

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



# Services and support for living well



## Aetna Behavioral Health

[www.aetna.com](http://www.aetna.com)



## Get back to being you

Anyone — any age, gender, income, race or religion — can develop a behavioral health condition, like depression. These conditions are linked to brain functioning. And they can affect how someone thinks, feels and acts.

Sometimes, a condition is mild. Other times, it is more serious and long lasting. Either way, recovery is always possible. But first, a condition must be diagnosed and treated.

If you are coping with a behavioral health condition, there is good news. Your medical plan includes behavioral health benefits. That means we're here with the help you need to work toward recovery. So that you can get back to being your best.

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies (Aetna). The Aetna companies that offer, underwrite or administer benefits cover Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Aetna Behavioral Health refers to an internal business unit of Aetna. Each insurer has sole financial responsibility for its own products.**

## Coverage for many conditions

Your benefits provide access to treatment for many types of conditions:

### Anxiety

Anxiety is a feeling of uneasiness or fear. It affects some people from time to time. For others, it can last for years and affect their work and home life.

But treatment can help. Many people respond well to therapy, medication or a combination of both.

### Depression

Depression is more than feeling sad. It is a mood disorder. And it can affect your thoughts, mood, health and behavior.

Depression is treatable. Usually, a combination of therapy and medicine is effective. When not treated, it can become a chronic condition.

### Substance abuse

You might think of prescription or illegal drugs when you hear about substance abuse. But drinking is the most common substance abuse problem people face.

As with abusing prescription or illegal drugs, drinking can lead to:

- Impaired judgment and embarrassing or dangerous situations
- Problems at work
- Relationship issues
- Trouble with authorities and the police
- Car accidents and DUIs

Help is available if you feel you have a problem. First, look for community help and support groups in your area. Often having a support network can really help people change their habits. Or talk to your doctor, who can connect you with the support you need.

### Eating disorders

A positive body image and healthy relationship with food support good health. But for some people, an obsession with weight or food can take over. An eating disorder like this can affect physical well-being and self-esteem. It can even become life threatening.

If you are struggling with an eating disorder, treatment is available. It can start you on your way to lifelong healthy eating habits. And it can help you see yourself in a whole new way.

## Treatment based on the latest knowledge

Treatment for behavioral health conditions continues to improve. We work with top universities and research groups to learn more about how our mind and body work together. And we're using what we learn to help you get access to the safest, most effective treatment available.

### Behavioral therapy

This is also known as talk therapy. It is one of the main ways to treat a behavioral health condition. This treatment helps you identify issues in your life that can contribute to problems. And it helps you manage and move beyond these issues.

A therapy session can be one-on-one, in a group or with family. A psychiatrist, psychologist or counselor leads the session by asking questions, listening to you and helping you see the options available to you.

### Medication therapy

Sometimes, treatment involves taking a medicine, often a prescription medication. There are many effective medications for conditions like depression and substance abuse.

Your doctors are trained to find the right medicine to treat you. And they can answer your questions about possible side effects.

### Medication management

Sometimes, for different reasons, you might not take medicine the way the doctor prescribed it for you. Or you might stop taking it once you feel better. This can cause symptoms to return.

Our program provides information about your medicine, how it works and why it is important. And it encourages you to talk to your doctor about how you feel, and to ask questions about your medicine and other available treatments.

## The role of your doctor

Your primary care doctor is an important ally in your recovery. Sometimes, your doctor is the first person to realize you need help.

Your doctor may also:

- Refer you to a behavioral health specialist
- Talk with you about treatment choices
- Prescribe a medicine for your condition
- Have follow-up visits to check on how you're doing

So make sure to stay in touch with your doctor throughout treatment.

## Tools and resources for extra help

### Your mental and emotional health

Search “emotional health” on our website to learn about various behavioral health conditions like depression and anxiety. You can take a confidential assessment or get a quick tip to improve your mood. Visit [www.aetna.com](http://www.aetna.com).

### Our online directory

Not sure where to look for a mental health professional in your area? Visit [www.aetna.com](http://www.aetna.com) to find:

- Psychiatrists
- Psychologists
- Clinical social workers
- Clinical counselors
- Certified addiction counselors

### Your secure member website

Register for your member website at [www.aetna.com](http://www.aetna.com). Then log in to manage your benefits, claims and costs. “Ask Ann” is our virtual assistant on the website. And she’s available 24/7 to provide help.

