



# Get started with your free 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 clinicians helps you step out of the fog, and get back to a happier, more fulfilled you.

Tava Health is a free, confidential mental health benefit **available to all WCSO employees (full-time and part-time) and on-call/substitute contract workers.** The benefit provides up to 8 free sessions (may be used for any mixture of therapy and medication consultations) with licensed clinicians through Tava's secure, web-based technology platform. All you need for a session is reliable internet access and a connected device with a camera (smartphone, computer, or tablet).

#### **Free to Use**

No claims, no co-pays, no deductibles. You'll have 8 sessions (per person per year) completely covered.

#### **Convenient**

Self-scheduled online video therapy gives you therapy when it works for you, days, nights or weekends.

#### **Confidential**

We don't tell your employer who used the service. Your identity and anything you discuss is confidential.

#### **Top Quality**

Quality therapy 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

---

### Is this service really free?

Yes! The costs of your first 8 sessions will be completely covered by your employer. Once you have used your free sessions, you can continue therapy by paying for it out of pocket for a relatively low fee.

### Do I need to file a claim with my insurance?

No. Payment has been taken care of by your employer, so you don't have to do anything. No claims, no copays, and no deductibles. In other words, no hassle.

### Does this count toward my deductible?

No. Tava sessions do not impact your deductible.

### Who is eligible to use this service?

Tava is a benefit available to all full-time and part-time employees of Washington County School District. It also includes "on-call" or "substitutes" that have contracts with the district.

### Is this service confidential?

Yes. Written records of all services are kept private and are unavailable to employers or others without the written consent of the identified patient (or legal guardian) unless disclosure of information is required by law or court order.

### Will my employer know that I am using Tava?

No. Your employer will not know that you are using this service unless you tell your employer or you tell someone who tells your employer. Tava will never give your employer data which could identify you in statistical reports; any data shared with employers is always de-identified and aggregated, protecting the identities of our individual patients.

### Will my personal information be kept safely?

Yes. All personally identifiable information is stored in a secure, HIPAA-compliant database and will never be sold, shared, or transmitted for any reason. The video used for your visit is also encrypted and HIPAA compliant.

### 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](http://care.tavahealth.com).

### What if I need help immediately?

If you have an emergency or urgent matter, call the suicide hotline at 1-800-273-8255, go to [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org), visit your nearest emergency room, or call 911.

### How long does a therapy or medication session last?

All therapy appointments are 50 minutes. The first medication consultation can last up to 45 minutes and all follow-up consultations last up to 20 minutes.

### How will I talk with my clinician?

Sessions are delivered via video chat through Tava's online portal. All you need is a connected device with a camera (e.g., computer, smartphone, tablet). We recommend choosing a quiet, private location with reliable, high-speed Wi-Fi for your visits.

### What are the qualifications of my clinician?

Therapy sessions are provided by licensed masters-level or doctoral-level mental health professionals. Licensure requirements and specific titles vary by state. Medication consultations are provided by board-certified physicians, nurse practitioners, or physician assistants. We verify each clinician's credentials and require their licensure be maintained in good standing.

### Is Tava able to prescribe medication?

Yes. If a prescribing clinician determines that medication is right for you, they will call it in to your chosen pharmacy. We prescribe a variety of medications for depression, anxiety, and insomnia. However, we cannot prescribe any controlled substances including stimulants (e.g., Adderall, Ritalin), benzodiazepines (e.g., Klonopin, Xanax, Valium, Ativan), or opiates. We also do not prescribe sedatives like Ambien for sleep. Talk to your Tava clinician about safe and effective alternatives to these medications.

### What does Tava mean when it says it provides therapy and medication sessions?

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, but they can recommend a patient be seen by a prescribing clinician. These clinicians are able to prescribe medication to manage mental disorders (i.e. pharmacotherapy), and they understand the effects of medicines on the body.

### Does Tava also pay for my medications?

No. Tava can prescribe medications, but it is up to you to pick up and pay for them at your pharmacy.

### What issues does Tava help resolve?

Tava has clinicians who understand and treat many types of issues. If you are wondering whether Tava can help you, schedule a free, initial consultation.

### 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 change therapists. 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."

---

Schedule your first appointment today at

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

---