

Allina Health | Aetna Mental Health Virtual¹ Care Services*

Allina Health | Aetna covers virtual mental health services that are accessible via phone, video or computer. This includes access to certified coaches, counselors, therapists, and licensed psychiatrists who can diagnose and treat specific mental health conditions.

The virtual mental health services, below, provide care for:

- Addictions
- Aging & caregiver support
- Anxiety
- Bipolar
- Depression
- Grief & loss
- LGBTQ+ support
- Obsessive compulsive disorder (OCD)
- Panic disorders
- Phobias
- Stress management
- Trauma
- And more...

If you need assistance choosing the best option, call the number on the back of your member ID card to speak with a Customer Service Representative.

Please note: Virtual care providers will ask you to create an account and select your health insurance company, to access services. If you do not see Allina Health | Aetna as an option, select Aetna, one of our parent companies

If you are experiencing an **emergency or crisis and need immediate assistance**, please **call 9-1-1** or go to your nearest emergency room. If you or anyone you know is having suicidal thoughts, you can **call** or **text 988** (new 3-digit Suicide & Crisis Lifeline). You will be connected to trained counselors who will listen, understand your concerns that are affecting you, provide support, and connect you to resources, if necessary.

Therapy and Psychiatry Services

Provider	Service Details	How to Access
In-Network Mental Health Providers	In-network mental health providers may offer virtual services To make sure your healthcare professional is in-network or if you need to find an in-network mental health provider, create an account or log into your Allina Health Aetna member portal.	Go to AllinaHealthAetna.com to create an Allina Health Aetna account or log into your member portal and click “find a doctor.”
AbleTo	Join an 8-week program offering virtual outpatient therapy, coaching, and digital mental health tools through virtual care <ul style="list-style-type: none">• Meet one-on-one online or over the phone with a coach, licensed therapist, or both who will guide you through a personalized 8-week program proved to reduce depression, stress and anxiety.• Educational resources and assessments are available on their digital platform. Available in all 50 states for members age 18+.	Available Monday through Friday from 9:00 AM – 8:00 PM. Go to Member.AbleTo.com/Aetna/ and click “get started” or “login” if you already have an account or call 1-844-330-3648 .

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Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Alma	<p>Alma's provider directory contains a diverse network of healthcare professionals</p> <p>Find a provider on the directory or get matched up with a health care professional based on your personalized therapist recommendations.</p> <p>Access to virtual care in all 50 states for members 5+.</p> <p>In-person care available by appointment: AZ, CA, CO, CT, DE, FL, GA, IL, KS, MA, MD, MN, MO, NC, NJ, NM, NV, NY, OR, RI, TN, TX, UT, VA, WA, and WI.</p>	<p>Go to HelloAlma.com/Aetna to browse the provider directory, read provider profiles and schedule a consultation.</p> <p>For additional support and questions, send an email to support@HelloAlma.com.</p>
Array AtHome	<p>Online therapy company that serves children, teens, and adults</p> <p>Array offers psychiatric assessments, medication management, and talk therapy.</p> <p>Connect to care in 3 simple steps:</p> <p>Step 1: Select your state and insurance provider.</p> <p>Step 2: Select a clinician and schedule a session.</p> <p>Step 3: Start a virtual behavioral health visit.</p> <p>Available by appointment in all 50 states and D.C. for members age 5+.</p>	<p>Go to ArrayBC.com to complete the 3 simple steps at a time that is convenient for you or call 1-800-442-8938.</p>
Brightside	<p>Get anxiety and depression treatment online from licensed psychiatric providers and therapists</p> <p>Connect to care in 3 simple steps:</p> <p>Step 1: Answer a short set of questions to understand your symptoms.</p> <p>Step 2: Meet with a provider virtually to establish a care plan and get prescribed medication delivered, if necessary.</p> <p>Step 3: Stay connected through interactive messaging, check-ins, appointments and guided practice.</p> <p>Available by appointment in all 50 states and D.C. for members age 18+.</p>	<p>Go to Brightside.com to complete the 3 simple steps at a time that is convenient for you or call 1-415-360-3348.</p> <p>Email Brightside with any questions at support@Brightside.com or, if you're already a member, go to your Brightside account.</p> <p>If you're in emotional distress, text HOME to 741-741 to connect with a counselor immediately.</p>
Employee Assistance Program**	<p>Unlimited, 24/7 virtual support for emotional, legal or financial questions</p> <p>Members have access to a variety of services and programs, such as:</p> <ul style="list-style-type: none"> • 24/7 access to trained mental health professionals. • Assessment and referral services. • Face-to-face counseling sessions delivered in a variety of program session models. • Training and education services. • Interactive web services. <p>Plus, members also have access to other resources, including the Aetna Resources For Living® mobile app, videos, articles and webinars.</p>	<p>Call 1-833-327-2386 (TTY: 711) to speak with a Resources For Living consultant to get started.</p>

