

There's always somewhere to turn

A guide to your mental health benefits and resources





We're here for you!





Dear AlaskaCare member,

The State of Alaska Employee Health Plan, commonly known as AlaskaCare, is offering so many easy-to-access options for support, care and treatment of your mental wellbeing. These include:

- 24-hour helplines, 365 days a year
- A robust and growing nationwide network of licensed providers, available for visits in person, by phone and on video chat
- One-on-one, family, group and community counseling
- Special programs for complex conditions like addiction
- Countless resources to ease everyday stress

This guide provides an overview of these and other options and resources available to AlaskaCare employees and their families.

Wherever you live, you are never alone. Your AlaskaCare team is always just a phone call away—and ready to help!

YOU ASK, WE ANSWER

When should I call about a mental health condition or issue?

Don't wait to reach out, especially if you are having a mental health crisis. The sooner you do, the sooner you will get the support you need to feel better. AlaskaCare members can call this number at any time of the day or night, 365 days a year for help.

FOR 24/7/365 CRISIS SUPPORT

Behavioral Health 24/7 Support
(800) 424-4047 (TTY: 711)
(855) 784-8646 (TTY: 711), option 2

Employee Assistance Program
24/7 Support
(855) 417-2493

AlaskaCare Overview

Mental health care is health care. That's why, under your AlaskaCare medical plan, you have coverage to care for your whole self, including your mental wellbeing. Here's a quick look at some key points.

A GROWING NETWORK

AlaskaCare members have access to a robust nationwide network, with more than 375,000 mental health providers, many of whom are licensed to provide care in Alaska through video or phone visits. What's more, the number of Alaska-based providers in this network increased by 39% between June 2022 and July 2023—and it is still growing. Learn how to find providers on [page 10–11](#).

EXTENSIVE COVERAGE

Your plan covers services such as mental health screenings and visits with a mental health professional—whether in person, by phone or on a video call. Your coverage also includes visits to facilities such as hospitals and clinics for the treatment of a mental health condition. Your prescription plan covers medicines for mental health conditions just as it does for physical ones.

OUT-OF-POCKET COSTS

Sometimes you will need to pay part of the cost of a visit, treatment or medicine.

PRIOR APPROVALS

For some types of care, you will need a preapproval (called a precertification) from Aetna®, the claims administrator for AlaskaCare, before you are treated. For example, an overnight stay in a hospital or facility often requires a precertification. If you don't get precertified before getting admitted, you may need to pay more out of pocket for the care. However, emergency care, including for a mental health crisis, does not require precertification.

For detailed coverage information, please refer to your AlaskaCare Employee Insurance Information Booklet, available at [AlaskaCare.gov](https://www.alaskacare.gov).



YOU ASK, WE ANSWER

Questions about your AlaskaCare medical plan?

Call your Aetna Concierge at [\(855\) 784-8646](tel:855-784-8646) ([TTY: 711](tel:711)), or log in to your Aetna member website at [Aetna.com](https://www.aetna.com) or through the Aetna HealthSM app.

You Ask, We Answer

What is therapy?

Counseling and psychotherapy are two of the main ways to treat mental health issues. They involve talking with a mental health provider about your thoughts, feelings and actions. Everything you say is confidential, and no one will know you're in therapy unless you tell them.

Why is talking to a therapist different from talking to a friend?

Therapists have special training and an objective point of view. This means they are better able to help you figure out what's at the root of your issues and find a new way forward.

What types of therapy does my AlaskaCare plan cover?

Your AlaskaCare plan covers a variety of types of therapy, including in-person, video and phone visits, as well as one-on-one, family and group sessions.

Why do some people take medicine for mental health issues?

Certain medicines can help ease symptoms of conditions like anxiety, depression and substance use disorders. The coverage for these medicines works the same as it does for conditions like diabetes and high blood pressure. You can call OptumRx Member Services at **(855) 409-6999** with any pharmacy benefits question.

What can I do if I just want better mental wellbeing?

