



Talkspace Launches AI-Powered Insights to Advance Provider Efficiency and Enhance Therapeutic Care

January 15, 2025

- New feature from Talkspace's AI Innovation Group, developed alongside therapists, helps providers efficiently prep for sessions and guide client care between sessions
- Dynamic insights save providers time and effort by consolidating important clinical information
- Technology is HIPAA-compliant, secure, private, and confidential

NEW YORK, Jan. 15, 2025 (GLOBE NEWSWIRE) -- [Talkspace](#), (NASDAQ: TALK), the leading online therapy platform, today announced the launch of Insights, a new feature that enhances therapeutic care by helping Talkspace providers efficiently prepare for sessions and guide client care between sessions. The feature was developed and refined in partnership with Talkspace clinicians.

Before each session, providers can use Insights to synthesize data from each client's care journey, a process that is typically manual — including changes in that client's symptom acuity from evidence-based psychological assessments and key details from the most recent session — to generate a concise pre-session primer tailored to the therapist's upcoming appointment. After the session, an update can be generated to reflect the discussion's key points, highlight therapeutic progress, and note follow-ups for future sessions.

"At Talkspace, our goal is to harness technology to improve both the provider and client experience," said Dr. Nikole Benders-Hadi, M.D., Chief Medical Officer at Talkspace. "The AI Insights feature will not only streamline session prep but also enrich the therapeutic process by pulling multiple data points that help our providers focus more so on their clients' care and clinical outcomes."

The latest new feature to roll out from [Talkspace's AI Innovation Group](#), saves clinicians valuable preparation time by synthesizing bespoke client insights, so clinicians can focus on guiding clients through their therapeutic journeys and fostering a more personal, therapeutic bond. Insights builds on the success of Talkspace's "smart notes" feature, which empowers providers to generate summary notes of member sessions.

"Insights is yet another example of how Talkspace is leveraging AI to work harder for our clinicians and delivering high-quality care to our members," added Dr. Jon Cohen, CEO of Talkspace. "This cutting-edge technology solidifies Talkspace's position as an innovator in behavioral health, integrating high-quality care with secure, AI-driven tools that respect and protect patient confidentiality."

As with all Talkspace technologies, Insights was developed with a primary focus on privacy and security. All of the client's individual clinical data informing the tool lives within Talkspace's closed and encrypted platform. Insights complies fully with HIPAA regulations, ensuring that client data remains confidential and secure. Talkspace's commitment to protecting patient information underscores its leadership in responsibly advancing behavioral health care.

About Talkspace

Talkspace (NASDAQ: TALK) is a leading virtual behavioral healthcare provider committed to helping people lead healthier, happier lives through access to high-quality mental healthcare. At Talkspace, we believe that mental healthcare is core to overall health and should be available to everyone.

Talkspace pioneered the ability to text with a licensed therapist from anywhere and now offers a comprehensive suite of mental health services, including therapy for individuals, teens, and couples, as well as psychiatric treatment and medication management (18+). With Talkspace's core therapy offerings, members are matched with one of thousands of licensed therapists within days and can engage in live video, audio, or chat sessions, and/or unlimited asynchronous text messaging sessions.

All care offered at Talkspace is delivered through an easy-to-use, fully-encrypted web and mobile platform that meets HIPAA, federal, and state regulatory requirements. More than 158 million Americans have access to Talkspace through their health insurance plans, employee assistance programs, our partnerships with leading healthcare companies, or as a free benefit through their employer, school, or government agency.

For more information, visit www.talkspace.com.

Media Contacts:

Luke Fanous | lfanous@skdknick.com