

Allina Health | Aetna Mental Health Virtual 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 & PTSD, and more. If you need assistance choosing the best option for you, please call the number on the back of your member ID card to speak with a Customer Service Representative.

If you are experiencing an emergency or crisis and need immediate assistance, please call 911 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 that are affecting you, provide support, and connect you to resources, if necessary.

Therapy and Psychiatry Services

Provider	Service Details	How to Access
In-Network Mental Health Providers	Connect with an in-network mental health care professional who may offer in-person or virtual visits. To make sure your healthcare professional is in-network or if you need to find an in-network mental health provider, create an account or log into your Allina Health Aetna member portal.	You can go to https://www.allinahealthaetna.com/ to create an Allina Health Aetna account or log into your member portal and click "find a doctor."
Alma	Therapy and psychiatry virtual visits are available by appointment. 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. Virtual care available in all 50 states for members 5+. In-person care available 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 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	Therapy and psychiatry virtual visits are available by appointment. At Array Behavioral Care, we provide seamless access to virtual care solutions. Available nationwide for members 5+.	You can call 1-800-442-8938 or go to https://www.arraybc.com to get started today.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Brightside	Therapy and psychiatry virtual visits are available by appointment. 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 nationwide for members 18+.	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. You can also email Brightside with any questions at support@brightside.com or if you're already a member log into your Brightside account.
CVS Mental Health	Choose a Mental Health provider to discuss your mental wellbeing. • Access to mental health services, including mental health counseling for anxiety, stress, depression and grief. • Psychiatry services for prescriptions, medication management and mental health evaluations. Additional mental health counseling for: • Anxiety and mood disorders • Depression • Support with stress, life adjustments, conflict resolutions, etc. • Sleep and related health behaviors Available nationwide. For Mental Health counseling visits, patients must be 13 years and older.* For Mental Health psychiatry services and medication management, patients must be 18 years and older.	You can log into cvs.com/virtual-care to access CVS Mental Health from a computer or mobile device.
Grow Therapy	No matter where you're at in life, we're here to help you find a therapist who'll support you on your journey. Connect to care in three simple steps: Step 1: Book online, instantly. Step 2: See a therapist within 2 days. Step 3: Explore medication options. Available nationwide for members 6+.	You can go to https://growththerapy.com/ and click "find a therapist" or log in if you have an account.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Headway	Find the right therapist or psychiatrist through Headways diverse network of specialists and personal, supportive conversations with our team. Connect to care in three simple steps: Step 1: Find the right fit - Share your preferences and we'll filter through thousands of therapists and psychiatrists to find your matches. Step 2: Get the in-network price - Add your insurance details so we can estimate your cost. Step 3: Book your session - Book right on Headway—we'll handle everything from there. You'll only be billed after your session. Available nationwide for members 2+.	You can go to headway.co. Enter your zip code and insurance provider to locate virtual care providers available to you.
LifeStance Health	Get the mental health help you need, the way you need it! • Choose in-person or virtual visits. • Select from one of the largest networks of providers. • Book appointments with ease online or over the phone. 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+.	You can go to https://www.lifestance.com and click "get matched with a provider" to get started.
