



Banner | Aetna Mental Health Services

(Virtual, In-Home and In-Person 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). The caller 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. Just **text GETAPP to 90156** for a link to Banner | Aetna's Aetna HealthSM app for members. You'll be able to find network providers and facilities near you. Message and data rates apply.*

You can also contact the **Nurse On-Call* line** by calling **1-888-747-7990** (TTY: 711) to get answers to your health care questions. Reach out anytime to the number on the back of your member ID card for additional support.

General Therapy and Psychiatry Services

Depression, anxiety and other mental health concerns for child, adolescents and adults

Provider	Service Details	How to Access
In-Network Mental Health Providers (Virtual and In-Person Visits)	In-network virtual or in-person mental health services <ul style="list-style-type: none">• Connect with in-network providers for a variety of mental health conditions.• Available virtually or in-person by appointment.	<ul style="list-style-type: none">• You can go to https://www.banneraetna.com/providers to create a Banner Aetna account or log into your member portal and click find a doctor. 

General Therapy and Psychiatry Services (Cont.)

Depression, anxiety and other mental health concerns for child, adolescents and adults

Provider	Service Details	How to Access
Alma (Virtual and In-Person Visits)	Virtual visits with Alma <ul style="list-style-type: none"> Alma's provider directory contains a diverse network of healthcare professionals. Find a provider on the directory or get matched up with a healthcare professional based on your personalized therapist recommendations. Currently available in all 50 states and D.C. for members 5+. Currently 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. 	<ul style="list-style-type: none"> You can go to https://www.helloalma.com/ to browse the provider directory, read provider profiles and schedule a consultation. For additional support and questions, send an email to support@helloalma.com.
Array AtHome (Virtual Visits Only)	Virtual visits with Array AtHome Connect to care in a few 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. <ul style="list-style-type: none"> Currently available in all 50 states and D.C. for members 5+. 	<ul style="list-style-type: none"> You can go to https://www.arraybc.com to complete the 3 simple steps at a time that is convenient for you or call 1-800-442-8938.
Brightside (Virtual Visits Only)	Virtual visits with Brightside Connect to care in a few 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. <ul style="list-style-type: none"> Currently available in all 50 states and D.C. for members 18+. 	<p>You can sign up any of the following ways:</p> <ol style="list-style-type: none"> You can go to https://www.brightside.com/ to complete the 3 simple steps at a time that is convenient for you. You can call 1-415-360-3348. You can always email Brightside with any questions at support@brightside.com or if you're already a member go to your Brightside account. If you're in emotional distress, text HOME to 741-741 to connect with a counselor immediately.
Foresight (Virtual Visits Only)	No matter where you are in your journey, Foresight is here to guide you on your path to mental wellness <ul style="list-style-type: none"> Foresight offers full-service therapy. They meet with you, person to person, to listen and understand. By understanding where you've been, they help you feel confident about where you're going. Foresight offers support through their client portal to help you on your journey. Currently available in AZ, CA, FL, GA and TX for members 18+. 	<ul style="list-style-type: none"> You can go to https://www.foresightmentalhealth.com/ and click "request an appointment" on the upper right hand side. Fill in the information and a therapist will reach out to schedule an appointment.
Grow Therapy (Virtual Visits Only)	Therapists that will help you grow <ul style="list-style-type: none"> Book online, instantly See a therapist within 2 days Explore medication options Currently available nationwide for members 6+. 	<ul style="list-style-type: none"> You can go to https://www.growtherapy.com and click "find a therapist" in the upper right hand corner, to get started.

General Therapy and Psychiatry Services (Cont.)

