



Virtual counseling, therapy, and psychiatry

Talkspace | Gatorcare Member Experience



The following slides are an illustration of a Gatorcare member experience as of 02/2023

Landing Page - Talkspace.com/Gatorcare



Welcome to Talkspace

GatorCare has partnered with Talkspace to provide convenient, personal, and professional mental health support to members at **no cost**. Talkspace is a digital space for counseling, therapy, and medication services from licensed providers. Message (text, voice, video) your personal therapist – anytime, anywhere – or schedule a video appointment with a prescriber. **Talkspace is HIPAA-compliant, confidential, and secure.**

Get Started

All active GatorCare members ages 13 and older are eligible for therapy with Talkspace. Talkspace psychiatry services are available to active members, ages 18 and older.

Please note: Selecting a Talkspace therapist is an agreement to enter into therapy. Talkspace is not a crisis or hotline service. **If you are in a life-threatening situation do not use this site, call 911.** If you need immediate assistance, please call the New Directions crisis line at 833-848-1762, or you can call one of the resources listed at <https://helpnow.talkspace.com/> or reach your **Employee Assistance Program (EAP)**.

Getting Started

To register for Talkspace, visit [Talkspace.com/Gatorcare](https://talkspace.com/gatorcare), and then “Get started”. This link is dedicated for Gatorcare members only.

Let's verify your information

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

Member/Subscriber ID [?]

AA 12 34 56 A

Group/Plan ID (optional) [?]

Group/Plan ID (optional)

First Name

First Name

Last Name

Last Name

Date of birth

MM/DD/YYYY

Phone number

 (000) 000-0000

Home address line 1

Search places...

Home address line 2

Apartment, suite, unit, floor

City

City

State

State

Zip code

Zip code

Country

Select

Let us know who you are [?]

Select

Organization name (optional) [?]

Enter name

How did you hear about us? [?]

Select

Email [?]

Enter Email

What type of service are you looking for? [?]

Therapy

☐

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

Continue

Please enter the member ID found on your GatorCare health insurance card, including prefix

What type of service are you looking for? [?]

Therapy

Therapy

Psychiatry

QuickMatch™

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

To begin, tell us why you're looking for help today.

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!

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

Skip

Please select your state of residence

Select state

Alabama

Alaska

Arizona

Arkansas

You're off to a great start

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



Decide how you'd like to pay and sign up



Answer some questions about your medical history and health

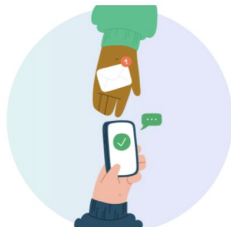


We'll take it from there and find you a therapist that meets your needs

Continue

Preference in booking first session

Collecting this preference will allow us to better match members based on provider availability on their calendars.



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   

 **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

[Request alternative times](#)

Review your plan and payment info

At this point, participants receive information that they are covered for services and that their copay is \$0. Members still will have to enter their credit card information to proceed with services.



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](#)

\$0 copay per session *

Maximum cost of service: \$0 /session

[Continue](#)

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 provider.

Email

Card number

Expiration

CVC

Country

ZIP

By providing your card information, you allow Talkspace to charge your card for future payments in accordance with their terms.

☐ **Save your info for secure 1-click checkout with Link**

Pay faster at Talkspace and everywhere Link is accepted.

[link](#) · [Learn more](#)

[Authorize my credit card](#)


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

This is a secure SSL encrypted payment



Creating your account

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



Create your account

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

Email

myemail@gmail.com



Password

Enter password

Nickname

Enter nickname

Phone number

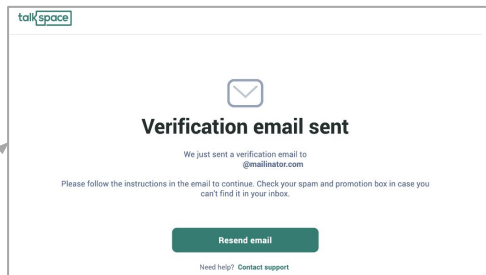
  (000) 000-0000

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

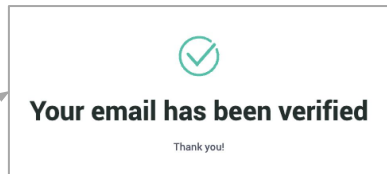
Create account

By clicking 'Create account' you confirm you are over 13 and accept our [Terms of use](#) and [Privacy policy](#).

