

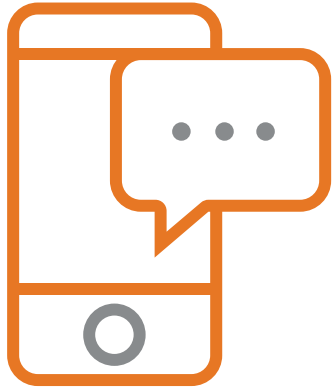
Talkspace Member Experience

Connecting people to quality care

March, 2020



Helping members access care in ways that they prefer



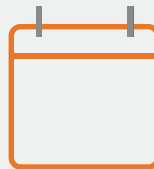
Option to **communicate with a therapist through text, voice or video message on a smartphone or desktop** through Talkspace

OTHER CAPABILITIES

VIRTUAL VISITS



EXPRESS ACCESS NETWORK



SELF HELP TOOLS AND RESOURCES



Connecting people to quality care

An effective alternative to face-to-face therapy, the Talkspace app offers:

- **4000+ licensed therapists** across all 50 states
- Digital **provider matching tool**
- **Send text, audio and video messages** and receive responses daily, 5 days per week
- Schedule **real-time video sessions** as needed
- **Ability to begin therapy within hours** of selecting a provider

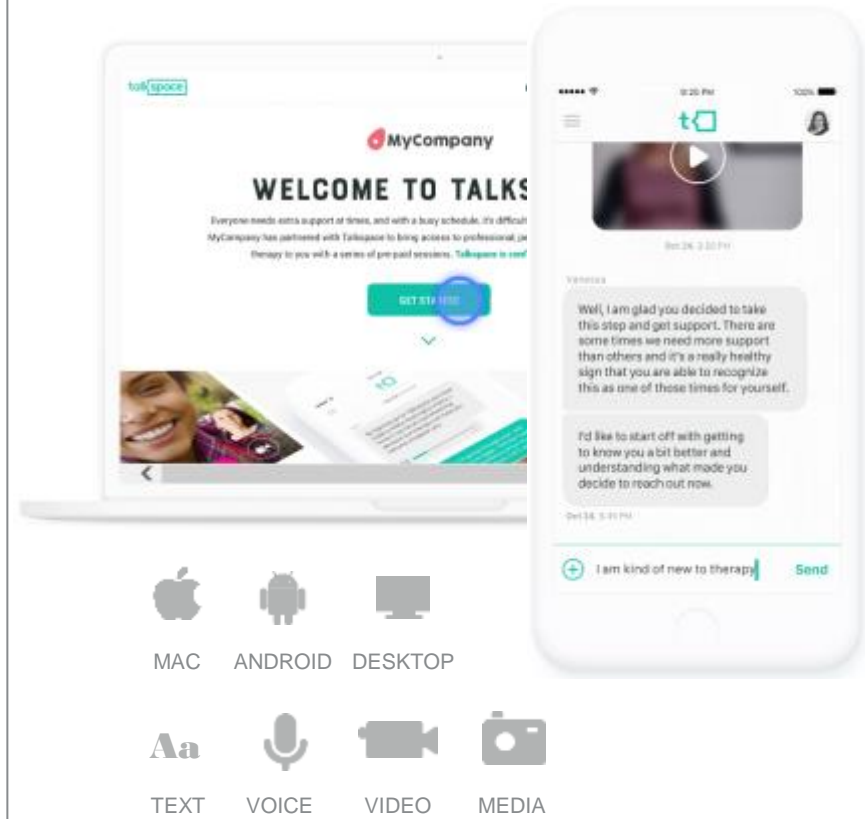


98% of users found Talkspace more convenient than traditional therapy



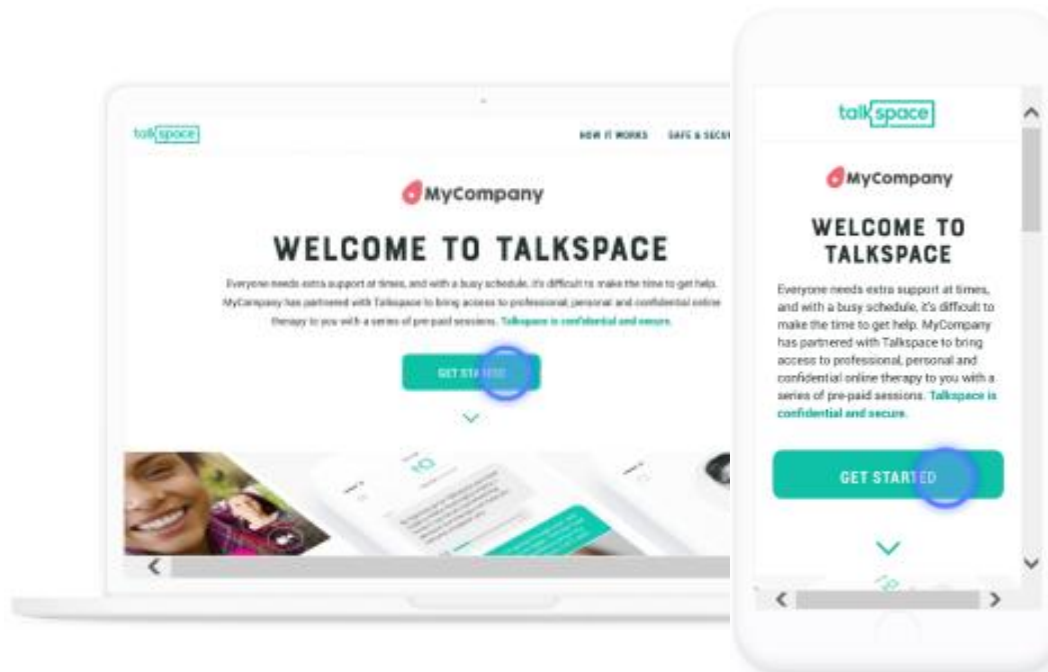
50% fewer hours of missed work over a 7 day period following treatment

talkspace



Member experience: signing up

Members will see the option for Talkspace **through provider search on liveandworkwell.com**, or may be directed **by a customer service representative**



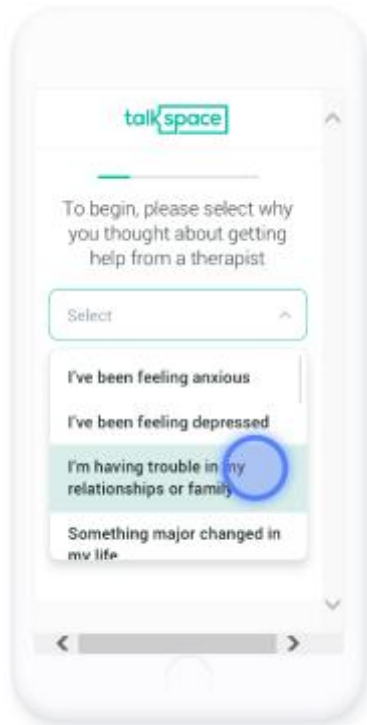
Member will visit talkspace.com/connect and **register using benefits information**

Most benefit plans will cover Talkspace use as an outpatient therapy, and copays will apply

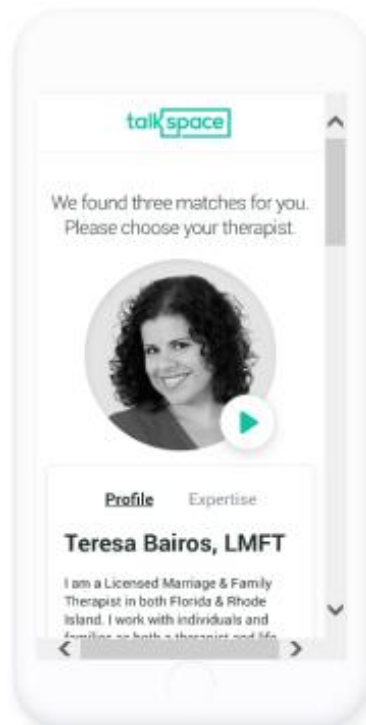
Member will have the option of **continuing on the website, or downloading the Talkspace app**

