




Your well-being, your way

Health and well-being program overview for
Access U.S. members

On the path to better health

At Aetna International, we are committed to helping create a stronger, healthier global community. Recognizing that many different physical and emotional factors contribute to your overall well-being, we're passionate about helping you juggle work and personal demands so you can enjoy a healthier, happier life.

An elderly couple is walking a small, light-colored dog on a leash in a grassy park. The woman on the left is wearing a dark blue vest over a grey sweater and dark pants. The man on the right is wearing a grey vest over a dark long-sleeved shirt, blue pants, and a dark hat. They are both holding walking sticks. A large tree trunk is visible on the left side of the frame.

Your path to health and well-being is a continuous, unique journey like no one else's. No matter where you are in your journey, we are here to support you every step of the way. Your gateway to well-being begins on your secure member website — your personalized online account found at **Aetna.com**.

Register for your website

If you haven't already done so, please register for your Aetna member website by following these simple steps:

1. Go to **Aetna.com** and select "Login"
2. Click on "**Register**" under the "**Don't have an account?**" section
3. Fill in your **Member ID number, name, date of birth,** and **zip code**
4. **Select your preferred method of communication** (call, text or email) and enter the provided 6-digit pin
5. Create a unique username and password

Get started on the right foot

Well-being Assessment

When you feel good, it's easier to enjoy the people and things you love most. Our online Well-being Assessment offers you easy ways to feel good.

This secure online questionnaire asks about your health habits and family history to help identify some of your health needs. It is designed to help us offer you programs that fit your personal health goals and support you in making strides towards a healthier lifestyle.

Our secure online health and wellness program helps you find convenient ways to make healthy changes.

You can learn how to:

Stay fit at your own pace

- Choose healthy food options with confidence
- Make smart, gradual changes tailored to your lifestyle for lasting results
- Relieve stress

Each program includes interactive tools to help you reach your health goals in a fun, interesting way. You'll find relaxation videos, exercise tracking tools, time management, a detailed recipe library and more.

Head over to [Aetna.com](https://www.aetna.com) to start your Well-being Assessment!



Support tailored specially to you

International Care Management Program



Our innovative International Care Management Program helps you and your family successfully navigate the U.S. health care system with ease so you can focus on your well-being.

Led by our clinical Care and Response Excellence (CARE) team advocates, the program offers one-on-one assistance and personalized, culturally relevant support anytime, anywhere.

Your CARE advocate will:

- Support your health goals while addressing acute and chronic conditions
- Help you navigate care, prepare for a hospital stay or plan for your recovery
- Recommend group wellness webinars and health coaching
- Develop pre-trip and post-assignment plans
- Serve as your dedicated resource during difficult times and for medical emergencies*
- Offer personalized tools and guidance to help you through your pregnancy

*If the condition is a medical emergency, you should go immediately to the nearest physician or hospital without delay and then contact the Aetna International Member Service Center.

Support when you need it with our robust maternity program

Through the Aetna® Enhanced Maternity program*, you will get robust education, resources and more — through all parts of your maternity journey.



A solution for maternity support

Going through a maternity journey is different for everyone. That's why our holistic, end-to-end family building solution helps all of you, wherever you are during this experience.

So whether you need support for family planning, or postpartum care, we'll be right there as a trusted, reliable resource.

*for member inside the U.S. only

Here's how you will benefit:

The enhanced program will help:

- Better identify and engage more of your pregnant employees early on, not just those at high risk
- Support your employees from preconception through postpartum
- Give trusted information and guidance about family planning, and postpartum care
- Offer personalized tools and guidance to help you through your pregnancy



Achieving balance

Employee Assistance Program

When you're juggling work demands and your personal life, finding the right balance can be challenging. Sometimes you can use a hand.

Whether you need a little help tackling personal problems, finding local resources or just managing life's hectic pace, we've got you covered. Your Employee Assistance Program (EAP) is full of confidential resources — and it's all available at no additional cost to you.

