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Regain couples counseling review | expert tried & tested in 2024

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How we test

We provide recommendations based on first-hand experience and in-depth research of every platform we review. For this review, we tested Regain for high-quality providers, accessible services, and additional features and resources offered to help users feel supported.

[Learn more](#)

Trusted experts

This review benefits from the expertise of Rychel Johnson, a licensed counselor and Krista Manning an experienced medical fact-checker and copy editor.

It doesn't matter if you've been with your partner for two years or twenty, every couple faces unique challenges that can strain their relationship. Evidence indicates that couples therapy can be an effective way to improve relationship quality and reduce emotional distress. (1) Whether it's communication issues, conflict, or simply wanting to strengthen your bond, seeking professional help can make a significant difference.

Therapist Rychel Johnson stresses the importance of communication in a marriage or romantic partnership. "Couples who are on the same page about the goals of their marriage seem to have stronger bonds and can move through conflict better." Johnson often refers her individual therapy clients to couples therapy to process marital issues.

There are a variety of [online couples counseling](#) platforms that can help you address relationship issues, but Regain stands out by exclusively focusing on this type of therapy. It provides convenient, accessible, and professional counseling tailored specifically to couples.

Regain Couples Counseling

Fortune Score:
4.5/5 ★★★★★

Regain's versatile and affordable platform allows couples to choose their preferred therapy style, whether participating together or individually.

Check Price

Key product features ▼

What you should know ▼

Pros

- More affordable than many in-person therapy options
- Offers individual and couple sessions
- Can request specific criteria for your therapist, such as gender and religion
- Change therapists at any time
- You and your partner can participate from different devices and locations
- Ability to message your therapist any time
- Can be accessed from smartphones, tablets, and computers
- Offers accessibility options for disabled users

Cons

- Doesn't accept insurance or Medicare
- Providers can't diagnose mental health conditions or prescribe medication
- No in-person options
- One of our testers had trouble finding an available therapist in their state
- We experienced connection issues during video sessions

What is Regain?

Regain is an online therapy platform that specializes exclusively in relationship and couples therapy. As an offshoot of BetterHelp, it offers many of the same high-quality services as its parent platform, including weekly live sessions with a licensed therapist.

Regain distinguishes itself by focusing entirely on the unique dynamics and challenges of romantic relationships, providing tailored support to couples looking to improve their connection and resolve conflicts.

All of Regain's sessions take place online, so you won't need to attend an office in person. Your communications with your therapist are encrypted, and your data won't be shared with third-party advertisers.

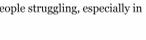
How does Regain work?

Upon signing up for Regain, you'll fill out a questionnaire explaining your therapy goals, concern areas, and therapist preferences, such as your practitioner's gender and religious affiliation. After answering, you'll be automatically matched with a therapist, usually within 48 hours. But it may be less time—one of our test couples was matched with their therapist in under one hour.

Additionally, if you don't like your automatic match, you can request a change at any time. One of our Regain counseling review test couples didn't like their initial match but could choose a better fit without hassle.

"We were able to get an appointment with a therapist right away, so we were impressed with the availability of the platform. Lots of therapists had evening hours, which was the only time we could do therapy."

Team product tester



Regain subscriptions allow for one live session per week. Depending on your therapist's availability, these sessions last between 30 to 45 minutes each. You can do the live sessions alone or with your partner. Additionally, you and your partner can access your sessions from the same device or connect individually with your smartphone, laptop, or tablet. This allows you to participate without needing to be in the same location.

Live video therapy sessions

Like a traditional therapy session, Regain offers video sessions where you and your partner can chat with your therapist. A 2022 study suggests that couples video therapy sessions can be just as effective as in-person options. (2) Not only are these sessions just as effective, but as Johnson states, "Video session are sometimes the only way a couple can manage to both engage in counseling. Video makes this possible."

That said, one of our Regain couples counseling review testers experienced technical difficulties during one of their video sessions, resulting in a disconnect.

