

Aetna® Mental Well-Being

Behavioral health products and services

Self insured customers



Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).] Aetna Behavioral Health refers to an internal business unit of Aetna. Aetna®, CVS Pharmacy, Inc., which owns CVS® HealthHUB™ locations, and MinuteClinic®, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies. For California residents only: telehealth services may be available with your primary care provider (PCP) or specialist. If you use services from a Third-Party Corporate Telehealth Provider, your medical records will be shared with your PCP or specialist. If you want to opt-out, please notify the Third-Party Corporate Telehealth Provider during your visit. In-network cost sharing will apply for all services received through the Third-Party Corporate Telehealth Provider and all out-of-pocket costs will accrue to the applicable deductible and/or out-of-pocket maximum.

How to use this guide

This guide provides an overview of the behavioral health programs and services we offer to your employees based on their mental health needs.

Page six depicts a grid of various conditions. You can click on each condition. It will take you to the pages that highlight products and services that we offer to your employees to support that condition. You'll find a link at the end of those services that will take you back to the grid.



Evolving the mental well-being experience to help members achieve their best health

GUIDING

members with a personalized experience based on unique needs, preferences and eligible resources

CONNECTING

solutions across the continuum of mental well-being, physical and social needs

REINVENTING

how mental well-being care is accessed and delivered



Behavioral health benefits



Core services

- Management of behavioral health
- Pre-certification
- Concurrent review
- 24/7 Triage and referral

Robust services also included in the medical fee structure

Wholly owned and developed

- ✓ Adolescent outreach program
- ✓ Aetna 360™ behavioral health (BH)
- ✓ Autism management
- ✓ Behavioral health condition management — base
- ✓ Talk Saves Lives™ training

Outsourced and partnered

- ✓ AbleTo behavioral health services and treatment
 - ✓ Behavioral Health Institutes of Quality™ (IOQ)
 - ✓ Brightline (opt in)
 - ✓ Charlie Health
 - ✓ CHE Behavioral
 - ✓ Didi Hirsch suicide attempt support group
 - ✓ Eleanor Health
 - ✓ Equip Health
 - ✓ MinuteClinic® behavioral health
 - ✓ Meru Health
 - ✓ NOCD
 - ✓ Teladoc®
 - ✓ Valera Health
 - ✓ Vita Health (Oui Therapeutics)
 - ✓ Workit Health
- *Telemedicine services through behavioral health network providers



Buy-up programs/services

- Behavioral health condition management — (buy up from base level)
- Resources for Living® — employee assistance program (EAP)
- Resources for Living® — a la cart services

Aetna® behavior health capabilities

You can click on each tile to learn more about programs and services specific to these needs.

**Suicide
prevention**

**Substance use
disorders**

Mental health concerns

such as depression, anxiety or
struggling with physical health
issues as well

**Autism spectrum
disorders**

Resources For Living®
Employee assistance program

Buy up — may not apply for all plan
sponsors

Behavioral health resources



Mental health concerns (1 of 7)

such as depression, anxiety or struggling with physical health issues as well

BH condition management program

Advocacy that helps high-risk members and caregivers' access and actively engage in treatment and services. The goal is to attain lasting treatment gains and healthy behavior change.

These are national services and treatment.

How to contact/reach:

Call number on back of your ID card

Call: **1-800-424-4660**, option 2

Aetna 360™ behavioral health

An advocacy model which includes:

- Aetna 360 care advocate — a single point of contact for members, caregivers and providers
- Enhanced member and caregiver engagement and support
- Social determinants identified and resolved
- Coordinated peer support (where available)
- Digital cognitive behavior therapy (CBT) enabled

See “BH Institutes of Quality™ (IOQ)”.

How to contact/reach:

Call number on back of your ID card

BH Institutes of Quality™ (IOQs)

Treatment facilities that meet our high-quality standards and have passed an extensive quality and on-site review.

Facilities for eating disorders available in: FL, PA, UT, WI — [list of facilities](#)

Facilities for complex mental health disorders available in: AZ, OH, PA, WI — [list of facilities](#)

How to contact/reach:

Call number on back of your ID card

Provider partner

[Return to grid](#)



Mental health concerns (2 of 7)

such as depression, anxiety or struggling with physical health issues as well

AbleTo virtual therapy

- **AbleTo 360:** Eight-week outpatient therapy, coaching and digital mental health tools via telemedicine for those with chronic medical condition(s) plus mental health struggles: anxiety, depression, panic, etc.
- **Digital+:** coaching that usually takes eight weeks to complete.
- **Therapy+:** best for people that struggle with mild anxiety, depression and social anxiety.

