



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 therapists helps you step out of the fog and get back to a happier, more fulfilled you.

Tava is a free, confidential mental health benefit **available all full-time employees enrolled in Dunn Construction's health plan and their enrolled dependents (ages 13-25)**. The benefit provides 12 free 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).

Free to Use

No claims, no co-pays, no deductibles. The costs associated with your care have been completely covered.

Convenient

Self-scheduled online video sessions means you get care whenever works best 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 care from quality therapists who are licensed, carefully 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

Relationship issues
Stress
Trauma
Work pressure and more...

Schedule your first appointment today at

care.tavahealth.com

FAQ

Frequently Asked Questions

Is this service really free?

Yes! The costs of the first 12 sessions for you and each of your eligible dependents 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.

What happens if I need more than 12 sessions?

Once an individual has used 12 free sessions, they can continue their therapy by paying for it out of pocket at a rate of \$125 per session (this rate is valid for eligible members through 12/31/2022).

Do I need to file a claim with my insurance?

No. Payment has already 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. Employee payments for Tava sessions do not get applied towards your deductible.

Do my payments apply to the out-of-pocket maximum?

No. Any employee payments made to Tava do not contribute to your out-of-pocket maximum accumulator.

Who is eligible to use this service?

Tava is a benefit available to all full-time employees enrolled in Dunn Construction's health plan and their enrolled dependents, including spouse/partner, and children ages 13-25. Employees are encouraged to ensure household members are aware of their ability to use this service.

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; data shared with employers is always de-identified and aggregated, protecting the identities of our individual clients.

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 chat technology used for your visit is also encrypted and HIPAA compliant.

Is this service available after business hours?

Yes. Tava's therapists have availability beyond normal business hours. For current appointment availability, please visit 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, visit your nearest emergency room, or call 911.

How will I talk with my therapist?

Therapy 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). 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 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.

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.

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."

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