



**Humane
World for
Animals™**

Getting Started with Talkspace

Taylor Munsell, Account Manager



Agenda

Overview of Talkspace

What is Therapy & How to Register

What is Talkspace Go & How to Register

Questions

Overview of Talkspace Benefits

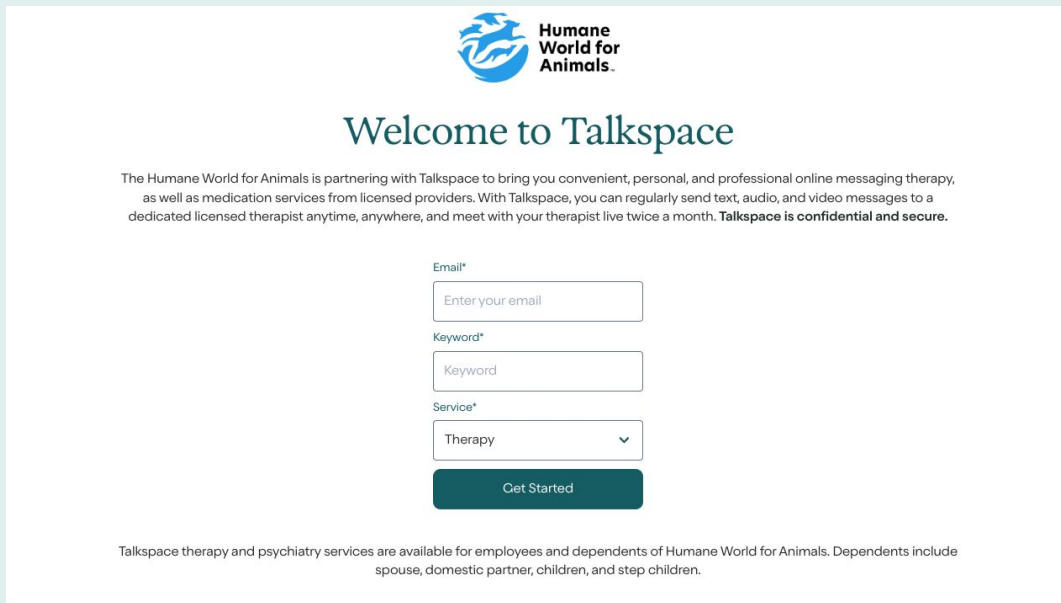
Talkspace provides members with access to convenient, personal, and professional mental health support through therapy and self-guided resources.

- Confidential and secure platform
- Access Talkspace anytime, anywhere via your mobile device or computer
- Tap into high-quality care from a diverse network of licensed mental health providers
- Available at no cost
- **Unlimited messaging + 2 LVS voucher (30 minutes)**
- **13 Psychiatry sessions**
- **Employees and dependents**
- **Talkspace Go**



How to Register for Therapy

1. Navigate to the landing page - <https://www.talkspace.com/humaneworld> and select “Get Started”
2. Enter your information
3. Enter keyword *humaneworldgo* in the “Organization Name” field



The Humane World for Animals logo is at the top center. Below it, the text "Welcome to Talkspace" is displayed. A paragraph explains the partnership between Humane World for Animals and Talkspace, mentioning convenient, personal, and professional online messaging therapy, medication services, and live twice a month sessions. Below this is a registration form with fields for Email*, Keyword*, Service* (a dropdown menu showing "Therapy"), and a "Get Started" button. At the bottom, a disclaimer states that services are available for employees and dependents of Humane World for Animals.

