

Employee Assistance Program

WELLNESS & SUPPORT

How to Use the Talkspace Online Platform

Note – Talkspace is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.

HOW DOES IT WORK?

1. You can self-refer through our direct Talkspace link: www.talkspace.com/FirstChoiceHealthEAP.
2. You may also call First Choice Health EAP at (800) 777-4114 or request a referral online at www.firstchoiceEAP.com. We will provide a registration link to the Talkspace service. After a short matching questionnaire, you will be assigned an appropriate provider within 48 hours. You can connect with that counselor via text, chat, telephone or video.
3. Complete a brief matching questionnaire.
4. Match with a counselor and get started right from your smart phone, tablet, or computer (it generally takes 48 hours to receive a match).

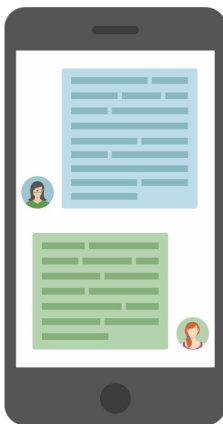
HOW WILL WE COMMUNICATE?

You can use your telehealth sessions in four ways, using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.

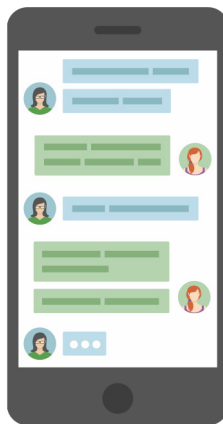
Missed appointments or late cancellations will count as service usage.

THERE ARE FOUR COMMUNICATION METHODS AVAILABLE:

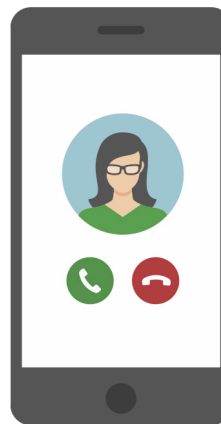
Messaging (Unscheduled)



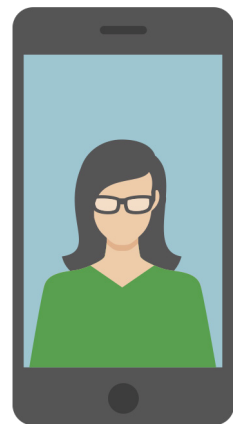
Live Chat (Scheduled)



Live Phone (Scheduled)



Live Video (Scheduled)



To schedule a live session at a time that's convenient for you, just view your counselor's calendar and choose an available time. The drop down menu allows you to specify live chat, phone, or video communication.

Ready to start? Call (800) 777-4114 or request a referral online at www.firstchoiceEAP.com.

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 **First Choice Health**®



(800) 777-4114



www.FirstChoiceEAP.com

Your EAP service is free, confidential and available 24/7 to help you balance your work, family, and personal life.