## Recovery starts with you

To learn more:

- Talk to your primary care doctor
- Contact us at **1-800-424-4660**
- Visit [www.aetna.com](http://www.aetna.com)

This material is for information only. Health benefits and health insurance plans contain exclusions and limitations. 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 physician or other health care professional. Aetna does not provide care or guarantee access to health services. Information is believed to be accurate as of the production date; however, it is subject to change.

**Policy forms issued in OK include:** HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.

[www.aetna.com](http://www.aetna.com)



# Comfort zone

**You can access behavioral health  
televideo counseling services from anywhere**  
Aetna Behavioral Health

You can meet with a counselor  
anywhere at your convenience.

It's simple. Just use your  
webcam with any computer or  
smart device that's connected  
to the internet.

**Televideo makes it easier to access behavioral  
health services**

It's the next best thing to being in the same room.  
Without the drive time.

With televideo, you can:

- Fit sessions into busy days
- Cut out any travel time and expense
- Skip the waiting room

And a behavioral health televideo session will cost the  
same as a face-to face office visit.

**aetna**<sup>®</sup>



# You've got new choices!

Televideo makes it easier than ever to access behavioral health services.

To get started, call a provider group in your area.

If you live in:	Call:	Phone number:
California, Delaware, Missouri, New Jersey, New York, Pennsylvania, Virginia	<b>Inpathy</b>	Toll-free: <b>800-442-8938</b>
Kentucky, Louisiana, Missouri, Oklahoma, Oregon, Texas	<b>MDLive</b>	Toll-free: <b>888-282-2522</b>
All other states	<b>Arcadian Telepsychiatry</b>	Toll-free: <b>866-535-4977</b>

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies (Aetna). The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Aetna Behavioral Health refers to an internal business unit of Aetna. Each insurer has sole financial responsibility for its own products.



# Resources for Living®

## Employee Assistance Program (EAP) and Worklife Services for ICUBA Plan Year: April 1 through March 31

To access services, simply call  
**1-877-398-5816** or visit us online at  
[www.resourcesforliving.com](http://www.resourcesforliving.com)  
Username: ICUBA  
Password: 8773985816



Resources For Living services are available to you, all members of your household and your adult children up to the age of 26, regardless of your medical insurance coverage. Services are confidential and are available 24 hours a day, 7 days a week.

---

## Counseling and Relationship Support

---

- Unlimited, toll-free telephonic access to EAP dedicated staff, 24 hours per day
- Telephonic access to licensed behavioral health professionals
- Support, consultation and resources for stress, family relationship issues, anger management, substance abuse, and helping you balance work and home life
- Direct access to a full range of Web-based tools and resources, such as easy-to-find information, self-assessments and more, on a variety of relevant topics
- 6 face to face counseling sessions per issue per year, with licensed network professionals, at no cost to you; i.e., no copays or deductibles

---

## Worklife Balance

---

- Consultation, information, and assistance with locating resources that families need, such as:
  - Child care
  - Parenting
  - Special needs
  - Urgent/daily living needs
  - Summer care
  - Convenience/personal services
  - Pet care
  - Elder care
  - Caregiver support
  - Care for people with disabilities
  - Adoption
  - Temporary back-up care
  - School/college planning
  - Consumer information
- On-line Discounts on brand-name products and services, including categories such as computers & electronics, theme parks, movie tickets, local attractions, travel, gifts, apparel, child and elder care, flowers, jewelry, fitness centers and more



---

## Legal Services

---

- 1/2 hour free consultation with a participating attorney for each new legal topic (each plan year) related to:
  - General law (excluding employment law)
  - Special Needs, including emergency matters
  - Mediation Services
  - Document preparation
- A discount of 25% off the hourly rate charged by the participating attorney for any legal services not covered and/or beyond the 1/2 hour initial consultations referenced above
- All services must be for legal matters related to the employee and eligible household members

---

## Financial Services

---

- 1/2 hour free consultation on new financial counseling topics each plan year
- Topics include Budgeting, Credit, Debt, Retirement, College Funding, Buying vs. Leasing, Mortgages/Refinancing, Financial Planning, Tax Questions & Preparation, IRS Matters, Tax Levies & Garnishments, Consumer Credit Counseling, Community Services
- A discount of 25% off the tax preparation services
- All services must be for financial matters related to the employee and eligible household members

---

## Other Services

---

- Identity Theft Services--One hour telephonic fraud resolution consultation as well as coaching and direction on prevention and restoring credit for victims of ID Theft, and a free Identity Theft Emergency Response Kit for victims of ID Theft

### **The EAP is administered by Resources For Living.**

This material is for informational purposes only. All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spousal or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not.

Information is believed to be accurate as of the production date; however, it is subject to change.

©2012 Resources For Living