

Aetna AFA & Small Group

EAP – Resources for Living, Aetna’s employee assistance program, is offering the following to Aetna members:

- In-the-moment phone support to help callers cope with the emotional impact of the event:
1.866.326.7172
- Informational brochures about dealing with a crisis
- Community resource referrals including local support services in the area (there will be a link available to check for the most current listing of resources, if available)
- Management consultation to help organizations respond to the needs of their employees, even if they’re not RFL customers
 - o Employers may contact our specialized support line at 1.800.243.5240
 - o Onsite services are available on a fee-for-service basis for companies to help their employees recover from the impact of these events in the workplace

Telehealth – For the next 90 days, Aetna will offer zero co-pay telemedicine visits for any reason. Aetna members should use telemedicine as their first line of defense in order to limit potential exposure in physicians offices. Cost sharing will be waived for all Aetna-covered Teledoc offerings and in-network providers delivering synchronous virtual care (live video conferencing).

Application or Website: Go to <https://www.member.aetna.com/> for updates on your coverage and any alerts specific to Covid-19. A mobile application is also available

Aetna’s website for all Covid-19 updates: <https://www.aetna.com/individuals-families/member-rights-resources/covid19.html>