



# Find emotional support here at Cigna Healthcare.

This guide can help you know where to turn for help.

It's more important than ever to protect your mental health. Mental health includes your emotional, psychological, and social well-being. It affects how we think, feel, and act. Behavioral health support is included as part of your Cigna Healthcare<sup>SM</sup> medical insurance plan.<sup>1</sup> Use this guide to connect with the right resources for your mental, physical, and emotional well-being.

## Crisis conditions

Emergencies happen. Here's where to turn for help.

**You can always call the number on your ID card.** Our behavioral support staff, made up of licensed, experienced mental health professionals with a master's degree or higher, **is available 24/7** to offer:

- Real-time response to crisis situations.
- Help managing your care after regular business hours.
- Information on how to access valuable community resources.



### Other important phone numbers for crisis support.

National Suicide Prevention Lifeline:  
**Call or Text 988**

National Domestic Violence Hotline:  
**Call 1.800.799.7233**  
**Text LOVEIS to 1.866.331.9474**

Crisis Text Line:  
**Text HOME to 741741 (anywhere in the U.S.)**

Cigna Healthcare Veterans Support Line:  
**Call 1.855.244.6211**



# Connecting to care.

A large network of quality behavioral specialists – including virtual providers.

When you need behavioral support, myCigna® makes it easy to connect with the right care – in person or virtually.<sup>3</sup>

- Visit [myCigna.com](https://mycigna.com)<sup>®</sup>
- Use the [myCigna App](#)<sup>4</sup>

Once you log in, select “Therapist” or “Virtual” for a list of virtual behavioral health providers. You can also click on “Find Care & Costs.” From there, search “Doctor by Type” and select a behavioral health provider in your network.

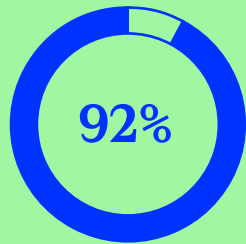


## Why behavioral support matters.



**1 in 5**

U.S. adults experiences mental illness in a year.<sup>5</sup>



of adults with mental disorders also have medical conditions.<sup>6</sup>

You have access to **three in-person or virtual visits** with a licensed mental health provider in our Employee Assistance Program<sup>7</sup> (EAP) network – **at no additional cost**.

Simply call Cigna Healthcare or click to chat from myCigna to obtain an authorization code to give to your provider.<sup>8</sup>

## We make it easy to access support.

- Over **206,000 providers** are in Cigna Healthcare's virtual care network – it's the largest in the country.<sup>9</sup>
- A Fast Access Network guarantees you can lock in a first-time behavioral support appointment within five days.<sup>10</sup>
- First-time appointment in **two days or less**; 2-day appointments available through provider partners: Alma, Bicycle Health, Brightside, Meru Health, and Path.

**Billing information:** Virtual care: The cost of an appointment is the same as an outpatient office visit to an in-network provider. Your cost-share is administered according to your company's plan design.

**In-person office visits:** Copay/coinsurance and deductibles apply.

# Digital Resources.

Help for you, whenever and wherever.

## It starts at myCigna.

Using the myCigna website or app, you can access a range of dedicated resources that help support behavioral health.

Here's how to get started:

1. Log in to myCigna.
2. Click "Find Care & Costs."
3. Click and then select "Doctor By Type."
4. Select "Behavioral Health Counselor."
5. Answer the questions, then select "Go Virtual."
6. Choose your options.

## Digital resources get results.

- **Over 70%** of Ginger members saw an improvement in their depression and anxiety symptoms within 10–14 weeks.<sup>11</sup>
- **78%** of Talkspace members reported improvement within weeks.<sup>12</sup>

### Billing information:

**In-network:** Your cost-share is administered according to your plan design.

**Ginger Coaching:** You pay the same cost-share as you would for an office visit. This applies to one session per 30 days. Rate includes unlimited access to a coach and Ginger classes and content.

**Therapy and Psychiatry:** Your cost-share is the same as an office visit based on your company's plan design.

**MDLIVE and Meru:** Copay/coinsurance and deductible apply.

**Talkspace:** Talkspace is able to calculate the amount of time spent in texting. Once the minutes add up to a billable amount (usually the equivalent of a 60-minute session), the provider issues a claim.