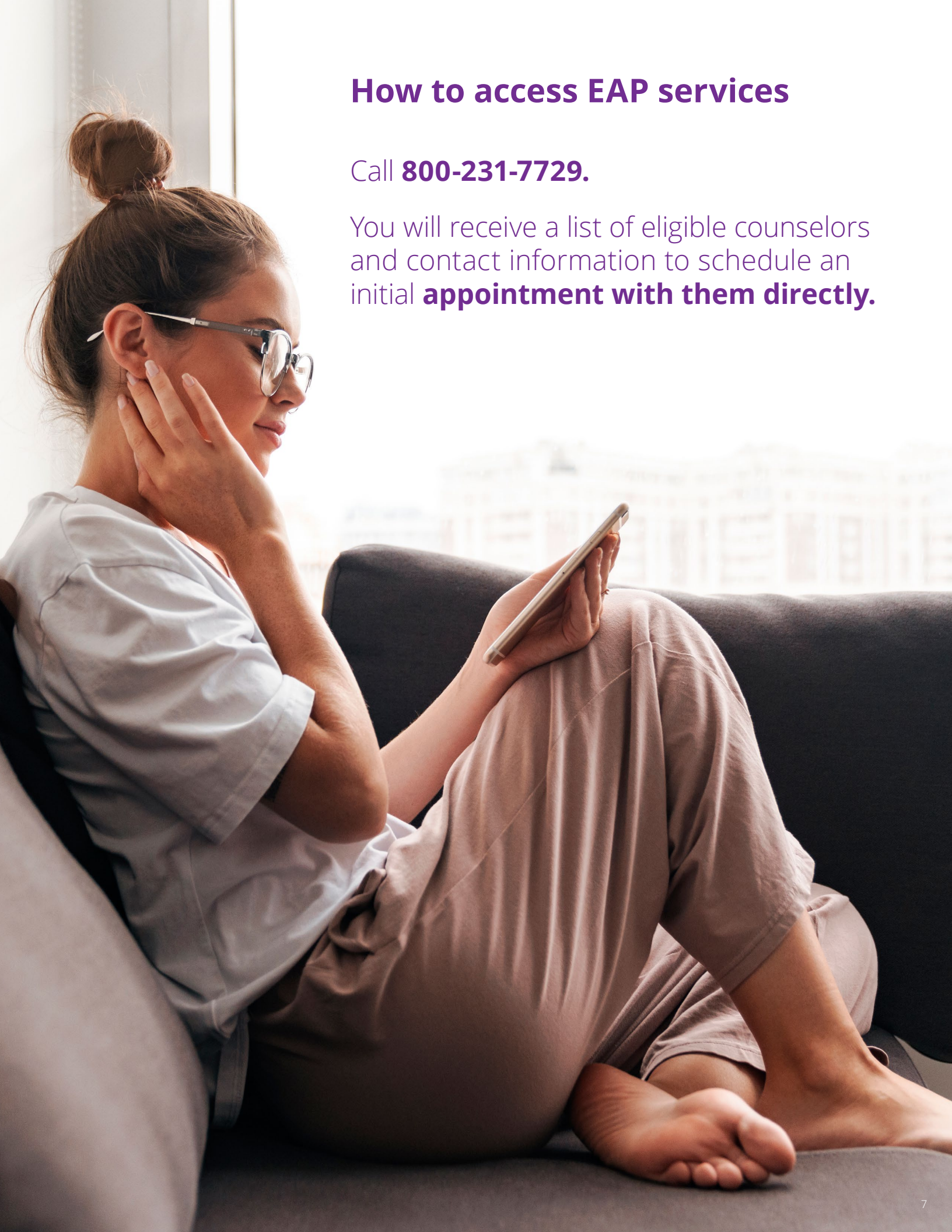
Your EAP can make your life easier by:

- Connecting you with local resources and services such as child care facilities, home health aides, financial advice, continuing education options, career development assistance, legal services, support groups and mental health resources
- Providing referrals for counseling, including immediate telephone consultation and scheduled in-person counseling

Therapeutic counseling

We all need a little support from time to time. No matter what you or a loved one is facing — a mental health condition, a parenting challenge or just a few tough weeks — you and your family are not alone.

