

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

Service Name	Service Details	How to Access
Allina Health Virtual Mental Health	<p>Connect with an Allina Health mental health consultant virtually for a variety of mental health conditions</p> <p>No appointment necessary. Please note: mental health consultants cannot prescribe medications.</p> <p>Patients must be physically located in Minnesota or Wisconsin to have a virtual visit. For members age 13+.</p>	<p>Go to AllinaHealth.org/VirtualCare and click "virtual mental health" to start a virtual visit.</p> <p>Providers are available Monday through Friday from 9:00 AM – 3:30 PM.</p>
In-Network Mental Health Providers	<p>In-network mental health providers may offer virtual services</p> <p>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.</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>
AbleTo	<p>Join an 8-week program offering virtual outpatient therapy, coaching, and digital mental health tools through virtual care</p> <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. <p>Available in all 50 states for members age 18+.</p>	<p>Call 1-844-330-3648 or go to Member.AbleTo.com/Aetna/ to register and schedule a visit.</p> <p>Available Monday through Friday from 9:00 AM – 8:00 PM.</p>

Therapy and Psychiatry Services *continued*

Service Name	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>Call 1-800-442-8938 or go to ArrayBC.com to complete the 3 simple steps at a time that is convenient for you.</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>Call 1-415-360-3348 or go to Brightside.com/ to complete the 3 simple steps at a time that is convenient for you.</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>

Therapy and Psychiatry Services *continued*

Service Name	Service Details	How to Access
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. 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> <p>Confidential access to a personal, remote therapist via scheduled video or chat sessions in the Meru app offering proactive outreach and support.</p> <p>Online lessons to regulate emotions, improve sleep, enhance nutrition, and build habits that can be practiced on a daily basis.</p> <p>Training to increase focus and manage physical response to stress and symptoms.</p> <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*

Service Name	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>	<p>Call 855-501-1004 or go to mindpath.com/.</p>
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> <p>24/7 support between sessions from self help tools and peer communities</p> <p>Patients speak via video sessions with licensed therapists located in their state that have extensive training in OCD and Exposure and Response Prevention (ERP).</p> <p>Providers include Psychiatrists, Internists, psychotherapists, family clinicians, dietitians, RNs, patient care assistants and after-care coordinators.</p> <p>Available nationwide for members of all ages.</p>	<p>Go to treatmyocd.com for more information and schedule a free call to get started.</p>
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>	<p>Download the app on your mobile device or go to talkiatry.com.</p>
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>	<p>Go to talkspace.com and click "get started."</p>

Therapy and Psychiatry Services *continued*

Service Name	Service Details	How to Access
Telemetrynd	<p>A comprehensive mental health solution that matches people with behavioral health specialists who are uniquely qualified to support them</p> <p>A comprehensive mental health solution that matches you with behavioral health specialists who are uniquely qualified to support you.</p> <p>Get matched with virtual mental health providers uniquely qualified to treat you. No commute, no delays, just support.</p> <p>Available by appointment in all 50 states and D.C. for members age 18+.</p>	<p>Call 1-866-991-2103 or go to Telemetrynd.com/Aetna-Referral-Form to complete the appointment form to get started with one of the licensed therapists or prescribers today.</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>

Eating Disorders

Service Name	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>Go to equip.health or call (855) 387-4378 to get started.</p>

Addiction and Suicide Support

Service Name	Service Details	How to Access
Vita Health Youth Nominated Support Team	<p>Support and intervention for adolescents and young adults to reduce suicide and overdose deaths</p> <p>Connect to care in three simple steps:</p> <p>Step 1: Call the Youth Support Team number to schedule an appointment or visit the website.</p> <p>Step 2: Youth Support Team schedules a virtual appointment for teen and guardian/parent.</p> <p>Step 3: The teen and guardian/parent attend appointment together.</p> <p>After the first appointment:</p> <p>The Youth Support Team therapist onboards the nominated adults and reviews the adolescent's diagnosis and treatment plan.</p> <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 therapist.• Support: Adults connect with adolescent regularly to provide support. <p>Available nationwide to members ages 12-18.</p>	<p>Call the Youth Support Team at 1-844-866-8336 or for more information and to request an appointment, visit YST.care and click "request an appointment."</p>

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.

Service Name	Service Details	How to Access
24/7 Nurse Line ²	<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>You can:</p> <ul style="list-style-type: none">• Get 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>
Allina Health Providers	<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*

Service Name	Service Details	How to Access
Allina Health Everyday Online	Care and support from an Allina Health provider 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. <ul style="list-style-type: none">• 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 Virtual Urgent Care	Full service, virtual urgent care 7 days a week, including weekday evenings <ul style="list-style-type: none">• Providers can diagnose and treat non-life-threatening illnesses and injuries. Patients must be physically located in Minnesota or Wisconsin to have a virtual visit.	Go to AllinaHealth.org/VirtualCare and select "Virtual Urgent Care" to start a visit. Monday through Friday, 8:00 AM – 7:00 PM and Saturday and Sunday 9:00 AM – 4:00 PM.
98point6® 3	Chat with a physician 24/7 via text <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. Available in all 50 states for members age 1+.	Download the 98point6 mobile application from the Apple App Store or Google Play Store.

*Message and data rates apply

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.

²While only your doctor can diagnose, prescribe or give medical advice, the Allina Health | Aetna 24-hour nurses can provide information on a variety of health topics.

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.

Allina Health | Aetna is the brand name used for products and services provided by Allina Health and Aetna Insurance Company. Health plans are offered, insured or administered by Allina Health and Aetna Insurance Company (Allina Health | Aetna). Allina Health | Aetna is an affiliate of Aetna Life insurance company and its affiliates (Aetna). Allina Health | Aetna has sole responsibility for its products and services. Aetna provides certain management services to Allina Health | Aetna.

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.

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 website. 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 (move to bottom of the page and include in disclaimer).

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For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them. Apple, the Apple logo, iPad®, iPod®, iPod touch® and iPhone® are trademarks of Apple Inc., registered in the U.S. and other countries. Google® and Google Play Store™ are trademarks of Alphabet® Inc., registered in the U.S. and other countries. This material is for information only. Health benefits and health insurance plans contain exclusions and limitations. Provider participation may change without notice. Allina Health | Aetna does not provide care or guarantee access to health care services. Information is believed to be accurate as of the production date; however, it is subject to change. 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).