

SAN DIEGO ELECTRICAL HEALTH & WELFARE TRUST
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March 27, 2020

TO: All PPO Participants of the San Diego Electrical Health & Welfare Trust

FROM: Board of Trustees

RE: Talkspace – Online Behavioral Health Benefit

During this uncertain time, we understand the need that some Participants may require to address their mental health whether it be anxiety, depression, PTSD, or compulsive disorders. Optum, the Plan's Behavioral Health and Substance Abuse Provider, offers an online benefit called "Talkspace."

What is Talkspace?

Talkspace is an online therapy service that connects users to a dedicated, licensed therapist in their state of residence via private messaging or live video. Users can regularly message their dedicated therapist via text, voice or video as life happens - anywhere, anytime. Therapists engage daily, 5 days per week.

Founded with the mission to eliminate the stigma associated with mental health and make therapy available to all, Talkspace has a network of thousands of credentialed clinicians and has been used by over one million people.

How much will Talkspace cost me?

You will be billed for Talkspace based on your behavioral health benefit coverage. In the event that a co-pay is due, you will be asked to pay it prior to beginning each session. The San Diego Electrical Health & Welfare Board of Trustees has approved the waiving of all co-payments on telemedicine services. You will see the maximum cost prior to starting any new sessions. Any remaining balance not covered by your insurance company will be charged to you after the claim has been processed.

What is a 'session'?

One session generally equals one week (5 days) of Talkspace access and the ability to send unlimited messages to your therapist, or one completed live video session (if live video sessions are covered by your plan). The San Diego Electrical Health & Welfare Trust covers live video sessions.

How to access Talkspace:

Participants can log into <https://www.talkspace.com/connect> or;

Download the Talkspace App on your mobile device.

If you have any general questions please contact the Trust Office at 858-569-6322. For claims inquiries please call 858-569-6322 (x702).

Thank you.