Your plan includes countless resources that can boost everyday mental wellness. Use your Employee Assistance Program (EAP) to improve your relationships, ease stress, sleep better, quit a not-so-healthy habit and much more. Learn more about the EAP on page 7.

Whatever you decide to do, the sooner you begin, the sooner you can feel better. Don't wait another day to put your coverage to good use.

SPOTLIGHT ON

Employee Assistance Program

With all that you do in a day, it's not always easy to find time to take care of you. That's why, in addition to your AlaskaCare medical plan, you have an employee assistance program called Resources for Living. This program provides eligible AlaskaCare employees and their dependents with helpful services, resources and programs to help manage common challenges at work and at home. The EAP can help you with:

- ✓ Work-life balance
- ✓ Stress management
- ✓ Emotional wellness
- ✓ Alcohol and drug misuse
- ✓ Relationships at work and at home
- ✓ Financial concerns

EAP staff is available 24 hours a day, 7 days a week, 365 days a year—and the EAP is included in your plan. To learn more, call **(855) 417-2493**.

Explore the EAP Website

There you'll find a host of products, services and resources to help you feel your best every day.

- Self-guided programs
- Self-assessments
- Webinars
- Videos
- Podcasts
- Articles

EAP login instructions: Go to **[Resourcesforliving.com](https://resourcesforliving.com)** and log in with:

Username: **alaskacare**

Password: **alaskacare**

Short-Term Counseling

The EAP covers eight no-cost counseling sessions per mental health issue per benefit year.



Benefit Highlights



Behavioral Health Condition Management

Everyone gets sad or stressed at times. But when these feelings affect how you think, feel, sleep and go about your day, it might be time to ask for help. The good news: All AlaskaCare medical plan options include Behavioral Health Condition Management. In this confidential program, your care team will work with you to:

- Help you get early screening and care
- Connect you with the right support at the right time
- Make it easier to understand and use your coverage
- Help you find realistic goals and strategies to live your best life

To get started, call Behavioral Health Condition Management services at **(800) 424-4660 (TTY: 711), option 2.**

Autism Advocate

Autism spectrum disorder (ASD) affects a person's ability to interact and communicate with others. Getting the right support as early as possible can make a big difference in everyday life for parents and kids alike. All AlaskaCare medical plan options include the assistance of an autism advocate, who has special training in ASD. This advocate can:

- Connect you with resources and providers
- Coordinate behavioral health services
- Answer questions about benefits coverage
- Help you manage emotions and family dynamics

Call **(855) 784-8646 (TTY: 711), option 2** to speak with an autism advocate.

Your Ticket to Digital Tools

As an AlaskaCare member, you have easy ways to access important information from your favorite digital device. The Aetna® member website and Aetna HealthSM app offer tools and resources to help you:



Find plan details



View claims



See cost breakdowns



Track progress toward a deductible or maximum



Find quality in-network providers



Get personalized reminders to help boost wellbeing

Get Connected in Minutes

To visit your Aetna member website:

Go to **[Aetna.com](https://www.aetna.com)**.

Create an account and log in. (See page 10–11 for detailed instructions.)

To access the Aetna Health app: Text **“GETAPP”** to **[90156](tel:90156)**.

You'll receive a link to download the app so you can create an account. (Message and data rates may apply.*) You can also download it from the Apple® App Store® or Google Play™.

* Terms and conditions: [Bit.ly/2nIJFYG](https://bit.ly/2nIJFYG). Privacy policy: [Aetna.com/legal-notice/privacy.html](https://www.aetna.com/legal-notice/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 Health app. Consent is not required to download the app.

Ready to find a provider?

You can use the provider search tool on your Aetna member website to find in-network providers by name, specialty, language, location, virtual or in-office visits, and more.

Follow these instructions for using this helpful online tool.

Need help?

Feel free to call your Aetna Concierge at **(855) 784-8646 (TTY: 711), option 2**. Behavioral health customer service specialists can help you find an AlaskaCare medical plan provider that meets your needs.