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




The image shows a screenshot of an email client interface. At the top, there is a header bar with the 'talkspace' logo on the left and a 'SIGN IN' button on the right. The main body of the email contains a heading 'One more step' in a large, bold, black font. Below this heading is a paragraph of text: 'Please verify your email address using the link below. (This helps us to keep your account secure.)'. Centered below the text is a dark blue button with the white text 'Verify email'. Further down, the text 'Warmly, The Talkspace Team' is displayed. At the bottom, there is a paragraph of text: 'Having trouble? Copy and paste this link into your browser: https://app.dev.talkspace.com/email-verification#verificationCode=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1fWwXd9c_JE8nIWPn4rdjmkgc'. The email is shown within a white window with a light gray border, set against a dark gray background.



Talkspace Member Dashboard


Once a member has **verified** their email address, the product will then enter them into their account dashboard. From here, while we match the member to a provider, we encourage them to fill out our Treatment Intake, similar to the paperwork a member would fill out at any healthcare provider's office at the front desk before seeing their provider

Rooms

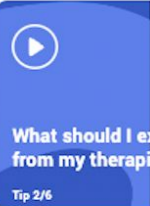


Waiting to be matched 3:10 PM >
Your match is pending...
Welcome to your private Talks...

Helpful tips




How do I start?
Tip 1/6 03:20




What should I expect from my therapist?
Tip 2/6

Tools



Live sessions >
No session scheduled



Clinical progress >
Track symptoms, set goals and see how you progress

Talkspace


Welcome to your private Talkspace room!

Our team is hard at work finding your provider. You should hear from us within the next few days. If your plan requires payment, you'll see a hold on your account. Don't worry, you won't be charged until you've been matched successfully.

In the meantime, let's fill out your treatment intake, which your provider will review when you're matched.


Take the treatment intake

3:10 PM



Waiting to be matched


Your schedule



No session scheduled

Book a session

Tools




Starred messages

Informed Consent

While Talkspace secures your match, we ask that you fill out our treatment intake forms as Talkspace follows clinical best practices and procedures. We collect and record digital informed consent at the start of treatment. Parental consent is collected when required.

9:41

< Informed consent




Give your consent to treatment

Beause 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.

