

Banner | Aetna Mental Health Virtual Care Services

If you are experiencing an emergency or crisis and need immediate assistance, call 911 or go to your nearest emergency room.

If you or anyone you know is in emotional distress or having suicidal thoughts, you can contact the National Mental Health Crisis line by calling, chatting or texting 988 (new 3-digit Suicide & Crisis Lifeline). When people call, text or chat they will be connected to trained counselors who will listen, understand how the problem is affecting the caller, provide support, and connect the caller with resources, if necessary.

For more information visit: https://988lifeline.org/current-events/the-lifeline-and-988/

Banner | Aetna covers virtual mental health services with providers who can diagnose and treat a variety of mental health conditions. Review each of the service details below to find a virtual mental health provider that is best for you.

Virtual Therapy and Psychiatry Services			
Service Name	Service Details	How to Access	Member Cost Share
ln-Network Mental Health Providers	 In-network virtual or in-person mental health services Connect with in-network providers for a variety of mental health conditions. Available virtually or in-person by appointment. 	 You can go to <u>https://www.</u> <u>banneraetna.com/providers</u> to create a Banner Aetna account or log into your member portal and click "find a doctor." 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.



Virtual Therapy and Psychiatry Services (cont.)

Service Name	Service Details	How to Access	Member Cost Share
Alma	 Virtual visits with Alma Alma's provider directory contains a diverse network of health care professionals. Find a provider on the directory or get matched up with a health care professional based on your personalized therapist recommendations. Available virtually by appointment in all 50 states and D.C. for members 5+. Available in-person by appointment in: AZ, CA, CO, CT, DE, FL, GA, IL, KS, MA, MD, MN 	 You can go to <u>https://www.</u> <u>helloalma.com/aetna</u> to browse the provider directory, read provider profiles and schedule a consultation. For additional support and questions, send an email to <u>support@helloalma.com</u>. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Array AtHome	 Virtual visits with Array AtHome Connect to care in three simple steps: Step 1: Select your state and insurance provider Step 2: Select a clinician and schedule a session Step 3: Start a virtual behavioral health visit Available virtually by appointment in all 50 states and D.C. for members 5+. 	 You can call 1.800.442.8938 or go to <u>https://www.arraybc.com</u> to complete the 3 simple steps at a time that is convenient for you. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Brightside	 Virtual visits with Brightside Connect to care in three simple steps: Step 1: Answer a short set of questions to understand your symptoms. Step 2: Meet with a provider virtually to establish a care plan and get medication delivered, if prescribed. Step 3: Stay connected through interactive messaging, check-ins, appointments and guided practice. Available virtually by appointment in all 50 states and D.C. for members 18+. 	 You can sign up any of the following ways: 1. You can call 1.415.360.3348 or go to https://www.brightside.com/ to complete the 3 simple steps at a time that is convenient for you. 2. You can always email Brightside with any questions at support@ brightside.com or if you're already a member go to your Brightside account. 3. If you're in emotional distress, text HOME to 741-741 to connect with a counselor immediately. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Headway	 Virtual visits with Headway Connect to care in three simple steps: Step 1: Find the right fit - Share your preferences and they will filter through thousands of therapists and psychiatrists to find your matches. Step 2: Get the in-network price - Add your insurance details to get the exact cost for your session. Step 3: Book your session right on Headway. Available virtually by appointment in: AZ, CO, DC,FL, GA, IL, LA, MA, MI, NJ, NY, NC, OH, OR, PA, TN, TX, VA, WA for members 18+. 	 You can go to <u>https://www.headway.</u> <u>co/</u> and fill out your location, what your concerns are, insurance carrier and click "find providers." 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
MDLIVE	 Virtual visits with MDLIVE There are thousands of licensed therapists in the MDLIVE network; it's easy to find a therapist that's the right fit for you. Have your first therapy appointment in a week or less compared. Available virtually by appointment in all 50 states and D.C. for members 10+. 	 You can sign up any of the following ways: 1. Call 1.855.824.2170. 2. Go to https://www.mdlive.com to register and schedule an appointment. 3. Download the MDLIVE mobile application to register and schedule an appointment. 4. Providers are available Monday through Friday from 7:00AM - 9:00PM (some providers may offer weekend appointments). 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Therapy and Psychiatry Services (cont.)

