



# Telehealth allows you access to mental well-being health services from anywhere

This brochure provides an overview of the telehealth/virtual mental well-being programs and providers that are within our network and available for you.

You already have access to trained professionals for in-person counseling. But it's not always easy to find the time to talk with someone when you need help. With these services, you have another way to get help. And whatever you're facing, you have the same support: psychiatrists, social workers, marriage counselors and more. And one telehealth/virtual session will cost the same as an in-person office visit.

**Plan coverage terms may vary. Not all benefit plans cover these services. Prior to receiving services, confirm telehealth eligibility by checking your member website for plan details or calling the number on your ID card.**

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

<b>Alma Health</b>	<ul style="list-style-type: none"><li>• For ages 5+</li><li>• Available in all 50 states</li><li>• To register and schedule a session, click <a href="#">here</a>.</li></ul>
<b>Array at Home</b>	<ul style="list-style-type: none"><li>• For ages 5+</li><li>• Available in all 50 states</li><li>• To register and schedule a session, call <b>1-800-442-8938</b> or click <a href="#">here</a>.</li></ul>
<b>Brightside</b>	<ul style="list-style-type: none"><li>• For ages 18+</li><li>• Available in all 50 states</li><li>• To register and schedule a session, call <b>1-415-360-3348</b> or click <a href="#">here</a>.</li></ul>

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

<b>CVS® MinuteClinic®</b>	<ul style="list-style-type: none"> <li>• For ages 18+</li> <li>• Available in: click <a href="#">here</a>.</li> <li>• To register and schedule a session, call <b>1-855-417-2486</b> or click <a href="#">here</a>.</li> </ul>
<b>Headway Health</b>	<ul style="list-style-type: none"> <li>• For ages 18+</li> <li>• Available in: CO, FL, GA, IL, MA, MI, NJ, NY, NC, OH, TX, VA, WA</li> <li>• To register and schedule a session, click <a href="#">here</a>.</li> </ul>
<b>MDLIVE</b>	<ul style="list-style-type: none"> <li>• For ages 10+</li> <li>• Available in all 50 states</li> <li>• To register and schedule a session, call <b>1-855-824-2170</b> or click <a href="#">here</a>.</li> </ul>
<b>Telemynd</b>	<ul style="list-style-type: none"> <li>• For ages 5+</li> <li>• Available in all 50 states</li> <li>• To register and schedule a session, call <b>1-866-991-2103</b> or click <a href="#">here</a>.</li> </ul>

**Specialized substance use telehealth/virtual partners:** provide outpatient counseling services focused on substance use issues.

<b>Eleanor Health</b>	<ul style="list-style-type: none"> <li>• Online comprehensive care program offering personalized convenient counseling, coaching, medication-assisted treatment, digital learning and peer to treat addiction and other issues that may occur at the same time such as depression or diabetes.</li> <li>• For ages 18+</li> <li>• Available in: LA, MA, NC, OH, TX, WA</li> <li>• To register and schedule a session, call <b>1-866-972-0771</b> or click <a href="#">here</a>.</li> </ul>
<b>Workit Health</b>	<ul style="list-style-type: none"> <li>• Online and app-based addiction recovery program offering personalized counseling, coaching, clinical support and medication-assisted treatment.</li> <li>• For ages 18+</li> <li>• Coaching available in all 50 states</li> <li>• Clinical support available in: AK, CA, CO, FL, GA, IL, IN, KY, MI, MN, NC, NJ, OH, OR, PA, TX, VA, WA</li> <li>• To register and schedule a session, call <b>1-877-777-2671</b>.</li> </ul>

- **Telehealth or virtual services (also known as telemedicine):** connects you and your provider via a secure televideo platform for counseling, support, education and medication management from the location of your choice. We require this via a televideo connection, not just a telephone call.
- **Medication-assisted treatment:** use of medications, with counseling and behavioral therapies, to provide a “whole-patient” approach to the treatment of substance use disorders.
- **Peer support:** service where trained people use their own personal/lived experiences to help others.

To learn more about your benefits or if you have any questions, simply call the number on the back of your medical ID card or visit [aetna.com](https://www.aetna.com) and log in to your member website.

**Specialized mental health telehealth/virtual partners:** provide outpatient mental well-being counseling services.

<p><b>Charlie Health</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• For ages 12-28</li> <li>• Available in: AZ, CA, CO, DE, FL, ID, IL, MD, MT, NJ, OH, OR, PA, TX, UT, WA, WY</li> <li>• To register and schedule a session, click <a href="#">here</a>.</li> </ul>
<p><b>CHE Behavioral</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• For 65+</li> <li>• For ages 18+ – specialty focus on those with multiple medical and behavioral health issues</li> <li>• Available in: CA, CT, FL, GA, KY, NJ, NY, NC, PA, SC, TN, TX</li> <li>• To register and schedule a session, call <b>1-866-471-3330</b> or click <a href="#">here</a>.</li> </ul>
<p><b>Equip Health</b></p>	<ul style="list-style-type: none"> <li>• Family-based in home and virtual treatment of eating disorders. A five-person team works with you and your family in a four-month intensive treatment program with ongoing support after four months.</li> <li>• For ages 6 to 24</li> <li>• Available in: AK, CA, FL, GA, IL, MA, NJ, NY, OR, TX, WA</li> <li>• To register and schedule a session call, <b>1-855-387-4378</b> or click <a href="#">here</a>.</li> </ul>
<p><b>Meru Health</b></p>	<ul style="list-style-type: none"> <li>• Virtual and chat-support 12-week digital therapy program for depression and anxiety with a wearable biofeedback device that trains you to increase focus and manage physical responses to stress.</li> <li>• For ages 18+</li> <li>• Available in all 50 states</li> <li>• To register and schedule a session, click <a href="#">here</a>.</li> </ul>
<p><b>NOCD</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• For all ages</li> <li>• Available in all 50 states</li> <li>• To register and schedule a session, click <a href="#">here</a>.</li> </ul>
<p><b>Valera Health</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• For ages 6+</li> <li>• Available in: AZ, CT, DE, ID, IL, MD, MT, OR, PA, TX, WA, WY</li> <li>• To register and schedule a session, click <a href="#">here</a>.</li> </ul>
<p><b>Vita Health</b></p>	<ul style="list-style-type: none"> <li>• A 12-week virtual specialty counseling program for the prevention of suicide that works with your regular therapist. Also includes certified adult mentors for adolescents struggling with thoughts of suicide.</li> <li>• For ages 12+</li> <li>• Specialty youth program (ages 12-24)</li> <li>• Available in: AZ, CA, CO, CT, FL, IL, MA, MD, MO, NC, NJ, NV, NY, OH, PA, RI, SC, TX, UT, VA, WA</li> <li>• To register and schedule a session, call <b>1-844-866-8336 (1-844-866-TEEN)</b>.</li> </ul>

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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. Provider participation may change without notice. For more information about Aetna plans, go to [aetna.com](https://www.aetna.com).