



## Your emotional well-being resources



Your Aetna plan's benefits and services can help with:

- Anxiety
- Depression
- Stress
- Substance abuse and addiction
- Eating disorders
- Family issues
- And much more

### Get back to being you

Whether you need resources to begin to deal with a behavioral health issue or you're already on the road back to you, there's help and support from your Adobe Aetna medical plan.

Get to know what's available to help you on your journey back to you.

### Take the first step

Each person's journey is different. How and where to start are different as well. This is where your primary care doctor may be able to help. They can refer you to behavioral health specialists such as a psychiatrist, psychologist, licensed counselor or therapist, or social worker.

Another good place to start is your Aetna Concierge. The Concierge will listen to your needs and connect you with the right care provider. Questions about costs and benefits? The Concierge has answers that can help you get the most from your plan. Call **1-800-884-9565**.



## Your behavioral health care manager

Depending on your situation, you may be referred to an Aetna behavioral health care manager. This person can help coordinate your care, handle precertification requirements and make sure you're getting the help you need.

## Tools and resources for your well-being

There's no single solution that fits everyone. Your needs are unique and your care has to feel right. Here are some tools and resources you may want to explore:

**Aetna Resources For Living<sup>SM</sup>** offers 24/7 access to confidential counseling and support. You can use up to six free counseling sessions per issue per year — in person, via video chat or by phone. To learn more, visit your member website at **mylifevalues.com** and log in with username: **AdobeEAP** and password: **Adobe**. Or call **1-800-884-9565**.

**AbleTo** is an eight-week program that lets you talk by phone or video with a therapist. Get help with issues such as grief and loss, depression and anxiety, and caregiver stress. To get started, call AbleTo at **1-844-422-5386**. The program is covered at 100 percent once you've met your annual deductible.

**Teladoc<sup>®</sup>** offers video sessions with a psychiatrist or psychologist. These are covered the same as other care under your medical plan (at 90 percent or 80 percent after you've met the deductible). To get started, set up your account at **teladoc.com/aetna**. When you're ready to use the service, visit the site or call **1-855-TELADOC (1-855-835-2362)**.

**Your medical plan** covers inpatient and outpatient behavioral health treatment. This can include one-on-one, group and family therapy, medication therapy, medication management and more. Services are covered the same as other care under your medical plan.







In-network doctors and other care providers have negotiated rates with Aetna. So you pay less for many services. What's more, your deductible is lower, and the plan pays a larger share of expenses after the deductible. In-network providers also file claims for you and take care of any precertification requirements so you don't have to.

## Know how your medical plan benefits work

Your Aetna plan is ready to help you find the behavioral health care you need. When you choose in-network providers, you can be confident you're receiving quality, cost-effective care.

### Find in-network providers

The provider search tool on [aetna.com](https://www.aetna.com) makes it easy. Here's how:

- Log in to [aetna.com](https://www.aetna.com). Not registered? Take a few minutes to complete this first step.
- Click "Find Care" on your home page.
- On the search tool home page you can click the "Behavioral Health" category to search for behavioral health professionals. You can also enter a type of provider in the search tool, such as psychiatrist, psychologist, clinical social worker or counselor. You can also enter a name to see if a provider belongs to Aetna's network.