Marvin Health	We're here to support you, with whatever is going on with your life. • A simple service to help you connect instantly and reliably with your therapist. Connect to care in three simple steps: Step 1: Create an account and activate your health benefits. Step 2: Share your personal goals and preferences. Step 3: Connect with your therapist as often as you need. Available nationwide for members 18+.	You can go to https://app.meetmarvin.com/aetna to get started.
Mindpath	National mental health telemedicine providers for therapy and prescribing with coaching. • Mindpath Health makes it easy to schedule an appointment with a therapist or psychiatrist near you in Minnesota. In-office appointments are available in our Minneapolis location, and online appointments are available anywhere in Minnesota. Available in AZ, CA, FL, MN, NC, OH, SC, TX for members of all ages.	You can call 855-501-1004 or you can go to https://www.mindpath.com/.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
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. • Patients speak via video sessions with licensed therapists located in their state that have extensive training in OCD and Exposure and Response Prevention (ERP). • Providers: Psychiatrists, Internists, psychotherapists, family clinicians, dietitians, RNs, patient care assistants and after-care coordinators. Available nationwide for members of all ages.	You can go to https://www.treatmyocd.com/ for more information and schedule a free call to get started.
Octave	Octave therapists are fully-licensed, experienced specialists trained to the highest care standards. • Octave therapists are skilled in multiple evidence-based approaches, including Cognitive Behavioral Therapy, Mindfulness Based Therapy and many more. • Clients can receive therapy in more than 40 languages and all Octave therapists are trained in culturally-informed care. Available in AL, AK, AZ, CA, CO, FL, GA, HI, ID, IL, IA, KS, LA, MD, MA, MI, MN, MT, NE, NV, NJ, NM, NY, NC, OH, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WI, WY for members 13+.	You can go to https://www.findoctave.com/getting-started to learn more about Octave and get started with finding your therapist.
Rula	Connect with a mental health expert who specializes in you. • You deserve quality care from someone who cares. Match with licensed therapists and prescribers today. Available nationwide for members 5+.	You can go to https://www.rula.com and click “get started” to find a provider that best fits you.
Sondermind	Connect with a licensed therapist. • 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. Available nationwide for members 5+.	You can get started any of the following ways: 1. You can go to https://www.sondermind.com. 2. You can talk to a Wellness Coordinator at 866-770-2382, Monday-Friday 5AM-7PM MST and Saturday 8AM-5PM MST or send an e-mail to sondermind.com for support.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Talkiatry	National behavioral health telemedicine providers for therapy and prescribing. Connect to care in a few simple steps: Step 1: Take the online assessment. Step 2: Have your first visit in days with a psychiatrist that is right for you. Step 3: Receive a treatment plan that can include medication and supportive therapy. Available nationwide for members 5+.	You can download the app on your mobile device or go to https://www.talkiatry.com/.
Talkspace	Talkspace offers virtual mental health for individuals, couples and teens. Connect to care in a few simple steps: Step 1: Start with a brief assessment. Step 2: Talkspace will match you with a provider, typically within 48 hours. Step 3: Start your therapy or psychiatry session. Available nationwide for members 13+ for therapy and 18+ for medication management.	You can go to https://www.talkspace.com/ and click "get started."
Tava Health	Mental 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. 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+.	You can go to https://www.tavahealth.com/individuals and click "log in" to create an account or you can call 385-376-4783.
Telemynd	Therapy and psychiatry virtual visits are available by appointment. • A comprehensive mental health solution that matches you with behavioral health specialists who are uniquely qualified to support you. Available nationwide for members 18+.	You can call 1-866-991-2103 or go to https://www.telemynd.com/aetna-referral-form to complete the appointment form to get started with one of the licensed therapists or prescribers today.

