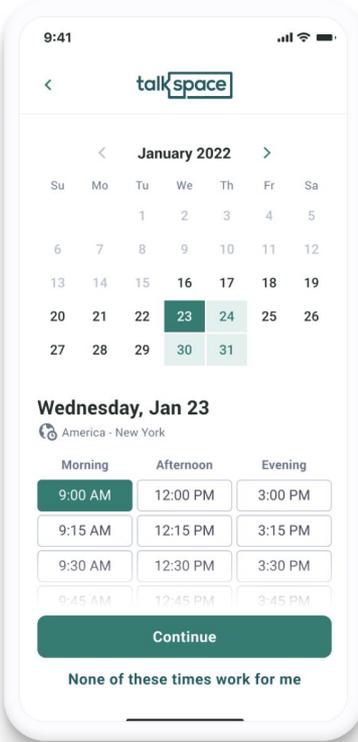
Messaging Session
Write at your own pace, receive responses daily, 5 days per week

Live Video
Connect face-to-face via video

Live Audio
Speak through voice only

Live Chat
Chat in real time, receive instant responses

Continue



9:41

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< January 2022 >

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Wednesday, Jan 23
📍 America - New York

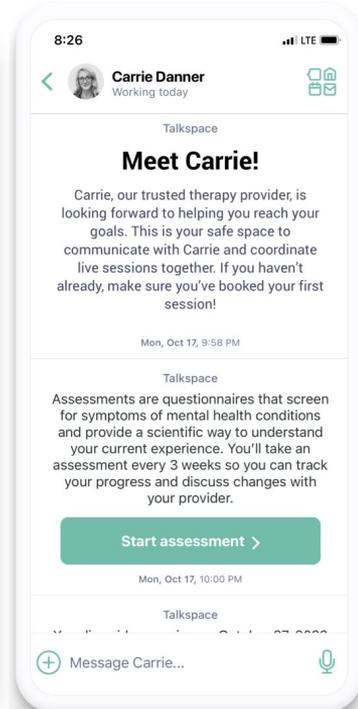
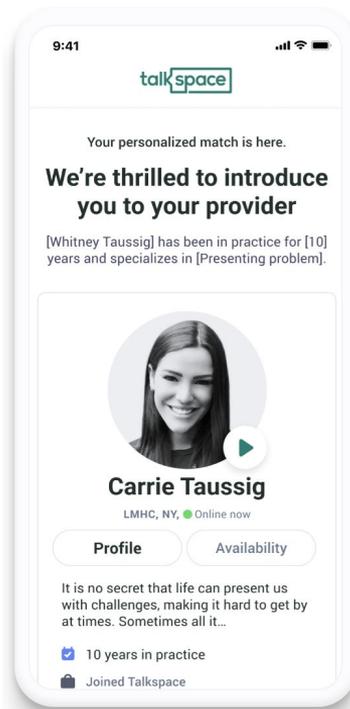
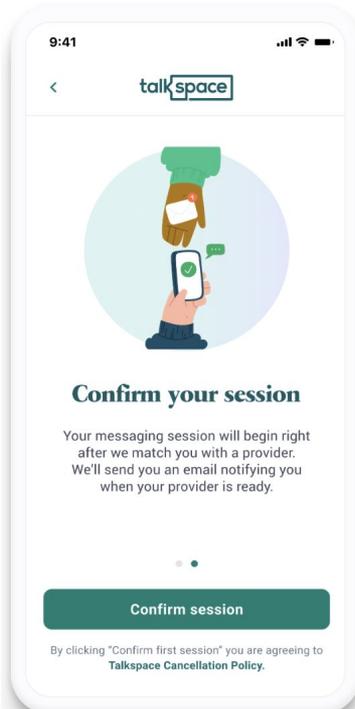
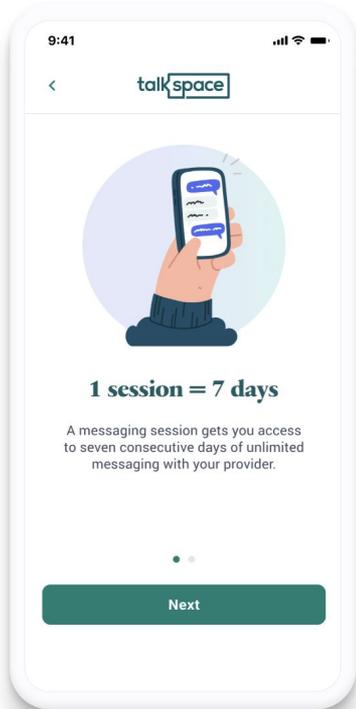
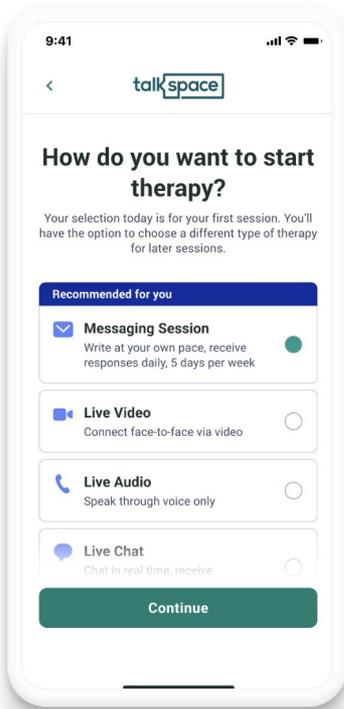
Morning	Afternoon	Evening
9:00 AM	12:00 PM	3:00 PM
9:15 AM	12:15 PM	3:15 PM
9:30 AM	12:30 PM	3:30 PM
9:45 AM	12:45 PM	3:45 PM