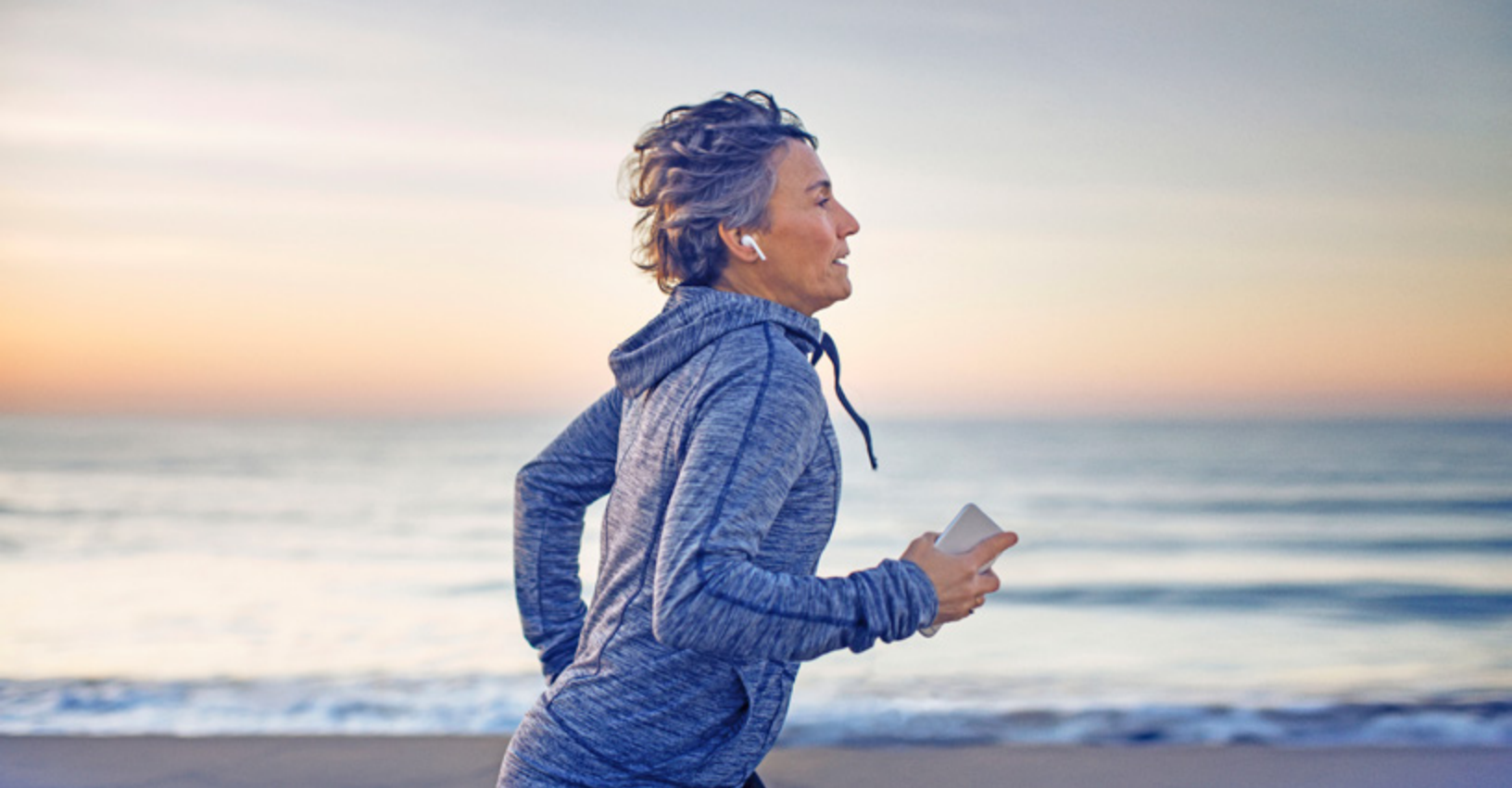
Having trouble finding an in-network provider? Call the Aetna Concierge at **1-800-884-9565**.

### Precertification may be required

Certain types of care, such as inpatient care, may need a preapproval from Aetna. This process is called precertification. This ensures that the care you're receiving is appropriate and safe. This also allows your doctor to share information with you about how your plan will cover the specific services in your treatment plan.

If you're seeing an in-network provider, they will take care of the precertification requirement for you. If you are seeing an out-of-network provider, you will need to ask them to contact Aetna at **1-800-424-4047** to start precertification. Or, you may need to call us yourself if your doctor doesn't provide this service.





## How your plan pays

Here's how your plan covers after you meet your annual deductible:

Plan provisions	Aetna Out-of-Area Healthsave (HSA)	Aetna Healthsave (HSA)		Aetna Healthsave Basic	
		In network	Out of network*	In network	Out of network*
<b>Office visits and other outpatient services**</b>	80%	90%	70%	80%	60%
<b>Inpatient services**</b>	80%	90%	70%	80%	60%
Different benefits payment provisions apply for care provided in a skilled nursing facility.					
<b>Prescription drugs</b>					
<b>Retail</b> 30-day supply***	\$15 for generics \$45 for brand-name drugs on the Aetna Performance Drug List \$65 for other brand-name drugs				
<b>Mail order</b> (or CVS Pharmacy®) 90-day supply***	\$30 for generics \$90 for brand-name drugs on the Aetna Performance Drug List \$130 for other brand-name drugs				

\* If you go outside the network, reimbursement is not based on a negotiated amount, but rather on the recognized amount/charge. You may be responsible for the entire difference between what the provider bills and the recognized amount. And that additional amount does not count toward your out-of-pocket maximum.

\*\* All inpatient and certain outpatient services require precertification.

\*\*\* Reduced benefits if drugs obtained at a nonparticipating pharmacy. Copays count toward your out-of-pocket maximum.



