

## 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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Support for  
your well-being  
is within reach.

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♥  
**Take care  
of you**

♥ aetna®



# 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
 <b>Teladoc®</b>  <p>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.</p>	<p>To get started, go to <b>Teladoc.com/Aetna</b> or download the Teladoc app to set up your account. Then visit the site or call <b>1-855-835-2362</b> to schedule a consultation. Appointments are available 7 days a week from 7 AM to 9 PM.</p>	<p>Average costs:            \$190 or less for initial psychiatric evaluation            \$95 or less for follow-up sessions with a psychiatrist            \$85 or less for a session with a therapist (non-MD)</p>	<p>Some medications can be prescribed. Regulations don't allow prescriptions for controlled substances.</p>
 <b>Employee Assistance Program (EAP)</b>  <p>For issues like stress, anxiety or financial hardship, your EAP provides access to virtual counseling for you and your family.</p>	<p>Call Resources For Living® at <b>1-888-272-7252 (TTY: 711)</b> or go to <b>ResourcesForLiving.com</b>. Username: <b>City of Seattle</b> Password: <b>City of Seattle</b></p>	<p>There's no cost for your first 3 counseling sessions. Additional sessions will be covered under your medical plan.</p>	<p>Because this is for counseling only, no medications can be prescribed.</p>
 <b>Aetna® medical plan</b>   <p>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.</p>	<p>To find providers in the network, log in to your Aetna member website at <b>Aetna.com</b> and click <b>Find Care &amp; Pricing</b>. Or call Accolade Advocacy Services at <b>1-866-540-5418</b>.</p>	<p>Sessions are covered as outpatient visits, and cost depends on plan deductible, coinsurance and the out-of-pocket limit.</p> <p>Average costs:            80% after deductible for initial psychiatric evaluation            80% after deductible for follow-up sessions with a psychiatrist            80% after deductible for each session with a therapist (non-MD)</p>	<p>Medications can be prescribed.</p>
 <b>AbleTo</b>  <p>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.</p>	<p>If you could benefit from this program, an AbleTo representative may be in touch. Or you can call the program directly at <b>1-844-330-3648</b>.</p>	<p>Free — there's no cost to you.</p>	<p>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.</p>
 <b>Behavioral health condition management</b>  <p>An advocate can help you stay on track with your treatment and services.</p>	<p>Aetna may call you, or you can learn more by calling Accolade Advocacy Services at <b>1-866-540-5418</b>.</p>	<p>Free — there's no cost to you.</p>	<p>Medications can be prescribed.</p>