You have access to therapeutic counseling as part of your EAP. Using traditional cognitive behavioral therapy, the counseling program is designed to help you identify skills, strengths and resources you can use to help you get on the road to feeling better. Therapy sessions are conducted over the phone or in person (depending on your plan) with a professional counselor.



How to access EAP services

Call **800-231-7729**.

You will receive a list of eligible counselors and contact information to schedule an initial **appointment with them directly**.

Aetna Well-being

Staying on top of the demands of work, life and personal issues can be challenging. That's why we're committed to providing you with access to Aetna Well-being — industry-leading self-help tools and professional support to help you reach your best health. You have access to self-help tools and professional support to fit your needs.

You'll find Aetna Well-being on your secure member website, arranged in four easy-to-navigate categories:



Mind

Support for mental health and emotional well-being



Body

Resources to help maintain physical health



Member offers

Specially selected offers on great health and wellness apps and services

As the world continues to grow more and more complex, the need for mental and emotional health services has never been greater. The services we provide through Aetna Mind have the potential to help reduce the risk of chronic diseases related to stress, anxiety and substance abuse, while significantly improving the lives of those who may be struggling with mental and emotional health challenges. So, why not explore Aetna Mind today!



Unleash your best self

Aetna Mind: Wysa and AbleTo



Wysa

A conversational well-being AI chatbot with human coaching.

The Wysa app is the perfect companion to help you open up to that most simple but sometimes most difficult of questions “how are you today?”.

Wysa provides instant access to anonymous emotional and mental well-being support available on demand through an easy to use, engaging mobile app. It’s safe, confidential and it’s available 24/7 as a well-being partner in your pocket.

Includes:

- In-app buddy support plus all 150 of the premium digital self-help packs to address areas such as anxiety, stress, sleep, relationships, etc.
- Free initial coaching session with 30 days of free coach text follow-up and journaling support

AbleTo

Extra help when you need it

It’s normal to feel worried, depressed, confused or angry sometimes. But over time, these feelings can make it difficult to manage your daily life and hinder your ability to make healthy lifestyle changes.

That’s why we’ve partnered with leading behavioral health provider AbleTo, which can help you work through your emotions and learn what changes you may need to make to feel as if you have a little more control of your health and your life.

With AbleTo’s confidential support, you can speak directly with a qualified professional by phone or web-based videoconference when it’s most convenient for you.

This eight-week program includes:

- Weekly meetings with a therapist to address your emotional challenges
- Weekly meetings with a coach to identify health goals and develop an action plan
- A final meeting with a therapist at the program’s end

Ready to begin?

Call AbleTo at **1-844-330-3648** OR

Contact our CARE team at **800-231-7729**

Aetna Body: Kaia and myStrength



Kaia

Help relieve your back pain right from your smartphone

Kaia combines physical exercise, mindfulness and educational resources to help you manage your pain naturally. Curated by leading pain treatment experts and customized to your specific needs, the Kaia app shows users how to correctly perform therapeutic exercises proven to provide relief. Using Kaia three to five times per week for just 15 minutes a day has been clinically proven to reduce back pain.

myStrength

Access holistic support using myStrength, a clinically proven learning program offering you a daily online destination for improving and maintaining your overall well-being and resilience. Each highly interactive learning module will provide you with ways to address depression, anxiety, stress, substance use, chronic pain and sleep challenges. Available 24/7 online and with the myStrength app, it’s safe, secure and personalized just for you.

How to get started:

- Register online for your free account at bh.mystrength.com/naexpats, OR
- Download the mystrength app by searching for “myStrength” in the App Store or Google Play store, selecting “Sign up” and entering “naexpats” under the “Payer Code” field

Member offers

Designed just for you, our members have access to special offers and discounts on leading well-being apps and services to help you stay on top of your emotional and physical health.