These are national services and treatment.

How to contact/reach:
1-844-330-3648, Monday through Friday, 9 AM to 8 PM ET

<https://Member.AbleTo.com/Aetna/>

Provider partner

MinuteClinic® behavioral health

Credentialed network of experienced master's level therapists who provide in-person and televideo services. Therapists provide support with BH/EAP services to include:

- Assess and address SDOH needs
- Diagnosis and deliver therapy
- Support with navigation to higher level of care when needed

Available in these **CVS®**
MinuteClinic® markets

Members can request sessions:
1-855-417-2486

<https://www.CVS.com/mentalhealth>

Provider partner

Teladoc®

Credentialed network of experienced psychiatrists, psychologists and master's level therapists available for appointments 7 days a week, 7 AM to 9 PM local time. Sessions are available by video only.

For ages 13 and above

These are national services and treatment.

How to contact/reach:
1-855-TELADOC (835-2362)

<https://www.Teladoc.com/Aetna/>

Provider partner

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Mental health concerns (3 of 7)

such as depression, anxiety or struggling with physical health issues as well

MDLIVE

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 10 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-855-824-2170

www.MDLive.com/BHCOMM

Provider partner

Array AtHome Care

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-800-442-8938

<https://InsightPortal.MahlerHealth.com/>

Provider partner

Telemetrynd

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-866-991-2103

<https://www.Telemetrynd.com/aetna>

Provider partner



Mental health concerns (4 of 7)

such as depression, anxiety or struggling with physical health issues as well

Alma

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states

How to contact/reach:

Call number on back of your ID card

www.HelloAlma.com/aetna

Provider partner

Meru Health

12-week digital therapy program proven to reduce depression and anxiety that combines evidence-based therapies, lifestyle science and wearable biofeedback.

Ages 18 and above

Available in: all 50 states and D.C.

How to contact/reach:

Call number on back of your ID card

<https://www.MeruHealth.com/>

Provider partner

Headway Health

National and regional partners provide behavioral health outpatient telemedicine therapy and medication management.

Individual providers determine age range that they can treat

Available in: all states and D.C., except AZ

How to contact/reach:

Call number on back of your ID card

<http://www.Headway.co>

Provider partner

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Mental health concerns (5 of 7)

such as depression, anxiety or struggling with physical health issues as well

Brightside

National and regional partners provide behavioral health outpatient telemedicine therapy and medication management.

Ages 18 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-415-360-3348

<http://www.Brightside.com>

Provider partner

Valera Health

Telephone, chat and video therapy support and medication management for children in treatment for mild to severe mental illness. Parents also can receive support via parenting groups and ongoing parent sessions.

Ages 6 and above

Available in: AZ, CT, MA, NJ, NY, OR, WA

How to contact/reach:
Call number on back of your ID card

<http://www.ValeraHealth.com/>

Provider partner

Equip Health

Virtual treatment for people with anorexia, bulimia, binge eating disorder, avoidant/restrictive food intake disorder (ARFID) and atypical eating disorders. Equip treats all diagnoses helping people to achieve full health and recovery.

Ages 6 to 24

Available in: all 50 states and D.C.

How to contact/reach:
1-855-387-4378

<http://www.Equip.health>

Provider partner



Mental health concerns (6 of 7)

such as depression, anxiety or struggling with physical health issues as well

NOCD

Online OCD face-to-face video therapy sessions with licensed therapists that specialize in OCD, along with 24/7 support between sessions from self-help tools and peer communities

For all ages

Available in: all 50 states

How to contact/reach:

Call number on back of your ID card

<http://www.TreatMyOCD.com>

Provider partner

Brightline Pediatrics

Pediatric behavioral health care that includes:

- Coaching for child and parents
- Therapy
- Medication management

Opt in only

Ages 18 months to 17 years and their parents

Available in: all 50 states

How to contact/reach:

Call number on back of your ID card

<https://www.HelloBrightline.com/>

Provider partner

Charlie Health

Personalized virtual and in-person intensive therapy for teens and young adults with severe mental health issues and substance use disorders as well as their families.

