

Support

Reach out for support any time

Aetna Resources For LivingSM

We know life can be so busy that you end up last on your own list of priorities. But your emotional wellbeing matters. Taking care of you helps you take better care of everyone who depends on you. That's why we're here 24/7 to offer support and resources. It's confidential and free for you and all your household members.

What happens when you call:



Consultation
How may we help you?



Urgent
In-the-moment support with a counselor



Routine
Discuss your needs and review resources you can access.



Counseling
We'll do the legwork to connect you with a counselor face-to-face, by phone or televideo.



Daily life assistance
Resources for life's day-to-day needs such as child- and eldercare, household services, pet sitters and more.



Legal and financial
Free consultation and discounted services available.

In-the-moment support over the phone

If you've got an issue you can use some help with, a counselor will work with you right when you call.

Access your free sessions

- If continued support would be helpful, simply tell us about your needs and we'll provide you with contact information for providers who can help.
- We encourage you to confirm with your behavioral health plan to see if the provider is contracted in the event you continue beyond your free visits.
- Call the provider to make an appointment, or if you decide to look for a different provider, call us back.

Some options you can choose from include:

- **Face-to-face.** Work with a counselor in person. Your plan comes with a set number of free visits per issue per year.
- **Televideo.** Meet with a counselor from home — virtually. Simply use your computer and internet connection.

Access support online, too

Engage with a variety of self-paced resources on your own or in addition to counseling.

- Visit **myStrength™** and enter your organization's username to register for self-paced support with stress, anxiety, depression, chronic conditions and chronic pain, trouble sleeping, substance misuse and more.
- So many things in life can affect your overall health and wellbeing, from relationships and work to stress and how you deal with it.

Now more than ever before, you can tell us how we can help you. You've got access to services in person, remotely and on demand. And you can give us a call anytime.



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All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to **aetna.com**.