Peak

Reach your full potential with games for your brain

Unlock your full potential with the Peak brain training app. Play smarter with Peak, the leading brain training app with more than 50 million downloads worldwide and over 40 games designed to challenge and improve your memory, attention to detail, problem solving skills and more. Peak's "coach" helps you achieve your goals with brain workouts, while tracking your progress and showing you where and how you can improve your skills.



Pzizz

Sleep at the push of a button

Using clinical research, Pzizz plays you "dreamscapes" — a sleep-optimized mix of music, voiceovers and sound effects based on the latest clinical research — to quickly quiet the mind, put you to sleep, keep you asleep and help you wake up feeling refreshed. 30% off



eQuoo

When life's challenges feel overwhelming, resilience can be the difference between surviving and thriving.

eQuoo uses gaming and the most relevant skills from Cognitive Behavioral Therapy, Positive Psychology, and Systemic Therapy to put a playful spin on learning the skills you need to deal with emotional and mental stressors in your life. eQuoo is a 5-week game that boosts mental well-being and emotional intelligence. 50% off on in-app-purchases



ClassPass

Workout at thousands of the best gyms and studios with one membership

Committing to a gym, fitness center or studio can be hard. With ClassPass you can work out at any gym, try any workout and do it all with one app. Try yoga, cycling, regular gym time and on-demand classes. Choose any class, anywhere, with one flexible membership. Up to 25% off



Smoke Free

Break the habit and start feeling better today!

Finding a strong motivator to quit smoking is critical to helping you stay the course. Smoke Free uses the latest knowledge about behavior change to help users stay smoke free. Over 30 behavior change techniques designed by health psychologists are packed into Smoke Free's innovative features. 15% off



LifeMart

Member Discount Program

When you're in the U.S., you can save big on gym memberships, health coaches, workout gear and nutrition products by shopping online at LifeMart. It's the fast and easy way to save money on your health and well-being needs. In addition to offers on personal wellness products and services, LifeMart also offers deals on everyday needs such as travel, tickets, car rentals, electronics and more.

Within reach

Teladoc

Experienced doctors available by telephone or video call

We're connecting your health care with our digital tools to offer virtual support when and where you need it. Teladoc gives you easy access to medical consultations, prescriptions and well-being support — all directly from your smartphone. Once you download the Teladoc app and register, you can talk to our highly qualified doctors by telephone or video call at a time and place that works best for you.

Whether you need a detailed diagnosis, a specialist referral or everyday health advice, Teladoc consultations are designed to fit in alongside your work and family commitments. Calls last up to 30 minutes, giving you plenty of time to share your concerns and ask questions. And because you don't have to travel or sit in a waiting room, they don't disrupt your day.

- Experienced doctors specially trained in telemedicine
- Medical consultations in the comfort of your own home or office
- Available for diagnoses, treatments, referrals and general well-being advice
- Photos and documents easily uploaded ahead of your call
- Prescriptions and specialist referrals sent directly to your phone