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Grow Therapy	<p>No matter where you're at in life, we're here to help you find a therapist who'll support you on your journey</p> <p>Connect to care in 3 simple steps:</p> <p>Step 1: Book online, instantly.</p> <p>Step 2: See a therapist within 2 days.</p> <p>Step 3: Explore medication options.</p> <p>Available in all 50 states and D.C. for members 6+.</p>	<p>Go to Growtherapy.com and click "find a therapist" or log in if you have an account.</p>
Headway	<p>Find the right therapist or psychiatrist through Headways diverse network of specialists and personal, supportive conversations with our team</p> <p>Connect to care in three simple steps:</p> <p>Step 1: Find the right fit - Share your preferences and we'll filter through thousands of therapists and psychiatrists to find your matches.</p> <p>Step 2: Get the in-network price - Add your insurance details so we can estimate your cost.</p> <p>Step 3: Book your session - Book right on Headway - we'll handle everything from there. You'll only be billed after your session.</p> <p>Available nationwide for members age 2+.</p>	<p>Go to headway.co, click "login" and then select "create new account" to get started.</p>
MDLIVE	<p>There are thousands of licensed therapists in the MDLIVE network</p> <p>It's easy to find a therapist that's the right fit for you.</p> <p>Have your first therapy appointment in a week or less compared to the weeks or months it takes to schedule an in-person appointment.</p> <p>Available by appointment in all 50 states and D.C. for members age 10+.</p>	<p>Sign up any of the following ways:</p> <ul style="list-style-type: none"> • Call 1-855-824-2170. • Go to MDLive.com to register and schedule an appointment. • Download the MDLIVE mobile application. • Providers are available Monday through Friday from 7:00 AM – 9:00 PM (some providers may offer weekend appointments).
Meru	<p>12-week digital therapy program to reduce depression and anxiety</p> <ul style="list-style-type: none"> • Confidential access to a personal, remote therapist via scheduled video or chat sessions in the Meru app offering proactive outreach and support. • Online lessons to regulate emotions, improve sleep, enhance nutrition, and build habits that can be practiced on a daily basis. • Training to increase focus and manage physical response to stress and symptoms. <p>Available nationwide for members 18+.</p>	<p>Go to https://www.meruhealth.com/ to sign up and get started.</p>