Continue

None of these times work for me

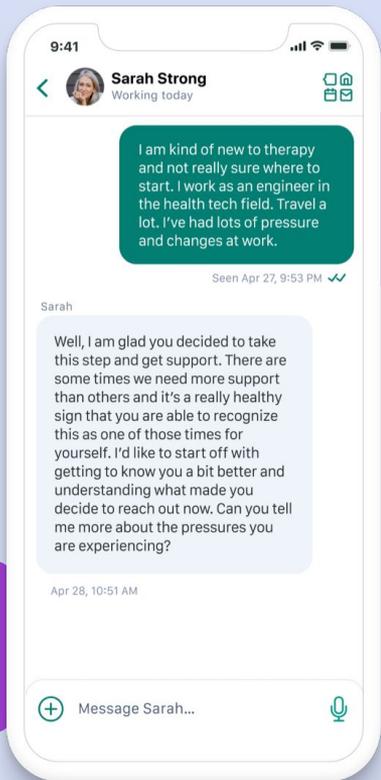
Book Messaging Sessions

Members are given a choice on how they would like to book their first session at the point of registration. If members select **messaging session**, their session begins as soon as they are matched to a provider. On average, members who choose this type of session modality, they are beginning care as soon as 24-48 hours.



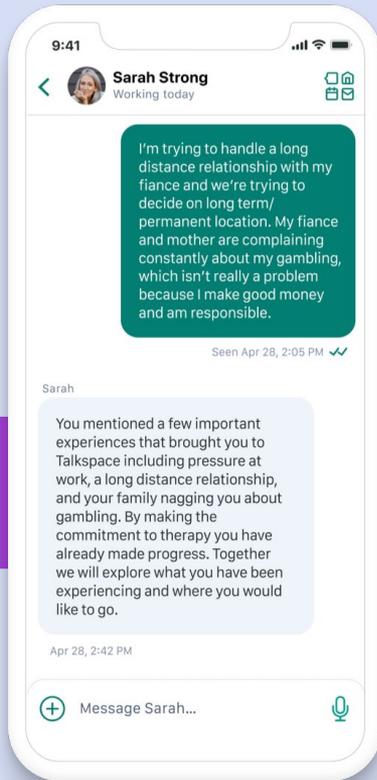
Example: Messaging Based Therapy

- Daily engagement, 5 days a week
- Asynchronous Text, Audio, and Video Messaging
- No appointments needed
- Matched within the hour, meets therapist within 24 hours



