



# About Talkspace: Frequently Asked Questions for NYC Schools and Districts

School stress, relationships, friend drama – teen life can be a lot. So, through the new program NYC Teenspace, New York City is stepping up to give city teens ages 13 to 17 access to a Talkspace therapist, mental health resources and more, **at no cost**.

## How it works

NYC students ages 13 to 17 can gain access to Talkspace services in just a few steps.

- Visit [talkspace.com/nyc](https://talkspace.com/nyc) and enter their birthdate and address to qualify.
- Answer a few questions about themselves and their preferences for therapy.
- Enter the email address of a parent or guardian, who will then receive an email to provide consent.
- Students are typically matched to a therapist licensed in New York within 24 hours, based on factors such as what they're struggling with and therapist specialty.
- Students will have access to one live video session per month and unlimited messaging therapy from their computer or smartphone. Therapists generally respond every day, five days per week.
- Students will also have access to online mental health exercises and interactive courses designed for teens through the Talkspace Go app.



## Frequently Asked Questions

### **Who is eligible and how much does it cost?**

The program is completely free for NYC residents who are 13 to 17 years of age at the time of sign-up.

### **Can students who are part of a private or charter school participate in this program?**

Yes, all NYC residents ages 13 to 17 can sign up, regardless of where or if they attend school.

### **Is parental consent required?**

Parental (or legal guardian) consent is required by law except in the case of special circumstances, outlined in the state's "Mental Hygiene Law." Students will be asked to provide contact information for their parent/guardian, and Talkspace will send the parent/guardian an email to sign a consent form.

### **Are Talkspace therapists licensed and qualified to work with teenagers?**

Talkspace therapists are licensed in social work, professional counseling, and marriage and family therapy, and are all credentialed according to National Committee for Quality Assurance (NCQA) standards. Talkspace therapists have an average of 7 to 10 years of post-supervision experience, have been trained to work with individuals of all ages, including teenagers, and can address a wide range of mental health issues affecting young people.

### **Are there providers who speak languages other than English?**

Talkspace has therapists that speak and can provide therapy in over 30 different languages. There is also translation support available in 120 languages.

### **How can I be sure student data is protected?**

The Talkspace platform is designed to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA). Client data is encrypted both when sitting in the database and when being transmitted to or from your student's device.

### **What happens if my student is in crisis?**

Talkspace is not a crisis hotline. If your student needs immediate assistance or is in a life-threatening situation, Talkspace encourages you to call or text 988.

### **Is online therapy effective?**

Absolutely! Studies demonstrate messaging therapy can be as effective as traditional therapy for the treatment of the most common emotional and behavioral health issues, such as depression, anxiety, chemical dependence, stress, PTSD and more.

## **More questions?**

Please visit [talkspace.com/nyc](https://talkspace.com/nyc) for our full FAQ section.