

FREQUENTLY ASKED QUESTIONS

How do I get started with Talkiatry?

A member can initiate services with Talkiatry by using this link: <https://bitly.talkiatry.com/quest>.

There is also a link available on the Quest Behavioral Health website, www.questbh.com; select the “Find a Provider” button, then scroll to the middle of the page for more information and a link.

Once the Talkiatry home page is reached, the member must complete a short assessment to be matched with a provider based upon the member’s needs and schedule.

Can a member see a Talkiatry provider in person?

Talkiatry is a digital platform providing telepsychiatry services only; there is no option for in-person treatment.

What ages do Talkiatry providers treat?

Talkiatry providers can treat children and adolescents (ages 5+), adults, and older adults.

What services does Talkiatry provide?

General psychiatry, as well as specialties including child and adolescent psychiatry (varies by state), geriatric psychiatry, addiction, consultation-liaison, and medication management.

Does Talkiatry see members for both EAP and behavioral health benefits?

Talkiatry does not provide EAP services.

Are benefits available to both employees and dependents?

Yes, Talkiatry can be used by any member covered under a Quest benefit plan.

How quickly can an appointment be scheduled?

Talkiatry can typically see members within five days post completion of their assessment.

How are Talkiatry visits reimbursed?

Most plans reimburse at the Quest network (Tier 2) benefit coverage. Please contact Quest to confirm coverage for your specific plan.

Who can I contact for assistance?

If a member needs assistance getting started with Talkiatry, please contact Quest member services for additional support – 800-364-6352 or reach out to Talkiatry at 833-351-8255 or hello@talkiatry.com.

About Talkiatry

Talkiatry is a national mental health practice that provides in-network psychiatry and therapy. They were co-founded by a patient and a triple-board-certified psychiatrist to solve the problems both groups face in accessing and providing the highest quality mental healthcare. 60% of adults in the U.S. with a diagnosable mental illness go untreated every year because care is inaccessible, while 45% of clinicians are out of network with insurers because reimbursement rates are low and paperwork is unduly burdensome. With innovative technology and a human-centered philosophy, Talkiatry provides patients with the care they need—and allows psychiatrists to focus on why they got into medicine. Learn more at www.talkiatry.com and follow us on [Instagram](#), [Facebook](#), and [LinkedIn](#).

NOTE:

The general rule regarding licensure requirements for telehealth services, including telebehavioral health, is for providers to meet the licensure requirements of the state where they are licensed **and** any licensure requirements of the state where the patient is physically located at the time of the telehealth appointment.¹

¹*Licensure for behavioral health*. (2023, February 3). Telehealth.HHS.gov. Retrieved August 21, 2023 from <https://telehealth.hhs.gov/licensure/licensure-for-behavioral-health>.