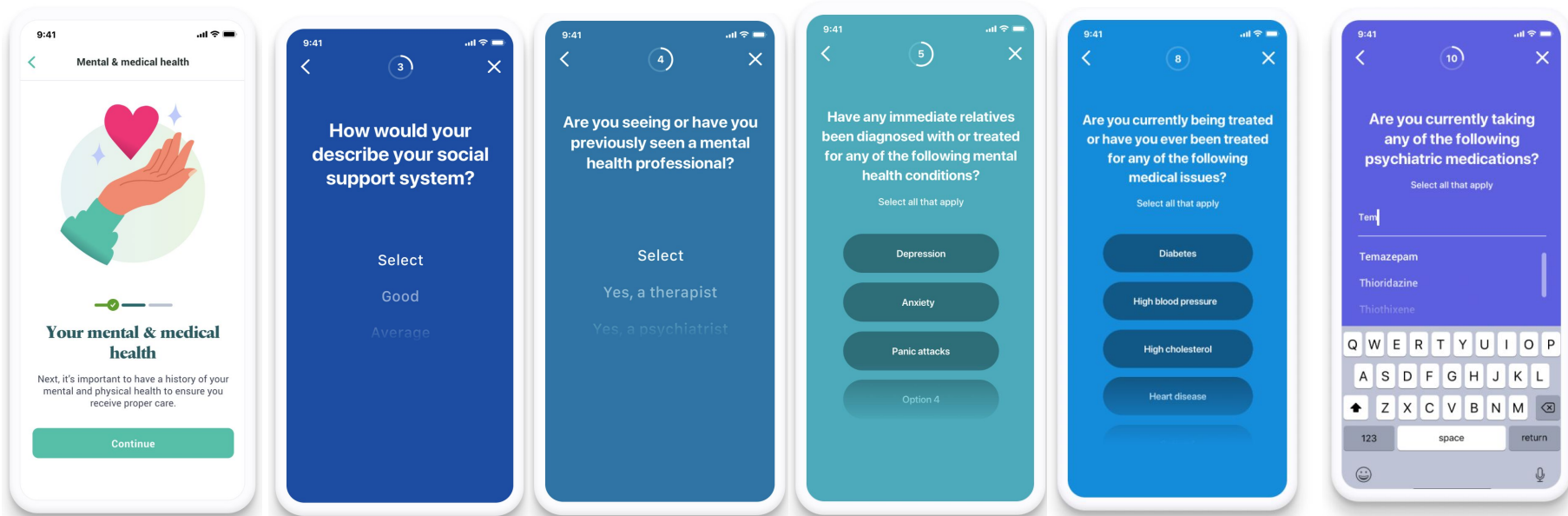
Informed consent

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 right to future care or treatment; nor risking the loss or withdrawal of services or care.

I agree

Mental & Medical Health

A comprehensive clinical intake collects relevant mental health and medical information from users to help therapists develop personalized treatment plans.



Emergency Contact

Emergency contact information is required. Just like in face-to-face therapy, licensed therapists follow clinical and crisis protocols, which includes reporting under specific circumstances.

The image displays four sequential screens from a mobile application, illustrating the steps to set up an emergency contact. Each screen is shown within a white smartphone frame with a status bar at the top.

- Screen 1 (White background):** Titled "Emergency contact" with a green back arrow. It features an illustration of a hand holding a smartphone with a person icon. Below the illustration is a progress bar with two green checkmarks. The text reads: "Fill out your emergency contact" and "While we don't expect to need it we want to ensure everyone is safe and supported during an emergency." A green "Continue" button is at the bottom.
- Screen 2 (Teal background):** Labeled with a circular "4" in the top navigation bar. It asks "Primary contacts name?" with a vertical cursor. A link "I don't have a primary contact" is at the bottom. A standard QWERTY keyboard is visible.
- Screen 3 (Blue background):** Labeled with a circular "5" in the top navigation bar. It asks "Primary contact's phone number?" with a vertical cursor. A "Skip" link is at the bottom. A numeric keypad is visible.
- Screen 4 (Dark blue background):** Labeled with a circular "6" in the top navigation bar. It asks "What's your relationship with the primary contact?". It lists three options: "Select", "Partner", and "Parent". A "Submit" button is at the bottom.

You've been matched!


Once matched to a provider, a member 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.

talkspace

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.

00

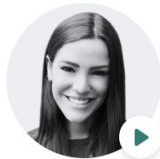
9:41

talkspace

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](#)

Messaging Sessions

Members are made aware what a messaging session consists of and confirm they are booking their first session via messaging based therapy. They'll be also promoted into the therapy room once matched to a provider and an account has been created



1 session = 7 days

A messaging session gets you access to seven consecutive days of unlimited messaging with your provider.



Next



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](#).



