

# Allina Health | Aetna Mental Health Virtual<sup>1</sup> Care Services\*

Allina Health | Aetna covers virtual mental health services that are available anytime, anywhere. 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, life changes, obsessive compulsive disorder (OCD), panic disorders, parenting support, phobias, relationship issues, stress management, trauma & post-traumatic stress disorder (PTSD), and more.

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, provide support, and connect you to resources, if necessary.

## Therapy and Psychiatry Services

| Service Name                               | Service Details   | How to Access  |
|--|---|--|
| <b>Allina Health Virtual Mental Health</b> | <b>Connect virtually with an Allina Health mental health consultant</b><br>No appointment necessary. Please note: mental health consultants cannot prescribe medications.<br><b>Patients must be physically located in Minnesota or Wisconsin to have a virtual visit. For members age 13+.</b>   | <b>You can go to <a href="https://AllinaHealth.org/VirtualCare">AllinaHealth.org/VirtualCare</a></b> to start a virtual visit and click "virtual mental health."<br>Providers are available Monday through Friday from 9:00 AM – 3:30 PM.  |
| <b>In-Network Mental Health Providers</b>  | <b>In-network mental health providers may offer virtual services</b><br>Connect with in-network providers for a variety of mental health conditions.  | <b>You can go to <a href="https://AllinaHealthAetna.com">AllinaHealthAetna.com</a></b> to create an Allina Health   Aetna account or log into your member portal and click find a doctor.  |
| <b>AbleTo</b>                              | <b>Join an 8-week program offering virtual outpatient therapy</b><br>• 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.<br>• Educational resources and assessments are available on their digital platform.<br><b>Available in all 50 states for members age 18+.</b>   | <b>You can call 1-844-330-3648</b> or go to <b><a href="https://Member.AbleTo.com/Aetna/">Member.AbleTo.com/Aetna/</a></b> to register and schedule a visit.<br>Available Monday through Friday from 9:00 AM – 8:00 PM.  |
| <b>Alma</b>                                | <b>Virtual visits with Alma</b><br>Alma's provider directory contains a diverse network of healthcare professionals. Find a provider on the directory or get matched up with a health care professional based on your personalized therapist recommendations.<br><b>Access to virtual care in all 50 states for members 5+.</b><br><b>In-person care available by appointment:</b> 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   | <b>You can go to <a href="https://HelloAlma.com/Aetna">HelloAlma.com/Aetna</a></b> to browse the provider directory, read provider profiles and schedule a consultation.<br>For additional support and questions, send an email to <b><a href="mailto:support@HelloAlma.com">support@HelloAlma.com</a></b> .   |
| <b>Array AtHome</b>                        | <b>Virtual visits with Array AtHome</b><br><b>Connect to care in 3 simple steps:</b><br><b>Step 1:</b> Select your state and insurance provider.<br><b>Step 2:</b> Select a clinician and schedule a session.<br><b>Step 3:</b> Start a virtual behavioral health visit.<br><b>Available by appointment in all 50 states and D.C. for members age 5+.</b>   | <b>You can call 1-800-442-8938</b> or go to <b><a href="https://ArrayBC.com">ArrayBC.com</a></b> to complete the 3 simple steps at a time that is convenient for you.  |
| <b>Brightside</b>                          | <b>Virtual visits with Brightside</b><br><b>Connect to care in 3 simple steps:</b><br><b>Step 1:</b> Answer a short set of questions to understand your symptoms.<br><b>Step 2:</b> Meet with a provider virtually to establish a care plan and get prescribed medication delivered, if necessary.<br><b>Step 3:</b> Stay connected through interactive messaging, check-ins, appointments and guided practice.<br><b>Available by appointment in all 50 states and D.C. for members age 18+.</b>   | <b>You can call 1-415-360-3348</b> or go to <b><a href="https://Brightside.com/">Brightside.com/</a></b> to complete the 3 simple steps at a time that is convenient for you.<br><br>You can also email Brightside with any questions at <b><a href="mailto:support@Brightside.com">support@Brightside.com</a></b> or, if you're already a member, go to your Brightside account.<br><br><b>If you're in emotional distress, text HOME to 741-741 to immediately connect with a counselor.</b> |
| <b>MDLIVE</b>                              | <b>Virtual visits with MDLIVE</b><br>• There are thousands of licensed therapists in the MDLIVE network. It's easy to find a therapist that's the right fit for you.<br>• Have your first therapy appointment in a week or less compared to the weeks or months it takes to schedule an in-person appointment.<br><b>Available by appointment in all 50 states and D.C. for members age 10+.</b>  | <b>You can sign up any of the following ways:</b><br>• Call <b>1-855-824-2170</b> .<br>• Go to <b><a href="https://MDLive.com">MDLive.com</a></b> to register and schedule an appointment.<br>• Download the MDLIVE mobile application<br>• Providers are available Monday through Friday from 7:00 AM – 9:00 PM (some providers may offer weekend appointments).  |
| <b>Telemynd</b>                            | <b>Virtual visits with Telemynd</b><br>A comprehensive mental health solution that matches you with behavioral health specialists who are uniquely qualified to support you.<br><b>Available by appointment in all 50 states and D.C. for members age 18+.</b>  | <b>You can call 1-866-991-2103</b> or go to <b><a href="https://Telemynd.com/Aetna-Referral-Form">Telemynd.com/Aetna-Referral-Form</a></b> to complete the appointment form to get started with one of the licensed therapists or prescribers right away.  |
| <b>Employee Assistance Program</b>         | <b>Unlimited, 24/7 virtual support for emotional, legal or financial questions</b><br><b>Members have access to a variety of services and programs, such as:</b><br>• 24/7 access to trained mental health professionals<br>• Assessment and referral services<br>• Face-to-face counseling sessions delivered in a variety of program session models<br>• Training and education services<br>• Interactive web services<br><br>Plus, members also have access to other resources, including the Aetna Resources For Living <sup>®</sup> mobile app, videos, articles and webinars. | <b>You can call 1-833-327-2386 (TTY: 711)</b> to speak with a Resources For Living consultant to get started.  |