Depression, anxiety and other mental health concerns for child, adolescents and adults

Provider	Service Details	How to Access
Headway (Virtual Visits Only)	Virtual visits with Headway Connect to care in a few 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. <ul style="list-style-type: none"> • Currently available nationwide for members 2+. 	<ul style="list-style-type: none"> • You can go to https://www.headway.co/ and fill out your location, what your concerns are, insurance carrier and click "find providers".
LifeStance Health (Virtual and In-Person Visits)	Get the mental health help you need, the way you need it <ul style="list-style-type: none"> • Choose in-person or virtual visits • Select from one of the largest networks of providers • Book appointments with ease online or over the phone • Currently available in AZ, CA, CO, DE, FL, GA, IL, IN, KS, KY, ME, MD, MA, MI, MN, MO, NV, NH, NJ, NY, NC, OH, OK, OR, PA, RI, SC, TN, TX, UT, VA, WA, WI for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.lifestance.com and click "find a provider" to get started.
Mindpath Health (Virtual Visits Only)	Virtual visits with Mindpath Health <ul style="list-style-type: none"> • Psychiatry, therapy, FDA-cleared Transcranial Magnetic Stimulation (TMS) and Spravato (esketamine) through Interventional Psychiatry (available in select locations throughout the country). • Currently available in AZ, CA, FL, MN, NC, OH, SC and TX for members of all ages. 	You can get started any of the following ways: <ol style="list-style-type: none"> 1. You can go to https://www.mindpath.com to request an appointment. 2. You can call 866-386-1445 and press #2 to speak with a team member or send an email to telehealth@mindpath.com to request an appointment.
MinuteClinic Behavioral Health (Virtual Visits Only)	A fully credentialed network of therapists who provide virtual care services in select areas <ul style="list-style-type: none"> • 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. • Currently available in AZ, CT, FL, IL, NC, NJ, PA, TX for members 18+. 	You can get started any of the following ways: <ol style="list-style-type: none"> 1. You can go to https://www.cvs.com/minuteclinic 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. 2. You can call 1-855-417-2486 3. Specific behavioral health providers can be found in our find a doctor tool, as well. You can go to https://www.myplanportal.com/dsepublic/#/banneraetna1. 4. Weekend and evening hours available.
Rula (Virtual Visits Only)	Connect with a mental health expert who specializes in you <ul style="list-style-type: none"> • You deserve quality care from someone who cares. Match with licensed therapists and prescribers today. • Currently available nationwide. 	<ul style="list-style-type: none"> • You can go to https://www.rula.com and click "get started" to find a provider that best fits you.

General Therapy and Psychiatry Services (Cont.)

Depression, anxiety and other mental health concerns for child, adolescents and adults

Provider	Service Details	How to Access
Sondermind (Virtual and In-Person Visits)	Connect with a licensed therapist <ul style="list-style-type: none"> • Answer a few questions - Fill out a brief questionnaire or give us a call, so we can find the perfect provider for you. For couples, you'll use one account. • 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. • Currently available nationwide for members 18+. 	You can get started any of the following ways: <ol style="list-style-type: none"> 1. You can go to https://www.sondermind.com. 2. You can talk to a Wellness Coordinator at 844-THERAPY (843-7279), Monday-Friday 5AM-7PM MST and Saturday 8AM-5PM MST or send an e-mail to sondermind.com for support.
Talkiatry (Virtual Visits Only)	Psychiatry with you in mind <ul style="list-style-type: none"> • Human, virtual mental health care from top-rated 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 • Currently available in all 50 states and D.C. for members 5+. 	You can get started any of the following ways: <ol style="list-style-type: none"> 1. You can go to https://www.talkiatry.com/ and click "get started" or call 833-351-TALK (8255). 2. Email hello@talkiatry.com to ask questions or get started.
Talkspace (Virtual Visits Only)	Talkspace therapists and psychiatrists specialize in 150+ conditions, treatment approaches, and mental health needs Connect to care in a few simple steps: Step 1: Check insurance coverage Step 2: Get matched with a therapist Step 3: Start therapy Step 4: Switch providers any time <ul style="list-style-type: none"> • Currently available nationwide. • Therapy is available for members 13+ and medication management is available for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.talkspace.com/ and click "get started" in the upper right hand corner.
Tava Health (Virtual Visits Only)	Behavioral Health telemedicine providers for therapy only. No prescribing available. Connect to care in a few simple steps: Step 1: Get therapist recommendations based on your needs and preferences, or browse detailed therapist profiles until you find someone you're comfortable with. Step 2: Schedule an appointment in a few clicks, then meet with your therapist anywhere you can connect to the web. <ul style="list-style-type: none"> • Currently available in AL, AK, AZ, CA, CO, FL, GA, HI, ID, IL, IN, KS, LA, MA, MD, MI, MN, MT, NC, NE, NJ, NM, NV, NY, OH, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WY for members 13+. 	<ul style="list-style-type: none"> • You can go to https://www.tavahealth.com/individuals and click "get started".
Telemynd (Virtual Visits Only)	Virtual visits with Telemynd <ul style="list-style-type: none"> • A comprehensive mental health solution that matches you with behavioral health specialists uniquely qualified to support you. • Currently available virtually by appointment in all 50 states and D.C. for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.telemynd.com/ to complete the appointment form to get started or call 1-866-991-2103.
Thriveworks (Virtual and In-Person Visits)	Work with providers who are supported and empowered to provide the very best care <ul style="list-style-type: none"> • Get help when & where you need it — within 7 days of scheduling, in person or online. • Cover the cost of session with your insurance. Self-pay options are also available. • Currently available in all states except VT for members 18+. 	<ul style="list-style-type: none"> • You can go to https://thriveworks.com/ and click "find a provider" or call 1-855-204-2767 to get started.

