

Take advantage of your new, confidential mental health benefit.

Therapy for all employees & dependents through your insurance

covered by your insurance plan

Therapy sessions are available as part of your insurance benefits

diverse network of licensed therapists

Access a nationwide network of qualified clinicians to meet your unique needs with proven, evidence-based care.

convenient & flexible

Meet with a provider online or in person, on your schedule. No long waitlists.

mental health library accessible 24/7

Explore self-serve resources, including self-care and mindfulness content, to support your well-being anytime.

[1] Spouse/partner and children ages 13-25

FAQ

Is there a cost?

We charge based on your insurance plan design. This means that there might be a co-pay or cost associated with a therapy session. You can also pay out-of-pocket using a debit/credit card or FSA, HSA, or HRA funds. If sessions are billed to your insurance, those costs will apply toward your deductible and out-of-pocket maximum.

How many sessions can I use?

You can use as many sessions in a year as you wish. Your therapist will help you build out a cadence that's right for you.

Who is eligible to use this service?

All employees and their dependents, including spouses/partners and children ages 13-25, are eligible. We encourage employees to share this benefit with their household, as when one member struggles, others may too. Each employee and their dependents get their own therapy sessions, so one person using theirs doesn't take away from anyone else's.

Is this service confidential?

Yes, all records are private and only accessible with the written consent of the patient or legal guardian, unless required by law or court order.

Can my employer see who is using Tava?

No, employers cannot access individual usage data. Any data shared with your employer is de-identified and aggregated to protect your privacy.

Will my personal information be kept safely?

Yes, your personal information is securely stored in a HIPAA-compliant database and will never be sold, shared, or transmitted.

FAQ

Is this service available after business hours?

Yes, Tava's therapists are available beyond normal business hours. For current availability, please visit care.tavahealth.com.

What if I need help immediately?

For immediate help, call the suicide hotline at 988, visit suicidepreventionlifeline.org, go to the nearest emergency room, or call 911.

How will I talk with my therapist?

Therapy sessions are generally conducted via video chat through Tava's online portal. You can use any device with a camera (e.g., computer, smartphone, tablet). For the best experience, choose a quiet, private space with reliable Wi-Fi. Some therapists offer in-person sessions as well – be sure to check for your preference.

What are the qualifications of my therapist?

Therapists are licensed masters or doctoral-level mental health professionals. We verify their credentials and ensure their licensure is in good standing.

What kind of therapy does Tava provide?

Tava offers talk therapy (psychotherapy) to help you understand, manage, and resolve challenges, including unhealthy thoughts and behaviors. Therapists do not prescribe medications.

What issues does Tava help resolve?

Tava therapists address a wide range of issues. Refer to the next page for common concerns, or schedule your first session at care.tavahealth.com to learn more.

Will my therapist and I be a good match?

Before your first visit, you'll complete a questionnaire to help Tava match you with a therapist. You can easily switch if you ever feel your therapist isn't a good fit. A strong therapist relationship is key to successful therapy.

FAQ

Is online, video-based therapy effective?

Yes, research shows online, video-based therapy is as effective as in-person care in diagnosis, treatment, quality of care, and patient satisfaction. The American Psychiatric Association supports it as a validated and effective practice, enhancing access while ensuring privacy and ethical standards.

Whether you're feeling stressed, stuck, or facing other challenges, Tava can help. Support is available for a variety of issues, including:

- Addiction
- Anxiety
- Depression
- Eating disorders
- Family issues
- Grief and loss
- LGBTQ+ issues
- Life changes
- Postpartum issues
- PTSD
- Trauma
- Relationship issues
- Stress
- Work pressure
- and more...

Schedule your online appointment at **care.tavahealth.com**