Humane World for Animals

Welcome to Talkspace

The Humane World for Animals is partnering with Talkspace to bring you convenient, personal, and professional online messaging therapy, as well as medication services from licensed providers. With Talkspace, you can regularly send text, audio, and video messages to a dedicated licensed therapist anytime, anywhere, and meet with your therapist live twice a month. **Talkspace is confidential and secure.**

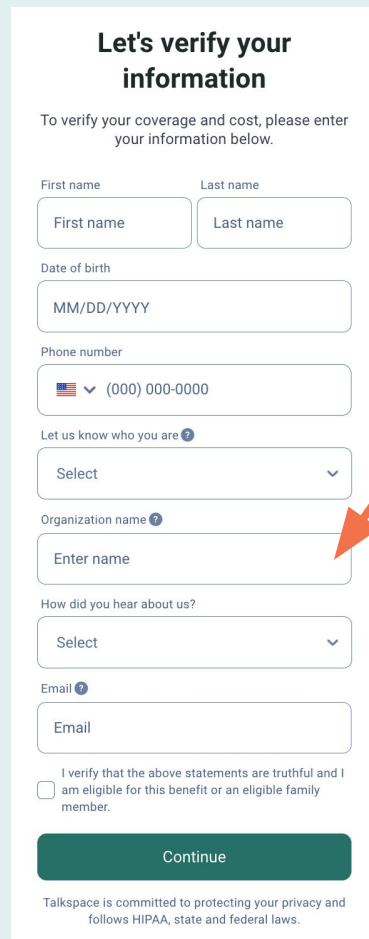
Email*
Enter your email

Keyword*
Keyword

Service*
Therapy

Get Started

Talkspace therapy and psychiatry services are available for employees and dependents of Humane World for Animals. Dependents include spouse, domestic partner, children, and step children.



The form is titled "Let's verify your information". It asks the user to verify their coverage and cost by entering their information. The form includes fields for First name, Last name, Date of birth (MM/DD/YYYY), Phone number (with a US flag dropdown and (000) 000-0000), Let us know who you are (a dropdown menu), Organization name (with a red arrow pointing to the "Enter name" field), How did you hear about us? (a dropdown menu), and Email. At the bottom, there is a checkbox for "I verify that the above statements are truthful and I am eligible for this benefit or an eligible family member." and a "Continue" button. A disclaimer at the bottom states that Talkspace is committed to protecting user privacy and follows HIPAA, state and federal laws.

Let's verify your information

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

First name
First name

Last name
Last name

Date of birth
MM/DD/YYYY

Phone number
US (000) 000-0000

Let us know who you are
Select

Organization name
Enter name

How did you hear about us?
Select

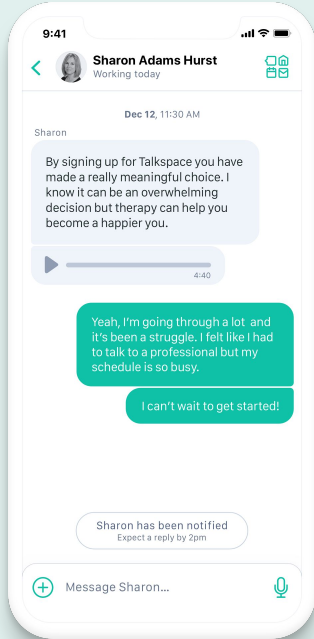
Email

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

Continue

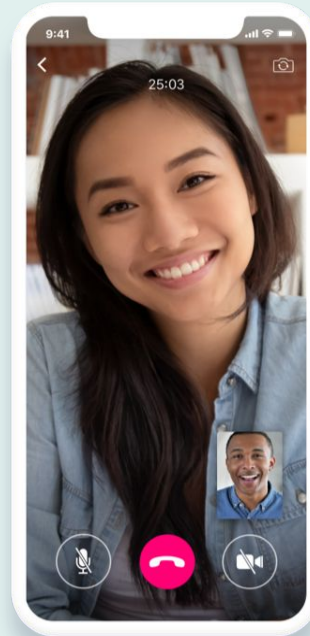
Talkspace is committed to protecting your privacy and follows HIPAA, state and federal laws.