Therapy and Psychiatry Services *continued*

Provider	Service Details	How to Access
Thriveworks	Work with providers who are supported & empowered to provide the very best care. • Get help when & where you need it - within 7 days of scheduling, in person or online. Available in all states EXCEPT VT for members 18+.	You can call 855-204-2767 for more information or you can go to https://thriveworks.com/ and click "find a provider."

Specialty Mental Health Treatment

Specialized Mental Health Programs

Provider	Service Details	How to Access
Meru Health	12-week digital therapy program proven to reduce depression and anxiety. • Confidential access to a personal, remote therapist via scheduled televideo sessions and asynchronous chat in the Meru app offering proactive outreach and support. • Online lessons to regulate emotions, improve sleep, enhance nutrition, and build life-changing habits that can be practiced anytime, anywhere. • Training to increase focus and manage physical response to stress and symptoms. Available nationwide for members 18+.	You can go to https://www.meruhealth.com/ to sign up and get started.

Eating Disorders

Provider	Service Details	How to Access
Equip	Equip treats all diagnoses, helping people to achieve full health and recover. • Equip provides treatment for individuals with anorexia and other restrictive eating disorders. Available nationwide for members of all ages.	Go to https://equip.health or call 855-387-4378 to get started.

Addiction and Suicide Support

Provider	Service Details	How to Access
Bicycle	Team based approach to recovery with therapy and peer support. • Clinical care, medication for addiction treatment (MAT), therapy and support. • Includes short term individual counseling and group therapy for opioid disorders along with solution-focused therapy for patients in crisis. Available in AZ, CA, CO, CT, DE, FL, ID, IL, IA, MA, MD, ME, MI, MN, MS, MT, NC, ND, NE, NM, NV, OR, PA, SD, TX,, VA, WA, WI, WY for members 18+.	You can go to https://www.bicyclehealth.com/ and click "get started."
Vita Health	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. After the first appointment: • The Youth Support Team therapist onboards the nominated adults and reviews the adolescent's diagnosis and treatment plan. • Youth Support Team therapist has weekly check-ins with nominated adults to provide resources and coaching to best support the adolescent. • Nominate: Adolescent nominates 2-4 caring adults with guardian's approval. • Onboard: Nominated adults attend an orientation session run by highly-trained Youth Support Team therapist. • Support: Adults connect with adolescent regularly to provide support. Available in AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, IA, ID, IL, IN, KS, KY, LA, MD, ME, MA, MI, MN, MO, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, PA, RI, SC, TN, TX, UT, VA, WA, WI, WV for members 12+.	You can call the Youth Support Team at 1-844-866-8336 or for more information and to request an appointment, visit https://www.vitahealth.care/yst/ and click "get started."

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/flu, sinus infections, etc.

Schedule a virtual visit with a healthcare professional that you are familiar with or try a new virtual care service at a time that is convenient for you.

If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

Provider/Program	Service Details	How to Access
24/7 Nurse Line*	Speak with a registered nurse about health issues 24/7 for free. • You can call as many times as you need at no cost. • Your covered family members can use it too. • Get information on a wide range of health and wellness topics. • Find out more about a medical test or procedure. • Get help preparing for a visit to your doctor. • Receive emails with links to videos that relate to your question or topic.	You can call 1-800-556-1555 to speak with an Allina Health Aetna 24- hour Nurse Line.
CVS Virtual Care*	Get quick, affordable care from licensed providers when and where you want it. 24/7 Care services with licensed providers. Care for things like: • Minor illnesses: ear infections, flu, pink eye, sinus infections and colds • Stomach and digestive issues, UTI and bladder infections • Minor skin conditions including skin infections, rashes, insect bites and cuts • Minor injuries Available nationwide for members 18 months and up.	You can go to cvs.com/virtual-care to access CVS Virtual Care from a computer or mobile device.

Provider/Program	Service Details	How to Access
CVS Virtual Primary Care*	Chronic condition? Mental health support? General wellness? We're here for you wherever you need us. After you schedule your first visit, you'll get a welcome kit with a device to check your blood pressure and heart rate. Your virtual Primary Care Provider can support a variety of needs, such as: • Preventive care • Medication management • Annual wellness exams • Common illnesses • Lifestyle changes • Coordination with labs and specialists • Post-hospitalization support Available nationwide for members 18+.	You can go to cvs.com/virtual-care to access CVS Virtual Primary Care from a computer or mobile device.
Allina Health Virtual Primary and Specialty Visit	Use your Allina Health account to talk with a provider over a secure video connection on your computer or mobile device. • Appointment required • Allina Health account required • Get care for primary and specialty care concerns • Not for serious or life-threatening illnesses and injuries • Not for physicals or pre-surgery exams Patients must be physically located in Minnesota or Wisconsin to have an online visit. Available for all ages.	You can call your doctors office directly and ask if a virtual care visit is appropriate for you. You can log into your Allina Health account portal at https://account.allinahealth.org/carenow/options/virtualcare and select "Virtual Primary and Specialty" to locate your Allina Health doctor or find an Allina doctor you'd like to see.
In-Network Providers	Connect with an in-network healthcare professional for any non-life-threatening medical conditions. • To make sure your healthcare professional is in-network or if you need to find an in-network provider, create an account or log into your Allina Health Aetna member portal.	You can go to https://www.allinahealthaetna.com/ to create an Allina Health Aetna account or log into your member portal and click "find a doctor."

