



# You're not alone

The Cigna Total Behavioral Health Program can help you move forward.



**Studies show that behavioral problems, such as depression, can contribute to heart disease.<sup>1</sup> Many physical conditions can worsen with stress, substance use and other behavioral health issues. Our Cigna Total Behavioral Health<sup>®</sup> program can help.**

## Our whole-person approach

If you or a loved one has been diagnosed with a behavioral health condition, we are here for you. Our comprehensive program provides help with life events, dedicated support, lifestyle coaching, and online tools. **You can call us anytime, any day.** We're here 24/7 to assist you with your routine or urgent needs. We can also help you find a provider with confirmed appointment availability.

### Virtual behavioral care

You can talk to a licensed psychiatrist or counselor by phone or video with MDLIVE<sup>2,3</sup> or our Behavioral Health network. With MDLIVE you can schedule phone and video appointments online. With our Behavioral Health network, you can find a provider and start video counseling by going to MyCigna.com, Find Care & Costs.

You can also access online therapy through Talkspace,<sup>2</sup> via private messaging or live video session. Refer to your plan documents for costs and details of coverage. We also include Ginger behavioral health coaching via text-based chats, self-guided learning activities and content, and, if needed, video-based therapy and psychiatry.<sup>2,3</sup>

### myCigna.com guided navigation

Our digital portal includes guided navigation that provides you with personalized, convenient care options to help you along your journey. Care options include digital, coaching, virtual and in person options.

### On-demand coaching and personalized learning with iPrevail offered through Cigna<sup>2</sup>

Learn how to boost your mood and improve mental health with on-demand coaching 24/7. After completing a brief assessment, you receive a program tailored to your needs that includes interactive lessons and tools. You get access to a peer coach who is matched based on your symptoms. You can also join support communities focused on stress, anxiety, depression and more. iPrevail also includes a caregiver support program designed to help you cope with stress, improve resilience and enhance your overall health and well-being.

### Services to help manage life events

At no additional charge to you, you can receive face-to-face sessions<sup>4</sup> with a licensed mental health professional in our Employee Assistance Program network.<sup>5</sup> You also get online, on-demand seminars, as well as community resources and referrals on a range of topics, including:

- > Child care
- > Adoption
- > Senior care
- > Pet care
- > Legal and financial consultation services<sup>6</sup>
- > Identity theft support
- > Summer camps
- > Parenting
- > Convenience services

### Enhanced ways to access care

We offer provider search and match support, in-the-moment appointment scheduling, and new online scheduling options.<sup>7</sup>

### Unlimited in-the-moment consultations

Our team will take time to talk through your issue and get you to the right resource or licensed clinician based on your needs.<sup>7</sup>

### 100% follow up

After your initial consult, we'll check in with you digitally or telephonically to see if your needs are being met or provide additional assistance if needed.<sup>7</sup>

### Science-based activities and games for stress and worries, with Happify offered through Cigna<sup>2</sup>

Everyday stressors can impact your relationships, work, health and emotional well-being. But you can change your outlook — and the way you see the world — with Happify. Happify's activities and games are designed to help you overcome life's challenges and can be accessed at any time.

### Behavioral Specialty Coaching & Support Services

Our coaches provide dedicated support for a broad range of conditions including:

- > Autism spectrum disorder
- > Eating disorders
- > Intensive behavioral case management
- > Opioid and pain management
- > Substance use

We also provide coaching and support for parents and families, which empowers individuals to be effective advocates for their family member or their own mental health needs. Our team can help for as long as needed (you must stay covered under your plan to continue service).

### They can help you:

- > Understand a behavioral diagnosis
- > Learn about treatment choices and how your choices can affect what you'll pay out of pocket
- > Identify and manage triggers that affect your condition
- > Find a health care professional or facility in our network geared to your needs. Our network includes a Centers of Excellence (COE) program.<sup>8</sup> COE facilities have earned a top ranking for quality and cost-effective care. With nationwide locations for adult mental health, child and adolescent mental health, eating disorder and substance use treatment, help is available and closer than you think.
- > Find community resources and programs near you
- > Get referrals to other wellness and lifestyle programs available to you

Our Coaching and Support services include a digital interface through Vela.<sup>2</sup> Your Coach will help you acquire the app which features secure two-way messaging, ability to share resources, as well as appointment tracking on a shared calendar.

## Take control of your health with extra support.

### Lifestyle management programs

Get help to reach your goals like losing weight, quitting tobacco or lowering your stress level. Each program offers support with phone and online coaching.

### Behavioral awareness webinars

We offer free monthly seminars on autism, eating disorders, substance use and behavioral health awareness for children and families. The seminars are taught by industry experts and offer tips, tools and helpful information.

### Enhanced online tools

Visit **myCigna.com** or use the myCigna<sup>®</sup> app to access on-demand support, including:

- > Information about your benefits, in-network providers and treatment options
- > Health and well-being articles
- > Self-assessment, stress management and mindfulness podcasts and tools

**Additional resources can be found on [Cigna.com](https://www.cigna.com).**



## To learn more or access services:

To access services to help manage life events, visit **myCigna.com**, Coverage, Employee Assistance Program.

You can call **877.231.1492** for referrals or go online, search the provider directory and obtain an authorization.

For links to iPrevail and Happify, visit the Wellness page. You can also call the toll-free number on your ID card.



1. CDC. "Heart Disease and Mental Health Disorders." <https://www.cdc.gov/heartdisease/mentalhealth.htm>.
2. Program services are provided by independent companies/entities and not by Cigna. 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 physician. Information provided should not be used for self-diagnosis. Always consult with your physician for appropriate medical advice. References to third-party organizations and/or their products, processes or services, doesn't mean Cigna endorses them.
3. Cigna 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. Three face-to-face visits per issue per year. Some restrictions apply, please check with your employer to confirm services included in your plan.
5. Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Program availability may vary by plan type and location, and are not available where prohibited by law.
6. 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.
7. Available beginning 1/1/24.
8. The Cigna Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna.

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