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Mindpath	<p>National Behavioral Health telemedicine providers for therapy and prescribing with coaching</p> <p>Clinician-led mental health organization with patients at its heart, driven to make life better for those they serve.</p> <p>Available in AZ, CA, FL, MN, NC, OH, SC, TX for members of all ages.</p>	Go to mindpath.com and click “get started” or call 855-501-1004 .
NOCD	<p>NOCD is an online Obsessive Compulsive Disorder (OCD) therapy platform that offers face to face video therapy sessions with licensed therapists that specialize in OCD</p> <ul style="list-style-type: none"> • 24/7 support between sessions from self help tools and peer communities. • Patients speak via video sessions with licensed therapists located in their state that have extensive training in OCD and Exposure and Response Prevention (ERP). • Providers include Psychiatrists, Internists, psychotherapists, family clinicians, dietitians, RNs, patient care assistants and after-care coordinators. <p>Available nationwide for members of all ages.</p>	Go to treatmyocd.com for more information and schedule a free call to get started.
Rula	<p>Connect with a therapist who specializes in you</p> <p>Rula makes it easy to find a licensed therapist in network with your insurance, who is accepting new clients, and is an expert in caring for your unique needs.</p> <p>Available in AK, AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, HI, IA, ID, IL, IN, KY LA, MA, MD, ME, MI, MN, MO, MS, MT, ND, NE, NH, NV, NY, NC, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY for members 5+.</p>	Go to Rula.com and select “find a therapist” or to learn more about the services, click “see how it works.”
Talkiatry	<p>National Behavioral Health telemedicine providers for therapy and prescribing</p> <p>Clinical team led by experts in the field, adheres to the highest standards of care, and represents a diverse range of specialties and identities.</p> <p>Available in all 50 states and D.C. for members age 5+.</p>	Go to talkiatry.com and click “get started” or click “patient log in” if you have an account. Download the app on your mobile device.
Talkspace	<p>Talkspace offers virtual mental health for individuals, couples and teens</p> <p>24/7 access. Reach out whenever you need, with flexible plans to meet your needs and lifestyle.</p> <p>Connect to care in 3 simple steps:</p> <p>Step 1: Start with a brief assessment.</p> <p>Step 2: Talkspace will match you with a provider, typically within 48 hours.</p> <p>Step 3: Start your therapy or psychiatry session.</p> <p>Available nationwide for members 13+ for therapy and 18+ for medication management.</p>	Go to talkspace.com and click “get started” or “log in” if you have an account.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Telemynd	<p>A comprehensive mental health solution that matches people with behavioral health specialists who are uniquely qualified to support them</p> <ul style="list-style-type: none">• A comprehensive mental health solution that matches you with behavioral health specialists who are uniquely qualified to support you.• Get matched with virtual mental health providers uniquely qualified to treat you. No commute, no delays, just support. <p>Available by appointment in all 50 states and D.C. for members age 18+.</p>	<p>Go to Telemynd.com/Aetna-Referral-Form to complete the appointment form to get started with one of the licensed therapists or prescribers today or call 1-866-991-2103.</p>
Thriveworks	<p>Work with providers who are supported & empowered to provide the very best care</p> <p>Get help when & where you need it - within 7 days of scheduling, in person or online.</p> <p>Available in all states EXCEPT VT for members 18+.</p>	<p>Call (855) 204-2767 for more information or go to Thriveworks.com and click "find a provider" or "log in" if you have an account.</p>

Eating Disorders

Provider	Service Details	How to Access
Equip Health	<p>Equip treats all diagnoses, helping people to achieve full health and recovery</p> <p>Equip provides treatment for individuals with anorexia and other restrictive eating disorders.</p> <p>Available by appointment in all 50 states and D.C. for members age 4-26.</p>	<p>Call (855) 387-4378 or go to equip.health and click "get a consultation" or "log in" if you have an account.</p>

Addiction and Suicide Support

Provider	Service Details	How to Access
Bicycle	Team based approach to recovery with therapy and peer support <ul style="list-style-type: none">• Clinical care, medication for addiction treatment (MAT), therapy and support.• Includes short term individual counseling and group therapy for opioid disorders along with solution-focused therapy for patients in crisis. Available in all states EXCEPT AK and HI for members 18+.	Go to Bicyclehealth.com and click "get started."
Vita Health Youth Nominated Support Team	Support and intervention for adolescents and young adults to reduce suicide and overdose deaths Connect to care in three simple steps: Step 1: Call the Youth Support Team number to schedule an appointment or visit the website. Step 2: Youth Support Team schedules a virtual appointment for teen and guardian/parent. Step 3: The teen and guardian/parent attend appointment together. After the first appointment: The Youth Support Team therapist onboards the nominated adults and reviews the adolescent's diagnosis and treatment plan. <ul style="list-style-type: none">• Youth Support Team therapist has weekly check-ins with nominated adults to provide resources and coaching to best support the adolescent.• Nominate: Adolescent nominates 2-4 caring adults with guardian's approval.• Onboard: Nominated adults attend an orientation session run by highly-trained Youth Support Team therapists.• Support: Adults connect with adolescent regularly to provide support. Available nationwide to members ages 12-18.	Go to YST.care and click "request an appointment" or call the Youth Support Team at 1-844-866-8336 for more information.