Ages 12 to 28

Available in: AZ, CA, CO, DE, FL, ID, IL, MD, MT, NJ, OH, OR, PA, TX, UT, WA, WY

How to contact/reach:

1-855-387-4378

<https://www.CharlieHealth.com/>

Provider partner



Mental health concerns (7 of 7)

such as depression, anxiety or struggling with physical health issues as well

CHE Behavioral

Virtual, in-person and at-home therapy services and medication management with a focus on providing behavioral health care where these services may not be available.

Seniors

Ages 18 and above – specialty focus on those with multiple medical and behavioral health issues

Available in: all 50 states

How to contact/reach:
1-866-471-3330

<https://www.CHEServices.com>

Provider partner



Suicide prevention (1 of 4)

Aetna 360™ Behavioral Health

An advocacy model which includes:

- Aetna 360 care advocate — a single point of contact for members, caregivers and providers
- Enhanced member and caregiver engagement and support
- Social determinants identified and resolved
- Coordinated peer support (where available)
- Digital cognitive behavior therapy (CBT) enabled

See “[BH Institutes of Quality™ \(IOQ\)](#)”.

How to contact/reach:

Call number on back of your ID card

BH Condition Management Program

Advocacy that helps high-risk members and caregivers’ access and actively engage in treatment and services. The goal is to attain lasting treatment gains and healthy behavior change.

These are national services and treatment.

How to contact/reach:

Call number on back of your ID card

Call: **1-800-424-4660**, option 2

Adolescent Outreach Program

This program offers direct telephonic outreach and support to parents and/or caregivers of adolescents who are at the highest risk of self-harm.

Ages 13 through 17

These are national services and treatment.

How to contact/reach:

Call number on back of your ID card

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Suicide prevention (2 of 4)

Talk Saves Lives™

An hour educational presentation providing participants with an introduction to suicide prevention. [Developed by American Foundation for Suicide Prevention (AFSP).]

These are national services and treatment.

How to access:

Go to our **behavioral health member website** under “Mental Health Support & Services” as a featured story

Provider partner

Vita Health for youth

Outpatient 12-week specialty program delivered virtually for ages 12 to 24. Program provides app that supports this suicide prevention offering.

Available in: AL, AZ, CA, CO, CT, DC, FL, ID, IL, LA, MA, ME, MO, MS, NC, NJ, NV, NY, OH, PA, RI, SC, TX, UT, VA, WA, WV

Youth Nominated Support Team Service (YST) – ages 12 to 24 Psycho-educational coaching provided by clinical specialists to adults selected by adolescents to serve as their mentors.

These are national services.

How to contact/reach:

Call number on back of your ID card

<https://VitaHealth.Care>

Provider partner

Vita Health for adults

Outpatient 12-week specialty program delivered virtually. Program provides app that supports this suicide prevention offering.

Ages 18 and above

Available in: AL, AZ, CA, CO, CT, DC, FL, ID, IL, LA, MA, ME, MO, MS, NC, NJ, NV, NY, OH, PA, RI, SC, TX, UT, VA, WA, WV

How to contact/reach:

Call number on back of your ID card

<https://VitaHealth.Care>

Provider partner

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Suicide prevention (2 of 4)

Didi Hirsch suicide attempt support group

Attempt survivor peer support virtual group.

Available in: CA

How to contact/reach:

Call number on back of your ID card

Provider partner

Teladoc®

Credentialed network of experienced psychiatrists, psychologists and master's level therapists available for appointments 7 days a week, 7 AM to 9 PM local time. Sessions are available by video only.

Ages 13 and above

These are national services and treatment.

How to contact/reach:

1-855-TELADOC (835-2362)

<https://www.Teladoc.com/Aetna/>

Provider partner

MDLIVE

National and regional partners online face-to-face mental well-being outpatient counseling and medication management.

Ages 10 and above

Available in: all 50 states and D.C.

How to contact/reach:

1-855-824-2170

www.MDLive.com/BHCOMM

Provider partner

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Suicide prevention (4 of 4)

Array AtHome Care

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

**How to contact/reach:
1-800-442-8938**

<https://InsightPortal.MahlerHealth.com/>

Provider partner

Telemetrynd

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

**How to contact/reach:
1-866-991-2103**

<https://www.Telemetrynd.com/aetna>

Provider partner



Substance use disorders (1 of 5)

Aetna 360™ behavioral health

An advocacy model which includes:

- Aetna 360 care advocate — a single point of contact for members, caregivers and providers
- Enhanced member and caregiver engagement and support
- Social determinants identified and resolved
- Coordinated peer support (where available)
- Digital cognitive behavior therapy (CBT) enabled

See “BH Institutes of Quality™ (IOQ)”.

