

# Your well-being, your way

**A helpful guide to finding the right health  
and wellness support**



**[AetnaInternational.com](https://www.aetnainternational.com)**

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# By your side

We know that juggling the demands of work, life and personal issues can sometimes be hard. And most of us could use a little help from time to time.

So when you're looking for the right support for your physical, mental or emotional well-being, you can find it here — in whatever ways work best for you.

No matter how you're feeling, you can rely on our self-help tools, professional support or a combination of both. And you can get that help in the way you want it:

- In person
- Virtually, through telemedicine
- Digitally, through chat tools, app-based prompts or on-demand resources

## Insights to steer you to the right resources

Your member website at [AetnaInternational.com](https://www.aetna.com) is the best place to start. There, you can access a tool to identify what type of help you might need based on how you're feeling:



**Healthy and thriving**



**Surviving, but struggling**



**In crisis and unwell**

Then, based on your assessment, we can offer a wide range of supportive resources grouped across three categories:



## Well-being resources

Help with keeping your physical health in check through ClassPass, telemedicine and more

## Mental well-being

Support for mental and emotional well-being — everything from mindfulness and coaching to diagnosis and treatment

## Global resources

Valuable information and help with adjusting to a new working environment and living away from home



To learn more about these resources, visit [AetnaInternational.com](https://www.aetna.com) and choose “**Well-Being.**”





## Well-being resources

Physical health is equally important as mental health — but sometimes it can be harder to achieve. That's why we make it easy for you to keep your physical health in check with access to classes, professional support and behavioral and lifestyle guidance, including:

**International Care Management** — A program that helps you and your family understand health care globally so you can focus on your well-being. You'll work with a care management team that offers:

- Support with clinical preapproval, pre-trip and post-assignment planning, short- and long-term care management and much more
- One-on-one help from a care advocate
- Personalized, culturally relevant support, no matter where you are
- Help with getting the right care, preparing for a hospital stay or planning for recovery
- Recommendations for group wellness webinars and health coaching
- A dedicated resource during difficult times and for medical emergencies (in case of emergency, always go immediately to the nearest physician or hospital and then call us)
- Personalized tools and guidance to help you through your pregnancy



**ClassPass** — Your all-access pass to workouts at thousands of the best gyms and studios, featuring:

- The ability to work out at any ClassPass gym or try any workout
- Yoga, cycling and many other options available in person or through on-demand classes
- Savings up to 25% off the regular cost

**CVS Health Virtual Care™\*** — On-demand care available 24 hours a day, along with services like mental health counseling and psychiatrist help for prescriptions, medication management and mental health evaluations.

**Telemedicine consultations\*** — Easy access to medical consultations and well-being support by telephone or video call directly from your smartphone or tablet, featuring:

- The ability to speak with a doctor at your convenience and when you need a detailed diagnosis, specialist referral or everyday health advice
- Calls that can last up to 30 minutes so you have time to get your questions answered



\*FOR CVS HEALTH VIRTUAL CARE: Available only when you're in the United States and based on your plan benefits.

\*FOR TELEMEDICINE CONSULTATIONS: Available services and resources depend on your plan benefits and location. Prescription availability varies by country and can't be guaranteed. Please contact your human resources department for more details.



## Mental well-being

No matter what you or a loved one is facing — a mental health condition, a parenting challenge or just a few tough weeks — know that you and your family aren't alone. Some of the many resources available to you include:

**Employee Assistance Program (EAP)** — A program to turn to for:

- Confidential therapy with a professional counselor
- Sessions that can be done in person or by phone
- Cognitive behavioral therapy to gain insight into your feelings

**Talkspace\*** — An in-network, online therapy service offering:

- Counseling support from a licensed clinician for ages 13 and above by video, chat or audio
- Prescription and medication management from a psychiatrist for ages 18 and above via video
- Self-guided support through personalized courses, daily journaling and live classes