Specialty Mental Health Treatment

Suicide Care: Risk Reducing Services and Support

Provider	Service Details	How to Access
Vita/Valera Health (Virtual Visits Only)	Support and intervention for adults to reduce suicide and overdose deaths <ul style="list-style-type: none"> • 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. • Therapy is available nationwide except in AK, IA, LA, HI and MT for members 12+. • Psychiatry is available in fewer states. Please check with Vita Health for current locations. 	<ul style="list-style-type: none"> • You can go to https://www.vitahealth.care/ and click "request an appointment" to schedule an appointment or call 1-844-866-8336.
Vita/Valera Health for Adolescents and Young Adults (Virtual Visits Only)	Support and intervention for adolescents and young adults to reduce suicide and overdose deaths Connect to care in a few 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. <ul style="list-style-type: none"> • Currently available nationwide to members 12-18 years of age. 	<ul style="list-style-type: none"> • You can go to https://www.vitahealth.care/ and click "request an appointment" to schedule an appointment or call 1-844-866-8336.

Eating Disorders

Provider	Service Details	How to Access
Equip Health (Virtual Visits Only)	Equip builds upon the gold-standard Family-Based Treatment with a dedicated five-person care team including a therapist, dietitian, physician, peer mentor, and family mentor <ul style="list-style-type: none"> • Care is designed to be fully virtual so families can help their loved one through recovery at home. • Equip provides treatment to people with anorexia and Avoidant/Restrictive Food Intake Disorder (ARFID). Equip treats all diagnoses, helping people to achieve full health and recovery. • Currently available nationwide for members of all ages. 	<ul style="list-style-type: none"> • You can go to https://bit.ly/3SCLWgO and click "get a consultation" to get started or call 855-648-2135.

Obsessive Compulsive Disorder

Provider	Service Details	How to Access
NOCD (Virtual Visits Only)	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 <ul style="list-style-type: none"> • Connect 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. • Currently available nationwide for members of all ages. 	You can get started any of the following ways: <ol style="list-style-type: none"> 1. You can go to https://www.treatmyocd.com/ to sign-up or start a free call by calling or texting 1-312-766-6780. 2. Download the mobile app on your device.

Specialty Mental Health Treatment (Cont.)