How to contact/reach:

Call number on back of your ID card

Guardian Angel Program

Supports members struggling with opioid use disorder, recently survived an overdose, work with them to get the treatment they need to recover and connect them with local resources so they can reduce the risk of another overdose.

These are national services and treatment.

How to contact/reach:

Call number on back of your ID card

Workit Health

Online treatment program offering personalized convenient therapy, coaching, Medication Assisted Treatment (MAT), digital learning and peer support.

Coaching: all 50 states

Clinical and Counseling: AK, AZ, CA, CO, FL, GA, IL, IN, KY, MI, MN, NC, NJ, OH, OR, PA, TX, VA, WA, WI

How to contact/reach:

1-877-777-2671

Provider partner

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Substance use disorders (2 of 5)

Eleanor Health

Network provider that delivers comprehensive mental health and substance use disorder care in clinics, homes and virtually. Their Mental Health Medical Home program offers convenient support and medication-assisted treatment along with helping employees navigate any physical health conditions.

Available in: LA, MA, NC, NJ, OH, WA

How to contact/reach:

Call number on back of your ID card

<https://www.EleanorHealth.com/>

Provider partner

Shatterproof ATLAS

Shatterproof is dedicated to reversing the addiction crisis in our country. Their tool ATLAS:

- evaluates addiction treatment facilities use of evidence-based practices
- allows patients to see and provide feedback on their experience
- offers secure access to critical data for policymakers, providers and payers to drive quality improvement through increased accountability and transparency

Available in: DE, FL, LA, MA, NJ, NY, NC, OK, PA, WV and scaling for nationwide presence

<https://www.treatmentatlas.org/>

Provider partner

BH Institutes Of Quality™ (IOQs)

Treatment facilities that meet Aetna's high-quality standards and passed an extensive quality and on-site review.

Available in: AZ, CA, FL, GA, IL, IN, MD, MN, NJ, NY, OR, PA, TN, TX, VA, WI — [list of facilities](#)

How to contact/reach:

Call number on back of your ID card

Provider partner

[Return to grid](#)





Substance use disorders (3 of 5)

Charlie Health

Personalized virtual and in-person intensive therapy for teens and young adults with severe mental health issues and substance use disorders as well as their families.

Ages 12 to 28

Available in: AZ, CA, CO, DE, FL, ID, IL, MD, MT, NJ, OH, OR, PA, TX, UT, WA, WY

How to contact/reach:
1-855-387-4378

<https://www.CharlieHealth.com/>

Provider partner

Teladoc®

Credentialed network of experienced psychiatrists, psychologists and master's level therapists available for appointments 7 days a week, 7 AM to 9 PM local time. Sessions are available by video only.

Ages 13 and above

These are national services and treatment.

How to contact/reach:
1-855-TELADOC (835-2362)

<https://www.Teladoc.com/Aetna/>

Provider partner

MDLIVE

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 10 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-855-824-2170

www.MDLive.com/BHCOMM

Provider partner

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Substance use disorders (4 of 5)

Array AtHome Care

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-800-442-8938

<https://InsightPortal.MahlerHealth.com/>

Provider partner

Telemetrynd

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states and D.C.

How to contact/reach:
1-866-991-2103

<https://www.Telemetrynd.com/aetna-referral-form>

Provider partner

Headway Health

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Individual providers determine age range that they can treat

Available in: all states and D.C., except AZ

How to contact/reach:
Call number on back of your ID card

<http://www.Headway.co>

Provider partner

[Return to grid](#)



Substance use disorders (5 of 5)

Alma

National and regional partners provide online face-to-face mental well-being outpatient counseling and medication management.

Ages 5 and above

Available in: all 50 states

How to contact/reach:

Call number on back of your ID card

www.HelloAlma.com/aetna

Provider partner



Autism spectrum disorders (1 of 1)

Autism management

Applied behavior analysis (ABA) is considered the most effective therapy for this condition. Families with children on the autism spectrum face hurdles, like finding providers or navigating plan coverage.