Service Name	Service Details	How to Access	Member Cost Share
Mindpath Health	 Virtual visits with Mindpath Health Psychiatry, therapy, FDA-cleared Transcranial Magnetic Stimulation (TMS) and Spravato (esketamine) through Interventional Psychiatry (available in select locations througout the country) Available in all AZ, CA, FL, MN, NC, OH, SC and TX for members of all ages. 	 You can sign up any of the following ways: 1. Call: 866.386.1445 and press #2 to speak with a team member. 2. Go to: www.mindpath.com to request an appointment. 3. Send an email to telehealth@ mindpath.com to request an appointment. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
MinuteClinic® Behavioral Health	 A fully credentialed network of therapists who provide televideo services in select CVS® HealthHUB™ Markets. Therapists can provide support that includes an assessment, addressing your health needs, diagnosing and delivering therapy and support with navigation to higher level of care, if needed. Available virtually by appointment in: AZ, CT, FL, IL, NC, NJ, PA, TX for members 18+. 	 You can call 1.855.417.2486 or go to <u>https://www.cvs.com/minuteclinic</u> and click "virtual care." Click "explore virtual care" and then click "set up a visit" under video visit to start a virtual visit anytime, anywhere. Specific behavioral health providers can be found in our find a doctor tool, as well. You can go to <u>https://www.myplanportal.com/dsepublic/</u><u>#/banneraetna1</u>. Weekend and evening hours available. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Sondermind	 Connect with a licensed therapist for online video or in-person therapy sessions. Answer a few questions - what are you looking for, online or over the phone Receive your matches - they will match you with local therapist in your state, you decide if they are the right fit. Make an appointment - in-person (locations vary) or virtual session. Available virtually by appointment in: AZ, CO, DC, GA, IN, MO, OH, OR, and TX for members 18+. 	 You can sign up any of the following ways: 1. Talk to a Wellness Coordinator at (844) THERAPY, Monday-Friday 5AM-7PM MST and Saturday 8AM-5PM MST. 2. Go to: https://www.sondermind.com. 3. Email sondermind.com for support. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Talkiatry	 Psychiatry with you in mind Human, virtual mental health care from toprated doctors who take insurance. Virtual visits Order lab and review results Communicate with your provider through secure messaging Medication management Flexible scheduling Choose your own psychiatrist Available in all 50 states and D.C.for members 5+. 	 You can sign up any of the following ways: 1. Call 833-351-TALK (8255) 2. Go to: https://www.talkiatry.com/ and click get started. 3. Download the free healow app on your device. 4. Email hello@talkiatry.com to ask questions or get started. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Telemynd	 Virtual visits with Telemynd A comprehensive mental health solution that matches you with behavioral health specialists uniquely qualified to support you. Available virtually by appointment in all 50 states and D.C. for members 18+. 	 You can call 1.866.991.2103 or go to <u>https://www.telemynd.com/</u> <u>aetna-referral-form</u> to complete the appointment form to get started with one of the licensed therapists or prescribers today. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Specialized Virtual Mental Health Services

Virtual care services for additional support through coaching, online resources, therapy and psychiatry.