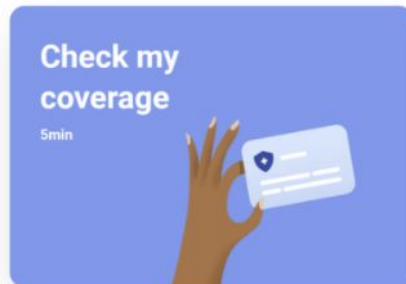
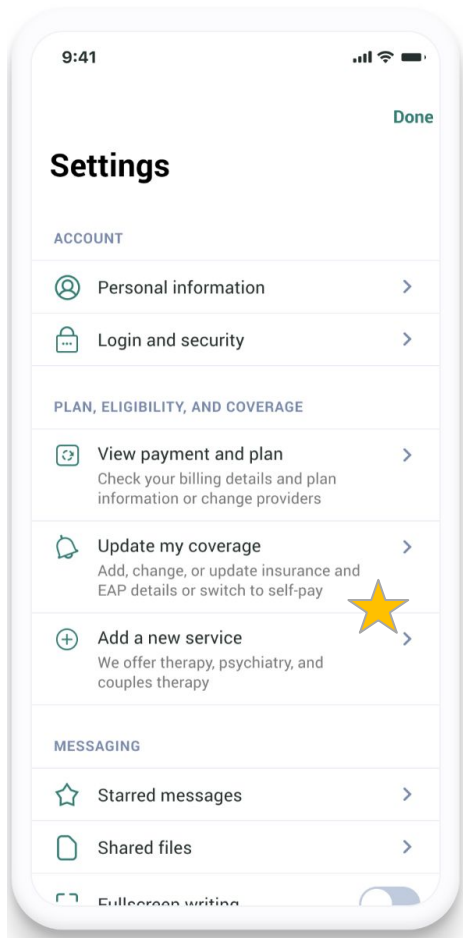
Welcome to your first Messaging Session

Your session started when you were matched with Sean on Oct 14, 2022. You have 7 days remaining in this messaging session.

Message my provider

Appendix

Add a new service or update your coverage



Complete a brief questionnaire to verify coverage provided by your insurance, employer, or educational organization. You'll then be matched with a provider and subscription covered by your plan. If you're currently matched with a provider, that room and subscription will remain active alongside the new room unless you cancel it.

Begin

How would you like to pay?

60 million Americans have Talkspace covered by their insurance.

How would you like to pay?