Talkspace Overview



Messaging

- Text, voice, photo, and video modalities available
- Self guided tools and how to videos
- Therapists available 5 days/week, inc. weekends
- Note: Messaging transcripts are treated as medical record



Live video session

- Schedule from account dashboard
- Member receives reminder notifications leading up to session
- Therapist/member receive invite to join video session 1-minute before appointment time or therapist can call member to begin

Therapy: Quick access to a dedicated provider

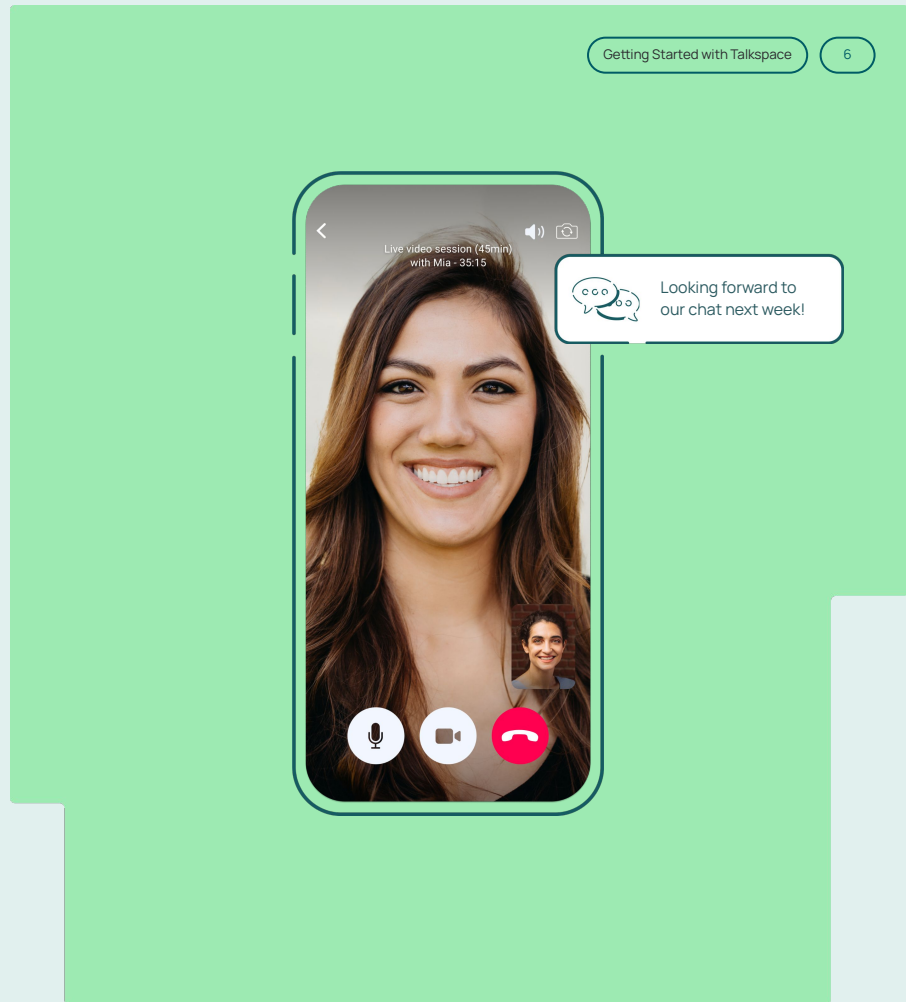
Get matched with a licensed therapist within days. Virtual therapy allows members to get support no matter how busy their schedule, and research demonstrates that message-based therapy is as effective as face-to-face therapy for treating a number of mental health conditions.

What's included?

- Unlimited Messaging + 2 Live Video Session/month
- Available at no cost

Who's eligible?

- Employees & Dependents, ages 13+



QuickMatch™ Questionnaire

Complete QuickMatch: Member needs and preferences are collected through a series of questions to begin the personalized matching process with their mental health provider.

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™ Questionnaire

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What gender would you prefer in a provider?

Male

Female

I'm not sure yet

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Have you been to a provider before?

