

Helping members navigate their behavioral health journey

What is the Behavioral Health Navigation program?

The Sutter Health | Aetna Behavioral Health Navigation program, designed through a collaboration with Aetna® and Sutter Health, offers a solution to implement innovative technology, digital tools, and human services to guide members to care options and services that fit their individual needs. Through care coordination, members receive the assistance they may need to easily navigate the various behavioral health resources available through Sutter Health and Aetna.

How much does the Behavioral Health Navigation program cost?

There is no added cost.

Who is eligible for the Behavioral Health Navigation program?

Available to all fully insured and self-insured Sutter Health | Aetna members.

How can members enroll in the Behavioral Health Navigation program?

The Behavioral Health Navigation program is available to members through either of the following:

- Self-referral to Sutter Health | Aetna's care navigation program
- Referral from a primary care physician (PCP) to the program's care coordinator

What is the Behavioral Health Navigation program?



Coordinated team approach that treats the physical and mental health care needs of the whole person with the support of a shared treatment plan.



Access to a dedicated care coordinator who assists members with screenings, scheduling appointments, managing their medications, and connecting to community resources.



Proactive outreach and case management to all members using innovative, digital solutions that engages members where they are.

FAQs:

1 What is the simplest way for a member to enroll in this program?

The simplest way for a member to enroll is to contact the care navigators by text, phone or email at:

- **Call:** 916-293-7131
- **Text:** Text SHANAV to 77570
- **Email:** SHA-Navigator@DocentHealth.com

Care navigators are available Monday – Friday, 9:00 a.m. to 5:00 p.m. (PT)

3 How many behavioral health providers are available in this program?

Sutter Health | Aetna members have access to more than 3,100 of Aetna's behavioral health network of providers in Northern California. Members also have access to virtual options for counseling and medication management.

2 What is utilized to assess a member's applicability?

In order to best understand the member's needs and help customize their experience, our care coordinator's administer clinically validated mental health screening tools, to guide members to the appropriate level of care.

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