

Access your Talkspace today!



Your NEW Optum EAP features

What is Talkspace? Through your newly offered EAP, through Optum, you now have access to Talkspace. Talkspace is an online therapy service, an alternative to in-person, face-to-face therapy, where you can get connected to a dedicated, licensed provider with your area to provide personalized, high-quality therapy through online messaging and/or real-time live sessions.

How you can benefit from Talkspace: Through Talkspace, you can access it anytime, anywhere. You can find an EAP provider with an online matching tool and start therapy within hours of choosing one. You can message your EAP provider whenever, without an appointment and get messages back throughout the day, five days a week. Lastly, you can choose real-time face-to-face video visits by appointment, when needed.

How to Get Started

To get started, you are required to first obtain an **authorization code prior to registering**. This only applies for the first visit. After your first visit, obtaining an authorization code is no longer necessary.

You have two different options to obtain your authorization code.

1. An authorization code can be obtained by contacting your Optum EAP directly at 866.248.4096.
2. An authorization code can also be retrieved directly through your EAP website at www.liveandworkwell.com.

Scan the QR below for a visual on how to obtain an authorization code via the Live and Work Well website and how to access Talkspace.



What if I already registered with Talkspace, but I did not obtain an authorization code and mistakenly selected the “Use my Insurance Benefits” instead of “Use my Employee Assistance Program (EAP)?” It’s not too late! You can contact your EAP and get your authorization code backdated. In addition, you will need to work with your Talkspace provider so they can submit the claims to Optum, making sure to reference your authorization code. The provider will reimburse you if you paid for any out-of-pocket expenses.

Click [HERE](#) to visit their site or download the app today!
You can download the app on the Apple Store or Google Play.

Contact your Employee Assistance Program

Contact your Employee Assistance Program (EAP) to learn more about the other services offered through your Optum EAP, in addition to Talkspace. Please remember you are required to contact your EAP or follow the steps through the QR Code to obtain an authorization code prior to registering for Talkspace.

Phone: 866.248.4096

Website: www.liveandworkwell.com access code: **enloe**