

OHIO STATE EMPLOYEE ASSISTANCE PROGRAM

Tess - IMPACT's Mental Health Chatbot



Tess—Mental Health Support Using Artificial Intelligence

1. SAY Hi

Start chatting with Tess by texting “Hi” to +1 (415) 360-0023
Start Code: *buckeyes*

2. Tess ASKS

Like a coach, Tess works to understand your needs by asking “How are you?”

3. Tess HELPS

Tess delivers coping strategies based on the emotions you express

Did You Know... OSU EAP in partnership with IMPACT Solutions offers Tess, a NEW 24/7 mental health chatbot that coaches people through tough times to build resilience, by having text message conversations – similar to texting with a friend or coach.

Tess simulates how a human would behave as a conversational partner while providing clinically proven coping skills and strategies based on expressed emotion, similar to a self-help book. Research findings show that Tess is proven to reduce depression by 28% and anxiety by 18%. If at any time during a chat session with Tess you wish to speak to, or schedule an appointment with a counselor, Tess will provide the IMPACT phone number and/or emergency response services depending on your need.

- **Tess is completely confidential.** You can stop a conversation whenever you are ready by simply texting “stop” and/or ask Tess to delete your conversation at any time - It’s that easy!
- **Tess is a great resource for teens, college students and adults** who prefer technology as a communication tool or method for learning.
- **Tess is a great way to supplement counseling** and gain access to strategies and techniques that can help you manage stress in the moment.

Watch an informative video testimonial to learn more about Tess by logging on to your OSU EAP website at www.osuhealthplan.com/OhioStateEAP and click on the Tess Tile.

Questions? Give us a call at 800-678-6265.



THE OHIO STATE UNIVERSITY

TOLL-FREE: 800-678-6265

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