



HEALTH TRUST

Mental and Behavioral Health Resources

Be well. Feel well. Live well.

Mental health is an important part of overall health and well-being. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.¹ Whether you or a family member has struggled with a mental health issue, you're not alone – 43.8 million adults experience mental illness in a given year.²

As a Delaware Valley Health Trust member, you and your covered dependents have access to mental and behavioral health resources to help you be well, feel well and live well. These resources can help you and your family members with stress, anxiety, depression, substance abuse disorders, grief, relationship issues and divorce, and family and parenting problems.

Find the support you need.

Aetna Medical Plan

To connect with an Aetna participating mental or behavioral health board-certified psychiatrist, licensed psychologist, therapist, or counselor (applicable plan cost share and copay applies):

- Log onto <https://health.aetna.com/find-care>, click “Find a Provider” and enter “mental and behavioral health” in the search tool; or
- Call Aetna Member Services using the toll-free number of the back of your Aetna ID card. You can also visit www.AetnaBehavioralHealth.com to learn more about mental health, access mental well-being tools, or find additional support and resources.

Behavioral Health Aetna Teladoc® – NEW Effective April 1, 2021

Access to a mental health care professional is at your fingertips! Members can select their choice of a board-certified psychiatrist, licensed psychologist, therapist, or counselor for confidential support from your home or other location where you are most comfortable. Teladoc® is available 7 days a week from 7am–9pm by video call. To access Aetna Teledoc® (applicable plan cost share and copay applies):

- Visit www.teledoc.com/aetna and click on “Set up my Teladoc account” to set up your personal account and select a provider; or
- Call 855-TELADOC (835-2362) to speak to a Teladoc® representative; or
- Download the Teladoc® app through the app store by searching “Teladoc”

Employee Assistance Program (EAP)

The EAP is a voluntary program that provides Health Trust enrollees and their spouses, dependent

children, parents, and parents-in-law with free, short-term counseling services – up to five (5) free visits. EAP counselors can also work with your Aetna medical plan to refer you for additional treatment if longer term counseling is needed. Contacting the EAP is confidential and easy to do:

- Call 877-240-6863 for confidential 24/7 access 365 days per year; or
- Download the Health Advocate app through the app store by searching “Health Advocate”. Enter “Delaware Valley Trusts” as your organization; or
- Log onto www.healthadvocate.com, enter “Delaware Valley Trusts” as your organization, then click “Live Chat” on the homepage to connect with a professional counselor.

EAP specialists can also assist with supportive services for eldercare and childcare issues, financial and legal concerns, time management and relocation support. For more EAP resources visit www.healthadvocate.com/members and enter “Delaware Valley Trusts” as your organization to access online resources including helpful links, monthly newsletters and free, live and pre-recorded work/life balance webinars.

IMPORTANT: Call 911 if you or a family member is in crisis. The National Suicide Prevention Lifeline is also available 24/7 at 800-273-TALK (8255) or <https://suicidepreventionlifeline.org/>.

Note: Due to the current health crisis and a national shortage of mental and behavioral health capacity, members may experience a longer than usual time to obtain an appointment when contacting a mental or behavioral health professional. The Health Trust is responding to the needs of its members and working closely with our network partners to increase capacity including through the new expanded Aetna Teledoc[®] Behavioral Health Module.

Sources cited:

¹ <https://www.cdc.gov/mentalhealth/>

² <https://www.nami.org/nami/media/nami-media/infographics/generalmhfacts.pdf>

If you have any questions regarding your health benefits through the Delaware Valley Health Trust, please contact your designated DVHT Claims Specialist or email dvhtclaims@dvtrusts.com.