Live phone sessions

If you're uncomfortable with a face-to-face discussion, you can opt for a phone conversation with your therapist. After logging in at your scheduled time, your therapist will prompt you to join the session.

According to the American Psychological Association, audio-only therapy can be a viable option for mental health. (3) However, it can come with additional challenges for both you and your practitioner. For example, your therapist won't be able to pick up emotional cues from your expression and body language. Instead, they'll have to listen to their in your voice. While phone therapy can be helpful and certainly better than no therapy, the barrier of not having the visual component could compromise the work that happens in therapy.

Live chat sessions

Regain also offers live chat sessions with your therapist. These differ from the platform's messaging option, where you can text your therapist anytime, and they will respond on their own time. Instead, you and your therapist will be added to a chat room for real-time texting and responses.

Some preliminary evidence suggests that text-based therapy could be effective for mental health, but more research is needed to confirm this. (4) This type of therapy could be more effective if you already have an established relationship with your therapist since they won't be able to observe emotional cues from your expression or voice.

Group seminars

Regain offers group seminars on topics relevant to couples, such as conflict resolution and communication. One of our Regain online therapy testers liked the Groupinars because they helped them feel connected to a community.

Johnson shares that in her therapy practice, her clients appreciate feeling connected to a community. She says, "People want to feel like they're not the only people struggling, especially in their romantic relationships."

Other features

Regain provides access to other bonus features, like a journal with guided prompts. You can opt in to notifications that remind you to leave a daily entry. One of our testers found it straightforward, although they didn't feel the addition was particularly valuable in their journey.

Who is Regain telehealth therapy right for?

Regain may be an ideal option for individuals and couples who are seeking relationship therapy but are unable or unwilling to attend in-person sessions due to logistical constraints.

For example, since you and your partner can connect to live sessions via different devices, you don't need to meet with your therapist in the same place. This could come in handy if you or your partner travel often or have limited mobility.

Regain may also be suitable for individuals who prefer the anonymity and privacy of online therapy. (5) While you must include emergency contact information, you can register with a nickname and preserve your privacy. You can also forego other privacy concerns related to in-person therapy. For instance, you don't need to worry about being spotted at a therapist's office.

Since you can conduct your sessions from home, you don't need to worry about sharing your vulnerabilities in an unfamiliar environment.

Who should seek an alternative to Regain therapy?

While Regain offers many advantages, it's essential to acknowledge its limitations. The lack of in-person interaction may detract from the depth of connection and understanding that can be achieved in face-to-face therapy settings. (6) So, for individuals with more complicated or nuanced relationship concerns, an in-person therapist may provide a better option for in-depth discussions.

Additionally, Regain only offers therapy options for relationship-related issues. If you want individual therapy for another mental health concern, another online therapy platform, like BetterHelp, TalkSpace, or OnlineTherapy.com, may be able to match you with a therapist better suited to your needs.

Regain also suggests seeking an alternative to their platform if you:

- Are in a physically abusive relationship or need emergency interventions
- Don't have reliable internet access
- Have been ordered to undergo therapy by the court or another legal authority

Types of counseling offered by Regain

Some of the relationship issues that Regain's practitioners can address include the following:

- Communication issues
- Loss of intimacy or passion
- Infidelity
- Financial concerns
- Premarital counseling
- Parenting challenges (7)
- Divorce counseling (8)

Keep in mind that every Regain practitioner has slightly different expertise, and therapist availability may be limited by your location. One of our testers could only find one therapist in their state who specialized in their area of concern (intimacy issues).

You can receive individual therapy for relationship-related concerns, or your partner can join for couples sessions. If your partner will be joining sessions, you can include them during the sign-up process or invite them to create a profile later.

What qualifications do Regain's therapists have?