Service Name	Service Details	How to Access	Member Cost Share
AbleTo	 Join an 8-week program offering virtual therapy. Meet 1-on-1 online or over the phone with a coach, licensed therapist, or both who will guide you through a personalized 8-week program proven to reduce depression, stress and anxiety. Educational resources and assessments are available on their digital platform. Available virtually in all 50 states and D.C. for members 18+. 	 You can call 1.844.330.3648 or go to <u>https://Member.AbleTo.com/Aetna/</u> to register and schedule a visit. Available Monday through Friday from 9:00AM - 8:00PM ET. 	There is no out-of- pocket cost for member for AbleTo.
NOCD	 NOCD is an online OCD therapy platform that offers face to face video therapy sessions with licensed therapists that specialize in OCD, along with 24/7 support between sessions from self help tools and peer communities. Speak via video sessions with licensed therapists located in your state that have extensive training in OCD and Exposure and Response Prevention (ERP) Providers consist of Psychiatrists, Internists, psychotherapists, family clinicians, dietitians, RNs, patient care assistants and after-care coordinators. Available nationwide for all ages. 	You can sign up any of the following ways: 1. Call or text +1 312-766-6780 2. Go to: https://www.treatmyocd.com/ to sign-up or start a free call 3. Download the mobile app on your device	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Valera Health	 Access to virtual therapy and psychiatry in one place, with a dedicated health connector to support your wellness goals throughout your treatment. Connect to care in three simple steps: Step 1: Schedule a free consult with a health connector. Step 2: Work with your health connector to find care perfectly fit for you. They will then match you with a qualified provider and schedule your first appointment. Step 3: Connect to your care team and start your journey to wellness. Support for parents with children in treatment include: Ongoing parent sessions available as part of individual care of the child/teen. Parent can directly message the provider via the app so updates about the child/teen's progress is easily communicated. Parenting groups (parent management skills, parenting stress). Parents can also connect to individual therapy services, when appropriate. 	 You can sign up any of the following ways: Go to <u>www.valerahealth.com</u> and click " request a consult" Download the mobile application on your smart device. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Specialized Virtual Mental Health Services (cont.)

Service Name	Service Details	How to Access	Member Cost Share
Vita Health for Adults	 Support and intervention for adults to reduce suicide and overdose deaths Outpatient 12- week specialty program, delivered virtually by trained clinical specialists to reduce suicide risk and used successfully in addition to traditional outpatient care. Program provides an app that supports cognitive behavior therapy and suicide prevention. Available virtually by appointment in: AK, AZ, CA, CT, FL, GA, HI, ID, OH, OR, IL, KS, LA, MA, MI, MO, NC, NV, NY, PA, TX, UT, VA, WV for members 18+. 	 You can call 1.844.866.8336 or go to <u>https://yst.care</u> and click "request an appointment" to schedule an appointment for adolescents and adults. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Mental Health Care for Children, Adolescents and Young Adults

Service Name	Service Details	How to Access	Member Cost Share
Alma	 Virtual visits with Alma Alma's provider directory contains a diverse network of health care professionals. Find a provider on the directory or get matched up with a health care professional based on your personalized therapist recommendations. Available virtually by appointment in all 50 states and D.C. for members 5+. Available in-person by appointment in: 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, WI 	 You can go to <u>https://www.helloalma.com/aetna</u> to browse the provider directory, read provider profiles and schedule a consultation. For additional support and questions, send an email to support@helloalma.com. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Array AtHome	 Virtual visits with Array AtHome Connect to care in three simple steps: Step 1: Select your state and insurance provider Step 2: Select a clinician and schedule a session Step 3: Start a virtual behavioral health visit Available virtually by appointment in all 50 states and D.C. for members 5+. 	 You can call 1.800.442.8938 or go to <u>https://www.arraybc.com</u> to complete the 3 simple steps at a time that is convenient for you. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Charlie Health	 Intensive Outpatient Program designed for teens and young adults in need of more support than one-time-per-week therapy. Connect to care in a few simple steps: Step 1: Contact Charlie Health Step 2: Charlie Health will schedule a clinical consultation to hear more about your specific needs and build a personalized treatment plan that meets your goals. Step 3: Charlie Health will assign you a primary therapist who specializes in your treatment needs. Step 4: You will be carefully placed in skillsbased, experiential, and psychoeducational groups, in addition to attending weekly individual and family therapy sessions. Step 5: Charlie Health will work closely with you and your family to ensure that you have the appropriate tools and resources to step down to lower levels of care and build healthy, fulfilling lives. 	 You can call 1.866.508.7084 anytime. The admissions team is available 24/7 to listen to your needs and answer your questions. You can also go to <u>https://www. charliehealth.com/</u> and click "get help now" to complete the short set of questions. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Mental Health Care for Children, Adolescents and Young Adults (cont.)

