



# Ways to Access Emotional Well-being Support

## Which Behavioral Health Benefit Should I Use?

Below is a comparison of services available through Resources For Living Employee Assistance Program (EAP), Teladoc Behavioral Health, Aetna Behavioral Health Benefits, and the new benefit Talkspace through our EAP. Each comparison focuses on practitioner type, availability, benefits, and costs. Click on each title for details including contact information.

### Available to all PCS Employees

#### 1. EAP Resources for Living:

Free emotional support for short-term problem resolution-oriented counseling.

**Practitioners:** Licensed Master-Level Counselors.

**Type of sessions available:** Face-to-face or virtual, and telephonic for urgent, in-the-moment, counseling need.

**Benefits:** Free for all employees and can provide transition through medical plan after sessions are utilized.

**Cost:** Free to all PCS employees and their household. Up to 8 sessions per concern.

#### 2. Talkspace Chat Therapy through EAP:

Talkspace is an online behavioral therapy platform that allows employees to communicate with a licensed therapist via text, audio, or video message on smart phone or desktop computer. Available to members 13 years and older.

**Practitioners:** Licensed Mental Health Counselors.

**Type of sessions available:** Text, audio, or video message.

**Benefits:** No appointment needed. Same-day access. Members can message their therapist as often as they want to and the therapist is available to reply 5 days a week.

**Cost:** Free to all employees and their household. Subject to the EAP benefit of up to 8 visits per issue. 1 week of Chat Therapy qualifies as 1 of the 8 visits. 25% self-pay discount available after 8 sessions are used.

#### Contact Resources for Living EAP 24/7

800-848-9392

[www.resourcesforliving.com](http://www.resourcesforliving.com)

Username: pcsb | Password: eap

## Available to Aetna members

### 3. Aetna Behavioral Health Plan Benefit:

Aetna Behavior Health Plan benefit are provided to all members with the Aetna medical insurance through PCS.

**Practitioners:** Psychologist, Psychiatrist, or Licensed Mental Health Counselors.

**Type of sessions available:** Face-to-face.

**Benefits:** Able to treat more complex mental health issues or long-term problem resolution.

**Cost:** Subject to Aetna Member's plan selection—  
Aetna Select: \$25 copay / Choice POS & CDHP: 20% after annual deductible is met / Basic Essential: 0 copay/coinsurance.

### 5. Teladoc Mental Health:

Teladoc is Aetna's telemedicine provider for both medical and behavioral health benefits. Limited testing and medication is administered. Available for members 13 years and older.

**Practitioners:** Psychologist, Psychiatrist, or Licensed Mental Health Counselors.

**Type of sessions available:** Video/virtual

**Benefits:** Appointments may be sooner than local network options because of state-wide network. Appointments available from 7:00am - 9:00pm.

**Cost:** Subject to Aetna Member's plan selection—  
Aetna Select: \$25 copay / Choice POS & CDHP: 20% after annual deductible is met/ Basic Essential: 0 copay/coinsurance.

### 4. CVS Health Hub:

CVS Health Hubs provide medical and behavioral health services on-site or telephonically. Check your HealthHUB to verify they have a therapist on staff.

**Practitioners:** Licensed Mental Health Counselors.

**Type of sessions available:** Face-to-face or Telehealth.

**Benefits:** Available most days a week including weekends.

**Cost:** Subject to Aetna Member's plan selection—  
Aetna Select: \$25 copay / Choice POS & EDHP: 20% after annual deductible is met/ Basic Essential: \$0 copay/coinsurance). Aetna members may also utilize their EAP benefit for behavioral health visits. Prior authorization from EAP is required.

#### **CVS HealthHUB Locations**

1. 8001 9<sup>th</sup> St. N., St. Petersburg, FL 33702
2. 8905 Bryan Dairy Rd., Largo, FL 33777
3. 2175 Main St., Dunedin, FL 34698
4. 3087 US HWY 19 N., Clearwater, FL 33761
5. 1000 East Tarpon Ave., Tarpon Springs, FL 34689

### **Contact the Aetna Concierge**

#### **Customer Service**

866-253-0599

[www.aetnapcsb.com](http://www.aetnapcsb.com)