1. Log in to your Aetna.com member website.

- a. Go to **Aetna.com**.
- b. Choose **Login**. This will take you to the “Select your role to login” page.
- c. Next, select **Member**. This will open the “Member Login” page.

NOTE: If this is your first time logging in to your member portal, select **Register** and follow the instructions to create an account.

- d. On the Member Login page, select **Login** and enter your username and password.

2. Go to the secure mental health member website.

- a. Once logged in, scroll down to the “Member Resources” section on the right side of the screen.
- b. Select **Mental Health Support & Services**. This will take you to the secure mental health member website.

3. Enter basic information to narrow your search.

- a. Under “Find Care & Pricing,” click in the search bar with the magnifying glass.
- b. In this search bar, enter keywords related to the issue you need help with, such as “depression” or “stress.”
- c. In the second search bar (“For”), select the applicable family member.
- d. The third search bar (“Near”) defaults to your home address. If you need care away from home, enter the city, state and/or zip code where you want to seek care.

4. Choose between in-person or virtual care (or both).

- a. See options A and B on page 11.

NOW YOU HAVE TWO OPTIONS

Look for a provider in your community (for in person or virtual care or both) or find other options for virtual care.

A

How to search for in-network providers in your community

This allows you to find in-network providers in your community, whether they offer in-person or virtual visits, or both. You can also expand your search to find all-virtual providers who are licensed in Alaska, no matter where they are located.

- a. Under “What can we help you find?” you will see a section called Providers. Click on **Mental Health Providers**.
- b. Use the dropdown menus to narrow your search. For example, you can select to view in-person, virtual or both types of visits.
- c. To learn more about a provider, click on **View Details** under their information. You can see a map with their location, get cost estimates, compare providers and more.
- d. You can also click **Reset** and change some of your choices (like expanding your distance or adding virtual care). This may give you additional options for care.

B

How to search for additional virtual-only in-network providers

The AlaskaCare medical plans partner with specialty provider groups who offer care for general issues as well as specific concerns, such as substance use and suicide prevention. All providers are in network and licensed in Alaska.

- a. Click on the **Mental Health Virtual Care** ribbon above the list of providers. You will see a menu of virtual care provider groups that shows the logo, provider name, specialties and ages treated.
- b. Click on any provider group. If you'd like to learn more, click on **Plan a Visit** to go to the provider's website and learn about their programs.
- c. When you want to schedule an appointment, follow the instructions given by the provider.



CHECK IT OUT ANOTHER OPTION FOR SESSIONS

You can also get eight counseling sessions per mental health issue per year through the EAP. See page 7 for details.

Help is just a phone call away.



AlaskaCare prioritizes your whole health, including your mental health. Don't hesitate to reach out when you need help with a mental health condition, everyday stress or anything in between.

24/7/365 CRISIS SUPPORT FROM ALASKACARE

Call either of these numbers to talk to a trusted mental health care provider right away.

Behavioral Health 24/7 Support

(800) 424-4047 (TTY: 711)

(855) 784-8646 (TTY: 711), option 2

Employee Assistance Program 24/7 Support

(855) 417-2493

24/7/365 CRISIS SUPPORT FOR EVERYONE

These helplines are available to anyone. Feel free to share them with friends and loved ones.

National Suicide and Crisis Lifeline

988

National Crisis Text Line

Text **"HOME"** to **741741**.

State Careline Alaska Crisis Services
and Suicide Prevention Hotline

(877) 266-4357

FOR NON-URGENT MENTAL HEALTH SUPPORT FROM ALASKACARE

The staff at these phone numbers can find personalized options for you and connect you to care.

Behavioral Health Customer Service

(800) 424-4047 (TTY: 711)

Aetna Concierge

(855) 784-8646 (TTY: 711), option 2

The information in this brochure is not intended to replace the Alaska Statutes, the Alaska Administrative Code, or the plan documents. Language contained in Alaska Statutes, the Alaska Administrative Code, and the plan documents governs the plans.

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