## These services provide real-time support via live video or texting.

Explore the following services to determine which one best fits your needs and lifestyle.

**ginger**

[Ginger](#)<sup>13</sup> provides in-the-moment emotional care – including coaching, therapy, psychiatry and self-care resources – all from the privacy of a smartphone. It helps you manage anxiety, depression and daily stressors.

**MDLIVE**<sup>®</sup>

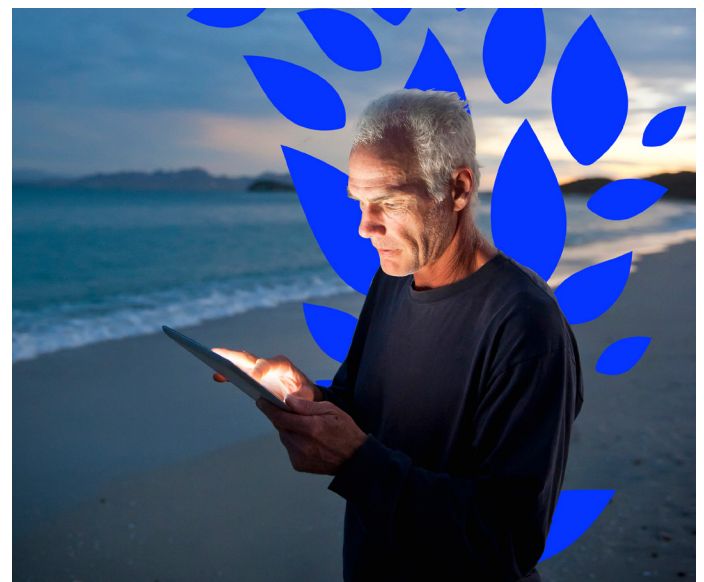
[MDLIVE](#) licensed therapists and board-certified psychiatrists can get you back to being your best if you're feeling overwhelmed, stuck or just not like yourself. It offers talk therapy and coping strategies, plus psychiatric services to assist in assessments and medication management.

**meru health**

[Meru](#)<sup>15</sup> combines the best of science, technology and human support to help you overcome mental health challenges. You can schedule a free screening session right now.

**talkspace**

[Talkspace](#)<sup>15</sup> provides personalized care for all – by making mental health access safe, quick and easy. You can expect immediate, responsive care to support your diverse needs.



# Therapeutic apps

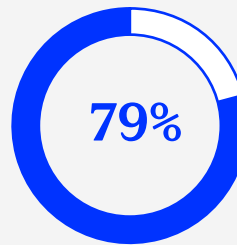
Here are apps to help you stay happy and healthy – at no additional cost.



[iPrevail](#)<sup>14</sup> is designed by experienced clinicians to help you employees take control of the stresses of everyday challenges associated with life's difficult transitions.

Features:

- Interactive video lessons
- One-to-one peer coaching
- Support communities
- Wellness activities



**Proven results:**

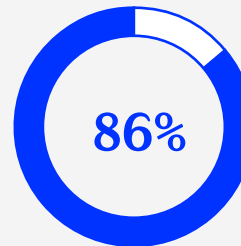
of participants experience improvement after engaging in their personalized program.<sup>15</sup>



[Happify's](#)<sup>14</sup> science-based activities and games can help you overcome negative thoughts, stress and life's challenges.

Helps you:

- Build resilience
- Reduce stress
- Improve coping mechanisms
- Increase focus
- Reduce symptoms associated with anxiety and depression



**Proven results:**

of frequent users get happier in two months.<sup>16</sup>



# Seminars

Knowledge is power against behavioral health issues.

You can get expert advice and information about mental health in this behavioral awareness seminar series. - **available at no additional cost.**

Topics include:

- [Children and Families](#)
- [Autism Awareness](#)
- [Eating Disorders](#)
- [Substance Use Disorders](#)



# Consultations

Guidance to help with financial and legal concerns.

You are entitled to the following 30-minute consultations – at no additional cost.

- **Legal guidance:** Meet with an attorney for legal issues, such as civil suits, personal/family matters or issues with the Internal Revenue Service.<sup>17</sup>
- **Financial guidance:** Connect with a financial specialist for debt counseling, budgeting advice and more.