## Addiction and Suicide Support

| Service Name                                    | Service Details   | How to Access  |
|---|---|--|
| <b>Vita Health Youth Nominated Support Team</b> | <b>Support and intervention for teens and young adults to reduce suicide and overdose deaths</b><br><b>Connect to care in three simple steps:</b><br><b>Step 1:</b> Call the Youth Support Team number to schedule an appointment or visit the website.<br><b>Step 2:</b> Youth Support Team schedules a virtual appointment for teen and guardian/parent.<br><b>Step 3:</b> The teen and guardian/parent attend appointment together.<br><b>After the first appointment:</b><br>Adolescent nominates 2–4 caring adults with guardian's approval. The Youth Support Team therapist onboards the nominated adults and reviews the adolescent's diagnosis and treatment plan.<br>• Youth Support Team therapist has weekly check-ins with nominated adults to provide resources and coaching to best support the adolescent.<br>• Adults connect with adolescent regularly to provide support.<br><b>Available nationwide to members ages 12–25.</b>  | <b>You can call the Youth Support Team at 1-844-866-8336</b> or for more information and to request an appointment, visit <b><a href="https://YST.care">YST.care</a></b> and click "request an appointment."                   |
| <b>Workit Health</b>                            | <b>Online treatment program with personalized therapy for substance use disorders</b><br>12-week digital therapy program to help reduce depression and anxiety that combines evidence-based therapies, lifestyle changes and wearable biofeedback.<br><b>Connect to care in 3 simple steps:</b><br><b>1.</b> Schedule an appointment. Download the mobile app and answer a few questions about your treatment goals, then schedule your first appointment.<br><b>2.</b> Attend an orientation — Meet with your care team to complete your sign up by getting familiar with your treatment plan and steps.<br><b>3.</b> Support is available — Message your care team anytime you're struggling, and talk with a trained therapist or coach. Work through courses written by experts, designed to help you learn coping tools and understand your behavior.<br><b>Coaching:</b><br>• Unlimited messaging with dedicated recovery coach.<br>• 24/7 Cognitive Behavior Therapy-based online program.<br>• Daily check-ins.<br>• Weekly in-app peer recovery group.<br><b>Available in all 50 states for members age 18+.</b><br><b>Counseling:</b><br>• Unlimited messaging with dedicated licensed counselor.<br>• Weekly 1:1 session with a counselor.<br><b>Available in Minnesota by appointment for members age 18+.</b><br><b>Medical:</b><br>• Unlimited messaging with dedicated clinician.<br>• Medication-assisted treatment (MAT) <sup>2</sup> and ongoing medication management.<br>• Video-based drug testing.<br><b>Available in Minnesota by appointment for members age 18+.</b> | <b>You can sign up any of the following ways:</b><br>• Call <b>1-877-777-2671</b> .<br>• Go to <b><a href="https://WorkitHealth.com">WorkitHealth.com</a></b> and click "sign up today."<br>• Download the mobile application. |

## Allina Health | Aetna Medical Virtual Care Services

Allina Health | Aetna covers virtual medical services so you can connect with a provider anytime, anywhere.