Gato

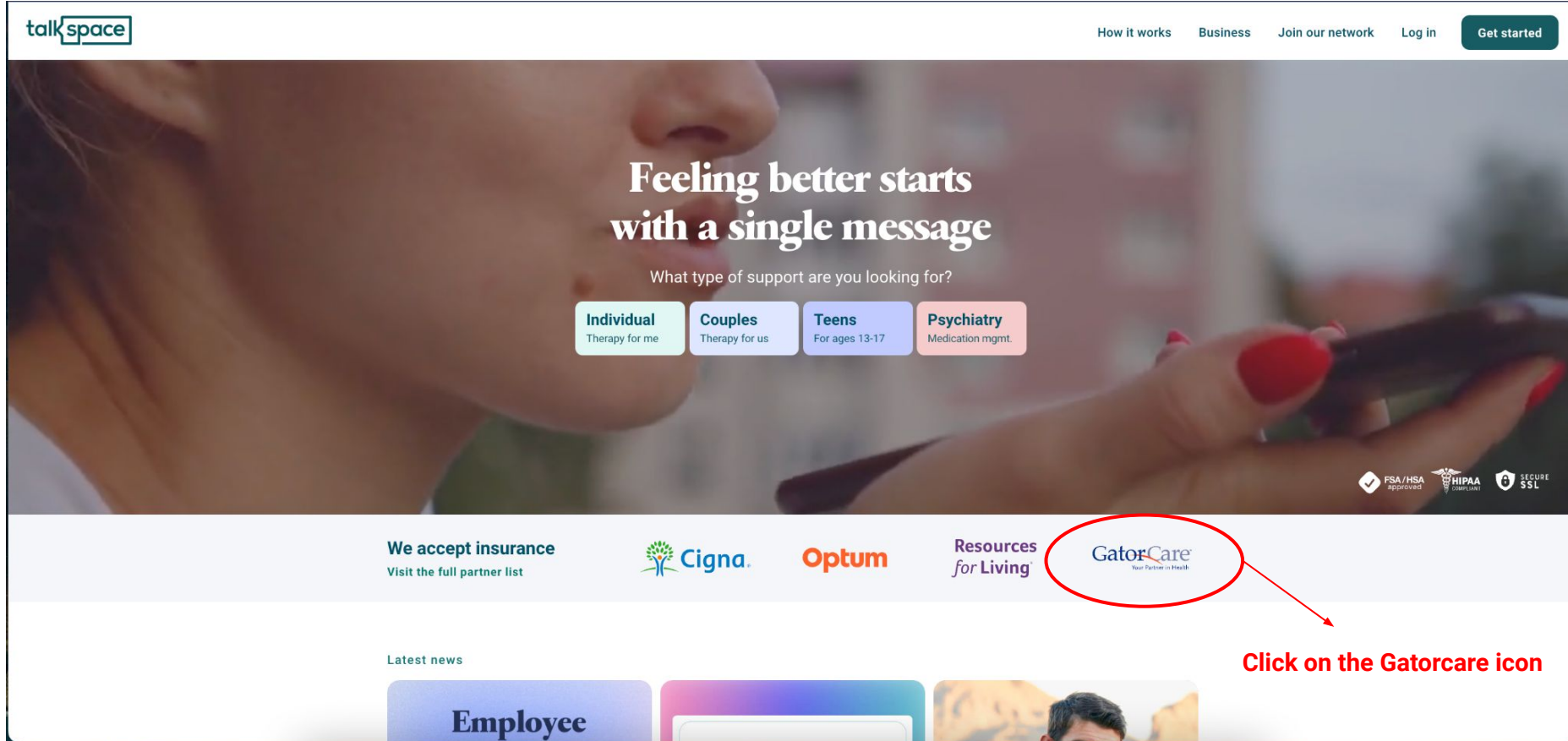
Gatorcare

OR

I want to use my organization or EAP coverage

Always select
"Gatorcare" under
"How would you like to pay?"

Members who navigate to Talkspace.com (our main website)



The screenshot shows the Talkspace website homepage. At the top is the Talkspace logo and navigation links: "How it works", "Business", "Join our network", "Log in", and a "Get started" button. The main hero section features a background image of a person's face and a hand holding a smartphone. The headline reads "Feeling better starts with a single message". Below this is a question "What type of support are you looking for?" followed by four buttons: "Individual Therapy for me", "Couples Therapy for us", "Teens For ages 13-17", and "Psychiatry Medication mgmt.". At the bottom of the hero section are several logos: "We accept insurance Visit the full partner list", "Cigna", "Optum", "Resources for Living", and "GatorCare Your Partner in Health". The GatorCare logo is circled in red, and a red arrow points from it to the text "Click on the Gatorcare icon" in the bottom right corner. Below the logos is a "Latest news" section with a card titled "Employee" and a partial image of a person's face.

talkspace

How it works Business Join our network Log in Get started

Feeling better starts with a single message

What type of support are you looking for?

- Individual Therapy for me
- Couples Therapy for us
- Teens For ages 13-17
- Psychiatry Medication mgmt.

FSA/HSA approved HIPAA COMPLIANT SECURE SSL

We accept insurance Visit the full partner list

Cigna Optum Resources for Living GatorCare Your Partner in Health

Latest news

Employee

Click on the Gatorcare icon

Members who navigate to Talkspace.com (*our main website*)

The screenshot shows the Talkspace.com homepage. At the top left is the Talkspace logo. At the top right are links for 'How it works', 'Business', 'Join our network', 'Log in', and a 'Get started' button. The main hero section features a background image of a person's face and a hand holding a smartphone. The headline reads 'Feeling better starts with a single message'. Below this is a form titled 'What type of support are you looking for?' with four buttons: 'Individual Therapy for me' (green), 'Couples Therapy for us' (blue), 'Teens For ages 13-17' (purple), and 'Psychiatry Medication mgmt.' (pink). A red rectangle highlights these buttons. An arrow points from the right side of the red box to the text 'See next page for steps'. At the bottom of the hero section are icons for 'FSA/HSA approved', 'HIPAA COMPLIANT', and 'SECURE SSL'. Below the hero section is a white bar with the text 'We accept insurance Visit the full partner list' and logos for Cigna, Optum, Resources for Living, and GatorCare. At the very bottom, under the heading 'Latest news', there is a partial view of an 'Employee' article.

talkspace

How it works Business Join our network Log in Get started

Feeling better starts with a single message

What type of support are you looking for?