Yes

No

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How would you rate your sleeping habits?

Excellent

Good

Fair

Poor

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How would you rate your current physical health?

Excellent

Good

Fair

Poor

talkspace

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What gender do you identify with?

Male

Female

Transgender male

Transgender female

Gender queer

Gender variant

Other

Skip

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What state do you live in?

Select

Live outside of the US?

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Great work!

What happens next?
Our team is hard at work finding a match for you. You should hear from us within the next 48 hours.

How does payment work?
If your plan requires payment, we'll collect your information. To secure your match, you'll see a hold on your account. Don't worry, you won't be charged until you have your match.

What if I don't like my match?
If at any time you don't like the fit, no problem. We'll help you find a different provider at no cost.

Secure your match

Simple Sign-up

9:41



Create your account

We're excited that you've decided to move forward with Talkspace. Last step, create your account.

Email

Password

Nickname

Phone number

 (000) 000-0000

☐ I agree to receive recurring marketing and promotional text messages (SMS and MMS) from Talkspace up to 5msgs/mo. Message and data rates may apply.

[Create account](#)

By clicking 'Create account' you consent to [Telemedicine](#).

 GMAIL

Talkspace
Verify your email address
For your added security, please verify your email...



Verification email sent

We just sent a verification email to **myemail@gmail.com**.

Please follow the instructions in the email to continue.

[Resend email](#)

Typo in your email? [Update email](#)

Need help? [Contact support](#)

9:41



Verify your email address

 Talkspace to me ▾



Verify your email address

For your added security, please verify your email address.

[Verify email](#)

- The Talkspace Team

Having trouble? Copy and paste this link in your browser:
<https://auth.talkspace.com/u/email-verification?ticket=UCU14kfr2QjSvY1SEZ9fNFTFHUbMy1nM#>

Talkspace | 33 West 60th St | NY, NY 10023

9:41



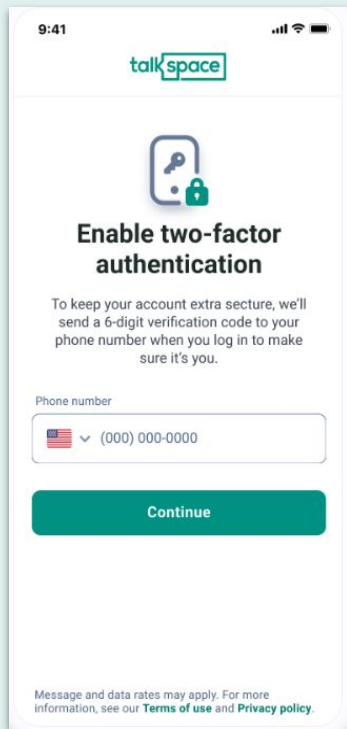


Your email has been verified

Thank you!

Secure & Safe

Enable two-factor authentication: We use two-factor authentication to keep members accounts safe and secure



9:41

talkspace



Enable two-factor authentication

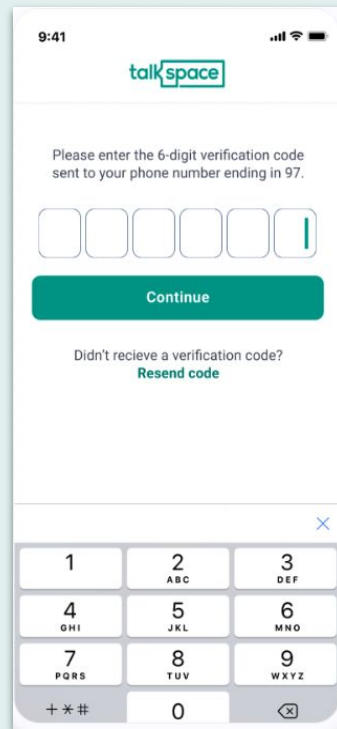
To keep your account extra secure, we'll send a 6-digit verification code to your phone number when you log in to make sure it's you.