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   |
|--|---|---|
| <b>24/7 Nurse Line</b>                   | <b>Speak with a registered nurse 24/7 at no extra cost</b><br>You and your covered family members can call as many times as you need at no extra cost to you.<br><b>You can:</b><br>• Get information on a wide range of health and wellness topics.<br>• Find out more about a medical test or procedure.<br>• Get help preparing for a visit to your doctor.<br>• Receive emails with links to videos that relate to your question or topic.  | • <b>You can call 1-800-556-1555</b> to speak with an Allina Health   Aetna 24-hour Nurse.  |
| <b>Allina Health Providers</b>           | <b>Connect virtually with an Allina Health provider</b><br>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.  | • <b>You can call your doctor's office</b> directly and ask if a virtual care visit is appropriate for you.<br>• <b>You can log into your member portal at <a href="https://AllinaHealth.org/VirtualCare">AllinaHealth.org/VirtualCare</a></b> and select "virtual visits" to locate your Allina Health doctor or find an Allina doctor you'd like to see.<br>• <b>Please note:</b> If you are experiencing a medical emergency, call <b>911</b> or go to the nearest emergency room. |
| <b>In-Network Providers</b>              | <b>In-network medical providers may offer virtual services</b><br>Connect with in-network providers for a variety of non-life-threatening medical conditions.   | <b>You can go to <a href="https://AllinaHealthAetna.com">AllinaHealthAetna.com</a></b> to create an Allina Health   Aetna account or log into your member portal and click "find a doctor."<br><b>Please note:</b> If you are experiencing a medical emergency, call <b>911</b> or go to the nearest emergency room.  |
| <b>Allina Health Everyday Online</b>     | <b>Care and support from an Allina Health provider</b><br>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.<br>• 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 <b>for members up to 65 years old</b> .<br>• <b>Patients must be physically located in Minnesota or Wisconsin to have an online visit.</b>  | <b>You can go to <a href="https://AllinaHealth.org/VirtualCare">AllinaHealth.org/VirtualCare</a></b> and select "Everyday Online" to start a visit.   |
| <b>Allina Health Virtual Urgent Care</b> | <b>Full service, virtual urgent care 7 days a week, including weekday evenings</b><br>• Providers can diagnose and treat non-life-threatening illnesses and injuries.<br>• <b>Patients must be physically located in Minnesota or Wisconsin to have a virtual visit.</b>  | <b>You can go to <a href="https://AllinaHealth.org/VirtualCare">AllinaHealth.org/VirtualCare</a></b> and select "Virtual Urgent Care" to start a visit.<br>• Monday through Friday, 8:00 AM – 7:00 PM and Saturday and Sunday 9:00 AM – 4:00 PM.  |
| <b>98point6<sup>®3</sup></b>             | <b>Chat with a physician via text anytime, anywhere</b><br>• 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.<br>• 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).<br>• Any prescriptions or lab orders will be to your preferred pharmacy or lab center.<br>• If our 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.<br>• When your visit is complete, treatment details will be made available in the app for easy access, anytime.<br><b>Available in all 50 states for members age 1+.</b> | <b>You can download the 98point6 mobile application</b> from the Apple App Store or Google Play Store.  |

[AllinaHealthAetna.com](https://AllinaHealthAetna.com)



\*Message and data rates apply

<sup>1</sup>Virtual 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.

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

<sup>3</sup>98point6 is a registered trademark of 98point6 Inc. Access to 98point6 is not included in all plans. 98point6 and 98point6 physicians are independent contractors 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 medical misuse of services.

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.

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 about your coverage or if you have any questions, simply call the number on the back of your member ID card or visit [AllinaHealthAetna.com](https://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.

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<sup>®</sup>, iPod<sup>®</sup>, iPod touch<sup>®</sup> and iPhone<sup>®</sup> are trademarks of Apple Inc., registered in the U.S. and other countries. Google<sup>®</sup> and Google Play Store<sup>™</sup> are trademarks of Alphabet<sup>®</sup> 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).

©2022 Allina Health and Aetna Insurance Company

1141257-01-01 (9/22)