

# You're not alone

Connecting you to resources for emotional health and well-being



**Your life is busy. Sometimes it's hard to know if what you are experiencing is depression or sadness, worry or anxiety. When these feelings become excessive, are ongoing or interfere with your daily life, it's time to seek the help you need.**

Our broad support includes coverage for your emotional health, as well as tools and programs to support your general health and well-being. All of this is available to you as our health plan customer. We help you take control of your health - body and mind - whenever you need it, 24/7.

## A network of health care providers

- › National network of clinicians - counselors, psychologists and psychiatrists
- › Guaranteed first-time appointments in five business days and a callback within one business day through our Fast Access network<sup>1</sup>
- › Live chat on **myCigna.com**
- › Virtual counseling sessions available with over 68,000 clinicians<sup>2</sup>
- › Online therapy with a licensed therapist through Talkspace, via private messaging or live video session
- › Ginger behavioral health coaching via text-based chats, self-guided learning activities and content, and, if needed, video-based therapy and psychiatry<sup>3</sup>
- › Support programs for autism, eating disorders, substance use and more. Includes a digital interface enabling secure two-way messaging, ability to share resources, and appointment tracking on a shared calendar
- › Centers of Excellence for Adult Mental Health, Child & Adolescent Mental Health, Eating Disorders and Substance Use<sup>4</sup>

## Programs to help manage life events<sup>5</sup>

- › Three face-to-face visits with a licensed behavioral health provider in our employee assistance program (EAP) network
- › Live chat with an employee assistance program advocate
- › Unlimited telephone support and access to work-life resources
- › Access to legal services, including a 30-minute consultation with a program attorney for legal issues including civil, personal/family and Internal Revenue Service (IRS) with 25% off select fees if the program attorney is retained
- › Access to financial services, such as 25% off tax preparation and a 30-minute complimentary phone consultation with a financial specialist on debt counseling, student loans and more
- › Identity theft protection to proactively monitor, alert and help fix any identity compromises<sup>3</sup>

**Together, all the way.®**





**To access iPrevail and Happify, log in to myCigna.com and scroll down for direct links.**

## Already registered on myCigna?

1. Log in to myCigna.
2. Go to “Coverage.”
3. Click on “Employee Assistance Program” (EAP).
4. Find all your resources on the EAP page. To find a licensed therapist, go to the “Find Care & Costs tab.” Search for the doctor by type.

## Not yet registered on myCigna?<sup>6</sup>

Follow these simple instructions to create your myCigna® account.

1. Type **myCigna.com** into your browser.
2. You’ll see “Customer Login” at the top and the register button. Click “Register.”
3. Enter your personal details: First name, last name, date of birth, email address, name of city and state, and ZIP code.
4. Click “Next” to confirm your ID.
5. Create a username and password to use for this account.
6. After completing the form, review your information, and then click “Submit.”

### Access these resources

- › Call 24/7 live assistance at **877.231.1492** or the number on your ID card
- › Visit **myCigna.com**



1. Per our agreement with contracted providers. Within five business days for first time appointment with non-prescriber; 15 business days for prescriber.
2. Cigna’s virtual behavioral care network as of Dec. 2020. Subject to change. 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. Not all providers have video chat capabilities and video chat may not be available in all areas. A primary care provider referral is not required. See your plan materials for costs and details of coverage, including other virtual care benefits that may be available under your specific health plan.
3. 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 may vary by location and plan type and is subject to change.
4. 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.
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. 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.
6. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

All health care providers and service providers are solely responsible for their care and/or services.

Providers are not agents of Cigna. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative.

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