



AiRCare FAQ

How does AiRCare work?

There's no shortage of stress in our daily lives, and sometimes it's hard to ask for help, which is why AiRCare will be reaching out by telephone to associates in AR, AL, AZ, CO, FL, GA, IA, ID, IL, IN, KS, KY, LA, MO, MS, NC, ND, NE, NM, NV, OH, OK, PA, SC, TN, TX, UT, VA, and WV who are enrolled in a Walmart medical plan. The call will sound something like this:

“Hi, I'm calling from AiRCare, a Walmart benefit for you and your family. We're here to listen, offer options to help you handle stress and any other issues, and make sure you have support for the things that are important to you—no strings attached. Do you have a few minutes to chat?”

Why is AiRCare calling me?

Walmart has asked AiRCare to reach out to associates in AR, AL, AZ, CO, FL, GA, IA, ID, IL, IN, KS, KY, LA, MO, MS, NC, ND, NE, NM, NV, OH, OK, PA, SC, TN, TX, UT, VA, and WV who are enrolled in a Walmart medical plan. Think of it as a new feature of your plan's coverage that works proactively to provide you with emotional support, and someone to help you better understand your Walmart benefits and how to use them.

Am I required to use AiRCare's services?

No. AiRCare's service is completely optional. If you're not interested in receiving support from AiRCare, just let them know.

Will AiRCare report what I share with them?

No. Anything you share with an AiRCare clinician will stay completely confidential.

How much does it cost to use AiRCare's services?

AiRCare's service is free for all associates in the eligible states.

Is AiRCare providing support to all Walmart associates?

Right now, this program is only available to associates based in AR, AL, AZ, CO, FL, GA, IA, ID, IL, IN, KS, KY, LA, MO, MS, NC, ND, NE, NM, NV, OH, OK, PA, SC, TN, TX, UT, VA, and WV. Associates on a Walmart medical plan in these states may receive a call from an AiRCare clinician to check in. But if you live in one of these states and want to reach out to an AiRCare clinician, you don't need to be on a Walmart medical plan to call them directly (and it's still free): [866-307-2081](tel:866-307-2081).