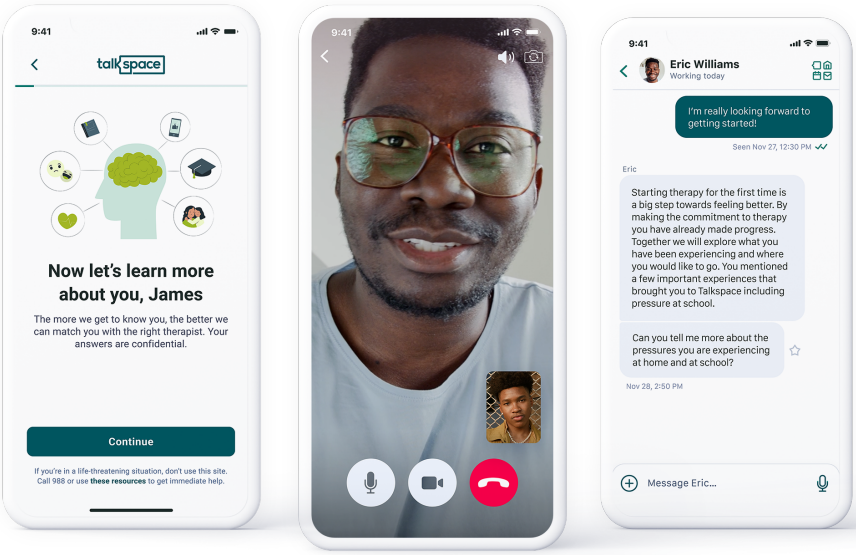
NYC teenspace

About Talkspace: Frequently Asked Questions for Parents and Guardians

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

- Your teen visits talkspace.com/nyc and enters their birthdate and address to qualify.
- They answer a few questions about themselves and their preferences for therapy.
- They'll enter a parent or guardian's email address and you will be emailed to provide consent.
- Teens are typically matched with a therapist within 24 hours, based on factors such as what they're struggling with and therapist specialty.
- Your teen can have one live video session per month and unlimited messaging therapy. Therapists generally respond every day, five days per week.
- Your teen will also have access to online mental health exercises and interactive courses through the Talkspace Go app.



Brought to you by NYC Health

Frequently Asked Questions

Who is eligible and how much does it cost?
The program is for any NYC resident who is 13 to 17 years old and is completely free.

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 the National Committee for Quality Assurance (NCQA) standards. Talkspace therapists 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 can provide therapy in over 30 different languages, and has translation support available in 120 languages. If your teen would like a provider who speaks a language other than English, or requires translation support, contact our team at **help.talkspace.com/hc/en-us/requests/new**.

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

Can I contact my teen's provider?
Parents/guardians can reach out to the provider at any time if there is an urgent concern; however, the provider may not be able to share information about your teen without your teen's consent. Your teen can give consent by completing the Privacy and Limitations form at **help.talkspace.com/hc/en-us/article_attachments/11096705277723** and emailing it to **recordrequest@talkspace.com** for processing.

How can I be sure my teen's data is protected?
The Talkspace platform meets the requirements of the Health Insurance Portability and Accountability Act (HIPAA), a federal law that protects sensitive patient health information. To learn more, visit **hhs.gov/hipaa/for-individuals/index.html**. Client data is encrypted both when sitting in the database and when being transmitted to or from your teen's device.

How long can teens remain enrolled in NYC Teenspace?
The program will run through November 2026. If a client turns 18 before then, they can work with their provider until June 30 of that year, when the provider will share options for continued care with the client.

Is online therapy effective?
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** for our full FAQ section.