Member experience: choosing a provider

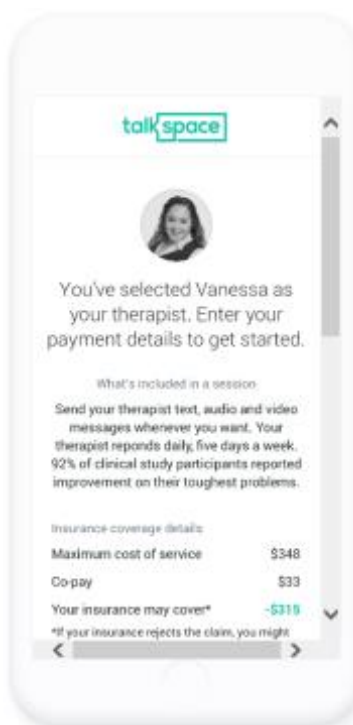
Members who are concerned about stigma can confidentially seek help from their phone or desktop without scheduling an office visit



Member logs in and answers questions to identify why they are seeking therapy



Member is matched to available provider options based on their answers



Member has the option to stay with the same provider or change providers

Licensed providers available in all

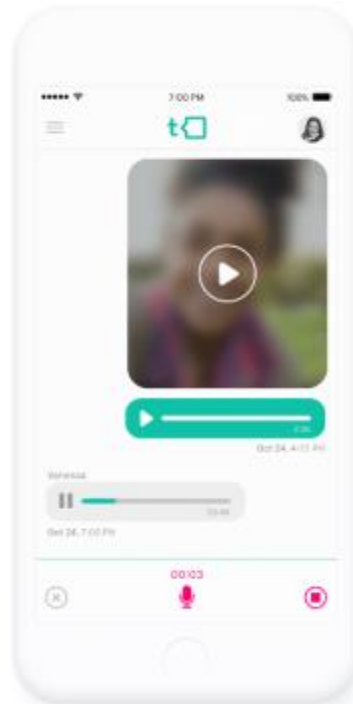
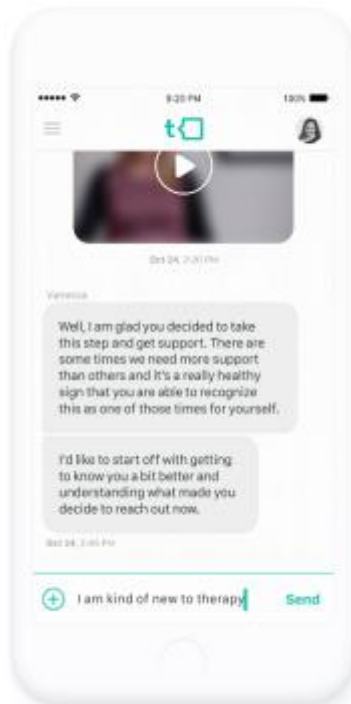
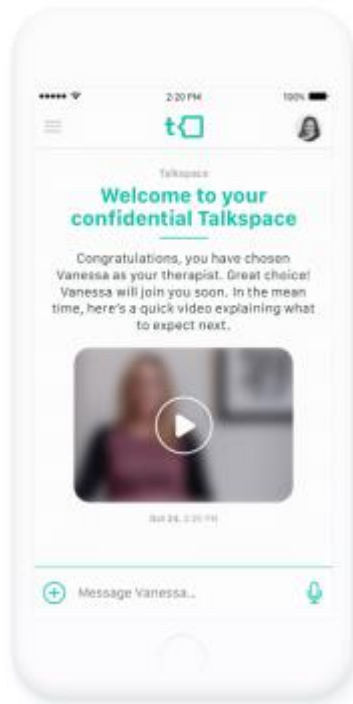


Member experience: therapy



One week of unlimited messaging is generally equivalent to **one in-person visit**

Therapists are available to respond daily to messages five days a week



50% ↓

Decrease in depression symptoms

57% ↓

Decrease in anxiety symptoms

Members can start therapy immediately,
no appointment necessary

Text, video and audio messages, and real-time video sessions are all available within the confidential Talkspace “room”

