

The journey to better mental health starts with a phone call

Your medical benefits

Your Aetna® medical plan pays benefits for treatment and services related to mental health for you or a covered family member. Need guidance to get started? Talk with a behavioral health customer service representative 24/7. They can help you understand your benefits and resources, find a provider, and talk through your care options. If you have an immediate need, they'll guide and connect you with a behavioral health resource. Just call Accolade Advocacy Services at **1-866-540-5418**.

If you or a loved one is experiencing a mental health crisis or emergency, call 911 immediately.



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151 Farmington Avenue, RT34
Hartford, CT 06156

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Support for
your well-being
is within reach.

Information is believed to be accurate as of the production date; however, it is subject to change. Providers are independent contractors and not agents of Aetna®. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Health information programs provide general information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Health benefits and health insurance plans contain exclusions and limitations. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.

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**Take care
of you**



A better day starts when you reach out for help

When life gets overwhelming, it's good to know help is available. You may be dealing with a new job or a new baby, a personal or family crisis, or just the stress of daily life. Whatever the issue, the City of Seattle and Aetna® are here for you with services and support. Get to know what's available for your mental well-being.

Depending on your needs, you have access to licensed psychiatrists, psychologists, counselors, social workers, and marriage and family therapists.

These professionals can help with issues such as:












- Stress and anxiety
- Depression
- Substance abuse and addiction
- Family and parenting issues
- Grief and loss
- Eating disorders, and others

In addition to choosing the type of behavioral health professional to work with, you may choose how you want to connect with them:



In person By phone By web video

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).

Program	Contact	Pricing/charges	Prescribing medications
 Teladoc®  Talk with a behavioral health professional by phone or web video from the comfort of your home. You can work with the same counselor each time if you'd like.	To get started, go to Teladoc.com/Aetna or download the Teladoc app to set up your account. Then visit the site or call 1-855-835-2362 to schedule a consultation. Appointments are available 7 days a week from 7 AM to 9 PM.	Average costs: \$15 for initial psychiatric evaluation \$15 for follow-up sessions with a psychiatrist \$15 for each session with a therapist (non-MD)	Some medications can be prescribed. Regulations don't allow prescriptions for controlled substances.
 Employee Assistance Program (EAP)  For issues like stress, anxiety or financial hardship, your EAP provides access to virtual counseling for you and your family.	Call Resources For Living® at 1-888-272-7252 (TTY: 711) or go to ResourcesForLiving.com . Username: City of Seattle Password: City of Seattle	There's no cost for your first 3 counseling sessions. Additional sessions will be covered under your medical plan.	Because this is for counseling only, no medications can be prescribed.
 Aetna® medical plan   Schedule an appointment with a behavioral health professional in person, by phone or by web video. Remember — you'll pay less when you choose in-network providers.	To find providers in the network, log in to your Aetna member website at Aetna.com and click Find Care & Pricing . Or call Accolade Advocacy Services at 1-866-540-5418 .	Sessions are covered as outpatient visits, and cost depends on plan deductible, coinsurance and the out-of-pocket limit. Average costs: \$15 for initial psychiatric evaluation \$15 for follow-up sessions with a psychiatrist \$15 for each session with a therapist (non-MD)	Medications can be prescribed.
 AbleTo  Struggling with a health condition or personal problem but don't have time to visit a therapist? With the free and confidential AbleTo program, you can talk to a therapist twice a week for 8 weeks. Get help with issues such as grief and loss, depression and anxiety, and caregiver stress.	If you could benefit from this program, an AbleTo representative may be in touch. Or you can call the program directly at 1-844-330-3648 .	Free — there's no cost to you.	Because these are licensed social workers and therapists, no medications can be prescribed. If the member is on medication, AbleTo will coordinate with the behavioral health team to help find the member a psychiatrist for a medication consult.
 Behavioral health condition management  An advocate can help you stay on track with your treatment and services.	Aetna may call you, or you can learn more by calling Accolade Advocacy Services at 1-866-540-5418 .	Free — there's no cost to you.	Medications can be prescribed.