

Welcome to Talkspace



What is Talkspace?

Talkspace is an online therapy platform that makes it easy and convenient for you to connect with a licensed behavioral therapist — from anywhere, at any time. With Talkspace, you can send unlimited text, video and audio messages to your dedicated therapist via web browser or the Talkspace mobile app as an alternative to in-person counseling. Your counselor will respond once per working day up to five days a week.

You and your household members each have access to 20 free confidential counseling sessions per issue per plan year. One week of unlimited texting equals one session. One video chat equals one session. Start with a short assessment at talkspace.com/rfl then download the Talkspace App.

To get started messaging a therapist:

- To sign up and register, go to talkspace.com/rfl or resourcesforliving.com/cvshealth. Go to Services > Talkspace online therapy and select “Get started with Talkspace”.
- Tell us your unique needs and preferences for therapy.
- You’ll be matched with a therapist within 48 hours.

*Please note: Chat therapy is for individual counseling for members 13 years of age and older. Chat therapy should not be considered for meeting requirements for employment, school enrollment, disability or legal documentation. Chat therapy and televideo sessions in the same week count as multiple sessions.

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Health information is not a substitute for diagnosis or treatment by a therapist, physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs.

- Connect with a counselor virtually with chat therapy and/or live sessions.
- Remember: There’s no limit to the number of messages you can send your therapist each day.
- For assistance or questions, call **1-800-789-8990** or email RFL-support@talkspace.com.

Taking care of your mental health can help you live a happier, healthier and more productive life — both on and off the job.

For additional information, please visit our **FAQ**.