Phone number

 (000) 000-0000

Continue

Message and data rates may apply. For more information, see our [Terms of use](#) and [Privacy policy](#).



9:41

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Please enter the 6-digit verification code sent to your phone number ending in 97.

Continue

Didn't receive a verification code?
[Resend code](#)

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
+ * # 0 

Informed Consent

Complete Informed Consent: Following clinical regulations, Talkspace collects and records digital informed consent at the start of treatment.

9:41

Informed consent



Give your consent to treatment

Because this is a form of healthcare treatment, you must consent to receiving treatment before working with your provider.

Continue

9:41

Informed Consent



I give consent to Talkspace providers to perform treatment services determined to be necessary or advisable for the benefit of my health.

Informed consent

I understand that online counseling or psychiatry services include, but are not limited to, consultation and treatment using interactive audio, video, and/or data communications. I understand that online counseling or psychiatry services involve the communication of my medical/mental health information to Talkspace licensed providers. I have the right to withhold or withdraw consent at any time without affecting my ability to future care or treatment; my rights

Scroll to bottom

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Informed Consent

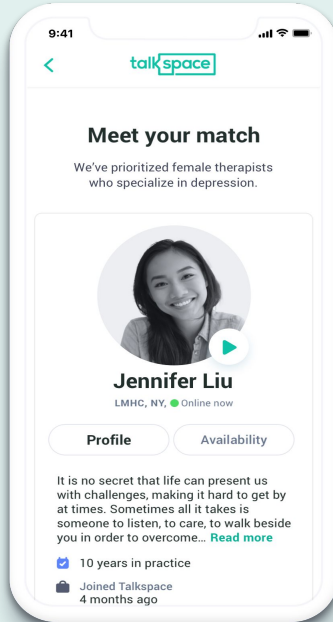
or educate me on the process of therapy or psychiatry as we go along.

The following applies only for parents completing an informed consent for a teen

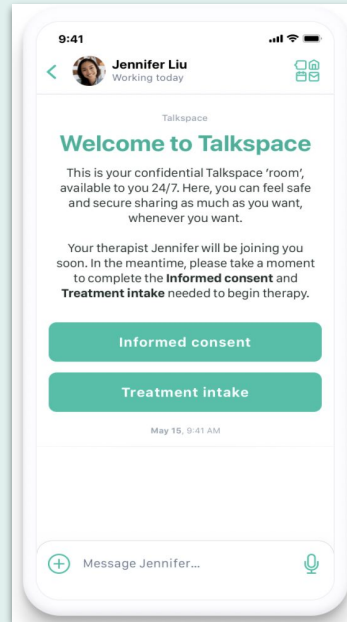
I understand that in consenting to treatment for my teen, I agree to the terms above as they may apply to my teen. I understand that the Therapist's Client is my teen and not me. I agree to not have access to my teen's transcripts / "room" without his/her permission. I also understand that the laws and regulations governing medical records may preclude my teen's therapist from speaking with/communicating with me or from seeing my teen's medical record without my teen's express permission. Different States allow different access to parents. Your Teen's Therapist will make this information available to your teen and the information is readily available to you on Talkspace.com at the FAQ page.