Provider/Program	Service Details	How to Access
Allina Health Online Questionnaire	Get same-day care from our online care team for urgent and lifestyle-related health needs. • Answer some questions about your symptoms or health, wellness, and personal care needs, and a provider will send you a treatment plan within one hour. • Birth control • Erectile dysfunction • Pink eye • Sinus infections • Skin conditions • Smoking cessation • Urinary tract infections • And more Available for all ages.	You can go to https://account.allinahealth.org/carenow/options/virtualcare to create an Allina Health account and click "online questionnaire."
Allina Health eVisit	Get care online from a primary care provider you've seen before. • eVisit can be used for non-emergency type conditions, such as, cold, flu, aches, pains, sinus infections and much more. • Answer questions about your symptoms and get a reply from your provider within two business days. Patients must be physically located in Minnesota or Wisconsin to have an online visit. Available to members 0-17 (with a proxy) and 18+.	You can go to https://www.allinahealth.org/virtualcare and select "eVisit" to start a visit.
Allina Health Virtual Urgent Care Visit	Full service, virtual urgent care available 7 days a week, including weekday evenings. • Providers can diagnose and treat non-life-threatening illnesses and injuries. • Healthcare professional will determine what age to diagnose and treat via virtual care. Available nationwide for members of all ages.	You can go to https://www.allinahealth.org/virtualcare and select "Virtual Urgent Care Visit" to start a visit. Available 7AM–7PM Monday–Friday, 7AM–4PM Saturday–Sunday. 24/7 access may be available based on patient's age, location and/or insurance coverage.

Provider/Program	Service Details	How to Access
Allina Health Virtual Orthopedic Urgent Care Visit	Talk with an Orthopedic specialist over a secure video connection on your computer or mobile device. • Same-day care with no appointment necessary • Allina Health account required • Not for ongoing care needs or follow-up • Not for chronic neck/back pain • Not for concussion/head injury • Not for preoperative/postoperative cares • Not for preventive services Patients must be physically located in Minnesota or Wisconsin to have an online visit. Available for members 5+ and up.	You can go to https://www.allinahealth.org/virtualcare and select "Virtual Orthopedic Urgent Care Visit" to start a visit. Available 8AM-8PM Monday- Friday.

AllinaHealthAetna.com



*Message and data rates apply

*FOR VIRTUAL CARE: 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 MENTAL HEALTH SERVICES RESTRICTIONS: Adolescent mental health services are limited to counseling only. Mental health medication management and psychiatry services remain available only for adults 18+.

*FOR 24/7 NURSE LINE: While only your doctor can diagnose, prescribe or give medical advice, the 24/7 Nurse Line can provide information on a variety of health topics.

*FOR CVS VIRTUAL CARE AND CVS VIRTUAL PRIMARY CARE: CVS Health Virtual Primary Care® and CVS Health Virtual Care® services are only available in the U.S. Limitations may apply based on service, location or health plan. Controlled substances not prescribed. Adolescent mental health services are limited to counseling only; Mental health medication management and psychiatry services remain available only for adults 18+. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive services at no cost-share. CVS Health Virtual Care® and CVS Health Virtual Primary Care® are products provided by CVS Management Support LLC. Clinical services are provided by CVS Healthcare Practices PLLC or MinuteClinic, LLC and their subsidiaries and managed entities. This material is for informational purposes only. Refer to AllinaHealthAetna.com for more information about Allina Health | Aetna plans and for a full list of participating providers.

Allina Health | Aetna is the brand name used for products and services provided by Allina Health and Aetna Insurance Company. 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).

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 more about your benefits or if you have any questions, simply call the number on the back of your member ID card or visit 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.

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.

All trademarks and logos are the intellectual property of their respective owners.

©2026 Allina Health and Aetna Insurance Company

3473437-01-02 (2/26)