**Meru Health\*** — A 12-week online program that includes:

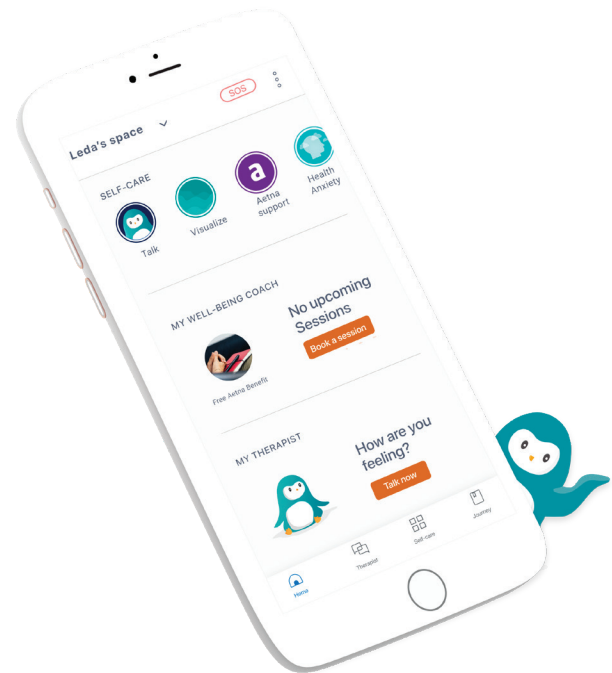
- Support from a licensed therapist through scheduled video sessions
- Chats in between sessions
- Access to a psychiatrist for medication review and management (no prescribing)
- Peer support groups
- Real-time biofeedback

**AbleTo\*** — An eight-week program ideal for when you're dealing with a life event or recently diagnosed condition, offering:

- Real, confidential support by phone or web-based video conference when it's convenient for you
- Weekly meetings with a therapist to talk about any emotional challenges
- Weekly meetings with a life coach to identify health goals and develop an action plan

**Wysa\*\*** — A conversational well-being app that uses both a smart chatbot and human coaching to offer:

- Anonymous emotional and mental well-being support available on demand, 24 hours a day for members 18 years of age and older
- Digital self-help programs and tools to address anxiety, stress, sleep, relationships and more
- A 12-week coaching program to help you strive for long-term behavioral change



**myStrength** — A digital mental health program, available online or through an app, featuring interactive learning modules and exercises to address depression, anxiety, stress, substance use, chronic pain, sleep challenges and more

\*FOR ACCESS INFO: Available only when in the United States.

\*\*FOR WYSA: The chatbot feature and coaching sessions are only available in English. Wysa is not available in China.





## Global resources

Moving to a new country can be a big adjustment. Whether you're looking for help before you go or advice about your new surroundings, we're here for you with many supportive services, including:

**Global safety and security assistance** —

Global security alerts, safety briefings and more to help you travel safely

**Pre-trip planning** — A complete support system to make it easier for you to stay healthy and informed before you go and while you're away from home, with guidance for:

- Knowing what vaccines you'll need before you leave
- Understanding what to expect where you'll be living
- Finding local medical providers and facilities
- Managing a health condition or pregnancy
- Coordinating routine and urgent medical care
- Getting prescription medicine and medical devices
- Securing second opinions for complex cases

**Therapeutic Counseling** — Access to multilingual counselors who can help you deal with things like stress, anxiety, relationships, substance use and more

**Life coaching\*** — Motivational interviewing techniques and support from a life coach to help you establish a personal vision, determine goals and create an action plan

**Destination guides** — Details on the important information you should know before moving and tips on successfully living and working around the globe

**Aware mindfulness program\*** — A six-week mindfulness-based stress reduction program that helps you adapt to change, enhance well-being and improve focus

**Work-life services** (local referrals) — Referrals to local professional services for needs like dependent care, after-school programs, home maintenance and more

**Manager assistance services\*** — One-on-one support from trained counselors to help with challenges like employee attendance and performance issues, mediating conflict, building your team's morale and more



\*FOR ACCESS INFO: Available only when outside the United States.