You can call Cigna Healthcare to schedule these complimentary consultations.

# Identity theft protection

One less thing for you to worry about.

Offered through Cigna Healthcare at no additional cost, you can get peace of mind from award-winning IdentityForce protection.<sup>18</sup> It provides proactive identity and credit monitoring, sends fraud alerts, and helps fix any identity compromises.

- **Legal guidance:** call 1.833.580.2523 or visit [cigna.identityforce.com/starthere](https://cigna.identityforce.com/starthere) to enroll.

**The cost of identity theft adds up.**

- Consumers filed **2.2 million** fraud reports in 2020, accounting for **\$3.3 billion** in losses.<sup>19</sup>

**If you need further assistance navigating to the right behavioral health resource, please call the number on the back of your ID card.**

1. This applies to all groups on Facets except Guaranteed Cost (GC) cases situated in NY, NJ, MD, PR or USVI.
2. 2020 Cigna Behavioral Operations report.
3. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.
4. The downloading and use of any mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
5. John Hopkins Medicine. "Mental Health Disorder Statistics." January 24, 2022. <https://www.nami.org/NAMI/media/NAMI-Media/Infographics/GeneralMHFacts.pdf>.
6. Behavioral Health Insights, Cigna Healthcare Book of Business claims data January 1, 2020, through December 31, 2020. Adults only. Results may vary.
7. Employee assistance program services are in addition to, not instead of, health plan benefits. These services are separate from health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and program are not available where prohibited by law.
8. Customers under age 13 (and their parent/guardian who is not already eligible for the EAP) will not be able to register at myCigna.com or the mobile app. Parents who are covered under the EAP can register and initiate service requests for their covered children. App/online store terms and mobile phone carrier/data charges apply.
9. Internal unique provider data as of June 2022. Subject to change.
10. Five days for routine therapy and 15 days for prescriber.
11. Cigna Healthcare Book of Business with Ginger April 2021–December 2021. Results may vary.
12. Evernorth Book of Business data, 2021. Results may vary.
13. Program services are provided by independent companies/entities and not by Cigna Healthcare. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. Program not available in all states.
14. iPrevail and Happify program services are provided by independent companies/entities and not by Cigna Healthcare. The downloading and use of mobile apps are subject to terms and conditions, and standard mobile phone and data usage charges apply. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. These programs do not provide medical advice and are not a substitute for proper medical care provided by a health care provider. Information provided should not be used for self-diagnosis. Always consult with a provider for appropriate medical advice.
15. Based on a clinical trial, Prevail Health Solutions, 2018. Results may vary.
16. Happify. Sept. 2023. <https://www.happify.com/>
17. Our legal services provide access to a nationwide network of participating law firms and attorneys, all in good standing with their local bar associations. Get an initial, no-cost consultation and a discount on legal fees for help with family law, real estate concerns, estate planning and more. Identity theft consultation services are also available. Legal consultations related to employment-related matters are not available under this program.
18. Identity Force program and services are provided by independent companies/entities and not by The Cigna Group or its operating subsidiaries. Program and services are subject to all applicable program terms and conditions. Program availability is subject to change. References to third-party organizations or companies, and/ or their products, processes or services, does not constitute an endorsement or warranty thereof. Your use of such products, processes or services are at your sole risk. Product may be updated or modified prior to availability. Product availability may vary by location and plan type and is subject to change.
19. Federal Trade Commission. "New Data Shows FTC Received 2.2 Million Fraud Reports from Consumers in 2020." [Press release]. February 4, 2021. <https://www.ftc.gov/news-events/news/press-releases/2021/02/new-data-shows-ftc-received-22-million-fraud-reports-consumers-2020>.

This document is for informational purposes only. It is not medical advice. Always consult a doctor for appropriate examinations, treatment, testing and care recommendations, including prior to choosing another provider for care. In an emergency, dial 911 or visit the nearest emergency room.

Programs and services are subject to all applicable program terms and conditions. Product availability may vary by location and plan type and is subject to change. Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., Express Scripts, Inc., or their affiliates.

967066 09/23 © 2023 Cigna Healthcare. Some content provided under license.

