



# Balance

Support when you need it

[AetnaInternational.com](https://www.aetna.com)

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

## Three ways to get help

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 to you at no additional cost. Not even a copay.

### 1. EAP: Confidential assistance at no cost

Need child care? Financial or legal advice? Counseling for troubling personal concerns? We've got you covered. Your EAP is full of confidential resources — and it's all available to you at no additional cost. Not even a copay.

#### Local resources

Don't have a personal assistant to help you with life outside of work? Neither do most people. Your EAP can step in and identify local resources you're looking for — everything from attorneys and financial professionals to child and elder care facilities.

#### Caring guidance

Speaking with a caring, experienced counselor about problems you're having can help resolve them in a safe, healthy manner. Your EAP offers you and your covered family members:

- Multilingual, 24/7, worldwide support
- Referrals to local counselors who can see you in person (depending on your plan and your location) at a later scheduled date
- Referrals to support groups and other behavioral health resources near you

#### Privacy respected

No matter what help you're seeking, these services are completely confidential. Discretionary information you provide is not shared with your employer.

#### Easy access

To reach out for EAP assistance, call our Member Service Center using the phone number located on the back of your Member ID Card.



## 2. iConnectYou: Your EAP on the go

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 app by searching for "iConnectYou" in the App Store or Google Play store. Enter one of the following passcodes to complete your registration:

- Argentina: AetnaArg
- Austria: AetnaAustria
- Barbados: AetnaBar
- Belize: AetnaBel
- Bolivia: AetnaBol
- Brazil: AetnaBra
- Canada: AetnaCan
- Cayman: AetnaCay
- China: AetnaChi
- Colombia: AetnaCol
- Costa Rica: AetnaCos
- Dominican Republic: AetnaDom
- Dubai: AetnaDub
- Ecuador: AetnaEcu
- El Salvador: AetnaEls
- France: AetnaFra
- Germany: AetnaGer
- Guatemala: AetnaGua
- Guyana: AetnaGuy
- Haiti: AetnaHai
- Honduras: AetnaHon
- Hong Kong: AetnaHK
- Italy: Aetnalta
- Jamaica: AetnaJam
- Japan: AetnaJap
- Mexico: AetnaMex
- Netherlands: AetnaNeth
- Nicaragua: AetnaNic
- Panama: AetnaPan
- Paraguay: AetnaPar
- Peru: AetnaPeru
- Singapore: AetnaSng
- Spain: AetnaSpa
- South Africa: AetnaSoA
- Suriname: AetnaSuri
- Switzerland: AetnaSwi
- Trinidad and Tobago: AetnaTrTo
- United Kingdom: AetnaUK
- Uruguay: AetnaUru
- Venezuela: AetnaVen

## 3. Self-help resources through myStrength™

You're also empowered to boost your emotional health using the myStrength website and mobile app. These confidential, clinically proven self-help resources offer:

- Insight through articles, videos and eLearning programs
- Inspirational quotes
- Mood tracking
- Check-in reminder option

### How to get started:

Register online for your free account at [bh.mystrength.com/naexpats](https://bh.mystrength.com/naexpats). You can also download the myStrength app by:

1. Searching for "myStrength" in the iTunes or Google Play store
2. Selecting "Sign up"
3. Entering naexpats under the "Payer Code" field

For more information on EAP, iConnectYou and myStrength, give us a call at the number on the back of your Member ID Card.

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