

Meeting the needs of 6 unique industries

BUSINESS SERVICES

FINANCE, INSURANCE & LEGAL

HEALTHCARE & HOSPITAL SYSTEMS

MANUFACTURING & INDUSTRIAL

RETAIL & CONSUMER SERVICES

TECH & MEDIA

The background

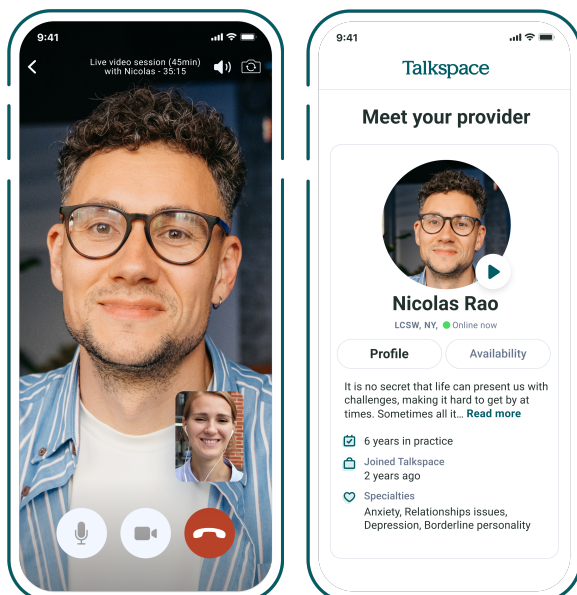
Today's workforce has entered a new era. Across industries, employees are struggling to navigate unprecedented times. Symptoms of anxiety and depression have increased, impacting productivity, retention, and overall well-being. With the lasting impacts of the pandemic, evolving workplace cultures, and the Great Resignation, mental health support is more important than ever, and employers recognize this outstanding need.

Current resources are underutilized—**less than 20% of employees use the mental health benefits available to them**. Barriers to care like communication challenges, complex navigation, long wait-times, and limited access to personalized support can be severe hurdles for workers seeking help with their mental health.

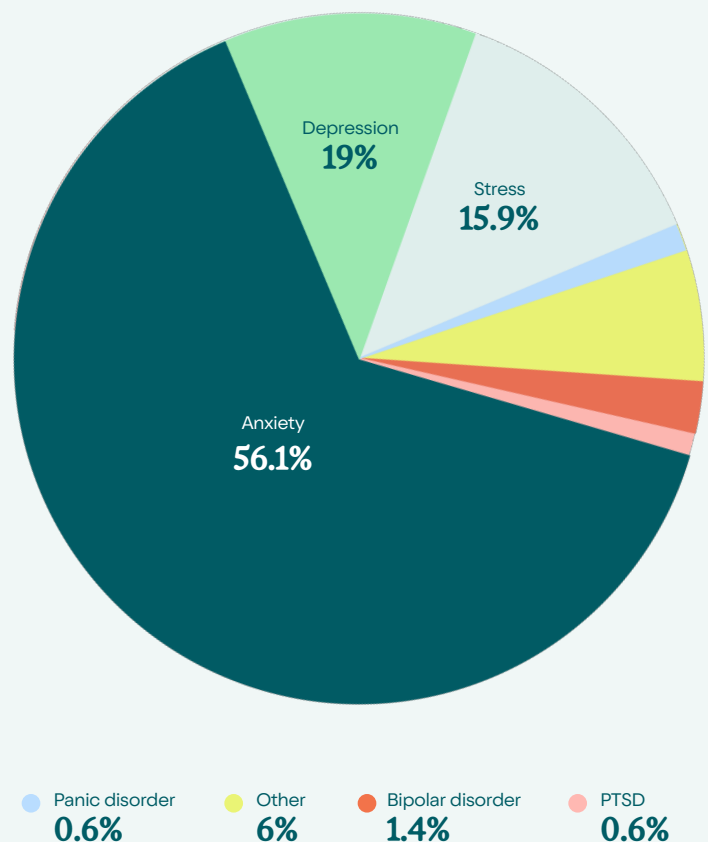
The case study

One comprehensive mental health system reaching ~700,000 employees

Despite the breadth of needs, employers in every industry trust Talkspace as their mental health solution. We evaluated data spanning six different industries and employees in multiple lines of work. This case study explores how our multidisciplinary platform invites a large percentage of first-time care seekers, provides easy access to care, and takes a flexible approach to driving high engagement.