These are national services and treatment.

How to contact/reach:
1-866-724-0604, option 5

BH Institutes of Quality™ (IOQs)

Treatment facilities that meet our high-quality standards and have passed an extensive quality and on-site review.

Available in: AZ, CA, CO, HI, OK, TX, UT — [list of facilities](#)

How to contact/reach:
Call number on back of your ID card

Provider partner



Resources for Living[®] (EAP) (1 of 1)

Resources for Living[®] a la carte

Resources For Living (RFL) a la carte provides convenient, enhanced mental well-being services — on their own or embedded into the medical care experience.

This allows your employees to personalize their well-being benefits and get support on their terms with better access to quality care, improved health outcomes and a lower overall cost of care.

For more information:
Reach out to your Aetna[®] representative

Resources for Living[®]/EAP

Resources For Living delivers a customizable, end-to-end solution.

It helps employees manage their work and personal well-being to reduce absenteeism, improve productivity and engagement.

It also enhances the quality of their everyday lives.

For more information:
Reach out to your Aetna[®] representative

Current EAP benefits/services

Current benefits/services:

Website:

Phone number:

Sessions:

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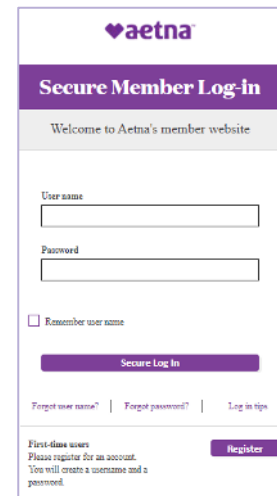
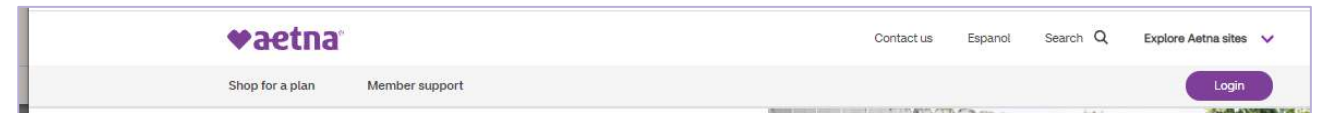
Mental health resources

Resources

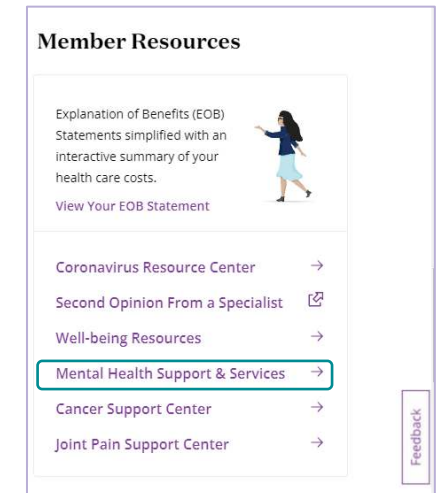
- [Let's Talk videos](#)
- Online assessments
 - [Depression](#)
 - [Anxiety](#)
- [MindCheck](#)[®] online tool
- Informational guidebooks
 - [Mental health awareness](#)
 - [Mental health awareness for young adults](#)
 - [Mental health awareness for parents/caregivers](#)
 - [LGBTQ+ coming out support guide for youth and young adults](#)
- [Your mental health & well-being microsite](#)


Member website

- Go to [Aetna.com](https://www.aetna.com) and select “login” in the top right corner of the home page
- Under Member, click “login”



- On the “Secure Member Log-in” page, either enter your personal username and password or register and create your log in information
- Once logged in, scroll down until you see the “Member Resources” section on the right side of the screen
- Select “Mental Health Support & Services” to go to the secure mental health member website





From the **deep within**
to the **day to day**
for the **individual**
and those **close to them**
protecting **mind and body**
in **every moment**
in **every way.**

Aetna Mental Well-Being

Disclaimers

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, and Health and Human Resources Center, Inc. The EAP is administered by Resources For Living, LLC. All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna[®] plans. Information is not a substitute for diagnosis or treatment by a professional. Contact a professional with any questions about specific needs.

For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them. For a complete list of other participating pharmacies, log in to [Aetna.com](https://www.aetna.com) and use our provider search tool.

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