

Text Messaging Therapy

for Graduate Assistants Enrolled in GatorGradCare

Frequently Asked Questions

ACCESS TO TALKSPACE

How do I start using text message therapy?

To request text message therapy through Talkspace, go to talkspace.com/GatorCare and follow the instructions to get matched with a therapist. You must register for an account at talkspace.com/GatorCare before downloading the Talkspace app. Email GatorCare-support@talkspace.com for more information.

Who is eligible to use Talkspace?

Graduate Assistants, who are enrolled in GatorGradCare, are eligible for these separate, online Talkspace mental health therapy services. Talkspace is a value added service and does not impact your GatorGradCare benefits.

Talkspace is currently only provided to eligible members who are 18 or older. The platform requires the user to indicate their age and will provide an automated message and alternative resources if the user is under 18 years old.

How much does it cost to use Talkspace services?

There is no cost to eligible members to use Talkspace messaging or live video counseling services when accessed through talkspace.com/GatorCare.

What information is required in order to access Talkspace?

You will need to enter all requested information. Your official University of Florida email address will be used to validate your eligibility to use the Talkspace services. A link to start the Talkspace services will be sent directly to your University of Florida email address. This link will allow you to access Talkspace and create a private Talkspace account, using your personal email address. Similar to the face-to-face therapy experience, an informed consent to begin therapy is required.

ABOUT TALKSPACE

What is Talkspace?

Talkspace is an online therapy platform that makes mental healthcare more convenient and accessible by connecting users with a network of more than 2,500 licensed therapists.

With Talkspace, you can send unlimited multimedia messages to a therapist via web browser or the Talkspace mobile app — anywhere, anytime. Talkspace was created to expand access to therapy, helping people everywhere navigate life's ups and downs in a stigma-free way.

Is the Talkspace service secure?

Yes. On the Talkspace platform, privacy and safety are always our first consideration. We deploy a variety of techniques to ensure that you and your data are always kept safe and confidential, and our technology is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA).

All data is encrypted on the servers, and all communication between our software and the servers is encrypted. The Talkspace app requires you to enter your password and allows you to create a unique passcode for extra security. If you have a device that supports fingerprint authentication, we also have a feature that recognizes your fingerprint.

Is Talkspace confidential?

Yes. Talkspace protects confidentiality according to HIPAA.

You can determine whether you want your therapist to call you by your first name or nickname during therapy. Talkspace requires every user to submit emergency contact information, which is only accessed according to safety and reporting mandates.

Are Talkspace therapists licensed?

Absolutely. Talkspace has an extensive, nationwide network of more than 2,500 licensed mental health providers, credentialed in accordance with NCQA standards. All Talkspace therapists have been carefully vetted and trained on the platform, and have an average of 10 years of experience providing therapy.

How does Talkspace ensure that their therapists are high-quality?

Talkspace constantly monitors both engagement quality and clinical outcomes to ensure that all of our users are receiving the best possible care. By tracking this data, we are able to strengthen our matching process to ensure that you will be matched with a therapist who will support you in making the greatest progress. Not only are all of our therapists rigorously vetted, but every therapist who is part of the Talkspace provider network undergoes an extensive onboarding process to ensure that they are able to apply their skills effectively to our digital platform.

WORKING WITH YOUR THERAPIST

Will I know who my therapist is?

Yes. First, our proprietary matching algorithm will present you with three possible therapist choices based on a combination of factors including preferences, needs and therapist capacity.

You can review extensive information before making a selection (e.g. photo, years of experience, state/license, areas of expertise, description of therapist's clinical approach, and user reviews if available).

Once I sign up for therapy, will I have the same therapist?

Yes. You will maintain an ongoing relationship with the same therapist unless you request a change.

How often should I message my therapist?

We recommend checking in with your therapist at least three times per week for the best possible clinical outcomes. Communicate openly about your schedule and needs, and figure out a pace that works best for both of you. The more consistently you message your therapist, the faster you will develop an open, trusting dialogue. Sign up for daily reminders on your phone in the morning, afternoon, or evening.

Will my therapist respond in real time?

Messaging between users and Talkspace therapists is asynchronous, meaning that users and therapists do not communicate in real time. You can reach out to your therapist as often as you need to (and at any time of day), and expect to hear back from your therapist within one working day, during their business hours, five days per week.

If your therapist is responding less frequently than daily/five days a week, please contact the Talkspace support team at: GatorCare-support@talkspace.com.

Can I call or Skype my therapist if I want?

No. All communication between you and your therapist will happen via the Talkspace platform, as it is secure, confidential, and HIPAA compliant (unlike regular phone calls, Skype, FaceTime, Google Hangout, or other digital communication applications). You can use the Talkspace platform to send your therapist audio, picture and video messages in a private therapy room.

If my therapist doesn't feel like a good match, can I get matched with a different therapist?

Yes. To switch therapists, please follow the steps below:

Desktop:

1. Log into the Talkspace website directly at www.talkspace.com using a web browser.
2. Once logged in, click on your username in the upper right corner of the screen. This will bring up a new menu, on which you can click on "My Account."
3. In the "My Private Rooms" section, go to the row with the word "Therapist," and click on "Change" found on the right side of that row.
4. Keep in mind that you can choose whether to share your previous therapy notes/transcript with your new therapist.

App (For iOS/Android):

1. Log into the Talkspace app with your email address and password.
2. Once logged into their private room, you can select the menu icon, three lines on the left side of the screen, or slide to the right to find the menu where you can select "My Account" or "Settings".
3. On the My Account or Settings page, select "Change Therapist."
4. Users can choose whether to share their previous therapy notes/transcript with their new therapist.

If you require assistance, you can email GatorCare-support@talkspace.com directly, and the Talkspace support team will work with you to secure a new therapist. This can take up to three business days.

OTHER THINGS TO KNOW

Is the platform only available in English?

Services are delivered predominantly in English, but the Talkspace therapist network does cover other languages. Graduate assistants will need to email GatorCare-support@talkspace.com to request a therapist who speaks another language.

Can Talkspace be used for relationship therapy?

Yes — Talkspace therapists can recommend relationship (or couples) therapy when it is clinically appropriate. During Talkspace relationship therapy, the consenting participants (18 years of age or older) and the therapist can view all exchanges. Requests for family and marriage therapy without a clinical assessment are not supported.

Are "Live-Video" Sessions included?

Discuss with your therapist if you are interested in receiving therapy through live video. Every user has access to a complimentary 10-minute live video introduction, during which you can connect with your therapist in real-time.

EMERGENCIES

How does Talkspace handle emergencies? What if I am in crisis?

Talkspace is not a crisis hotline. Anyone requiring immediate assistance is encouraged to access emergency services (such as 911 or other resources), contact local authorities, or call the National Suicide Prevention Lifeline (1-800-273-8255). Like face-to-face therapists, Talkspace therapists are individually licensed, follow clinical and legal protocols if a person is at risk of harming themselves or others, and are available at flexible hours per their posted availability calendars that all clients can access.

SUPPORT

How do I download the Talkspace app?

First, register your account at talkspace.com/GatorCare then download the app from your device's app store.

How do I reset my password?

Desktop

1. Visit [this link](#) to the Talkspace website's "Forgot Password?" page using a web browser.
2. On the form on the middle of the page, enter your email address that was used to create your Talkspace account.
3. Wait to receive an email with instructions on how to reset your password.

Talkspace app

1. Tap "Forgot Password?" and enter your email address that was used to set up your Talkspace account.
2. Wait to receive an email with instructions on how to reset your password.

You can always email: GatorCare-support@talkspace.com for support. You will receive a response within one business day.