

Balance

Support when you need it.



Find balance at work, at home and everywhere in between

Three ways to get help when you need it

Kids, jobs, bills, health, world events. Life — it happens to all of us. Whether you can use a little help with everyday issues or you find yourself in a crisis situation, your Employee Assistance Program or EAP is here for you. It's completely confidential and there's no additional cost — not even a copay.



Employee Assistance Program (EAP) — confidential assistance at no cost

Local referrals

Let our work-life specialists take the burden off of you. They can save you time and energy by researching and vetting the services you need, so you can explore your options. EAP will always speak with a resource and get more information before referring them to you. They can help with finding resources like:

- Child or adult caregivers
- Financial and legal professionals
- Moving and home repair specialists

Therapeutic Counseling

You and your covered family members have access to free and confidential support when facing a personal, family, health or workplace problem. Talk with a professional who can help you deal with things like stress and anxiety, relationships, substance use, and loss and grief.

- Multilingual, 24/7, worldwide support
- 5 therapeutic counseling sessions per issue per year
- Referrals to local counselors who can see you in person (depending on your plan and your location) at a later scheduled date

Life Coaching available outside of the U.S.

Personal growth and self-discovery can increase motivation you didn't even know you had. Our Life Coaches are here to provide you with new tools to be successful. They can help guide you towards finding a personal vision, determining specific goals, and creating an action plan.

Manager Assistance available outside of the U.S.

Do you have a local or international team to manage or need development coaching to help you handle the everyday challenges of management? Our experts will work with you to develop a schedule of practical support, helping you take control of your situation and make day-to-day progress.

Aware Mindfulness available outside of the U.S.

Our mindfulness-based stress reduction technique can work alone or in combination with any of the above services. We'll put you in touch with a professional for one-on-one support to help develop concentration skills, improve your sense of well-being, teach you coping mechanisms to manage stress and more.

It's easy to get started — log in to **AetnaInternational.com**, your secure member website and go to the Well-being page to learn more.



iConnectYou — EAP on the go outside the U.S.

When based outside of the United States, you can access your EAP through the iConnectYou app on your portable device or mobile phone. This app gives you secure, confidential access to clinical counselors and work-life experts. You'll be able to connect to a professional by phone, instant message, text (SMS) or video chat.

How to get started

Download the “iConnectYou” app from the App Store or Google Play. Then enter one of the following passcodes to complete your registration.

- Argentina: AetnaArt
- Australia: AetnaAus
- Austria: AetnaAustria
- Bahamas: AetnaBah
- Bangladesh: AetnaBan
- Barbados: AetnaBar
- Belize: AetnaBel
- Bolivia: AetnaBol
- Bosnia: AetnaBos
- Brazil: AetnaBra
- Cambodia: AetnaCam
- Canada: AetnaCan
- Cayman Islands: AetnaCay
- Chile: AetnaChile
- China: AetnaChi
- Colombia: AetnaCol
- Costa Rica: AetnaCos
- Denmark: AetnaDen
- Dominican Republic: AetnaDR
- Democratic Republic of Congo: AetnaDRC
- United Arab Emirates: AetnaDub
- Ecuador: AetnaEcu
- El Salvador: AetnaEls
- Ethiopia: AetnaEth
- Finland: AetnaFin
- France: AetnaFra
- Germany: AetnaGerm
- Greece: AetnaGre
- Guam: AetnaGuam
- Guatemala: AetnaGua
- Guyana: AetnaGuy
- Haiti: AetnaHai
- Honduras: AetnaHon
- Hong Kong: AetnaHK
- Indonesia: AetnaIndo
- India: AetnaInd
- Italy: AetnaIta
- Iraq: AetnaIra
- Jamaica: AetnaJam
- Japan: AetnaJap
- Kosovo: AetnaKos
- Lebanon: AetnaLeb
- Madagascar: AetnaMad
- Malaysia: AetnaMal
- Mexico: AetnaMex
- Monaco: AetnaMon
- Netherlands: AetnaNeth
- Nicaragua: AetnaNic
- Norway: AetnaNor
- Panama: AetnaPan
- Paraguay: AetnaPar
- Peru: AetnaPeru
- Philippines: AetnaPhi
- Qatar: AetnaQat
- Rwanda: AetnaRwa
- Singapore: AetnaSng
- South Africa: AetnaSOA
- South Korea: AetnaSKor
- Spain: AetnaSpa
- Suriname: AetnaSuri
- Switzerland: AetnaSwi
- Thailand: AetnaThai
- Trinidad and Tobago: AetnaTrTo
- United Kingdom: AetnaUK
- Uruguay: AetnaUru
- Venezuela: AetnaVen
- Vietnam: AetnaVie
- Yemen: AetnaYem



Wysa* — emotional and mental health support, your way

Feel empowered to take control of your emotional and mental health, even when life seems out of control. Wysa is free to Aetna International members and can give you the immediate and confidential support you need, when you need it with:

- 24/7 conversational support with a text-based chat bot
- 150+ self-help tools and exercises to develop mental strength and resilience
- A professionally trained human coach when you want a more personal approach

Download Wysa to your mobile device to get started on your mental well-being journey:

1. Go to WysaBuddy.app.link/AetnaMember or scan this QR code
2. Choose a nickname (all conversations are anonymous, so don't use your real name)
3. If asked, enter your referral code: Aetna20M5W



*Wysa not available in China

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