I agree

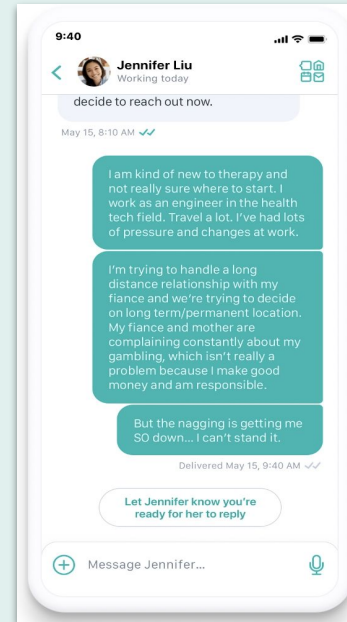
Your provider and communication



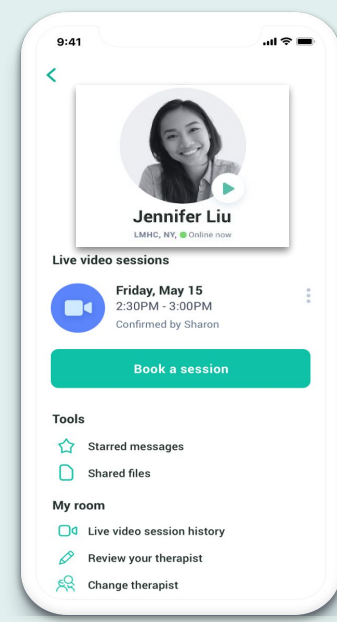
Read your therapist's profile or watch their introductory video to get to know them



Access your private room and answer intake questions



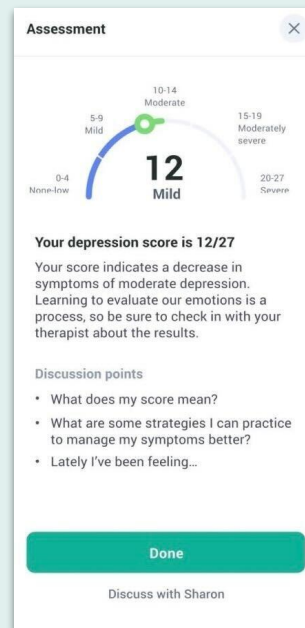
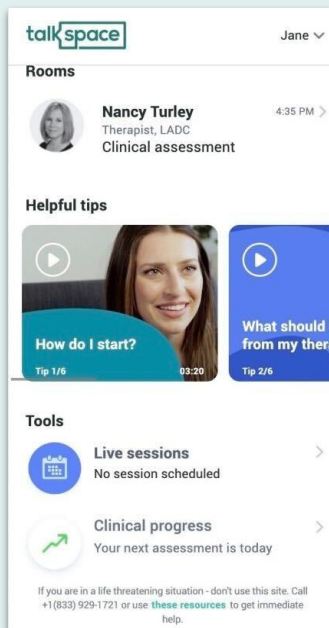
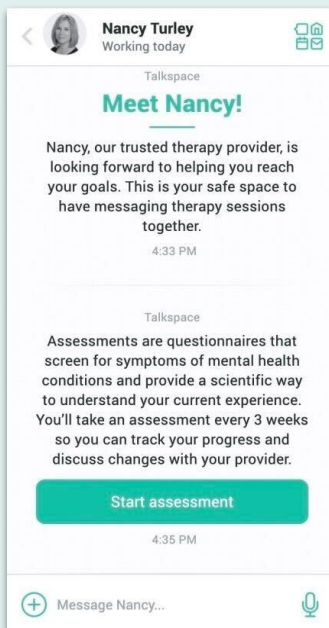
Start messaging your therapist right away



Book a live session based on your communication preferences

Clinical Assessments

Taking clinical assessment is important for members to be able to gauge their own progress. By completing assessments regularly, it also provides therapists with valuable information about how their clients are progressing in therapy and can tailor the treatment plan to meet the individual needs of each client.