Service Name	Service Details	How to Access	Member Cost Share
MDLIVE	 Virtual visits with MDLIVE There are thousands of licensed therapists in the MDLIVE network; it's easy to find a therapist that's the right fit for you. Have your first therapy appointment in a week or less. Available in all 50 states and D.C. for members 10+. 	 You can sign up any of the following ways: 1. Call 1.855.824.2170. 2. Go to https://www.mdlive.com to register and schedule an appointment. 3. Download the MDLIVE mobile application to register and schedule an appointment. 4. Providers are available Monday through Friday from 7:00AM - 9:00PM (some providers may offer weekend appointments). 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Mindpath Health	 Virtual visits with Mindpath Health Psychiatry, therapy, FDA-cleared Transcranial Magnetic Stimulation (TMS) and Spravato (esketamine) through Interventional Psychiatry (available in select locations througout the country). Available in all AZ, CA, FL, MN, NC, OH, SC and TX for members of all ages. 	 You can sign up any of the following ways: 1. Call: 866.386.1445 and press #2 to speak with a team member. 2. Go to: www.mindpath.com to request an appointment. 3. Send an email to telehealth@ mindpath.com to request an appointment. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
NOCD	 NOCD is an online OCD therapy platform that offers face to face video therapy sessions with licensed therapists that specialize in OCD, along with 24/7 support between sessions from self help tools and peer communities. Speak via video sessions with licensed therapists located in your state that have extensive training in OCD and Exposure and Response Prevention (ERP) Providers consist of Psychiatrists, Internists, psychotherapists, family clinicians, dietitians, RNs, patient care assistants and after-care coordinators. Available nationwide for all ages. 	You can sign up any of the following ways: 1. Call or text +1 312-766-6780 2. Go to: https://www.treatmyocd.com/ to sign-up or start a free call 3. Download the mobile app on your device	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Talkiatry	 Psychiatry with you in mind Human, virtual mental health care from toprated doctors who take insurance. Virtual visits Order lab and review results Communicate with your provider through secure messaging Medication management Flexible scheduling Choose your own psychiatrist Available in all 50 states and D.C.for members 5+. 	 You can sign up any of the following ways: 1. Call 833-351-TALK (8255) 2. Go to: https://www.talkiatry.com/ and click get started. 3. Download the free healow app on your device. 4. Email hello@talkiatry.com to ask questions or get started. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Mental Health Care for Children, Adolescents and Young Adults (cont.)

Service Name	Service Details	How to Access	Member Cost Share
Valera Health	 Access to virtual therapy and psychiatry in one place, with a dedicated health connector to support your wellness goals throughout your treatment. Connect to care in three simple steps: Step 1: Schedule a free consult with a health connector. Step 2: Work with your health connector to find care perfectly fit for you. They will then match you with a qualified provider and schedule your first appointment. Step 3: Connect to your care team and start your journey to wellness. Support for parents with children in treatment include: Ongoing parent sessions available as part of individual care of the child/teen. Parent can directly message the provider via the app so updates about the child/teen's progress is easily communicated. Parents can also connect to individual therapy services, when appropriate. Available virtually by appointment in: AZ, CT, MA, NY, OR, RI, WA for members 6+. 	You can sign up any of the following ways: 1. Go to <u>www.valerahealth.com</u> and click " request a consult" 2. Download the mobile application on your smart device.	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Vita Health for Adolescents and Young Adults	 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 & guardian/parent. Step 3: The teen and guardian/parent attend appointment together. Available nationwide to members ages 12-25. 	 You can call 1.844.866.8336 or go to <u>https://yst.care</u> and click "request an appointment" to schedule an appointment for adolescents and adults. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Mental Health Support for Addiction and Substance Use

If you or someone you know is in need of help from addiction Banner | Aetna has virtual care services available. 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.