Allina Health | Aetna Medical Virtual Care Services

Allina Health | Aetna covers virtual medical services so you can connect with a provider via phone, video or computer.

Virtual care is a great option to receive medical care for non-life-threatening conditions, such as rashes, cold and flu, sinus infections and more.

Chat with a healthcare professional from Allina Health Everyday Online or 98point6, 24/7/365. You can also schedule a virtual visit with a healthcare professional, or if available, your current primary care provider at a time that is convenient for you.

Provider	Service Details	How to Access
24/7 Nurse Line	<p>Speak with a registered nurse 24/7 at no extra cost</p> <p>You and your covered family members can call as many times as you need at no extra cost to you.</p> <p>24/7 Nurses can:</p> <ul style="list-style-type: none">• Can provide information on a wide range of health and wellness topics.• Find out more about a medical test or procedure.• Get help preparing for a visit to your doctor.• Receive emails with links to videos that relate to your question or topic.	<p>Call 1-800-556-1555 to speak with an Allina Health Aetna 24-hour Nurse*.</p> <p>*While only your doctor can diagnose, prescribe or give medical advice, the 24 Hour Nurse Line can provide information on a variety of health topics.</p>
Allina Health Virtual Primary and Specialty Visit	<p>Connect virtually with an Allina Health provider</p> <p>To diagnose and treat a variety of non-life-threatening medical conditions, meet virtually via telephone or video using your mobile device or desktop computer.</p>	<p>Call your doctor's office directly and ask if a virtual care visit is appropriate for you.</p> <p>Log into your member portal at AllinaHealth.org/VirtualCare and select "virtual visits" to locate your Allina Health doctor or find an Allina doctor you'd like to see.</p> <p>Please note: If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.</p>
In-Network Providers	<p>In-network medical providers may offer virtual services</p> <p>Connect with in-network providers for a variety of non-life-threatening medical conditions.</p>	<p>Go to AllinaHealthAetna.com to create an Allina Health Aetna account or log into your member portal and click "find a doctor."</p> <p>Please note: If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.</p>

Allina Health | Aetna Medical Virtual Care Services *continued*

Provider	Service Details	How to Access
Allina Health Everyday Online	Care and support from an Allina Health provider <ul style="list-style-type: none"> • Complete a brief online questionnaire to gather information about your symptoms. • A provider reviews your answers and responds with a care plan within an hour. • Everyday Online is available 24/7/365 days of the year and is an easy and inexpensive way to be treated for many common health conditions for members up to 65 years old. Patients must be physically located in Minnesota or Wisconsin to have an online visit.	Go to AllinaHealth.org/VirtualCare and select “Everyday Online” to start a visit.
Allina Health eVisit	Get care online from a primary care provider you've seen before <ul style="list-style-type: none"> • Answer questions about your symptoms and get a reply from your provider within two business days. • Cost of \$49 which will be billed after the visit and may be covered by insurance. • Online care – no appointment required. • Allina Health account required. • Get care for primary care concerns. • Not for serious or life-threatening conditions. • Submit your questionnaire, which will be reviewed by your provider, or a provider you have seen. If the provider you select is out of the office, a different provider within your provider’s practice may reply. Available for ages 0-12 (with a proxy) and 18+.	Go to Account.allinahealth.org/carenow/options/virtualcare to create an Allina Health Aetna account or log into your member portal and click “eVisit.”
Allina Health Virtual Urgent Visit	Full service, virtual urgent care available 7 days a week, including weekday evenings <ul style="list-style-type: none"> • Providers can diagnose and treat non-life-threatening illnesses and injuries. • Healthcare professional will determine what age to diagnose and treat via virtual care. Available in all 50 states for members of all ages.	Go to Allinahealth.org/virtualcare and select “Virtual Urgent Care Visit” to start a visit. Available 8AM–7PM Monday–Friday, 9AM–4PM Saturday–Sunday. • 24/7 access may be available based on patient’s age, location and/or insurance coverage

