



# Finding mental health support can sometimes feel difficult.

With Cigna Total Behavioral Health<sup>®</sup>, you have easy-to-navigate access to support.



## Get the support you need, when you need it

The path to better mental and emotional well-being isn't always easy to navigate. And the process of finding the right care at the right time can feel overwhelming. Cigna Healthcare<sup>SM</sup> is here to help you meet these challenges. Whether you're seeking support for stress or more complex behavioral issues, we offer a wide array of options including digital resources, therapy or coaching to meet your needs. **You can count on us to be there, so you never have to feel alone on the path toward better health.**



### Enhanced ways to access care

Care Navigators are available to support you every step of the way. These individuals serve as a single point of contact to help you address all your mental health needs, including finding the right therapist, following up to ensure you are satisfied and more.



### Unlimited real-time support

Get immediate care and support, 24/7/365. Our licensed clinicians discuss your concerns, assess your needs and provide 45–60 minute consultations in the moment. They also help you access the care you need and connect you to the right resources.



### 100% follow up

After each time you've engaged with our team, we'll check in with you to make sure your needs are being met. If you need additional support, we can help with that, too.



### myCigna.com<sup>®</sup> easy provider match and guided navigation

Our provider matching considers factors like your age, your reason for seeking treatment, the type of treatment you're looking for, your preference of virtual vs. in-person care delivery options, and more. In addition, our digital portal provides assessment and care recommendations, as well as concierge navigation support to help you along your journey quickly and easily.

[Cigna Total Behavioral Health Navigation](#)



### Behavioral care that meets you where you are

We have many convenient options to address your unique mental health needs — including face-to-face, phone and video appointments, as well as digital tools that use texting or chat.<sup>1,2</sup> You can also access behavioral health coaching and self-guided learning activities in apps like Happify and iPrevail<sup>2</sup> to help build resilience and decrease stress.

## Behavioral specialty coaching and support services

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

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

**Support for parents and families**, empowering individuals to be effective advocates for a family member or for their own mental health needs. Our team can help for as long as needed. (You must stay covered under your plan to continue service.)

The **Changing Lives by Integrating Mind and Body®** (CLIMB) program, for individuals struggling to cope with the mental/emotional aspects of chronic stress. This stress may be related to a medical or mental health condition, a life situation such as caregiving, or a lack of effective coping skills. CLIMB is an educational group coaching program where members learn skills to help them build resiliency.

## Care for every step of your journey

Our team of licensed mental health clinicians ensure you and your family have the care you need for each stage of the journey, across all levels of care. For example, we can help with:

- Locating a facility in our nationwide network of Centers of Excellence (COEs) that has earned a top ranking for quality and cost-effective care in areas like adult mental health, child and adolescent mental health, eating disorder and substance use treatment.<sup>3</sup>
- Finding helpful community resources and programs.
- Gathering referrals to other wellness and lifestyle programs available to you.

## Enhanced provider search and other online tools

In addition to telephonic assistance, you can also visit [myCigna.com](https://myCigna.com) or use the myCigna® app<sup>4</sup> to access on-demand navigation and support, including:

- Provider matching, right from your phone
- Information about your benefits, in-network providers and treatment options
- Health and well-being articles
- Self-assessment, stress management and mindfulness podcasts and tools

## Services to help manage life events

- Up to three free sessions with a licensed clinician<sup>5</sup> in our employee assistance program network
- Support for a range of topics, including:
  - Parenting, relationships, child care and adoption
  - Pet care, education and identity theft support
  - Legal and financial consultation services<sup>6</sup>

You can find additional resources at [Cigna.com](https://Cigna.com).



To learn more, visit [myCigna.com](https://myCigna.com) and click the Wellness tab, then select Mental Health Support.

Or call the toll-free number on your ID card.

1. 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. 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 Healthcare endorses them.

2. 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.

3. 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 Healthcare'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 Healthcare.

4. Customers under age 13 (and/or their parent/guardian) will not be able to register at [myCigna.com](https://myCigna.com). The MyCigna mobile app does not have the same functionality/capability that is available on [myCigna.com](https://myCigna.com). App/online store terms and mobile phone carrier/data charges apply.

5. 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.

6. Legal consultations related to employment matters are excluded.

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.

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