Client
Tuesday
9:53 PM

Therapist
Wednesday
10:51 AM

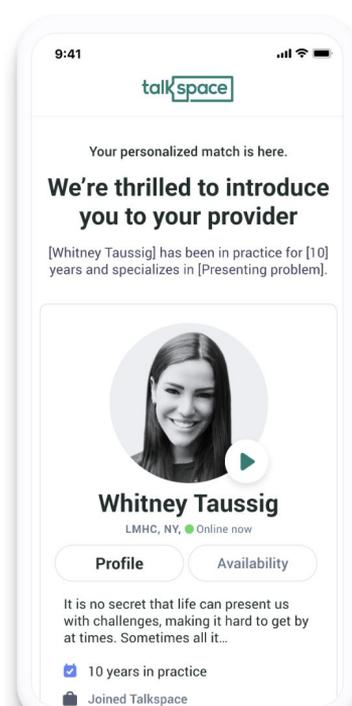
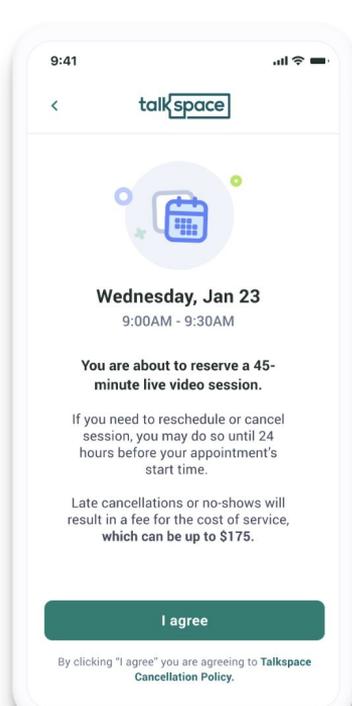
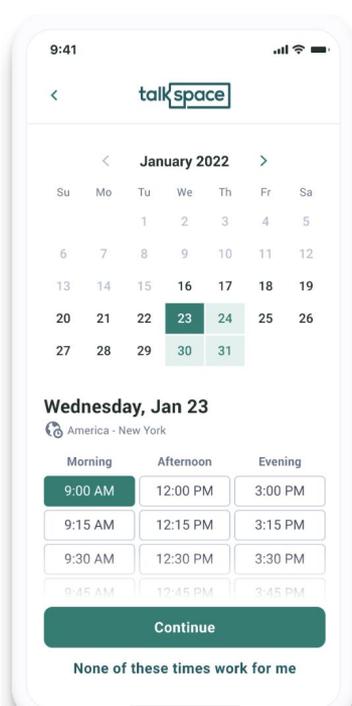
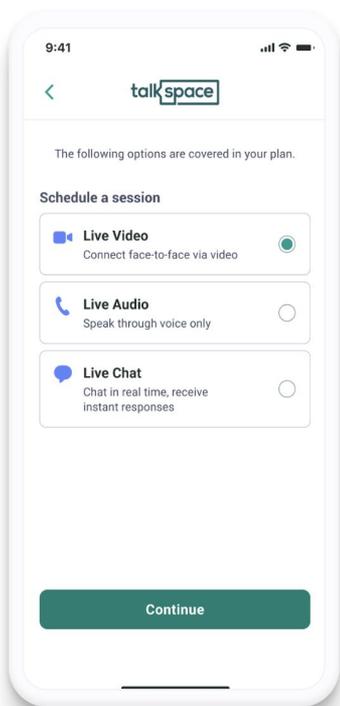
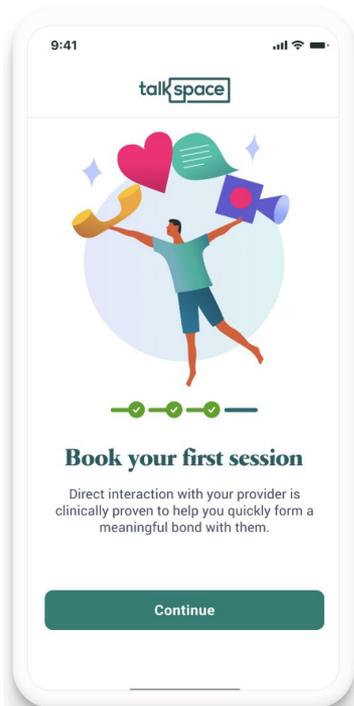


Client
Wednesday
2:05 PM

Therapist
Wednesday
2:42 PM

Book Live Sessions

For members that have chosen a live session for their first appointment, they will be presented with a calendar to book their first session. Once their first session is scheduled, the member will be matched with a provider within days. In the meantime, members are encouraged to fill out their treatment intake forms



You've been matched!