Talkspace Go-Self Guided

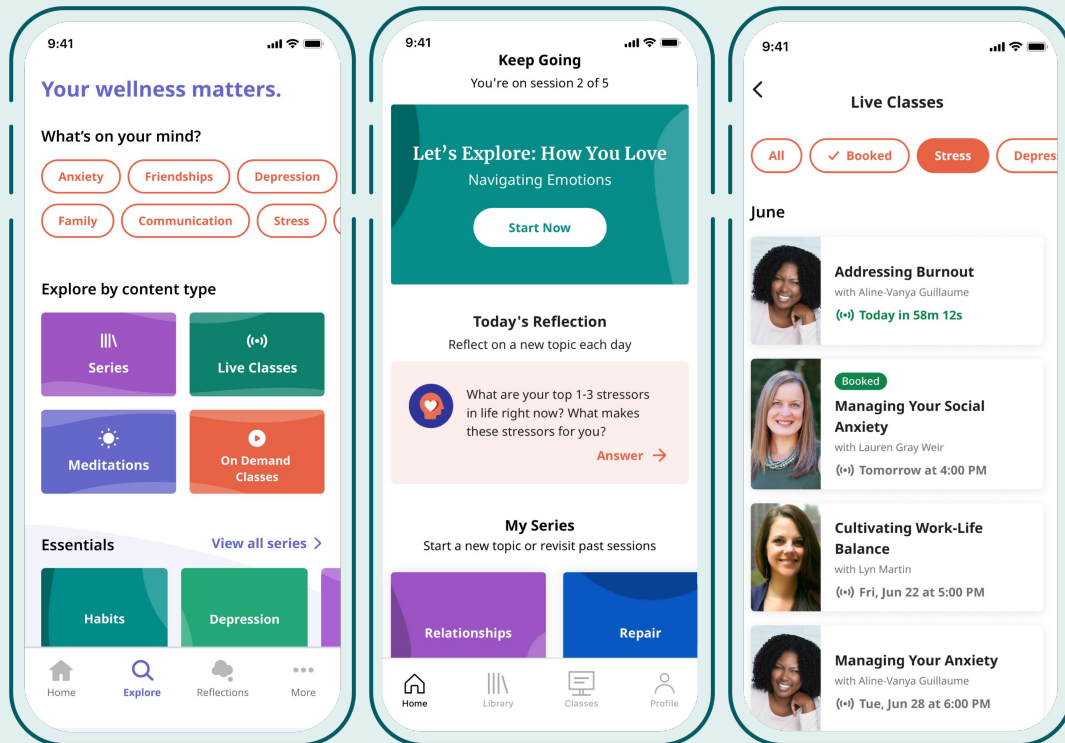
Self-guided programs to empower individuals, and parents to take progress into their own hands and achieve their mental health goals, in as little as five minutes a day.

What's included?

- 400+ self-guided and interactive courses
- Live workshops led by therapists weekly
- 300+ on-demand workshops
- Daily journaling and reflection prompts

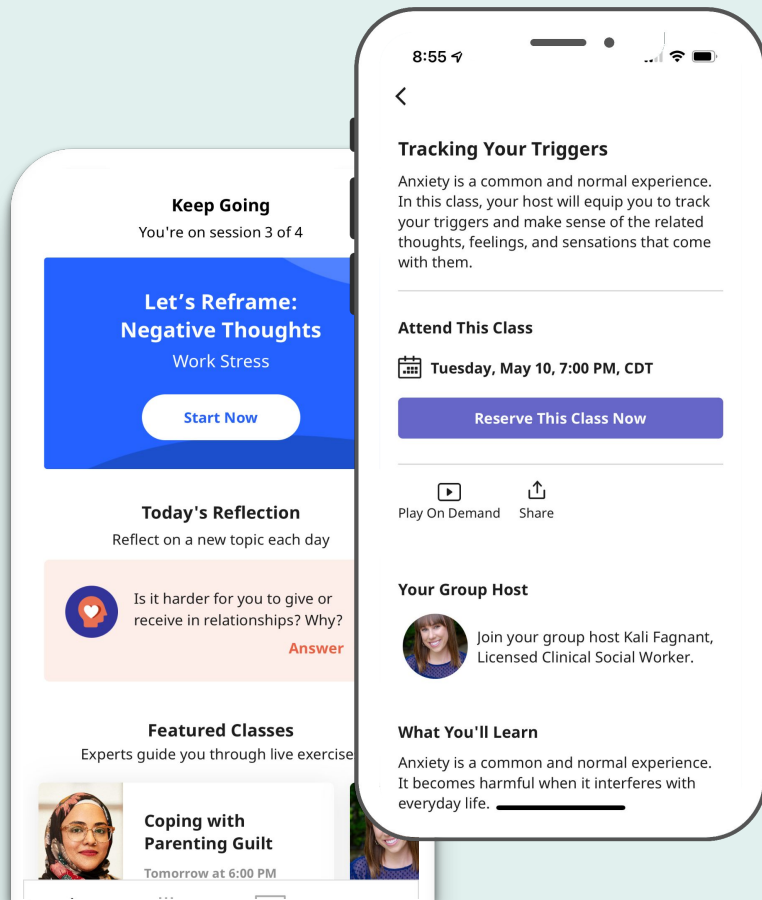
Who's eligible?

