

Allina Health | Aetna Virtual Care Options

Clinical and Behavioral Health

Connect with health care professionals from anywhere.

Our virtual care solutions are simple to use with less waiting and no travel time.

	Local Clinical (MN)	Clinical	Behavioral	
	Allina Health Everyday Online Web-based diagnosis and treatment via licensed professional, in minutes. Video or phone if needed for diagnosis	Teladoc Speak or video chat with licensed professional via phone, web or app	Arcadian One-on-one counseling with a mental health professional	AbleTo Licensed therapist and behavior coach, 8-week program
Hours of Operation	Available: 24/7/365	Available: 24/7/365 Pre-registration required before use Access below	Available: 24/7	Available: Monday–Friday 8 am – 7 pm CST Saturday 9 am – 5 pm CST
How to Access	<ul style="list-style-type: none"> Allina Health Aetna member portal Onlinevisit.allinahealth.org 	<ul style="list-style-type: none"> Allina Health Aetna member portal Teladoc.com 800-835-2362 	<ul style="list-style-type: none"> Arcadian Tele-psychiatry 866-535-4977 Call number on your ID card for support 	<ul style="list-style-type: none"> Call 866-287-1802 (Option 3) Call number on your ID card for support
Conditions treated	<ul style="list-style-type: none"> Acne Athlete’s foot Allergies or Hay fever Burns (minor) Cold or Flu Cold sore Constipation Diarrhea Ear pain (Swimmer's ear) Eczema or Dermatitis Head lice Heartburn or acid reflux Hives Lower back pain Motion sickness Pink eye (Conjunctivitis) Rash (including diaper) Sinus infection Urinary tract infection Yeast infection 	<ul style="list-style-type: none"> Allergies or Hay fever Asthma Bronchitis Cold or Flu Cough Eye infection/irritation Nasal congestion Pink eye (Conjunctivitis) Poison Ivy/Oak Rash Respiratory infection Sinus problems Sore throat Yeast infection 	<ul style="list-style-type: none"> Addiction support Autism Anxiety Bipolar Disorder Depression Disease management 	<ul style="list-style-type: none"> Alcohol and Substance Abuse Bereavement Counseling Breast cancer recovery Cardiac Resilience Caregiver support for autism Caregiver support for children with respiratory conditions Chronic Pain management Diabetes Long-term Depression/Anxiety Postpartum depression Prostate cancer recovery Military Transitions — help veterans address emotional challenges that accompany return from service

Allina Health | Aetna Virtual Care Options — continued on back

	Clinical	Clinical	Behavioral	
	Allina Health Everyday Online	Teladoc	Arcadian	AbleTo
Member Cost	<ul style="list-style-type: none"> • \$45 or less • No charge if we cannot address your concern online 	<ul style="list-style-type: none"> • \$40 or less 	<ul style="list-style-type: none"> • Same cost as a face to face office visit • Service is included with Aetna Behavioral Health coverage 	<ul style="list-style-type: none"> • No Cost • Service is included with Aetna Behavioral Health coverage • 8-week treatment model: includes 1 therapy and 1 coaching session each
Staff	<ul style="list-style-type: none"> • Certified Nurse Practitioner • Physicians Assistants • Emergency Medicine Physicians 	<ul style="list-style-type: none"> • Family Practitioners • Primary Care Physicians • Pediatricians • Internists 	<ul style="list-style-type: none"> • Psychiatrist, Psychologist • Advanced Practices Registered Nurse • Social Worker • Counselor • Marriage & Family Therapist 	<ul style="list-style-type: none"> • Licensed Therapist • Non-licensed Behavioral Health Coach
Delivery Mode	<ul style="list-style-type: none"> • Online questionnaire accessible from smart phone, tablet or computer • Telephone or video if needed for diagnosis • Options to find an urgent care, walk-in clinic, emergency department, or primary care clinic provided 	<ul style="list-style-type: none"> • Telephone • Smart phone mobile app • Video chat via computer or tablet 	<ul style="list-style-type: none"> • Through your smart phone or computer using video 	<ul style="list-style-type: none"> • Through your smart phone or computer using video • Telephone
Prescribing	Prescribe Medication	Prescribe Medication	Prescribe Medication based on scope of licensure	No Prescription Medications but can refer to Psychiatrist/ Psychologist

Not all features are available to all groups. Call the number on your ID card to verify your exact coverage specifics.

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