Once matched to a provider, you will receive an email notification. A member also has an opportunity to read more about their matched provider, both profile and the days of the week they are available.

LOG IN

Your personalized match is here.

We're thrilled to introduce you to your provider



Whitney Taussig

LMHC, NY

[Whitney Taussig] has been in practice for [10] years and specializes in [Presenting problem]. [Whitney] is looking forward to meeting with you!

Your Talkspace subscription will begin officially today for the plan you selected at checkout.

[Whitney] will be joining the room soon so go ahead and send [her] a message!

[Meet your provider](#)



Talkspace | 2578 Broadway | NY, NY 10025

You are receiving this email because you have a Talkspace account, or have otherwise interacted with the platform. We send these messages periodically to update you only on service-related information. Talkspace does not sell or share your information with other platforms.

009:41

Your personalized match is here.

We're thrilled to introduce you to your provider

[Whitney Taussig] has been in practice for [10] years and specializes in [Presenting problem]. [Whitney] is looking forward to meeting you on [Tuesday], [Jan 23] at [9:00 AM] for your [Live Video] Session!



Whitney Taussig

LMHC, NY, ● Online now

[Profile](#)

[Availability](#)

It is no secret that life can present us with challenges, making it hard to get by at times. Sometimes all it... [Read more](#)

-  10 years in practice
-  Joined Talkspace 2 years ago
-  Focus Anxiety, Relationships issues, Depression, Borderline Personality



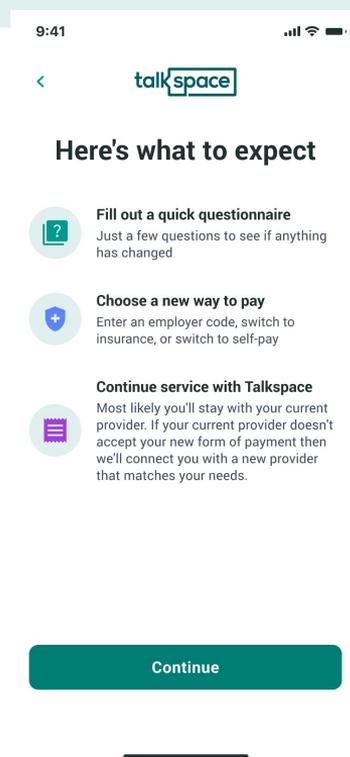
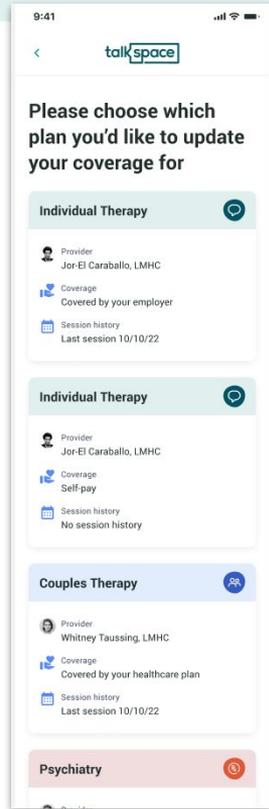
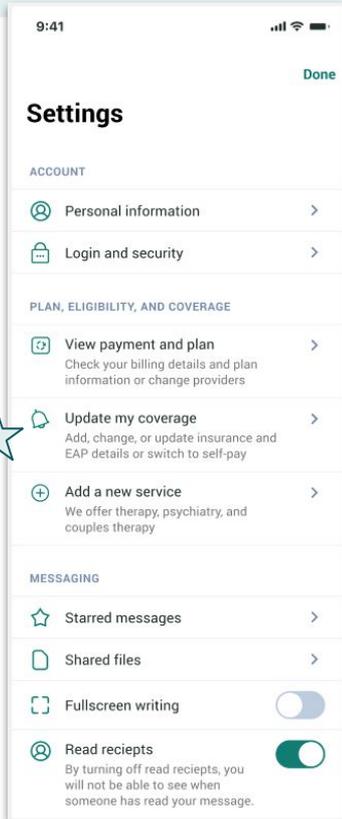
What if I'm not happy with my provider?

You can switch providers any time at the tap of a button! It's common to try a few providers before finding the right fit.

[Continue](#)

Appendix

Transition from Anthem EAP to BH



Add Coverage Keep Provider Flow

