

# CIGNA BEHAVIORAL PROGRAMS

**Life happens.  
We can help.**

For whatever challenges come your way.



Offered by Cigna Health and Life Insurance Company or its affiliates

# Cigna 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, Cigna offers a variety of behavioral support tools and services to help ensure you get the support that works best for you.

**Virtual  
Counseling**

**Emotional  
Wellness**

**Mental  
Health**

**Substance  
Use**

**Coaching  
& Support**





# Cigna Behavioral Programs

## Virtual counseling<sup>1</sup>

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

- Have access to more than 44,000\* clinicians in Cigna's 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.
- Receive confidential treatment for conditions such as stress and anxiety.
- Use our Fast Access network which guarantees first-time appointments in five business days and a callback within one business day.<sup>2</sup>
- Have a prescription sent directly to your pharmacy, if appropriate.
- If you have EAP (Employee Assistance Program),<sup>3</sup> you have access to virtual counseling, work/life referrals and resources. To learn more, visit [myCigna.com](https://myCigna.com).

Visit [myCigna.com](https://myCigna.com) to find a provider.

\*Subject to change

## Emotional wellness

The stress impact on health can be significant, both physically and emotionally. Cigna offers tools and resources to help you recharge your mind, lower stress, and bounce back when life gets hectic.



- Learn to live life more fully in the moment through our [Changing Lives by Integrating Mind and Body® \(CLIMB\) stress management podcasts](#).
- Veterans and their families (customers and non-customers) can call toll-free (855) 244-6211 – or [visit](#) our resource page for support 24/7/365 days a year.
- Access a variety of resources to help you assess and manage stress through our [Managing Stress Toolkit](#).
- Explore helpful ways to manage your stress, balance your diet and accomplish other goals by accessing My Health Assistant under the Wellness tab on [myCigna](#).
- Find a quality health care professional or facility in our Centers of Excellence (COEs) for Mental Health and Substance Use, and when needed, choose someone who can see you quickly through our Fast Access network.<sup>2</sup>
- [Find a provider](#) on the myCigna directory.
- If you have EAP,<sup>3</sup> you have access to virtual counseling, work/life referrals and resources. To learn more, visit [myCigna.com](#).

Access additional resources on [cigna.com](#).

## 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)** – Cigna has 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 such as 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.
- > **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 Cigna’s network geared towards your needs.

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



# Cigna Behavioral Programs

Home

Virtual  
Counseling

Emotional  
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Mental  
Health



Coaching  
& Support

## 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)** – Cigna has 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.
- > **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 Cigna's network geared to your needs.

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





## 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.
- Find a health care professional or facility in Cigna's network geared to your needs.
- Visit [myCigna.com](https://mycigna.com) or call the number on the back of your Cigna insurance card.

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.



# Looking for help or more information?

# WE'RE HERE TO HELP



Online at  
[myCigna.com](https://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. Please check with your employer to confirm services included in your plan.

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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