

Washington State Mental Health and Substance Abuse Disorder Network Disclosures

We want to share details about providers and tell you how you can access behavioral health and substance use disorder services that are part of your plan. Your plan documents explain the coverage provided for these services.

Where to go for help

If you or someone you know needs help, there's support that can help you. Talk with your provider. If you're having a hard time, they can suggest the right kind of treatment. Follow up often so you feel better sooner.

Crisis Resources are Available

If there's a threat of harm, **first call 911**, or your local emergency hotline. Free 24/7 hotlines, and state and local health department services can help you through tough times, too. No matter how you feel or what you are facing, reach out. These resources can help you talk about a problem, find information, get advice or get involved.

National Suicide Prevention Lifeline

1-888-273-8255 (TTY:711)

The National Domestic Violence Hotline

1-800-799-SAFE (7233) (TTY:711)

National Sexual Assault Hotline

1-800-656-HOPE (4673) (TTY:711)

Boy's Town Hotline

1-800-448-3000 (TTY:711)

Washington State Local Health Departments and Districts

<https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>

Washington State Department of Health Suicide prevention

<https://www.doh.wa.gov/YouandYourFamily/InjuryandViolencePrevention/SuicidePrevention/InCrisis>

Washington County crisis line phone numbers

<https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/mental-health-crisis-lines>

Accessing mental health treatment and substance abuse treatment

Your health plan provides benefits for primary and specialty care services. Primary care involves managing, coordinating, and providing initial care and basic medical services. A family care physician, an internist or a pediatrician provides these services.

Mental health treatment and substance abuse treatment is specialty care. Aetna has an access standard for a non-urgent visit. You should be able to see one of these providers within 10 business days.

To find an in-network primary care provider, mental health or substance abuse provider, access the “Find a doctor” feature on Aetna.com or contact member services at the number on your member ID card.

Steps you can take if you’re unable to access a timely appointment

It’s important that you can see a provider in your network within a reasonable amount of time. The wait time depends on:

- The care you need, such as urgent, emergent or routine care
- The type of provider
- Access to providers during and outside of normal business hours

Aetna’s standards to access timely behavioral health care appointments are:

- Urgent care visits — within 48 hours
- Regular or routine office visits — within 10 business days
- Follow-up routine mental health care — within five weeks for behavioral health providers who prescribe drugs; or within three weeks for behavioral health providers who do not prescribe drugs
- After-hours care — each behavioral health provider must have a reliable 24 hours a day, seven (7) days-a-week live answering service or voicemail system. Medical doctors (MDs) are required to have a notification system or designated practitioner backup. Non-MDs, at a minimum, must have a message system that provides 24-hour contact information to a licensed behavioral health professional.

You can access a behavioral health care provider through:

- A referral from the primary care physician (PCP)
- A referral from employee assistance (EAP)
- A student assistance provider (SAP)
- Your direct access

You don’t need a referral from your PCP.

If you can’t get a timely appointment, we can help. Call us at the number on your member ID card.

Disciplinary regulatory actions

The Washington State Office of the Insurance Commissioner (WSOIC) has not taken disciplinary action against Aetna for failing to comply with network access standards for covered mental health treatment services or substance abuse treatment services.

Office of the Insurance Commissioner report

The WSOIC publishes a report on consumer complaints per licensed health carrier. The report shows the number of consumers who were unable to access these covered services. You can access the report at: <https://www.insurance.wa.gov/>.

How to file a complaint with the Office of the Insurance Commissioner:

You may contact the Office of the Insurance Commissioner's (OIC) Consumer Protection Division for assistance with questions or complaints at:

Washington State Office of the Insurance Commissioner
Consumer Protection Division
P.O. Box 40256
Olympia, WA 98504-0256

Phone: 1-800-562-6900

Fax: 1-360-586-2018

Online complaint form - <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779), 1-800-648-7817, TTY: 711, Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

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

TTY:711 English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Chinese Traditional	如欲使用免費語言服務，請撥打. 健康保險. 上所列的電話號碼

Vietnamese	
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Ukrainian	Щоб безкоштовні отримати мовні послуги, задзвоніть за номером, вказаним на вашій ідентифікаційній картці.
Mon-Khmer, Cambodian	
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Amharic
Cushitic-Oromo	Tajaajiloota afaanii gatii bilisaa ati argaachuuf,lakkoofsa full araba eenyummaa (ID) kee irraa jiruun bilbili.
Arabic	كفة اشتراكى بطاق د عل م الموجوى الرق ل عل ء الاتصا الرجاي تكلفة ن أة دوت اللغوى الخدما ل عل للحصو
Punjabi	
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Lao	