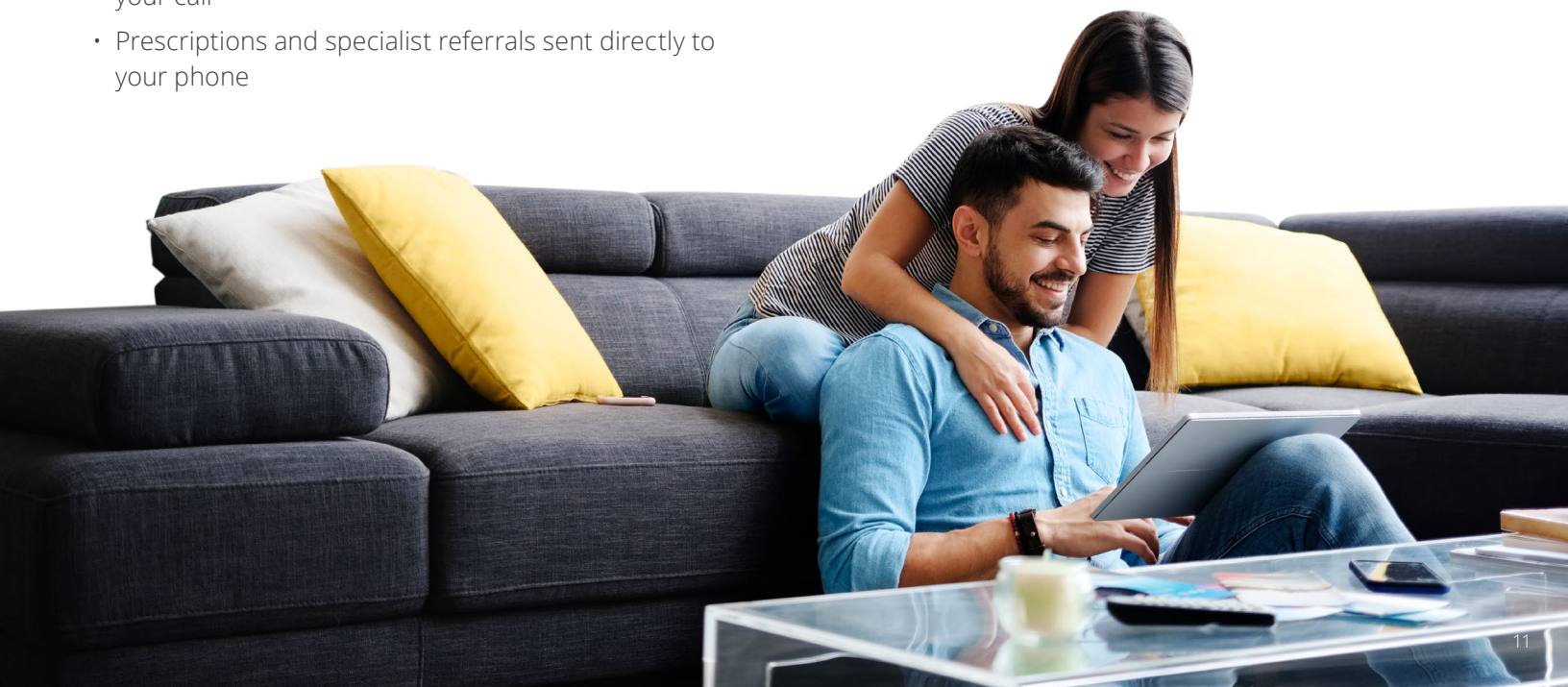
24-Hour Nurse Line

You can always speak with one of our registered nurses and get the answers you need — whether it's the middle of the night, you're away from home or you're just not sure if you need to call your doctor.

Our 24-Hour Nurse Line is staffed around the clock with registered nurses to help you make more informed decisions about your health whenever it works best for you. These nurses offer helpful information about a variety of health issues and may even save you an unneeded trip to the doctor's office.

You can:

- Contact the 24-Hour Nurse Line toll-free at **1-800-556-1555** (TTY: 711)
- Call as many times as you or your family members need to at no extra cost to you
- Get information on a wide range of health topics
- Ask for help in preparing for a visit to your doctor



Questions?

Contact our Member Services team at **800-231-7729** or by calling the number on the back of your Member ID Card.

©2020 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc is not available to all members and operates subject to state regulation.

Teladoc and Teladoc physicians are independent contractors and are neither agents nor employees of Aetna or plans administered by Aetna. For complete description of the limitations of Teladoc services, visit **Teladoc.com/Aetna**.

Apple, the Apple logo and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Google Play and the Google Play logos are trademarks of Google LLC.

Aetna™ is a trademark of Aetna Inc. and is protected throughout the world by trademark registrations and treaties. Health insurance plans and programs are offered, underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

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**.