- Employees & Dependents ages 13+



Talkspace Go: Getting Started

- Download the Talkspace Go app to a mobile device from the Apple App or Google Play store.



Talkspace Go: Create an Account

Enter keyword **humaneworlargo**

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Create an account

Already have an account? [Log in](#)

Email

Password

Must be at least 6 characters

By continuing, you agree to our [Terms](#) and [Privacy Policy](#).

Create Account

If you are in a life threatening situation, **don't use this app.**
Call [988](#) or [+1\(833\) 929-1721](#) or use [these resources](#).

9:41

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What's your date of birth?

Date of birth

MM/DD/YYYY

Next

If you are in a life threatening situation, **don't use this app.**
Call [988](#) or [+1\(833\) 929-1721](#) or use [these resources](#).

9:41

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Did you receive a code through an organization?

Yes

No

I'm not sure

If you are in a life threatening situation, **don't use this app.**
Call [988](#) or [+1\(833\) 929-1721](#) or use [these resources](#).

9:41

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Please enter your organization's code

Code

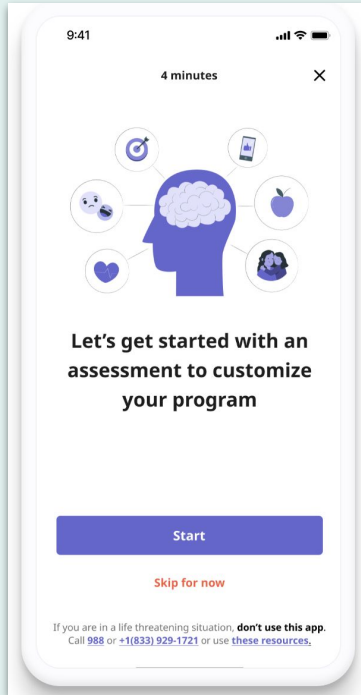
We take privacy seriously
Your organization won't see any of your answers or personal information.

Next

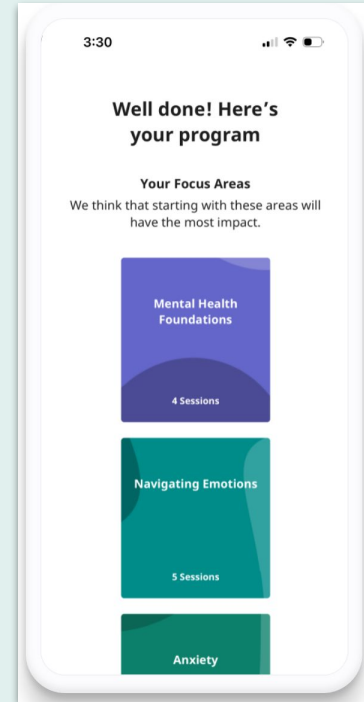
[Skip for now](#)

If you are in a life threatening situation, **don't use this app.**
Call [988](#) or [+1\(833\) 929-1721](#) or use [these resources](#).

Talkspace Go: Complete the Assessment



Complete a quick, 25 question assessment to help us get to the root of your problem.



Based on your responses, we'll assign you a self paced course from our library of counseling programs.

Questions?