

# Helping a Member Find Options for Couples Counseling

## 1 Right Member



- Member shared that he and his fiancé want to start couples counseling.
- Member stated that he was told by a provider that he did not have active coverage and wanted to confirm if that was accurate.

## 2 Right Decision



- The Accolade health assistant reviewed benefits for behavioral health office visits with the member.
- The Accolade health assistant shared that family, couples, and marriage counseling is not covered, but reviewed alternate options with EAP.

## 3 Right Path



- The member was referred to the Aetna Resources for Living EAP program for free counseling sessions.
- The Accolade health assistant confirmed that the member's coverage was active for himself and a dependent.

## IMPACT

The member understood his options for couples counseling even though it is not covered under his behavioral health benefits.

The member was reassured that his coverage is indeed active.

The member now has a dedicated health assistant who can support him and his family with future questions on eligibility, benefits, claims, and care needs.