## Programs, support centers and more

Your benefits\* plan also includes access to a variety of specialized programs, support centers, information-driven tools and health discounts. It's also a good idea to get to know your benefits through your member website so you know where to turn when you need help.

**Aetna® Mental Health Support Center** — A complete resource to help you find support or learn more on your own. This can help you feel better sooner through programs and services that cover:

- Mental health concerns
- Substance use issues
- Suicide prevention
- Autism support
- Child and adolescent issues
- Eating disorders and more

**Maternity Support Center** — Resources, tips and guidance from nurses with maternity experience to help you through each stage of your pregnancy journey, covering topics like:

- Learning about family planning
- Exploring childbirth choices and speaking up for yourself and your needs
- Understanding pregnancy complications and prenatal visits
- Preparing for labor, delivery and recovery
- Managing your baby's health and nutrition
- Adopting a newborn

**Aetna Maternity Program** — Personalized support for your pregnancy that connects you to nurses with maternity experience. You'll also get access to tools and materials to help with pregnancy and beyond.

**Cancer Support Center** — Supportive education, tips and tools for when you're newly diagnosed with cancer, in the midst of treatment or caring for a loved one, offering:

- Support and resources for all stages, from prevention and screening to diagnosis, treatment and ongoing care
- Tips for choosing and communicating with providers, getting second opinions, asking family and friends for help, caring for your mental and emotional health and working with your care management team
- Guidance on exercise and nutrition

**Back and Joint Care Support Center** — Resources to guide you through everything related to back or joint pain, including:

- Common root causes of back or joint pain and how providers can diagnose conditions
- Tips for talking with your doctor
- Exploring treatment options from physical therapy to acupuncture
- Surgery preparation and recovery
- Long-term health and pain prevention

**Transgender and Gender-Diverse Support Center** — Resources for physical, mental and emotional well-being, along with personal support and guidance for:

- Finding a care team of doctors, behavioral health providers and specialists who provide gender-affirming care
- Exploring surgical and non-surgical options for expressing and identifying yourself
- Seeking routine and emergency care
- Starting a family
- Understanding your rights and supporting the transgender and gender-diverse people in your life
- Getting confidential crisis support

\*FOR PLAN PROGRAMS AND SERVICES: Check your benefits plan to confirm which programs and services are included in your plan. Availability may vary by location.





**Genetics and Pregnancy Planning** — A clinically guided genetic health program that helps you understand your risk for inherited reproductive conditions by offering:

- A brief family history survey
- Genetic counseling and education
- Genetic testing
- Guidance on medical options based on your individual risks

**Health information tools** — Multiple ways to help you manage your health through:

- A preventive health schedule to stay on top of recommended screenings
- Healthwise, a digital platform for finding information about health conditions, tests, procedures and medications
- Health decision support videos to help you prepare for an upcoming procedure, manage a health condition, explore treatment options and more

**Health and wellness discounts** — Savings on health and wellness expenses like:

- Weight management tools and resources
- Vision and dental care\*
- Natural products and services, including acupuncture, massage and nutritional supplements

\*FOR VISION AND DENTAL CARE DISCOUNTS: Discounts are distinct from any vision and dental benefits offered under your plan.

When you need a helping hand,  
count on us to guide you ...  
every step of the way.  
And in whatever ways work  
best for you.



To learn more, visit  
**[AetnaInternational.com](https://www.aetnainternational.com)**  
and select “Well-Being”.



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Employee assistance services are confidential, except as required by law. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. Contact a health care professional with any questions or concerns about specific health care needs. This material is for informational purposes only. It contains only a partial, general description of programs and services and does not constitute a contract. Employee assistance service instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Aetna. Aetna does not direct, manage, oversee or control the individual services provided by these persons and does not assume any responsibility or liability for the services they provide and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change.

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. Not all health services are covered, and information provided is subject to applicable laws and regulations, including economic and trade sanctions. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna International plans, refer to [AetnaInternational.com](https://www.aetnainternational.com).

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