



# Talkspace *counseling on demand*

## The Lam Employee Assistance Program (EAP) is making it easier than ever to get support.

With Talkspace, you and your family members can connect with a licensed therapist anytime on your laptop, tablet, or smartphone to discuss common mental health issues, including:

- Anxiety
- Depression
- Substance abuse
- Post-traumatic stress disorder
- Compulsive disorders

Each session with a Talkspace therapist counts as one of your available no-cost EAP sessions.



### Get started

Call Optum at **866-248-4096** to get an authorization code.

Select a provider at [talkspace.com/connect](https://talkspace.com/connect).

Connect with a therapist online or via the **mobile app**.



# ? Talkspace FAQ

## What is talkspace?

Talkspace is a digital platform that offers an alternative to in-person therapy. You can get help with common mental health issues from a licensed therapist via live video sessions on your laptop, tablet, or smartphone.

## Which conditions can Talkspace therapists help me with?

Talkspace therapists can help you with common mental health issues like anxiety, depression, post-traumatic stress disorder, and compulsive disorders. If you're struggling with a severe mental illness, seek in-person care. If you're in crisis and need help immediately, call **911, 800-784-2433, or 800-273-8255**.

## How much does Talkspace cost?

You'll pay nothing for Talkspace sessions as long as you contact the EAP for an authorization code before scheduling an appointment. Each appointment with a therapist counts as one EAP session.

## Is Talkspace secure?

Talkspace technology is protected using banking-grade encryption and externally audited in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

## What technology do I need to use Talkspace?

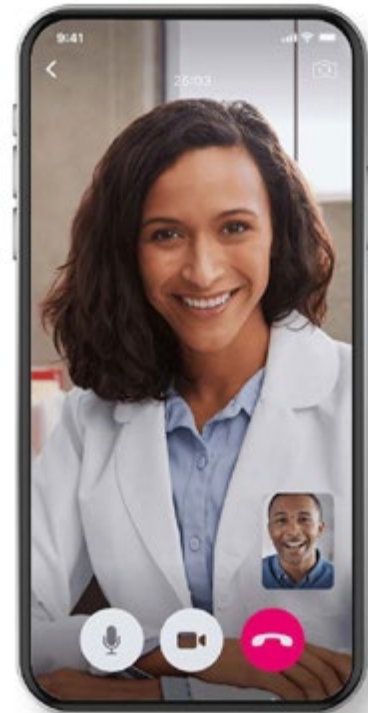
A computer and a smartphone or tablet with internet access are required. You can use the Talkspace app or a web browser during therapy. The app is compatible with iOS and Android. To access video and audio capabilities, devices must have a camera and a microphone.

## What are the age requirements for using Talkspace?

Talkspace is available to eligible individuals ages 13 or older. Individuals under age 18 are matched with providers who specialize in adolescent care. Parents must provide consent in accordance with state law for minors to use Talkspace.

## Can Talkspace refer me to an in-person therapist?

If your Talkspace therapist believes you would benefit from in-person care and you're not in acute crisis, they'll help you find an in-person provider under your insurance plan. Talkspace therapists follow the same federal guidelines as in-person therapists for patients who might be dangerous to themselves or others.



## Who refers me to Talkspace?

Members can find Talkspace through the [liveandworkwell.com](https://www.liveandworkwell.com) provider search or be referred by an EAP intake specialist.

## How do I start using Talkspace?

Once you receive an authorization code, visit [talkspace.com/connect](https://talkspace.com/connect) and register. When you're matched with a therapist, you'll receive a phone call. Your therapist will conduct a 10-minute introductory phone call so you know what to expect. You may change your therapist at any time or stay with the same one.