



# Get started with your online mental health benefit

**Get back to feeling like you!** Your psychological well-being can affect your physical health, relationships, and work performance. Tava's network of vetted therapists helps you step out of the fog and get back to a happier, more fulfilled you.

Tava is an affordable, confidential mental health benefit available to all full- and part-time employees and their eligible dependents (children 13+). The benefit provides access to therapy sessions with licensed therapists through Tava's secure, web-based technology platform. All you need for a live, video-based session is reliable internet access and a connected device with a camera (smartphone, computer, or tablet).

#### Covered

Tava is accessible via your employer's medical plan, giving you options to make getting care more affordable.

#### Convenient

Self-scheduled online video sessions means you get care whenever works best for you: days, nights, or weekends.

#### Confidential

Employers do not know who used the service. Your identity and anything you discuss is confidential.

#### Top Quality

Quality care from quality therapists. Tava's clinicians are licensed, vetted, and use evidence-based treatments.

**Whether you're feeling stressed, stuck, or burdened with something else, Tava can help. Support is available for a range of issues such as:**

Addiction  
Anxiety  
Depression  
Eating disorders  
Family issues

Grief and loss  
LGBTQ+ issues  
Life changes  
Postpartum issues  
PTSD

Trauma  
Relationship issues  
Work pressure  
Stress  
and more...

Schedule your first  
appointment today at

[care.tavahealth.com](https://care.tavahealth.com)

# FAQ

Frequently Asked  
Questions

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## How does Tava work?

Tava is designed to make getting help easier than ever. Simply sign up at [care.tavahealth.com](https://care.tavahealth.com), select your sponsoring organization as Jackson Health System, enter your insurance information (or other payment information if not using insurance), match with a therapist that meets your needs, and schedule a time to meet that works with your schedule.

## Who is eligible to use this service?

The Tava Health benefit is available to all Jackson Health System employees and their eligible dependents (children ages 13+).

## What does it cost to use Tava?

Thanks to your employer, sessions with your Tava therapist are covered through your employer's medical plan. Depending on your plan, sessions are either completely covered or require a small co-pay. Employees not enrolled in the medical plan also have access to Tava's many providers who accept other insurance plans, or have the option to pay for sessions out of pocket.

## Is this service confidential?

Yes. Session notes of all services are unavailable to your employer without the written consent of the identified patient (or legal guardian) unless disclosure of information is required by law or court order.

## Will my personal information be kept safely?

Yes. All personally identifiable information is stored in a secure, HIPAA-compliant database.

## Is this service available after business hours?

Yes. Tava's therapists have availability that extends beyond normal business hours. For current appointment availability, please visit [care.tavahealth.com](https://care.tavahealth.com).

## What if I need help immediately?

If you have an emergency or urgent matter, call or text the suicide hotline at 988, go to [www.suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org), visit your nearest emergency room, or call 911.

## What if my child is under the age of 13?

We are only able to provide therapy to children ages 13 and older. However, family therapy is an option for younger children (ages 0–12) if a parent or guardian is present for the entire session. Family therapy sessions must be scheduled through the parent or guardian's Tava account.

## What kind of therapy does Tava provide?

Tava's therapists provide talk therapy (i.e. psychotherapy) to help you identify ways to understand, manage, and resolve problems, including unhealthy thought patterns and behaviors. Therapists cannot prescribe medications.

## How will I talk with my therapist?

Therapy sessions are delivered via live video through Tava's online portal. All you need is a connected device with a camera (e.g., computer, smartphone, tablet). This means your sessions can take place wherever is most convenient and comfortable for you. We recommend choosing a quiet, private location with reliable, high-speed Wi-Fi for your visits.

## What are the qualifications of my therapist?

Therapy sessions are provided by licensed masters-level or doctoral-level mental health professionals. Licensure requirements and specific titles vary by state. We verify each clinician's credentials and require their licensure be maintained in good standing.

## What issues does Tava help resolve?

Tava has therapists who understand and treat many types of issues. See a comprehensive list of issues our therapists often address on the previous page of this document. If you are wondering whether Tava can help you, schedule a free, initial consultation at [care.tavahealth.com](https://care.tavahealth.com).

## Will my therapist and I be a good match?

Before your first visit, you will fill out a questionnaire that will help Tava suggest therapists for you. If at any time you feel your therapist is not a great fit, it's easy to switch to a different one. This relationship is a key determinant to the success of therapy.

## Is online, video-based therapy effective?

Yes. Research has shown that online, video-based therapy is equivalent to in-person care in diagnostic accuracy, treatment effectiveness, quality of care, and patient satisfaction. In 2018, the American Psychiatric Association issued the following statement in support of telemental health: "Telemedicine in psychiatry, using video conferencing, is a validated and effective practice of medicine that increases access to care. The American Psychiatric Association supports the use of telemedicine as a legitimate component of a mental health delivery system to the extent that its use is for the benefit of the patient, protects patient autonomy, confidentiality, and privacy; and when used consistent with APA policies on medical ethics and applicable governing law."

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