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MEMORANDUM 025-18HR

TO: Agency Administrators

FROM: Carolyn Horwich, Esq., Director of Human Resources

THROUGH: Rip Colvin, Executive Director

SUBJECT: e4Health Talkspace Launch

DATE: September 28, 2018

The Division of State Group Insurance has provided detailed information regarding a new no-cost service from e4Health that is available to all employees and their household members. Please share the attached information with all employees.

Thank you.



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Rick Scott, Governor

Erin Rock, Secretary

MANAGEMENT ADVISORY 18-008

DATE: September 28, 2018
TO: Agency Personnel Officers and Benefit Coordinators
FROM: Savetra Robinson, Contract Manager
SUBJECT: E4 Talkspace Launch – Effective September 1, 2018

As a follow-up to the HR Kick-Off Meetings on September 13 and 14, attached please find additional materials regarding E4 Health’s “Talkspace” service, which offers counseling via text, video, and audio messages.

If you have any questions or comments regarding this new benefit, please contact the Division of State Group Insurance’s E4 Health Contract Manager, Savetra Robinson, at Savetra.Robinson@dms.myflorida.com.



Text Messaging Counseling – Partnership with Talkspace

Talkspace offers asynchronous, online text messaging, audio, and video counseling as an alternative to face to face therapy. Real time, live video counseling is also available. Members communicate with licensed psychotherapists 24/7 via secure text message using desktop computers or smartphone app. One week of texting is generally considered the equivalent of a traditional face-to face session. Talkspace recommends members checking in with their therapists three times per for the best possible clinical outcome. In addition, Talkspace requires providers to engage with members twice a day, five times per week. Some of those days may include weekends, depending upon the therapist's schedule. Therapists discuss days and general hours for responding to messages up front. Those times will likely include both weekend and evenings and take into consideration both therapist and member needs.

Safety

Therapists are continually monitoring clients via daily conversations. Members who present as possibly high risk are engaged in safety planning before an emergency arises, similar to face to face planning. In the event that a client posts a message suggesting danger to self or others, therapists post an appropriate supportive, clinical response that also includes instructions and resources that can be utilized in an emergency. The therapist also conducts a risk assessment and attempts to do safety planning and/or safety contracting with the member. Therapists who have consent reach out to other providers, significant others, or supportive people in the member's life. If the therapist believes the member is in imminent danger of harm to self or others, emergency services are deployed for a wellness check and/or assistance with stabilization. Therapists also reach out to Clinical Leadership for consultation. Talkspace will use their standard referral to local emergency resources.

Quality

Talkspace's innovative proprietary algorithm matches user preferences with therapist expertise and incorporates the important bond between a client and therapist which is a critical success factor to positive therapy outcomes and increased engagement in therapy. Once the best match is made (often in under 5 minutes), evidence-based psychotherapy with a dedicated, licensed therapist is initiated. Therapy begins the same day, and ongoing interactions with the therapist happen on a daily basis. Talkspace's broad provider network of over 2,000 therapists focuses on both common and uncommon behavioral health conditions and mental health diagnoses including Anxiety, Depression, Stress, Relationship Issues, Substance Abuse, PTSD, Workplace Issues, and many more. Talkspace provides person-centered therapy to each user with an individual, personalized treatment plan based on their condition. Goals are established based on diagnosis and are agreed to by therapist and client. Talkspace therapists go through a rigorous onboarding process (4-6 weeks) that focuses on effectively transferring face-to-face skills to a digital platform. Peer groups, consultation, and

subject matter experts are provided within the Talkspace network. All therapists have 3,000 post-licensure practice hours, and most have an average of 10 or more years of clinical experience. Talkspace uses quality measures to monitor the network continuously.

The Talkspace platform goes through rigorous security by design, rigid execution based on industry best practices, and validation by routine external auditing for HIPAA, BAA, security, privacy, quality, and penetration analysis. The underlying platform and policies that support both the asynchronous and live video options are HIPAA, BAA, and PCI-DSS1 compliant. The app encourages users to set up a passcode. Once set, the app is locked immediately when minimized or when the mobile user switches apps. Unlocking the app can be done with the password or with the mobile device's fingerprint identification option.

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 E4EAP-support@talkspace.com or call your State of Florida Employee Assistance Program at 844-208-7067.

What is your State of Florida Employee Assistance Program?

Your State of Florida EAP has tools and resources designed to help you overcome life challenges that can affect your health, family life, or job performance. Whether you sense that a life challenge is just ahead or you're already knee-deep in it, the EAP can help with things like: relationships and family challenges, life-changing events, legal or financial needs, stress, excessive worry, feeling sad, addiction, or workplace challenges. Free counseling and access to hundreds of mental health resources are the cornerstone to your free mental health benefit offered by your employer. Visit sofeap.com to learn more or call the EAP any day or hour at 844-208-7067.

How do I start using text message therapy?

Your State of Florida EAP is a free mental health benefit available to you and your household members. You can connect with a therapist in-person, via telephone or text message. To request text message therapy, do one of the following:

Visit talkspace.com/sofeap:

1. Follow the instructions to get matched with a therapist that does counseling via text

Call the EAP and request text message therapy:

1. Dial 844-208-7067
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. The

Talkspace platform lets users manage their mental health from the palm of their hand, securely and confidentially. 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 to 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 to 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: E4EAP-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 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 – depicted as 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 E4EAP-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 platform 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 E4EAP-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 allowed services have ended?

Yes. You can access Talkspace services after you have completed your allowed services. Please coordinate with your therapist or email E4EAP-support@talkspace.com. You can also call your EAP at 844-208-7067 to discuss options for additional 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 about live-video sessions offered 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 your employer requires you to access EAP services, please contact the EAP at 844-208-7067.

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 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. At any time, you are welcome to call your EAP at 844-208-7067 if in crisis.

When registering for Talkspace, what is “Organization Name”?

Organization Name is your employer, who is making the Talkspace services available. If you are unsure what “Organization Name” to use, please call your EAP at 844-208-7067.

How do I download the Talkspace app?

First, register your account at talkspace.com/sofeap then download the app from your device’s app store.

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: E4EAP-support@talkspace.com for support. You will receive a response within one business day.

For support: E4EAP-support@talkspace.com

Your State of Florida Employee Assistance Program: 844-208-7067