Allina Health | Aetna Medical Virtual Care Services *continued*

Provider	Service Details	How to Access
Allina Health Virtual Orthopedic Urgent Care Visit	<p>Talk with an Orthopedic specialist over a secure video connection on your computer or mobile device</p> <ul style="list-style-type: none"> • Same-day care with no appointment necessary. • Allina Health account required. <p>Available for members 5 and up.</p>	<p>Go to Allinahealth.org/virtualcare and select “Virtual Orthopedic Urgent Care Visit” to start a visit.</p>
OSHI Health	<p>Virtual-First Gastroenterology Clinic</p> <ul style="list-style-type: none"> • Care provided by a Primary Care Physician and Gastroenterology specialist. • Enroll and have an initial visit. • You will have regular visits with a Registered Dietitian and Psychologist for 10-12 weeks. • Receive personalized content and have follow-ups with the health coaches. <p>Available in DE, FL, GA, MA, ME, MN, NJ, NY, OH, PA, and TX for members 18+.</p>	<p>Go to Oshihealth.com and select “get started.”</p>
98point6^{®3}	<p>Chat with a physician 24/7 via text</p> <ul style="list-style-type: none"> • Using the 98point6 mobile app for up to \$5 per visit, physicians can diagnose and treat common conditions such as upper respiratory conditions, urinary tract infections, stomach flu, seasonal allergies, pink eye, nausea and rashes, 24/7. • A doctor will assess your symptoms, diagnose health issues, outline care options, write prescriptions, order lab work or imaging when appropriate, and answer any questions you have via secure, in-app messaging (with photo, audio and video capabilities, if required). • Any prescriptions or lab orders will be sent to your preferred pharmacy or lab center. • If the physicians believe an in-person visit is in your best interest, they can provide you with the reassurance and guidance you need to continue confidently on the right path to health. • When your visit is complete, treatment details will be made available in the app for easy access. <p>Available in all 50 states for members age 1+.</p>	<p>Download the 98point6 mobile application from the Apple App Store or Google Play Store.</p>

*Message and data rates apply

**Check with your Human Resources Department to determine the Employee Assistance Program that is available to you.

¹Virtual Care, telemedicine, telehealth, etc. is the use of digital information and communication technologies to access health care services remotely and manage your health care. Providers can diagnose and treat conditions such as migraines, skin conditions, diabetes, depression, anxiety, colds and coughs. Receive care from a virtual provider using a computer or mobile devices such as tablets and smartphones.

²Medication-assisted treatment: Use of medications, with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders.

³98point6 is a registered trademark of 98point6 Inc. Access to 98point6 is not included in all plans. 98point6 and 98point6 physicians are independent contractors and are not agents or employees of Allina Health | Aetna. Using the 98point6 app does not replace the primary care physician and does not guarantee that a prescription will be written. 98point6 physicians will not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Physicians reserve the right to deny care for potential misuse of services.

The EAP is administered by Resources For Living, LLC. All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Information is not a substitute for diagnosis or treatment by a professional. Contact a professional with any questions about specific needs.

Members enrolled in qualified high-deductible health plans must meet their deductible before receiving services at no cost-share. However, such services are covered at negotiated contract rates.

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. Plan coverage terms may vary. Not all benefit plans cover these services. Prior to receiving services, confirm eligibility by calling the number on your member ID card.

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To learn more about your benefits or if you have any questions, simply call the number on the back of your member ID card or visit AllinaHealthAetna.com and log in to your member portal. Plan coverage terms may vary. Not all benefit plans cover these services. Prior to receiving services, confirm eligibility by calling the number on your member ID card.

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