Regain's practitioners are licensed by their state's board and have at least three years of experience. Their credentials include:

- **Psychologists (PhD/PsyD):** Extensive training with a focus on research (PhD) or clinical practice (PsyD). Qualified to perform psychological testing and complex mental health diagnosis and treatment.
- **Licensed Marriage and Family Therapist (LMFT):** Requires a master's degree in marriage and family therapy. Specializes in individuals, couples, and families, focusing on relational dynamics and interpersonal issues.
- **Licensed Clinical Social Worker (LCSW):** Requires a master's degree in social work. Focuses on providing therapy, advocacy, and social support to individuals, families, and communities.
- **Licensed Professional Counselor (LPC):** Requires a master's degree in counseling. Provides mental health counseling to individuals, groups, and families.
- **Licensed Mental Health Counselor (LMHC):** Requires a master's degree in mental health counseling, providing mental health counseling to individuals and groups, and addressing various psychological and emotional challenges.

Our test couples found a wide variety of therapists to choose from. However, one couple had trouble finding a licensed therapist in their state (California). They had to switch therapists four times to find a practitioner who addressed their area of concern and offered appointments on their schedule.

Our other test couple had a more positive experience. After not feeling connected to their automatically assigned therapist, their second therapist was a better fit and offered unique solutions to revitalize their connection.

How therapists are onboarded

We asked for a deeper view on Regain's onboarding process. The website is committed to maintaining the highest standards of care by ensuring that every provider on the platform is both licensed and in good standing. Regain's onboarding process for therapists is designed to be thorough and rigorous, incorporating multiple layers of verification and evaluation to ensure only the most qualified professionals are accepted. Here's how the process works:

Verification of licensure and identity:

- All applicants must provide a valid license to practice and proof of identity as the initial step in their application.
- Regain meticulously cross-checks the provided licensure information with the applicant's respective state licensing board to ensure it is current and in good standing.

Background checks:

- Therapists must undergo a comprehensive background check to ensure there are no red flags or disciplinary actions that could compromise the quality of care provided on the platform.
- Periodic re-checks are conducted through the National Practitioner Data Bank (NPDB) to maintain ongoing oversight of all providers.

Clinical competence assessment:

- Beyond licensure verification, each therapist applicant is required to complete a detailed case study. This case study is not just a formality; it is graded by a licensed clinician who evaluates the applicant's clinical reasoning, ethical judgment, and overall competence.

Selective acceptance process:

- Due to the rigor of the evaluation process, only a small fraction of applicants are ultimately accepted. In fact, less than a third of those who apply to work as therapists on Regain are approved, reflecting its commitment to quality.

Transparency for users:

- To empower users to make informed decisions, Regain provides the full credential information for each therapist on the platform. This transparency allows users to perform their own due diligence, ensuring they feel confident in their choice of provider.

How many therapists are on the platform

Over 13,000 therapists are active and opted into accepting clients on Regain.

Onboarding new users

When new users join Regain, it streamlines the process to ensure they are matched with a therapist who aligns with their specific needs, preferences, and location. Here's how the process works:

- **Initial questionnaire:** Upon signing up, potential users are asked to complete a comprehensive questionnaire. This questionnaire is designed to gather detailed information about the user's mental health needs, therapy preferences (such as therapist gender or specialization), and geographical location. The data collected is then processed by a matching algorithm, which uses this information to identify the best possible therapist for each user. This ensures a personalized match that caters to the unique needs of every individual.
- **Payment information:** After completing the questionnaire, users are prompted to enter their credit card or payment information to activate their account. This step secures the user's spot on the platform and allows them to proceed to the matching phase.
- **Therapist matching:** Once payment information is provided, the user is matched with a therapist, often within as little as 24 hours. This rapid matching process allows users to quickly begin their journey to mental wellness without unnecessary delays. The matched therapist will be available for sessions that can be scheduled via video, phone, or live chat, depending on the user's preference and convenience.

Users who sign up through Regain, a BetterHelp service focused on couples counseling, are matched exclusively with therapists who have opted in to provide couples therapy on the platform. The Regain platform also offers unique features such as the ability to invite a partner to join the counseling sessions. These sessions can be conducted through 3-way calls or 3-way video sessions, allowing for collaborative therapy experiences that are essential in couples counseling.

How are new users matched with a therapist?

Regain has an algorithm that is optimized to match new users with one of the licensed therapists in the network based on their needs, preferences, and location.

