

Cigna - Talkspace: FAQ

What is Talkspace?

Convenient, safe and secure online therapy from the palm of your hand.

Get Started Today!

talkspace.com/Cigna

Need assistance? Contact Talkspace support @:

cigna-support@talkspace.com

Is this service covered under the High Deductible Health Plan? Yes, Talkspace is an in-network provider, covered under the behavioral health benefit. Cost share will apply, similar to any in-office visit with a behavioral health provider.

How much does it cost to use Talkspace? Members will be provided with a cost estimate before getting started. Cost will vary depending on the service selected. **One session** generally equals one week of messaging with your therapist or one completed live video session. You will be billed on a per session basis, subject to the same cost share (after deductible) that would apply to an in-person visit.

What types of behavioral health conditions does Talkspace support? Talkspace can be used for most behavioral health concerns including stress, depression, anxiety, relationships, PTSD, grief, addiction, & eating disorders to name a few. If someone is in a crisis (potential of harming themselves or others), it is recommended to call Cigna at: 1-800-Cigna24 or call 911.

When is Talkspace available? Talkspace is available Monday through Friday, 24 hours a day. Live video sessions are scheduled in advance with the selected provider. If you choose the messaging option, the provider will set expectations on response days and times and the app will indicate the provider's days off.

Which web browser should I use? Talkspace is optimized for Google Chrome. You will have the best Talkspace experience using this browser. Talkspace supports the latest version of the following major browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari. Internet Explorer is the only web browser **not** supported by Talkspace. You can also download the Talkspace app (available for iOS and Android) for easy access.