Frequently asked questions about Tava

Therapy with Tava is easy and confidential.
Here are the most common questions people employees ask!

Is therapy right for me?

It's totally normal to see an expert for your physical health; why not try expert care for your mental health? No matter what you're dealing with, a caring Tava therapist can help you feel better and find a path forward.

Do you accept my insurance?

Yes! We accept payment through a select number of insurance providers. Sign up to see if your insurance is accepted. Those who wish to see a Tava therapist without insurance can use our simple cash pay system.

What is your typical wait time?

Tava therapists are available to meet with you immediately! That's right, no wait times. Most Tava clients are able to sign up and meet with their therapist within 14 hours.

What hours are Tava therapists available?

We work to make sure that therapists are available to meet you whenever you have time—during the day, in the evening or on the weekend. We will recommend therapists based on your schedule preference, then you can set up a time to meet that works for you.

Is online therapy effective?

Yes! Research shows that online therapy is just as effective as in-person therapy. Plus it's convenient. No travel, no waiting room, no baby/dog sitter required. Even more importantly, 94% of people who try Tava report improved mental health after just a few sessions.

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What kinds of challenges can Tava therapists help with?

No matter what has you feeling stuck, help from a caring expert is just a click away. Tava therapists are trained to help you with:

- Relationship challenges
- Stress management
- Depression
- Anxiety
- Trauma and PTSD
- Grief and loss
- Couples therapy
- Parenting
- LGBTQIA+ questions
- Eating disorders
- Postpartum challenges
- Addiction
- Life coaching
- And more...

Can I switch therapists?

A good relationship with your therapist is key to success, so Tava makes it simple to switch therapists if needed!

How many therapy sessions will my insurance cover through Tava?

The number of covered therapy sessions varies among insurances that partner with Tava Health. For details about session limits and eligibility, refer to your insurance benefits guide. If you use up your covered sessions, you can always keep seeing your Tava therapist for a low per-session cost.

Is Tava confidential? Will my family know what I discussed?

Just like in-person therapy, anything you discuss with your Tava therapist is completely confidential. Written records of all services are kept private and are unavailable to anyone (including sponsoring employers) without the written consent of the identified patient (or legal guardian) unless disclosure of information is required by law or court order.

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How do I make an appointment with a Tava therapist?

It couldn't be easier to get help with Tava. You'll start by taking a short online assessment to match with a therapist who's qualified to meet your specific needs. Once you've been matched, you'll be able to see your therapist's availability and schedule an appointment at a time that's convenient for you.

And the best part? Online therapy means you can take your virtual appointment anywhere you're comfortable and have Internet access. Meet up on your lunch break, at home, in the car—anywhere that makes sense for your schedule.