Does Regain prescribe medication?

No, Regain's practitioners aren't qualified to prescribe medication, and you can't fulfill a prescription through the platform.

Can I receive a mental health diagnosis through Regain?

No, Regain's roster of professionals doesn't include psychiatrists who are qualified to diagnose mental health conditions. (9)

If you want to pursue a mental health diagnosis via telehealth, check out our recommendations for the [best online psychiatrist](#) platforms.

How much does Regain virtual therapy cost?

Regain offers different subscription options that you can choose, including billing that can occur weekly, every four weeks, or quarterly. Any type of subscription you choose will continue and automatically renew until you cancel the membership. Regain costs between \$65 and \$90 weekly, billed every four weeks. The overall cost varies based on factors such as your location and therapist preference, and you can cancel your membership at any time.

You can cancel your subscription at any time without penalty. However, users will still be billed for the remainder of the pay period they've already purchased and won't receive a refund for the unused portion of their final month of service. Users can still access their messages, message their therapist, and schedule weekly appointments until the end of the pay period.

Does Regain take Medicare or insurance?

No, While Medicare can cover telehealth services, including online therapy, Regain doesn't accept Medicare as payment. (10)

Regain doesn't accept insurance directly. But if your insurance company covers relationship therapy, you can receive a receipt from Regain and request reimbursement. Be sure to ask your insurance company about their policies before signing up. Alternatively, you can look at our top online therapy platforms that accept insurance.

Does Regain offer financial aid?

If you need help paying for relationship therapy, Regain offers financial aid on a case-by-case basis. You can contact customer service for more information.

Specs

Cost per month	\$260-\$360
Type of therapy	Individual and couples therapy available via video phone, or text-chat
Financial aid	Yes
Accepts insurance	No
Prescribes medication	No

Regain vs. other online couples therapy services

	ReGain	Talkspace	Online-theravox.com	MDLIVE	open path collective	ThriveWorks
Rating	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon
Cost	\$65-\$90 per week	Starting at \$109 per session	\$88-\$110 per week	\$0-\$68 per session	\$40-\$70 per session	\$20-\$50 per session after insurance
Session type	Video, phone, chat, messaging	Video, phone, chat, messaging	Video, phone, chat	Video, phone	In-person, telehealth	Video, phone, in-person
Insurance accepted	No	Yes	No	Yes	No	Yes
Financial aid	Yes	No	Yes	No	Sliding scale fee	No
Prescriptions available	No	Yes (through psychiatry plan)	No	Yes	No	Yes
	Check Price	Check Price	Check Price	Check Price	Check Price	Check Price

FAQs

How does Regain therapy work?
Regain connects you with an online therapist for individual relationship or couples therapy. Your subscription includes access to weekly live sessions, which can be conducted via video, phone, or live chat.

What types of therapy does Regain offer?
Individual and couples therapy available via video phone, or text-chat

Is Regain owned by BetterHelp?
No, Regain is a separate platform from BetterHelp.

Our experts

Rychel Johnson
Rychel Johnson, M.S., LPC, is a licensed clinical professional counselor in Kansas. She owns a private practice specializing in anxiety treatment and social skills development. Rychel also enjoys extensive road trips and spending time with her husband, daughter, and two cats.

Krista Manning
Krista Manning is an accomplished medical copy editor and fact-checker who stands out in the pharmaceutical, health, and wellness domains. With a meticulous eye for detail and a command of medical language, Krista ensures the accuracy and clarity of content. Beyond her professional expertise, Krista is an advocate for mental health awareness. Recognizing the crucial intersection of psychological and physical well-being, she actively contributes to projects that promote mental health awareness within the healthcare narrative. Krista's commitment extends beyond the pages she edits, emphasizing the holistic nature of health communication.

Brooke Helton
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About Author

Brooke Helton is a freelance writer passionate about holistic living. She loves creating content that empowers others to take charge of their health. Beyond Fortune Recommends, you can find her work in places like Forbes Health, Business Insider, mindbodygreen, Everyday Health, MarketWatch, and more.

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