



Your emotional wellbeing resources



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

- Anxiety
- Depression
- Stress
- Substance misuse
- Eating disorders
- Family issues and much more

Get back to being you

Whether you're looking for 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 with your Aetna Resources for LivingSM wellbeing partner. They will listen to your needs and connect you with the right care provider. Questions about costs and benefits? You can get help for all your emotional wellbeing needs by simply calling **1-800-884-9565 (TTY: 711)**.



Your Aetna wellbeing partner

Depending on your situation, you may be referred to an Aetna wellbeing partner.

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 wellbeing

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 EAP offers 24/7 access to confidential counseling and support. You can use up to ten free counseling sessions per issue per year — in person, via video chat, by phone or even by text. Need help scheduling an appointment? We can help secure you one, based on your schedule.

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 (TTY: 711)**.

Teladoc[®] 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 **1-855-835-2362**.

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.

Your Aetna 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.

Questions? Call an Aetna wellbeing partner at **1-800-884-9565 (TTY: 711)**.





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** makes it easy. Here's how:

- Log in to **Aetna.com**. Not registered? Take a few minutes to complete this first step.
- Click "Find Care & Pricing" on your home page.
- Enter "behavioral health" in the search bar 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 the Aetna network.

Having trouble finding an network provider? Call an Aetna wellbeing partner at **1-800-884-9565 (TTY: 711)**.

Precertification may be required

Certain types of care, such as inpatient care, may need 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 **1-800-884-9565 (TTY: 711)** 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*
Office visits and other outpatient services**	80%	90%	70%	80%	60%
Inpatient services**	80%	90%	70%	80%	60%
Different benefits payment provisions apply for care provided in a skilled nursing facility.					
Prescription drugs					
Retail 30-day supply***	\$15 for generics \$45 for brand-name drugs on the Aetna Performance Drug List \$65 for other brand-name drugs				
Mail order (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

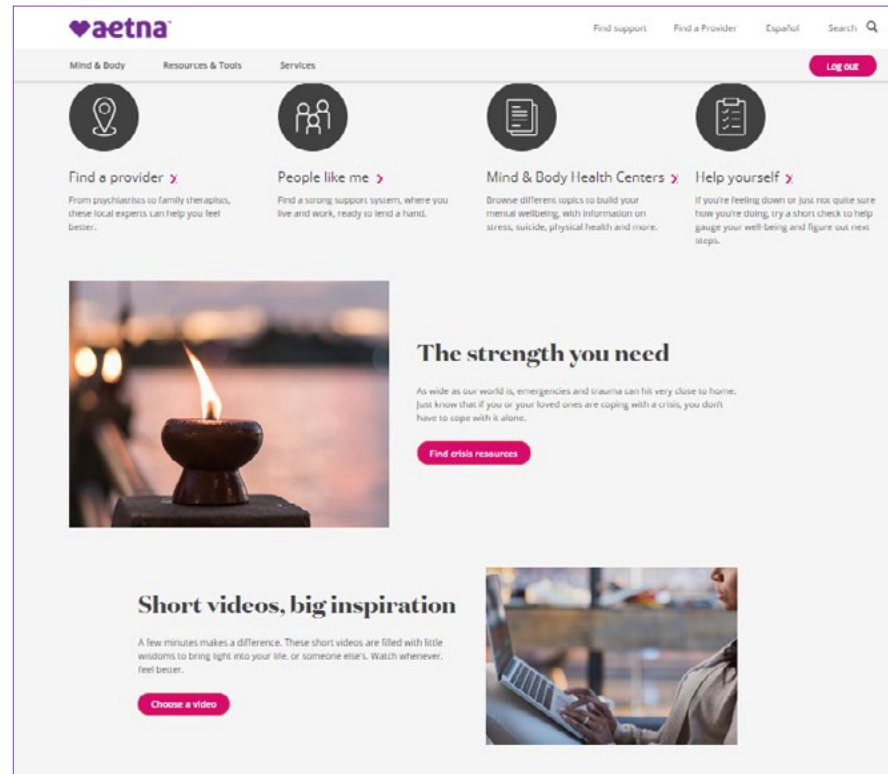
We hope you'll take advantage of the resources we've presented here to find your personal path to recovery. Take the first step by talking with your primary care doctor or using one of the convenient and private services in this brochure.

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

There's more at Aetna.com

Visit [AetnaBehavioralHealth.com](https://www.aetna.com/behavioralhealth) and log in (same login as your [Aetna.com](https://www.aetna.com) member website) 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 [Aetna.com/health-guide/living-healthy.html](https://www.aetna.com/health-guide/living-healthy.html).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company (Aetna). Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to [Aetna.com](https://www.aetna.com).

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, by Aetna Health of California, Inc. and Health and Human Resources Center, Inc. All calls are confidential, except as required by law. This material is for informational purposes only. It contains only a partial, general description of programs and services and does not constitute a contract. EAP instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Aetna. Aetna does not direct, manage, oversee or control the individual services provided by these persons and does not assume any responsibility or liability for the services they provide and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to [Aetna.com](https://www.aetna.com).



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).