



# How to use the EAP

## Aetna Resources For Living<sup>SM</sup>

**In-the-moment support:** When a member needs urgent support, they can call **1-800-848-9392** and speak with a clinician to receive in-the-moment counseling 24/7/365.

**Counseling services:** If the member is seeking counseling services, they simply contact the EAP by calling **1-800-848-9392** and request counseling services for their issue. The EAP will provide them with a list of providers based on the discussion and their preferences. The member can request specific criteria for the provider they are seeking including gender, race, religious affiliation, etc. This list may be provided over the phone or emailed to the member. The member will call the providers, select one and make the appointment.

After the provider is selected, the member will need to receive the authorization.

- If the member had the list emailed to them, they can simply click on the link in the email to receive the authorization and the EAP will send an acknowledgement email to the member.
- If the member received the names over the phone, the member must call the EAP back, give the provider's name and the date of the first appointment to receive the authorization. The authorizations are good for 120 days.

- If the member does not receive authorization and attends the scheduled appointment, the member may be charged for the session.
- If the member ever receives an invoice for payment directly from the provider, the member should contact the EAP immediately to resolve the situation.

Members can visit [resourcesforliving.com](https://resourcesforliving.com) (username: **pcsb** | password: **eap**) to access additional resources to help with well-being, work/life balance, parenting and more.

### Provider placement

If any member is having difficulty finding an appointment, they can contact the EAP and the Placement Team will call in-network providers to find first availability. The Placement Team cannot schedule the appointment. The member must then contact the provider directly to schedule the appointment. Remember, appointments can fill up quickly, so be sure to schedule an appointment as soon as possible once the Placement Team calls with the provider's information.

The member is responsible for notifying RFL of the name of the provider and date of the appointment so an authorization for the appointment can be created. If the member does not receive authorization and attends the scheduled appointment, the member may be charged for the session.

## Important notice: high demand for mental health resources

The demand for mental health services has created a nationwide lack of appointment availability across all mental wellbeing areas. While the EAP continues to add providers to RFL's traditional EAP network, RFL cannot guarantee that providers will have open appointments when members need them since the demand is so high.

Due to COVID-19 and the increased demand many providers are not returning to in-person appointments. Many providers are solely scheduling televideo appointments.

As a result, in-person sessions can be challenging to schedule and at times are not available for extended periods of time (7 to 14 days). RFL does have quick placement when members accept the first available televideo appointment.

## CVS HealthHUB

In addition to traditional health services, CVS® is offering EAP support at select locations. The EAP may encourage members to use CVS HealthHub™ or Minute Clinic® for faster appointments. The CVS HealthHUBs partner with licensed clinicians to offer EAP counseling sessions primarily via televideo. Members will contact the EAP to obtain authorization before beginning sessions through the CVS HealthHUBs.

For more information, members can call the EAP at **1-800-848-9392**.

Counseling services are available for members, everyone living in their household whether or not they're related, and adult children up to age 26 who live away from home.

## Talkspace: chat therapy

Through the EAP, members have access to therapy through Talkspace. There are two options for therapy: members can schedule a televideo appointment or engage in chat therapy as a way to utilize their free EAP counseling sessions. With chat therapy, members communicate with a licensed therapist via text, audio or video messages through their internet-connected device. Members can send messages 24/7. Their therapist will respond once a day up to five days a week.

Talkspace is subject to the EAP benefit of up to eight sessions per issue.

- One week of Talkspace chat therapy is equal to one EAP session.
- One televideo appointment is equal to one session.

Members can continue using Talkspace after eight weeks for a fee. Talkspace is available to members age 13 and older.

To get started, go to [resourcesforliving.com](https://resourcesforliving.com) (username: **pcsb** | password: **eap**) and select Talkspace Online Therapy under Services. Review the information and click on Sign Up for Talkspace. The EAP authorization is automatic with registration.

### • Fast facts about Talkspace: chat therapy

## Additional resources

Visit the [Emotional & Mental Health Resource](#) page to learn more about additional resources and benefits employees can utilize.

**1-800-848-9392 / TTY: 711**

**[resourcesforliving.com](https://resourcesforliving.com)**

**Username: pcsb / Password: eap**



*\*Please note:* Chat therapy is for individual counseling for members 13 years of age and older. Chat therapy should not be considered for meeting requirements for employment, school enrollment, disability or legal documentation.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Health and Human Resources Center, Inc.**

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