



Increasing access to quality mental health care

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Key advancements

Integration of virtual services

Mental health counseling services through CVS MinuteClinic

Strategies for key conditions

From less than
200K virtual
visits in 2019 to
about **30M visits**
today

COVID-19 increased the role and availability
of **virtual care**

We help ensure member access to care
through **partnerships with telehealth vendors**

Integration and oversight is critical

Mental health counseling services provided by MinuteClinic® licensed therapists

Eliminates the noise and confusion people often experience trying to get mental health care



In person or virtual counseling sessions

- Face-to-face counseling in a friendly and familiar location at over 59 CVS HealthHUB™ locations* across 14 states†
- Virtual counseling available statewide



Flexible appointment scheduling

- Convenient hours and weekend appointments
- Availability within 2-3 days
- Ability to schedule an appt anytime online or through our dedicated call center



Simplified network access to reduce out-of-pocket costs

- Included in Aetna® behavioral health networks**
- In network with Employee Assistance Programs (EAP) including LifeWorks, Carebridge, and Resources for Living



Qualified licensed therapists trained in cognitive behavioral therapy (CBT)

- Provider credentials include LCSW, LMHC, LMFT, and LPC
- Trained in specialty areas including trauma, stress management, substance abuse, and grief therapy interventions

*Behavioral health counseling services are currently offered in 14 states as of 12/31/2022.

**There is no guarantee of coverage. Aetna will make the medical necessity determination.

† AZ, CA, CT, FL, GA, IL, MD, NC, NJ, NY, OH, PA, TX, VA

Our strategy leverages evidence-based practices, provider education and more to reduce suicide

- Self-harm predictive model
- Out-patient speciality programs
- Specialty education qualification and tools to providers at no cost
- Caring contacts program
- Medical care management, risk identification and safety planning
- Targeted public education tools and programs
- Speciality strategy focused on youth

**Our goal is to
reduce Aetna
member suicide
attempts **20% by
2025****