Service Name	Service Details	How to Access	Member Cost Share
Workit Health	 Online treatment program for substance use disorders offering personalized convenient therapy, coaching, Medication Assisted Treatment, digital learning, and peer support. 12-week digital therapy program proven to reduce depression and anxiety that combines evidence-based therapies, lifestyle science and wearable biofeedback. Connect to care in three simple steps: Step 1: Download the mobile app and answer a few questions about your treatment goals, then schedule your first appointment. Step 2: Meet with your care team to complete your sign up by getting oriented to your treatment plan and steps. Step 3: Message your care team anytime you're struggling, and talk with a trained therapist or coach when needed. Coaching is available virtually by appointment in all 50 states for members 18+. 	You can sign up any of the following ways: 1. Call 1-877-777-2671. 2. Go to https://www.workithealth.com/ and click "sign up today." 3. Download the mobile application.	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

Virtual Support for Suicide Prevention

Service Name	Service Details	How to Access	Member Cost Share
Vita Health for Adolescents and Young Adults	 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 & guardian/parent. Step 3: The teen and guardian/parent attend appointment together. Available nationwide to members ages 12-25. 	 You can call 1.844.866.8336 or go to <u>https://yst.care</u> and click "request an appointment" to schedule an appointment for adolescents and adults. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.
Vita Health for Adults	 Outpatient 12- week specialty program, delivered virtually by trained clinical specialists to reduce suicide risk and used successfully in addition to traditional outpatient care. Program provides app that supports cognitive behavior therapy and suicide prevention. Available virtually by appointment in: AK, AZ, CA, CT, FL, GA, HI, ID, OH, OR, IL, KS, LA, MA, MI, MO, NC, NV, NY, PA, TX, UT, VA, WV for members 18+. 	 You can call 1.844.866.8336 or go to <u>https://yst.care</u> and click "request an appointment" to schedule an appointment for adolescents and adults. 	Cost share is based on your health plan benefit. For assistance with understanding your benefits, call the Banner Aetna Member Service number on the back of your member ID card.

You have several affordable and convenient options for immediate care. Keep this chart handy to help you make a smart choice the next time you need medical or behavioral health care. You may save time and money. Just text **"ONTHEGO"** to **90156** for a link to the Banner | Aetna Health[™] app for members. You'll be able to find network providers and facilities near you.

BannerAetna.com



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. 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 the back of 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 BannerAetna.com and log in to your member website.

Aetna does not recommend the self-management of health problems. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional.

Providers are independent contractors and are not agents of Aetna MHNet. Provider participation may change without notice. Refer to Aetna.com for more information about Aetna® plans. 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.

Banner |Aetna is the brand name usedfor products and services provided by Banner Health and Aetna Health Insurance Company and Banner Health and Aetna Health Plan Inc. Health benefits and health insurance plans are offered, underwritten, and/or administered by Banner Health and Aetna Health Insurance Company and/or Banner Health and Aetna Health Plan Inc. Banner |Aetna is an affiliate of Banner Health and of Aetna Life Insurance Company and its affiliates (Aetna). Each insurer has sole financial responsibility for its own products. Aetna and Banner Health provide certain management services to Banner |Aetna. Aetna®, CVS Pharmacy, Inc., which owns CVS® HealthHUB[™] locations, and MinuteClinic®, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies.

©2022 Banner Health and Aetna Health Insurance Company and Banner Health and Aetna Health Plan Inc. 1390988-01-01 (10/22)