



CVS Health Virtual Care™

FAQs about CVS Virtual Mental Health Care:

1. Can I message my provider?

After you visit with your provider, you'll get a visit summary on your health dashboard. You'll find a link to message your provider inside of your visit details.

2. Can I use my Employee Assistance Program (EAP) benefits?

After you visit with your provider, you'll get a visit summary on your health dashboard. You'll find a link to message your provider inside of your visit details.

3. What kind of mental health professionals can I visit?

We have a wide range of licensed therapists you can choose from for mental health counseling including LCSW, LFMT and LTC. All our licensed therapists are trained to give you the high-quality care you need for your concerns.

4. What about evaluations and medications?

If available in your state, you'll have the option of visiting with:

- A board-certified psychiatrist or
- An on-demand provider for depression screening and medication management

5. How do I choose a mental health service?

The key to getting the mental health care you need is knowing that therapists cannot prescribe medicine, while psychiatrists, MDs, DOs, NPs and PAs can.

If you need a prescription, select the mental health service called evaluations and medications (if it's available in your state). You'll find options for psychiatry or on-demand providers to learn if you have depression.

5. What is mental health counseling?

Choose mental health counseling to discuss your mental wellbeing with a licensed therapist. You can discuss issues like depression, trauma, anxiety, stress, grief or relationships.

While a therapist can diagnose you, they cannot prescribe medicine. They can, however, refer you to another provider for prescriptions if you need medicine.

6. What happens during a mental health counseling visit?

At your first mental health counseling visit, a licensed therapist will speak with you to



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understand your situation. They'll give you options to deal with life's challenges. Afterwards, you can meet regularly with your therapist, who will:

- Plan personalized care with you
- Give ongoing support to address your challenges
- Connect you with specialists if you need a different level of care

7. Can I get a prescription?

Yes, you can get a prescription if you need one when you visit a prescribing provider. For mental health, this means you can get prescriptions through these services:

- Mental health evaluation and medications
- On-demand care (with limited prescribing)
- Virtual primary care

Please note that we cannot prescribe certain medications like narcotics, controlled substances, pain medication or sample medication.

8. How should I prepare for a mental health visit?

- Before your visit, think about your questions and feelings. Perhaps you can write them down in a notebook, which you can have with you at your visits.

9. How quickly can I visit a mental health provider?

To see a mental health therapist, you'll schedule a visit within mental health counseling office hours. You can schedule the same day if the provider is available.

For evaluation and medications, psychiatrists are available 7 days a week, but do not work within regular office hours. You'll be able to choose from flexible appointments when you sign up.

If you need to be screened for depression or to adjust your related medications, you can access a provider using on-demand during chronic illness office hours. You can do the same with virtual primary care.

10. Can I visit with the same therapist?

If you'd like ongoing sessions with the same therapist, you'll be able to select them each time you schedule a visit. You can also choose a different therapist.

11. What's next?

Go to [CVS.com/virtual-care](https://www.cvs.com/virtual-care) to learn more about virtual services or register to set up your account for future care needs.



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Limitations and restrictions may apply for certain services, locations, or patients.

*MinuteClinic in-person services are not included with this product and are subject to plan benefit.

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