



Support on your schedule

Aetna Resources For LivingSM

Sometimes reaching out for emotional support can feel like one more thing to add to your to-do list. Work with a counselor anytime and just about anywhere. It's as easy as 1-2-3 to get started. Simply:

1. Complete a short online questionnaire.
2. You'll be matched with a therapist within 48 hours.
3. Connect with a counselor virtually with chat therapy and/or live sessions.

What it's for

Work on the same kinds of issues you'd see a counselor face-to-face to talk about. Chat therapy and live sessions can support you with:

- Stress management
- Work/life balance
- Family issues
- Grief and loss
- Depression
- Anxiety
- Substance misuse
- Self-esteem
- Personal development and more

**Please note:* Chat therapy and live sessions are for individual counseling for members 13 years of age and older. You have 120 days from the date you sign up to use your sessions. Chat therapy and live sessions should not be considered for meeting requirements for employment, school enrollment, disability or legal documentation. Chat therapy and live sessions in the same week count as multiple sessions.

Live sessions

Meet with your therapist online for a 30-minute televideo, telephonic or chat live session at a set time.

Chat therapy

Share text, video or audio messages with your counselor whenever you like. Your counselor will respond within one working day up to five days a week. Without making an appointment or driving to a provider's office, chat therapy can help you:

- Lower your stress even when life keeps you super-busy
- Make time for self-care
- Set and work toward your goals

Best of all, it's free and secure for you to use. Simply log on to your member website to sign up today. You can continue to access services after you have completed your EAP (or pre-paid) sessions. Simply email RFL-support@talkspace.com for information on how to continue receiving services and see if a discount is available.

To learn more about Talkspace and other options for ongoing emotional support, give us a call. We're here for you 24/7.

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All EAP calls are confidential, except as required by law. Talkspace services are provided and managed by Talkspace, Inc., an independent third party. Chat and Live Sessions in the same week count as multiple sessions. Aetna does not oversee or control the services provided by or recommended by Talkspace and does not assume any liability for their services. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. For more information about Aetna plans, go to [aetna.com](https://www.aetna.com).