Substance Use and Alcohol Disorders

Provider	Service Details	How to Access
Affect Therapeutics (Virtual Visits Only)	<p>First virtual, digital provider for treatment of cocaine and methamphetamine addiction</p> <p>Affect also provides alcohol use disorder (AUD) treatment. Affect has integrated team of counselors and physicians through a mobile digital platform. Features contingency management model as part of treatment.</p> <ul style="list-style-type: none"> • Offering includes integrated treatment team virtually and utilizing digital tools within the mobile app • Group therapy • Addiction counseling • Drug screening • Coaching and support — Daily, via a mobile app loaded with education content and tasks • Unlimited text messaging • Care navigation • Currently available in AZ, CA, CO, FL, IL, IN, IA, NE, NV, NM, NC, OH, OR, TX, VA, WA for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.affecttherapeutics.com/ and click “start today”.
Bicycle Health (Virtual Visits Only)	<p>Safe, confidential, and affordable treatment for opioid use disorder via our telehealth services</p> <ul style="list-style-type: none"> • Team based approach to recovery with therapy and peer support, including short term individual counseling, group therapy, solutions-focused therapy for patients in crisis. • Currently available in AZ, CA, CO, CT, DE, FL, IA, ID, IL, MD, ME, MI, MN, MT, NC, ND, NE, NM, NV,OR, PA, SD, TX, VA, WA, WI, WY for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.bicyclehealth.com and click “get started”.
Monument Telehealth Group (Virtual Visits Only)	<p>Schedule one-time or recurring visits, fill your prescriptions, and build a lasting relationship with a healthcare team you can depend on</p> <ul style="list-style-type: none"> • Online program that utilizes 3 types of Medication Assistance Treatment (naltrexone, disulfiram/antabuse and acamprosate) with counseling, coaching and online tools. • Currently available in CA, CO, CT, FL, NJ, NY, PA for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.joinmonument.com/ and click “sign up” to get started.

Specialty Mental Health Treatment (Cont.)

Applied Behavioral Analysis (ABA) Therapy

Provider	Service Details	How to Access
ACES (Virtual and In-Person Visits)	Comprehensive, customized, high-quality autism care <ul style="list-style-type: none"> • Intake Process - Our compassionate team will discuss how ABA can meet your child's needs, verify benefits and eligibility and schedule a comprehensive assessment. • ACES Assessment - Our proprietary assessment determines each individual's goals and the most appropriate program size and setting. With ACES, there is no one-size-fits-all. • Ready, Set, Grow! - With your individualized plan in place, your ACES services can begin! We offer a variety of in-center, at-home, and community-based services to help your child step into their one-of-a-kind potential. • Currently available in AZ, CA, CO, HI, NC, OK, TX, UT, WA for members 0-17 years of age. 	<ul style="list-style-type: none"> • You can go to https://www.acesaba.com/ and click "get started" or call 855-223-7123.
Applied Behavioral Mental Health Counseling (In-Home Visits Only)	ABA therapy that offers several unique benefits <ul style="list-style-type: none"> • Therapy takes place in a comforting, familiar environment • Improved skill retention • Flexibility and ease of care • Repetition of daily living skills • Currently available in AZ, DE, GA, IN, KY, MD, MA, NH, NJ, NY, NC, OH, VA for members 3-18 years of age. 	<ul style="list-style-type: none"> • You can go to https://www.appliedabc.com/, click the 3 lines in the upper right hand corner and click "get started" or call 1-866-352-5010 to speak to a representative/consultant.
Blue Sprig Pediatrics (Virtual and In-Person Visits)	Outpatient hybrid ABA providers <ul style="list-style-type: none"> • Applied Behavior Analysis (ABA) is the most notable behavioral intervention for individuals with Autism Spectrum Disorder. • Blue Sprig provides compassionate, individualized care for children of different ages and levels. • Currently available in AZ, AK, CO, FL, GA, IL, KY, MD, NC, OH, OK, OR, TN, TX, WA for members 18 months to 18 years of age. 	<ul style="list-style-type: none"> • You can go to https://www.bluesprigautism.com/ and click "find a location" and get started.
Hopebridge (In Person Visits only)	Nurturing kids for over 18 years <ul style="list-style-type: none"> • Team based approach to treating autism spectrum disorder (ASD) with behavior analysts, occupational therapists, speech and language pathologist, and therapy. Applied Behavioral Analysis therapy and ASD evaluation. • Currently available in AL, AZ, AK, CO, FL, GA, IN, KY, NC, OH, OK, TN for members 18 months to 18 years of age. 	<ul style="list-style-type: none"> • You can go to https://www.hopebridge.com and click "contact us" to get started.
Kyo Autism Therapy (Virtual and In-Person Visits)	Hybrid ABA therapy <ul style="list-style-type: none"> • Families deserve more options and more flexibility. That's why we create individualized ABA therapy options based on your child's unique needs and interests, with dedicated support to help wherever you need it most. • Currently available in AZ, CA, CO, FL, GA, ID, NJ, OR, TX, UT for members 18 months to 18 years of age. 	<ul style="list-style-type: none"> • You can go to www.kyocare.com and click "get started".
Maxim Healthcare Services (Virtual and In-Person Visits)	Homehealth provider that offers ABA both virtually and in-person <ul style="list-style-type: none"> • Maxim's applied behavioral analysis (ABA) care is offered in home, school or community-based environments. • Our behavioral care uses a flexible, empathy-based approach consisting of psychological, educational and developmental techniques specifically tailored to the needs of the child. • Currently available in AZ, AK, CA, CO, DC, FL, GA, IL, IN, IA, KS, KY, MD, MA, MO, NE, NV, NH, NJ, NC for members 18 months to 18 years of age. 	<ul style="list-style-type: none"> • You can go to www.maximhealthcare.com/ and click "find care".

