# BEHAVIORAL PROGRAMS

**Life happens.**
**We can help.**
For whatever challenges come your way.

**See What's Next >**

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Offered by Cigna Health and Life Insurance Company or its affiliates

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## Behavioral Programs

# How we can help.

Challenges to mental well-being come in many forms, and so do the ways we can work through them. Whether you need help reducing stress, are feeling motivated to make a change in your life, or need to talk to someone, we offer a variety of behavioral support tools and services to help ensure you get the support that works best for you.

**Virtual Counseling**

**Emotional Health & Well-being**

**Mental Health**

**Substance Use**

**Coaching & Support**

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## Virtual counseling[1]

Receive quality, behavioral health care without leaving home. Simply connect via your phone, computer or tablet and you can:

- Have access to more than 69,000* clinicians in our behavioral network.
- Schedule appointments online with licensed counselors or psychiatrists through our virtual only provider groups.
- Get access to providers with a wide variety of specialties such as autism and substance use, as well as providers who specialize in treating emergency responders.
- Use new modality options, such as private text therapy with providers like Talkspace.
- Use behavioral health coaching via text-based chats with Ginger. Includes self-guided learning activities, and, if needed, video-based therapy and psychiatry.[5]
- Receive confidential treatment for conditions such as stress and anxiety.
- Access a virtual counseling program for depression, anxiety or burnout with Meru Health. Includes an app which provides an online peer support community.[5]
- Use our Fast Access network which guarantees first-time appointments in five business days and a callback within one business day.[2]
- Same out-of-pocket cost as an in-office visit when you use a virtual provider.
- Have a prescription sent directly to your pharmacy, if appropriate.

Visit **myCigna.com** to find a provider.

*Subject to change

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## Emotional health & well-being

Programs and digital tools, all at no additional cost to you.

### Services to help manage life events:

- Up to three free sessions[3] with a licensed clinician in our employee assistance program network.
- On-demand seminars, community resources and referrals on a range of topics.
- Virtual behavioral care allows you to speak with a counselor on your phone, tablet or home computer.

### Find support for a range of topics, including:

- Anxiety, depression and stress management
- Parenting, relationships, child care and adoption
- Legal, identity theft and financial consultation services[4]

### Self-service digital tools and resources

iPrevail OFFERED THROUGH Cigna

**iPrevail[5] offered through Cigna** provides on-demand coaching, personalized learning and caregiver support. Complete an assessment, receive a program tailored to your needs, and get connected to a peer coach.

happify OFFERED THROUGH Cigna

**Happify[5] offered through Cigna** is a self-directed program with activities, science-based games and guided meditations, designed to help reduce anxiety, stress and boost overall health.

#### Additional Resources

- Find a provider
- Managing Stress Toolkit
- Veterans support
- My Health Assistant (under the Wellness tab)

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# Mental health

We can help you find support when you need it most. From inpatient and outpatient services to online tools, behavioral coaches, and educational support – we're here for you.

- **Centers of Excellence (COEs)** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for mental health disorders.
- **Coaching & Support** – We provide dedicated support to help you and your family address challenges with autism spectrum disorder, eating disorders, and intensive behavioral case management. We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, loved one or for themselves.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Ginger.[5]
- **Behavioral Awareness Series** – Free monthly seminars on topics including autism, eating disorders, substance use, children and families.
- **Find a provider** – Find a health care professional or facility in our network geared towards your needs.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.

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## Substance use

If you or a loved one are struggling with substance use, it can affect everything. We're here to help you on the road to recovery with inpatient and outpatient services, online tools, behavioral coaches, and educational support.

- **Centers of Excellence (COEs)** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for substance use disorders.
- **Coaching & Support** – We help to remove barriers to accessing and engaging in substance use, opioid use and pain management treatment. We provide treatment resources and support too. Coaching and support for parents and families is also available. This program empowers parents and family members to effectively advocate for their loved one, or their own needs.
- **Virtual Medication – Assisted Treatment** and peer recovery support available.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Ginger.[5]
- **Behavioral Awareness Series** – Find information to help understand risks, causes, and substance use support options – for you, or someone you know.
- Additional resources on opioids.
- **Find a provider** – Find a health care professional or facility in our network geared to your needs.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.

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## Coaching and support services

Our programs give you access to behavioral experts with extensive experience.

Our team can help you:

- Understand a behavioral diagnosis.
- Address challenges with autism spectrum disorders, eating disorders, substance use, opioid use and pain management.
- 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.
- Use a digital interface through Vela[5], an app which provides secure two-way messaging, ability to share resources, and appointment tracking on a shared calendar.
- Find a health care professional or facility in our network geared to your needs.
- Visit myCigna.com or call the number on the back of your insurance card.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, spouse or family member or receive help for their own needs.

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## Looking for help or more information?

# WE'RE HERE TO HELP

Online at
**myCigna.com**

By Phone
**call the number on the back of your ID card**

1. 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. 2. Per our agreement with contracted providers. Within five business days for first time appointment with non-prescriber; 15 business days for prescriber. 3. Virtual or face-to-face. Visits per issue per year vary based on plan coverage. Some restrictions apply, please check with your employer to confirm services included in your plan. 4. Legal consultations related to employment matters are excluded. 5. 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.

EAP 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. 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 are not available where prohibited by law.

This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your employer's plan documents.

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