- Individual Therapy for me
- Couples Therapy for us
- Teens For ages 13-17
- Psychiatry Medication mgmt.

See next page for steps

FSA/HSA approved HIPAA COMPLIANT SECURE SSL

We accept insurance Visit the full partner list

Cigna Optum Resources for Living GatorCare

Latest news

Employee

Launch Check My Coverage Widget

What type of service are you looking for?

Talkspace offers comprehensive treatment plans to meet all your mental health needs.

Online Therapy

On-going support from a licensed therapist.

Continue

Couples Therapy

Relationship-centered therapy that connects you and your partner.

Continue

Teen Therapy

Specialized therapy for ages 13-17

Continue

Psychiatry

Evaluations and psychiatry medication management.

Continue

Quickmatch Questions (reference slide 5)

How would you like to pay?

Gat

Gatorcare

How would you like to pay?

60 million Americans have Talkspace covered by their insurance.

How would you like to pay?

Select...

Continue

OR

I want to use my organization or EAP coverage

Members must select **"Gatorcare"** under "How would you like to pay?". They should NOT enter any other health plan information on their insurance card (ex. *Florida Blue*), or navigate to "I want to use my organization or EAP coverage"

Review Plan Benefits

Let's verify your information

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

Member/Subscriber ID [?]

AA 12 34 56 A

Group/Plan ID (optional) [?]

Group/Plan ID (optional)

First Name

First Name

Last Name

Last Name

Date of birth

MM/DD/YYYY

Phone number

 (000) 000-0000

Home address line 1

Search places...

Home address line 2

Apartment, suite, unit, floor



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

\$0 copay per session *

Maximum cost of service: \$0 /session

Continue

Same steps from slide 7 and onwards to creating an account and being matched to a provider

Be aware - Incorrect flows

How would you like to pay?

60 million Americans have Talkspace covered by their insurance.

How would you like to pay?

Select...



Continue

OR

I want to use my organization or EAP coverage



DO NOT CLICK ON THIS

IF A MEMBER SEES A PRICING PAGE SCREEN. THEY ARE **NOT** IN THE CORRECT REGISTRATION PAGE AND DID NOT SELECT GATORCARE ON THE DROP DOWN OPTION

Choose plan

Review details

Checkout

\$20 off per week for the first 4 weeks
Discount automatically applied at checkout.

Best plan for you
You will not be charged until you've been matched with a provider. Switch plans or cancel anytime after subscribing.

Recommended

\$99/week
Your price: \$79 (you save \$20)
Video + Messaging Therapy
30-min video sessions + messaging
Send messages and schedule video calls
Select plan

\$69/week
Your price: \$49 (you save \$20)
Messaging Therapy
Daily responses 5 days/week
Message your therapist anytime
Select plan

\$109/week
Your price: \$89 (you save \$20)
Video + Messaging + Workshops
Get access to everything Talkspace offers
Send messages, meet live, and attend weekly workshops
Select plan

GUARANTEED
No out-of-pocket cost

HIPAA
Protected

SECURE
SSL

FSA/HSA
Eligible

Member Support

Member & End User Support:

Talkspace Help Center- This is a digital self serve portal for members. The Help Center is linked from the platform as well on the Talkspace website:

[/help.talkspace.com/hc/](https://help.talkspace.com/hc/)

Talkspace Support Team (*currently available via online form*)

[GatorCare Support Form](#)