## Recovery starts with you

We hope you'll take advantage of the resources we've presented here to find your personal path to recovery. Take the first step by talking with your primary care doctor or using one of the convenient and private services in this brochure.

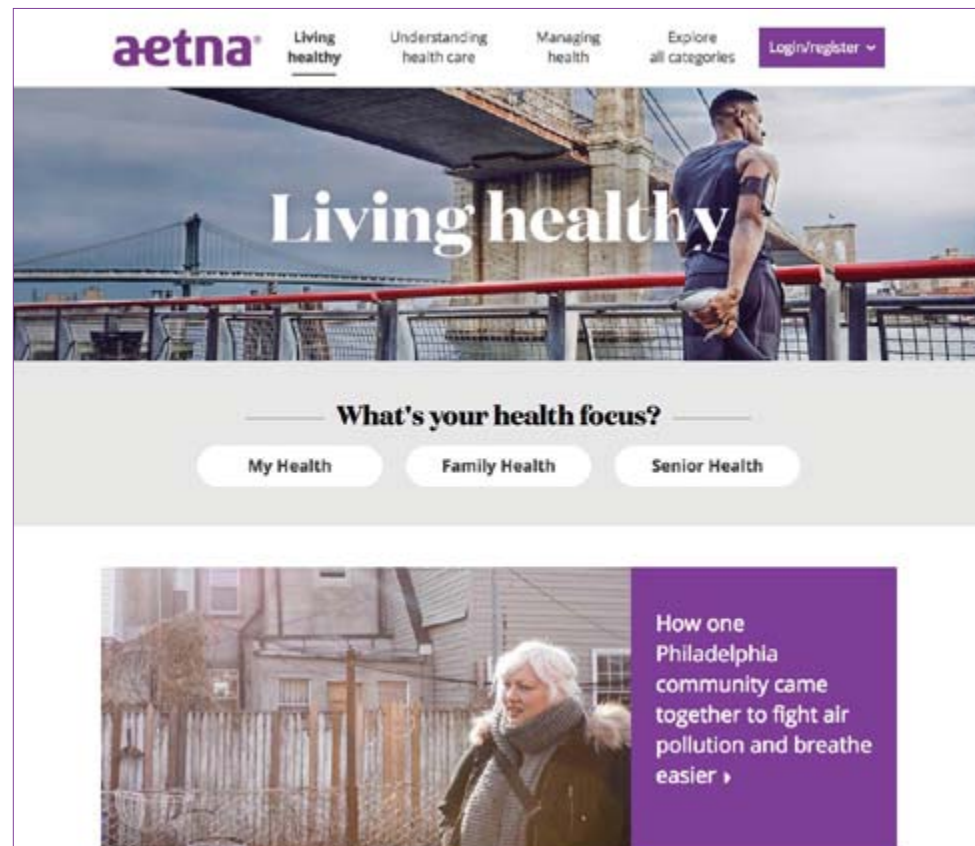
There's help to get back to you. Start today...

## There's more at [aetna.com](https://www.aetna.com)

Visit [aetna.com](https://www.aetna.com) and click **Individuals & Families > Mental & Emotional Health** to:

- Learn about stress and your health
- Learn more about treatment and medication for depression and take a depression assessment
- Get more help to find the right mental health professional for your needs

Find information, inspiration and personal stories on a variety of living healthy topics at [wejoinyou.aetna.com/category/living-healthy](https://www.aetna.com/individuals-and-families/mental-emotional-health/living-healthy).



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TTY: 711

To access language services at no cost to you, call 1-800-884-9565 .

Para acceder a los servicios de idiomas sin costo, llame al 1-800-884-9565. (Spanish)

如欲使用免費語言服務，請致電 1-800-884-9565 。（Chinese）

Afin d'accéder aux services langagiers sans frais, composez le 1-800-884-9565 . (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-800-884-9565 . (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-800-884-9565 an. (German)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-800-884-9565 . (Arabic)

Pou jwenn sèvis lang gratis, rele 1-800-884-9565 . (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-800-884-9565 . (Italian)

言語サービスを無料でご利用いただくには、1-800-884-9565 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 1-800-884-9565 번으로 전화해 주십시오. (Korean)

برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-800-884-9565 تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonić 1-800-884-9565 . (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-800-884-9565 . (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-800-884-9565 . (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-800-884-9565 . (Vietnamese)

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-884-9565**. If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator

P.O. Box 14462, Lexington, KY 40512

(CA HMO customers: PO Box 24030 Fresno, CA 93779)

**1-800-648-7817**, TTY: 711

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), **CRCoordinator@aetna.com**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at **1-800-368-1019**, 800-537-7697 (TDD).