Specialty Mental Health Treatment (Cont.)

Specialized Mental Health Programs

Provider	Service Details	How to Access
Charlie Health (Virtual and In-Person Visits)	<p>Personalized, virtual and in-person intensive outpatient (IOP) treatment and therapy for teens, young adults, and families</p> <p>Exclusions: Charlie Health will not see a member with active eating disorder or severe substance misuse.</p> <p>Connect to care in a few simple steps:</p> <p>Step 1: Contact Charlie Health.</p> <p>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.</p> <p>Step 3: Charlie Health will assign you a primary therapist who specializes in your treatment needs.</p> <p>Step 4: You will be carefully placed in skills-based, experiential, and psychoeducational groups, in addition to attending weekly individual and family therapy sessions.</p> <p>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.</p> <ul style="list-style-type: none"> • Currently available in AZ, CA, ID, IL, MA, MT, OR, TX, WA, WY for members 12-17 years of age and young adults 18-28 years of age. 	<ul style="list-style-type: none"> • You can also go to https://www.charliehealth.com/ and click “get help now” to complete the short set of questions or call 1-866-575-0249, anytime. • The admissions team is available 24/7 to listen to your needs and answer your questions.
Meru (Virtual Visits Only)	<p>12-week digital therapy program proven to reduce depression and anxiety that combines evidence-based therapies, lifestyle science, and wearable feedback</p> <ul style="list-style-type: none"> • Confidential access to a personal, remote therapist via scheduled televideo sessions and asynchronous chat in the Meru app offering proactive outreach and support. • Holistic evidence-based online lessons to regulate emotions, improve sleep, enhance nutrition, and build life-changing habits that can be practiced anytime, anywhere. • Wearable biofeedback training to increase focus and manage physical response to stress and symptoms. <ul style="list-style-type: none"> • Currently available nationwide for members 18+. 	<ul style="list-style-type: none"> • You can go to https://www.meruhealth.com/ and click “get started”.
Valera Health (Virtual Visits Only)	<p>Access to virtual therapy and psychiatry in one place, with a dedicated health connector to support your wellness goals throughout your treatment</p> <p>Connect to care in a few simple steps:</p> <p>Step 1: Schedule a free consult with a health connector.</p> <p>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.</p> <p>Step 3: Connect to your care team and start your journey to wellness.</p> <p>Support for parents with children in treatment include:</p> <ul style="list-style-type: none"> • 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. • Currently available in AZ, CT, MA, NY, OR, RI, WA for members 6+. 	<ul style="list-style-type: none"> • You can go to https://www.valerahealth.com and click “request a consult” and download the mobile application on your smart device.

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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.

*FOR TERMS AND CONDITIONS: bit.ly/2nIJFYG. Privacy Policy: Aetna.com/legal-notices/privacy.html. By texting 90156, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna HealthSM app. Consent is not required to download the app. You can also download by going to the App Store or Google Play.

*FOR NURSE ON-CALL: While only your doctor can diagnose, prescribe or give medical advice, the Nurse On-Call nurses can provide information on a variety of health topics.

*FOR MINUTECLINIC SERVICES: Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventative MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans. Subject to change.

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.

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