

Behavioral telehealth services for members

Aetna Better Health[®] of Illinois members have access to **behavioral health care services**. You or your child can go to any behavioral health provider in our network.

Many of our behavioral health providers offer ways to provide services through telehealth. That means you can meet with a provider from where you are — using your phone, tablet or computer.



Get started now

Below are some in-network behavioral health providers who can meet with you by phone or video chat. You can contact one of these providers using the phone number or website. **Connect to virtual behavioral health care today.**

Provider	Ages served	Contact info	Services offered	Connect quickly
Affect	Ages 18+	703-884-8869 AffectTherapeutics.com	Outpatient treatment for drug and alcohol use disorders. Services include counseling with licensed counselors specialized in addiction treatment, supportive medications with an app and rewards system to help clients succeed in recovery.	 Connect with Affect

Backpack

Ages 4+

866-968-6342
[HelloBackpack.com](https://www.hellobackpack.com)

Virtual mental and behavioral health therapy, psychiatry and medication management services for children, families and caregivers. Personalized treatment plans, family and parent support, clinician-led groups and psychological evaluations.

**Connect with Backpack**

Brave Health

Ages 13+

305-902-6347
[BeBraveHealth.com](https://www.bebravehealth.com)

Virtual mental and behavioral health therapy, psychiatry and medication management services. Including customized mental health treatment plans, support groups and specialty programs.

**Connect with Brave**

MyOwnDoctor

Ages 6+

312-210-7820
[MyOwnDoctor.com](https://www.myowndoctor.com)

Intake and screenings; individual therapy and counseling; marriage and family counseling; psychiatric evaluations and medication management; support groups.

**Connect with My Own Doctor**

Open Roads

Ages 6-24

312-445-7767
[OpenRoadsBH.com](https://www.openroadsbh.com)

In-person Intensive Outpatient Program (ages 13–17) for mood, anxiety, eating disorders and substance use. Traditional outpatient therapy is available for ages 6–24, with both in-person and virtual options.

**Connect with Open Roads**

Pyx Health

Ages 18+

855-499-4777
PyxHealth.com

Mobile app that connects clients with resources to improve mood, anxiety and motivations. Chat with staff for support and more resources.



Connect with Pyx Health

A Safe Haven

All ages

773-435-8300
ASafeHaven.com

Behavioral health services including assessments and treatment planning, psychiatry and psychotherapy for individuals, groups and families. Substance use counseling and outpatient treatment groups.



Connect with A Safe Haven

Workit Health

Ages 18+

855-659-7734
WorkitHealth.com

App-based outpatient treatment for opioid and alcohol use disorders. Video visits with licensed staff, medication-assisted treatment, peer support and recovery groups, and interactive therapeutic courses.



Connect with Workit



Your plan has benefits

Aetna Better Health® of Illinois covers behavioral health services to help our members with mental health care or substance abuse issues. You can go to any behavioral health provider in our network for care.

The list above is current as of December 1, 2024, and may not include all providers who offer telehealth options for behavioral health care.

For a complete list of health care providers in the Aetna Better Health of Illinois network — including those who provide behavioral health care — visit our [Find a Provider page](#) or scan this QR code with your phone's camera.



Help in a crisis

Behavioral health emergencies: Dial 988

If you have a behavioral health emergency, call, text or chat [988](#). This is a national number for the [988 Suicide & Crisis Lifeline](#). If you have thoughts of harming yourself or someone else, their trained counselors can help you, 24 hours a day.

Medical emergencies: Dial 911

If you have a medical emergency and need help right now, call [911](#) or go to the nearest hospital. You can use any hospital for emergency care, even if it isn't in our network. Just show your member ID card.

Our behavioral health hotline

You can also call our behavioral health hotline at [1-866-329-4701](#) (TTY: [711](#)). Choose 1 for behavioral health crisis. You can talk to someone 24 hours a day. And they'll link you to the right resources.

Call CARES

If you or someone in your family needs immediate help with a crisis, you can call CARES at [1-800-345-9049](#) (TTY: [1-866-794-0374](#)). CARES is available 24 hours a day. They offer mobile crisis response and can send a trained behavioral health specialist to your location.

Get more support

Our Member Services team can help with scheduling an appointment or answer questions about your benefits.

Call our team at [1-866-329-4701](tel:1-866-329-4701) (TTY: [711](tel:711)), Monday-Friday, 8:30 AM-5 PM.

Learn more about behavioral health

Find out more about behavioral health care services available to members of Aetna Better Health of Illinois on the [Behavioral Health page](#) or scan this QR code with your phone's camera.



Contact us

[1-866-329-4701](tel:1-866-329-4701) (TTY: [711](tel:711))

Monday through Friday, 8:30 AM to 5:00 PM

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Talk to your doctor first about whether this is right for you.

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[AetnaBetterHealth.com/Illinois-Medicaid](https://www.AetnaBetterHealth.com/Illinois-Medicaid)



**Aetna Better Health[®]
of Illinois**



**HealthChoice
Illinois**

Illinois Department of
Healthcare and Family Services

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status or need for health care services.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001

Telephone: **1-888-234-7358 (TTY: 711)**

Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104 (TTY: 711)**.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104 (TTY: 711)**.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-385-4104 (TTY: 711)**.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-385-4104 (TTY: 711)**。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104 (TTY: 711)** 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104 (TTY: 711)**.

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم هاتف الصم والبكم رقم **1-800-385-4104 (TTY: 711)**

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104 (телетайп: 711)**.

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો િન:શબ્દ ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104 (TTY: 711)**.

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-385-4104 (TTY: 711)**.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104 (TTY: 711)**.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104 (TTY: 711)**.

Hindi: धय न द: यद आप ह द ब लत ह त आपक लए मफत म भ ष सह यत सव ए उपलबध ह। **1-800-385-4104**

(TTY: 711) पर क ल करा।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104 (ATS: 711)**.

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104 (TTY: 711)**.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104 (TTY: 711)**.