Presenting conditions of employees across industries

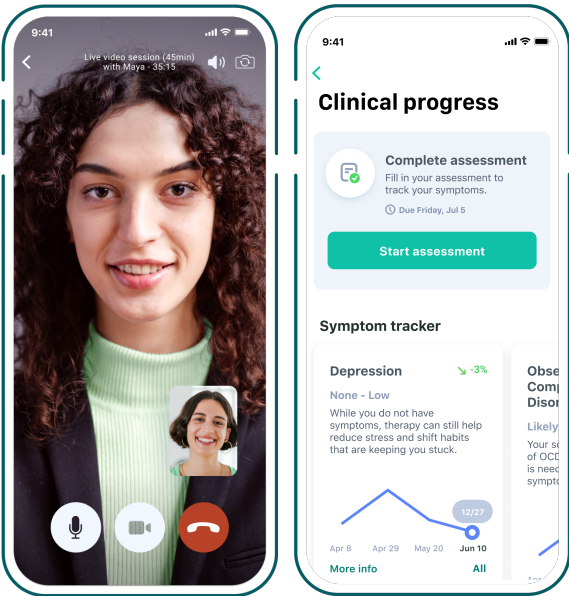


The results

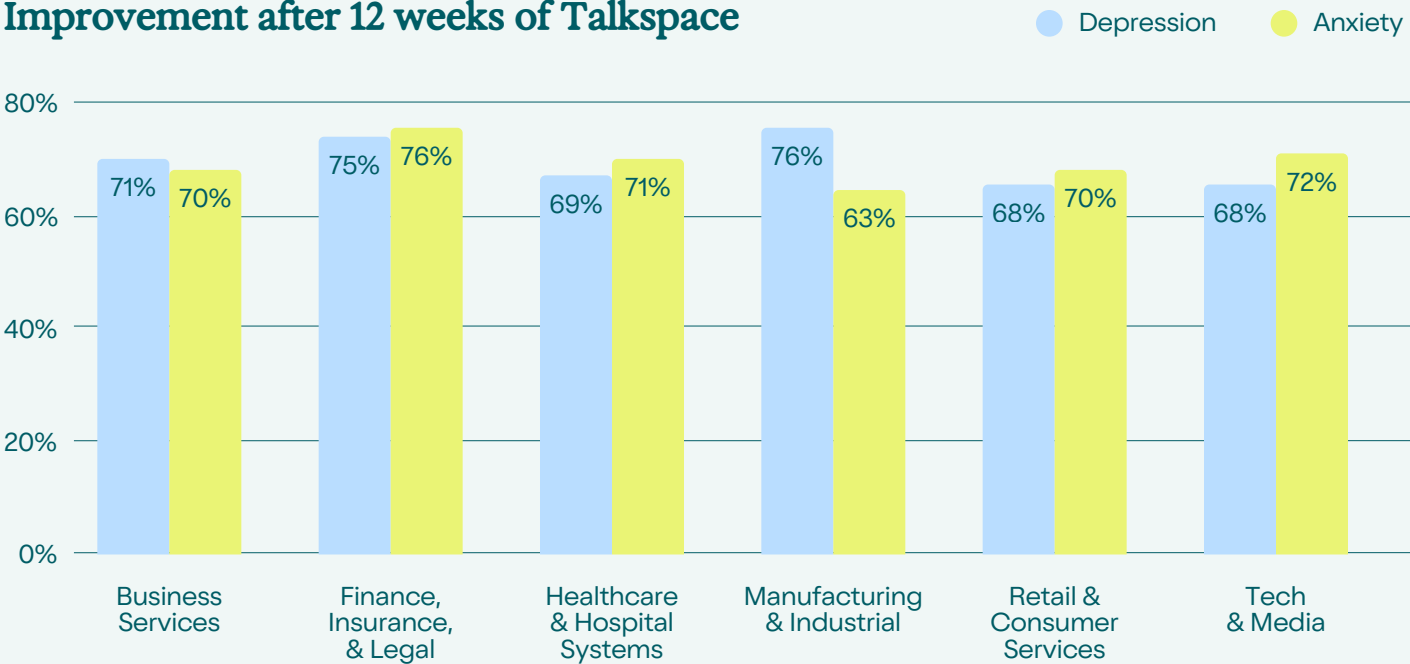
Between January 1, 2021 and December 31, 2021, Talkspace evaluated and examined the clinical outcomes of members by pulling data in 12-week increments. Based on the PHQ-9 and GAD-7 clinical scales, all employees within the studied six industries reported significant improvement in their mental health.

Significant anxiety and depression improvement within 12 weeks

Regardless of industry, most employees seeking mental health support experience anxiety and depression. Through our managed provider network, Talkspace’s high-quality care yielded improved symptoms for anxiety and depression within 12 weeks or less.

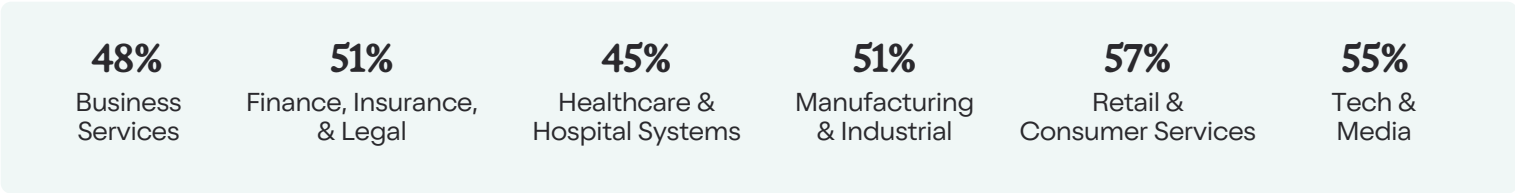


Improvement after 12 weeks of Talkspace



A diverse network of providers drew first-time care seekers

Despite the differences in mental health needs across the industries studied, all employees were able to use Talkspace to receive personalized care. Our multidisciplinary product offers a full spectrum of mental health benefits, from selfguided tools and therapy to psychiatric treatment and medication management. Results show that this wide-range of services encouraged many employees to seek mental health support for the first time.



Our matching process expedited access to care

By removing the burden of finding and waiting to see a licensed professional, our proprietary algorithm quickly matched employees to a provider who aligned with their needs and preferences. Talkspace provided mental healthcare access to all employees, regardless of their location.

48 days

National average
wait time for behavioral
health services

**Less than
7 days**

Average time to book
a video appointment
with a Talkspace
Psychiatry clinician

**1-2 business
days**

Average time to start
communication with a
Talkspace provider



Flexible forms of communication yielded high engagement

Using various modalities, employees engaged in Talkspace therapy when it worked best for their schedules. Whether through asynchronous messaging or scheduled live sessions (video, audio, or text), the results showed high member engagement across industries.

93% of members stayed
with their first match

“Of all the mental health support I have received in my life (and trust me when I tell you, I have a large sample) this has been by far the most beneficial.”

Tech & Media Employee
& Talkspace member

Visit business.talkspace.com to learn more about
mental health benefits for your employees